



Post Office Box 9010 Addison, Texas  
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(972) 450-7000 Fax: (972) 450-7043

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## AGENDA

### REGULAR MEETING OF THE CITY COUNCIL

AND / OR

### WORK SESSION OF THE CITY COUNCIL

6:00 PM

March 25, 2014

### ADDISON TOWN HALL

5300 BELT LINE RD., DALLAS, TX 75254

6:00PM WORK SESSION

7:30PM REGULAR MEETING

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### WORK SESSION

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WS1 Presentation and discussion regarding the 2014 Addison Athletic Club Survey.

#### **Attachments**

Survey Results

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WS2 Presentation and discussion regarding crime data information and crime analysis tools.

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WS3 Discussion regarding a transitional audit and/or risk assessment, including an update from the Finance Committee.

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## **REGULAR MEETING**

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### **Pledge of Allegiance**

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R1 Announcements and Acknowledgements regarding Town and Council Events and Activities

Discussion of Events/Meetings

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R2 Consent Agenda.

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R2a Approval of the Minutes for the March 11, 2014 Work Session and Regular Council Meeting.

**RECOMMENDATION:**

Administration recommends approval.

**Attachments**

03/11 Minutes

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R2b Approval of a design services contract with Talley Associates Landscape Architects totaling \$72,072 for preparation of construction and bidding documents for the Phase I street and pedestrian lighting improvements in the South Quorum District.

**RECOMMENDATION:**

Administration recommends approval.

**Attachments**

Talley Proposal - Construction Documents (Lighting)

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R2c Approval of a contract with Convergent Technologies LLC. for the purchase and installation of a wireless network at the Addison Circle Park in the amount of \$63,156.15.

**RECOMMENDATION:**

Administration recommends approval.

**Attachments**

Contract

Network Layout

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Regular Items

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R3 Discussion, consider and take action regarding appointment of a member to the Board of Zoning Adjustment.

R4 Presentation, discussion, consider and take action regarding acceptance of two framed photographs of Addison sculptures, submitted to the Town by the Addison Arbor Foundation.

**RECOMMENDATION:**

Administration recommends approval.

R5 Presentation, discussion, consider and take action regarding an ordinance amending Chapter 62, Signs of the Code of Ordinances of the Town by amending Article VI. Special Districts, Sec. 62-289 Generally, subsection (g), Vitruvian Park, item (4) [Monument Signs] in order to provide for two multi tenant monument signs.

**RECOMMENDATION:**

Administration recommends approval.

**Attachments**

ORDINANCE

DRAWINGS FOR NEW SIGNS

DRAWINGS OF EXISTING SIGN

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R6 Presentation regarding Public Safety the Addison Way.

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R7 Discussion, consider and take action regarding the appointment of two members to the Addison Airport Master Plan Advisory Committee.

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R8 Presentation, discussion, consider and take action regarding authorizing the City Manager to enter into a Professional Services Agreement with Bury, Inc., to provide an evaluation and assessment of the Town's existing water infrastructure for an amount not to exceed \$386,500.

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**RECOMMENDATION:**

Administration recommends approval.

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R9 Presentation and discussion of major capital improvement project updates.

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R10 Presentation and discussion of the status report on the Town's Economic Development Department and the entrepreneur development program.

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R11 Discussion, consider and take action to authorize the City Manager to release the Fiscal Year 2013 Comprehensive Annual Financial Report.

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**RECOMMENDATION:**

Administration recommends approval.

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Executive Session

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ES1 Closed (Executive) session of the Addison City Council pursuant to Section 551.087, Texas Government Code, to discuss or deliberate regarding commercial or financial information that the City Council has received from a business prospect or business prospects that the City Council seeks to have locate, stay, or expand in or near the territory of the Town of Addison and with which the City Council is conducting economic development negotiations, and/or to deliberate the offer of a financial or other incentive to such business prospect or business prospects.

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ES2 Closed (Executive) session of the Addison City Council, pursuant to Section 551.072, Texas Government Code, to deliberate the purchase, lease, or value of certain real property or properties located within the Town and adjacent to and/or within and concerning Addison Airport.

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ES3 Closed (Executive) session of the Addison City Council pursuant to Section 551.071, Texas Government Code, to conduct a private consultation with its attorney(s) on matters in which the duty of the attorney(s) to the City Council under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Chapter 551, Tex. Gov. Code, regarding and pertaining to Addison Airport and certain real property located at and within the Airport.

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Regular Items Continued

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R12 Discussion, consider, and take action regarding a business prospect or business prospects that the City Council seeks to have locate, stay, or expand in or near the territory of the Town of Addison and with which the City Council is conducting economic development negotiations, and/or regarding the offer of a financial or other incentive to such business prospect or business prospects.

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R13 Discussion and consideration of approval of any action regarding the purchase, lease, or value of certain real property or properties located within the Town and adjacent to and/or within and concerning Addison Airport.

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R14 Discussion, consider and take action regarding and pertaining to real property located at and within Addison Airport.

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## Adjourn Meeting

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Posted:

Matthew McCombs, March 21, 2014, 5:00pm

**THE TOWN OF ADDISON IS ACCESSIBLE TO PERSONS WITH DISABILITIES.  
PLEASE CALL (972) 450-7090 AT LEAST  
48 HOURS IN ADVANCE IF YOU NEED ASSISTANCE.**

**Combined Meeting**

**WS1**

**Meeting Date:** 03/25/2014

**Council Goals:** Create raving fans of the Addison Experience.

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**AGENDA CAPTION:**

Presentation and discussion regarding the 2014 Addison Athletic Club Survey.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

See the attached memo.

**RECOMMENDATION:**

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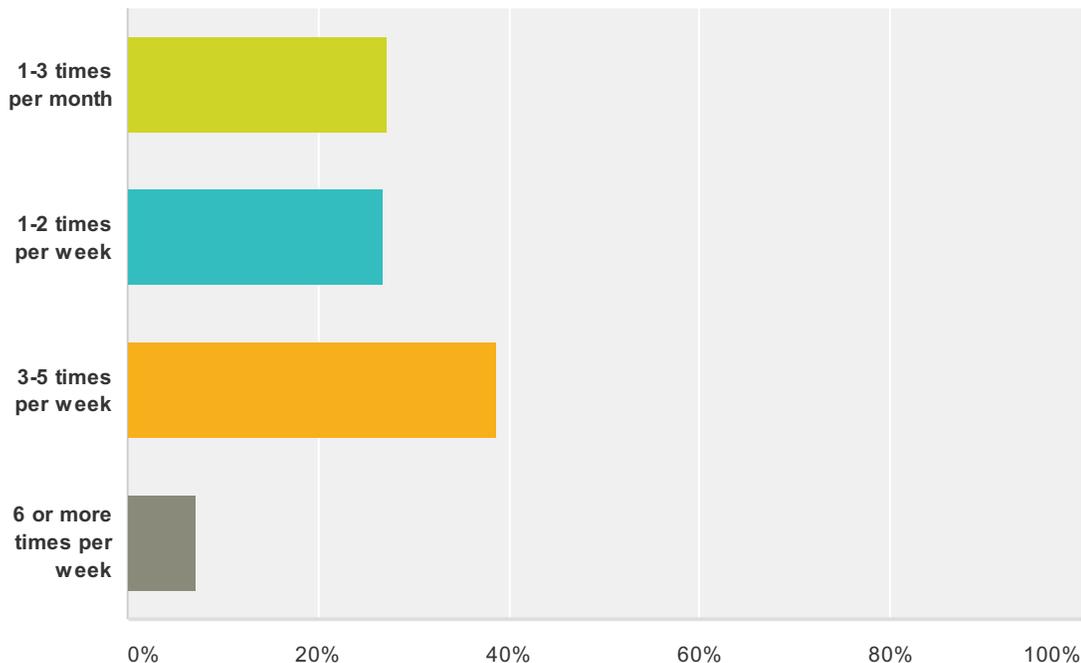
**Attachments**

Survey Results

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## Q1 How often do you use the Addison Athletic Club?

Answered: 305 Skipped: 46



Answer Choices	Responses
1-3 times per month	27.21% 83
1-2 times per week	26.89% 82
3-5 times per week	38.69% 118
6 or more times per week	7.21% 22
<b>Total</b>	<b>305</b>

#	I don't use the Club. Please tell us why.	Date
1	We travel a lot so the time spent at the club is more when we are in town	1/8/2014 9:19 PM
2	Classes are not at the best times for me. And do not care for the current aerobics teachers.	12/26/2013 5:26 PM
3	they do not let us uesd because we pay good hotel tax old law in city of addison our hotel address	12/22/2013 1:44 AM
4	I was using other gyms I paid for but my New Years Resolution is to quit paying for other gyms and use this one! I really love a cardio machine called the Cybex Arc Trainer that this club does not have but it ended up not being worth the amount I paid monthly at other places	12/21/2013 2:20 PM
5	Lazy	12/21/2013 1:09 PM
6	I use the club more in the colder .. The track is too warm for me in the summer	12/20/2013 11:12 AM
7	We use it A LOT more in the summer time.	12/17/2013 2:51 PM
8	Injury last February	12/16/2013 4:06 PM
9	I work downtown during the week and due to the commute, can't get to any of the 5:00 or 6:00 p.m. classes. Also, the Saturday offerings are minimal and not what I'm interested in.	12/16/2013 12:41 PM
10	I live in Fort Worth	12/16/2013 11:07 AM

## 2013 Addison Athletic Club Customer Service Survey

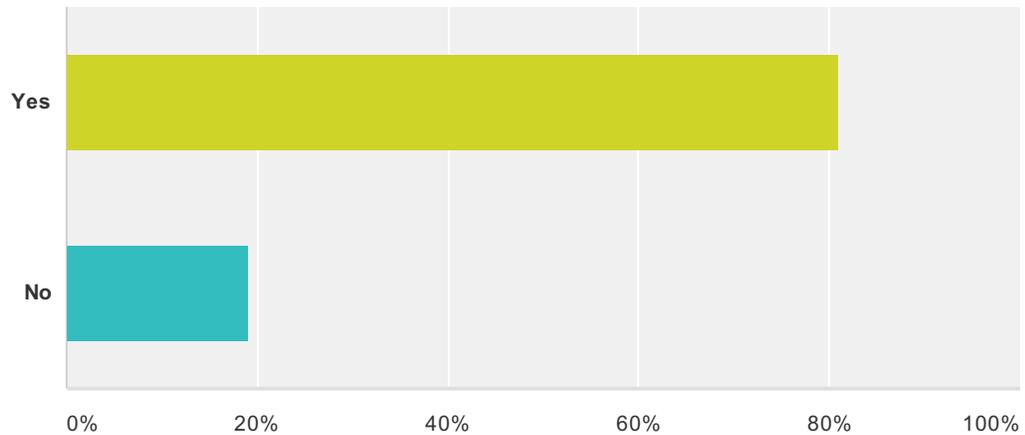
11	I love the club but have not used it recently due to being a member at Trophy Fitness and being able to walk there	12/15/2013 4:39 PM
12	Don't feel welcome there.	12/15/2013 2:22 PM
13	We recently sold our house and moved to the Tradition	12/14/2013 8:51 PM
14	I used it twice but not this month... I have been lazy	12/13/2013 10:38 PM
15	Try to use it daily and only occasionally on Sunday's.	12/13/2013 8:32 PM
16	Try to use it daily and only occasionally on Sunday's.	12/13/2013 8:32 PM
17	I don't use thr club much in the school year,because of my teaching. I use it quite a bit in the summer	12/13/2013 5:01 PM
18	The open ours are not feasible for my schedule at this time	12/13/2013 4:35 PM
19	I attend meetings and use the library facilities only	12/13/2013 2:55 PM
20	when i'm able to get to the gym	12/13/2013 2:53 PM
21	I work out at home	12/13/2013 2:19 PM
22	Great facility; I just don't take time to use it very often	12/13/2013 2:11 PM
23	Currently strength training and needed a straight bar with weights. However, will be returning for other services you offer.	12/13/2013 1:06 PM
24	I have not been using it on a regular basis the last few months, but have in the past and will start to be more regular again.	12/13/2013 10:48 AM
25	I have moved to The Colony.	12/13/2013 10:35 AM
26	Use to before my husbands death..My New Year's R	12/13/2013 10:14 AM
27	too lazy I guess - but always mean to start back	12/13/2013 9:54 AM
28	i'm business operator in addison but not homeowner therefore do not have access to club but rented pavillion for event june 2013	12/13/2013 9:25 AM
29	My address is listed Dallas, although I am in the Addison area.My understanding is you must live in Addison to be able to use the facility	12/13/2013 9:02 AM
30	Was told I am not eligible to use the club because of my residential status. I am a hotel manager who lives on property.I have used the facility in the past.	12/13/2013 9:01 AM
31	I haen't been coming in winter months due to cold.	12/13/2013 8:54 AM
32	sometimes 3-5 sometimes not at all	12/13/2013 8:31 AM
33	I have gotten fat and lazy and need to get back to the club!	12/13/2013 7:51 AM
34	Have 2 small children at home	12/13/2013 2:32 AM
35	it is always a hassle to schedule the day care facilities. not convenient enough	12/12/2013 10:26 PM
36	Will start coming again	12/12/2013 10:16 PM
37	I will be back I have had to have a hip replacement	12/12/2013 9:58 PM
38	I used to go twice a week however I now go to Move studio for a specific movement class daily. I only go to the club when I want to use the equipment.	12/12/2013 9:56 PM
39	wanted to use the pool....wasn't open.	12/12/2013 9:29 PM
40	I have lived here for one year and visited the club 5 times	12/12/2013 9:09 PM
41	Haven't been back in over a year because I exercise outside the gym.	12/12/2013 9:02 PM
42	There are not enough classes for 30-something's to participate in. I would do yoga, but work during day	12/12/2013 7:19 PM
43	Glenn Jones comes to my house twice a week to abuse me with exercise.	12/12/2013 7:14 PM
44	Almost everyday in the summer. Almost never during the school year.	12/12/2013 7:03 PM

## 2013 Addison Athletic Club Customer Service Survey

45	i used to work out there. i haven't changed my DL yet to my current addison address to rejoin. my roommate is not on my lease so he can join and we work out together.	12/12/2013 6:36 PM
46	I feel that it is a little run down—but pleased to have it! : )	12/12/2013 6:34 PM
47	I like group classes but there are not any available when I am.	12/12/2013 6:21 PM
48	Need to get back in the gym and get a trainer. Lack of discipline.	12/12/2013 6:18 PM
49	I work and would like classes at 7:30	12/12/2013 6:16 PM
50	Never been there...too embarrassed.	12/12/2013 6:10 PM
51	I used to go on the nights I had Council, but I can't drive now, so I don't have the ability to get there.	12/12/2013 6:07 PM
52	Time constraints on my part, but i would be willing to start a 2-3 times per week program if I knew there was someone who could initiate a program with me.	12/12/2013 6:04 PM

## Q2 If you use the facility once a week or more, do you feel like you are meeting your personal health and fitness goals?

Answered: 277 Skipped: 74



Answer Choices	Responses
Yes	80.87% 224
No	19.13% 53
<b>Total</b>	<b>277</b>

#	Please elaborate:	Date
1	The exercise classes offered are great- the people who teach the classes are great. motivators and very personable. The facility is well equipped for cross training e.g, swimming, running etc.	1/20/2014 12:39 PM
2	I love my trainer, Veronika! She makes working out fun!	1/20/2014 11:09 AM
3	The facility has more than adequate equipment. The hours and location are convenient	1/17/2014 1:59 PM
4	Three times a week seems reasonable	1/4/2014 9:43 PM
5	Need to work out more...that is my fault...has nothing to do with the club.	1/2/2014 3:46 PM
6	I have just started physical therapy after surgery and am supposed to use the stationary bicycles daily.	1/2/2014 2:14 PM
7	none	12/31/2013 8:58 PM
8	I need to be more consistent in my working out.	12/31/2013 3:05 PM
9	Excellent facility with good staff and equipment, aside from the locker room it is clean!	12/30/2013 12:10 PM
10	I am recuperating from major neck surgery with complications so I am unable to do my "normal" workout routine but still use the club for what I am able to do post surgery.	12/29/2013 11:50 AM
11	Feeling healthy	12/23/2013 3:12 PM
12	they nevaer think about us lived in hotel	12/22/2013 1:44 AM
13	Need to come more often	12/21/2013 5:56 AM
14	In great shape, my weight well under control.	12/20/2013 3:48 PM
15	I do pretty well with exercise, but have not been following good eating habits.	12/18/2013 3:34 PM
16	losing weight	12/16/2013 5:20 PM

## 2013 Addison Athletic Club Customer Service Survey

17	I did find my needs met when I was able to go	12/16/2013 4:06 PM
18	Like physical therapy	12/16/2013 2:19 PM
19	I swim every work day morning and that keep me going for the rest of the day.	12/16/2013 1:23 PM
20	I need to eat better, drink less and work out more.	12/16/2013 1:16 PM
21	I don't come 5 days a week and work out on my own.	12/16/2013 12:27 PM
22	would like to see more classes during mid-morning or early afternoon. I understand that the classes in the evening are more geared towards people working full time jobs but it would be great if more could be incorporated during the day	12/16/2013 12:13 PM
23	My residents love the place.	12/16/2013 11:07 AM
24	I don't push myself as hard as I should.	12/15/2013 11:04 AM
25	I always used the facility 3 times a week, and loved it! I miss it very much now that we aren't eligible for membership.	12/14/2013 8:51 PM
26	Sometimes, on weeks I make it to several classes/swims.	12/14/2013 8:45 PM
27	I love the weight room and the stretching area and the cardio machines	12/14/2013 7:02 PM
28	I should make it at least five times a week, but at least I am there three times for 90 to 120 minutes each time!	12/14/2013 3:56 PM
29	I use the gym at work at lunch, and use the Addison Athletic Club to Swim, Row or get a workout in, if missed during the day.	12/14/2013 3:44 PM
30	I know how important it is to keep moving. The Senior Class makes that happen. Wish it could be three times a week. Working Monday, Wednesday and Friday enables me to do other classes. The class I take is very good my age and I think everyone in the class enjoys it.	12/14/2013 3:14 PM
31	Need to come more often since you have so many great classes and workout facilities	12/14/2013 1:30 PM
32	Love our class Fit to be a Senior; walking around the track is fantastic!	12/14/2013 10:46 AM
33	I would like a better selection of exercise classes to help motivate me.	12/14/2013 8:18 AM
34	I use a variety of services (treadmill, weights and yoga class ) which i believe combine to help me reach fitness.	12/14/2013 6:47 AM
35	N/A	12/13/2013 10:38 PM
36	Exercise equipment, lockers, showers, pool, classes are all available in a friendly atmosphere.	12/13/2013 9:53 PM
37	I prefer swimming laps my 1st choice, secondly, water aerobics, thirdly, equipment or walk	12/13/2013 8:32 PM
38	I prefer swimming laps my 1st choice, secondly, water aerobics, thirdly, equipment or walk	12/13/2013 8:32 PM
39	I do know that I should do more and one of these days.	12/13/2013 3:42 PM
40	I need to go more than once a week.	12/13/2013 3:06 PM
41	need to go more often	12/13/2013 2:53 PM
42	lots of cardio options	12/13/2013 2:24 PM
43	n/a since I work out at home	12/13/2013 2:19 PM
44	I need classes to keep me motivated, but there are no joint friendly classes after work hours. I'm in my late 40s and have significant arthritis. I really don't want to pay for a trainer.	12/13/2013 1:28 PM
45	As mentioned above, there are services such as the gym and steam rooms that will be important for me this up coming year.	12/13/2013 1:06 PM
46	I feel so much stronger and ready for the day after I go to the gym!	12/13/2013 10:26 AM
47	I need to workout more often! But I never venture to the weight training area, which I know is important. I'm just not sure how to use all the machines.	12/13/2013 10:12 AM
48	i do not have access to the club however i would love to even though i do not reside in addison but work at beltline & surveyor wells fargo bank	12/13/2013 9:25 AM

## 2013 Addison Athletic Club Customer Service Survey

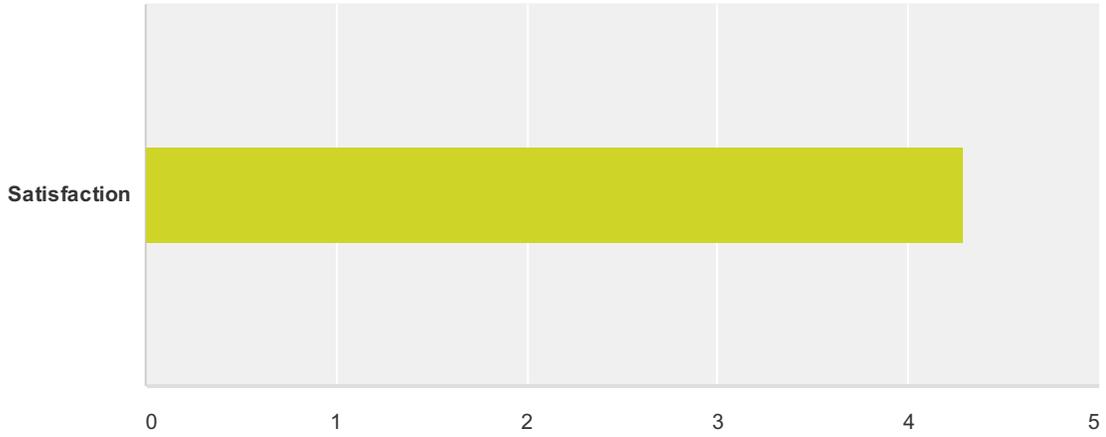
49	n/a	12/13/2013 9:01 AM
50	I have not been coming during winter months as I don't drive at night and work during day.	12/13/2013 8:54 AM
51	would like some new trainers	12/13/2013 8:31 AM
52	I attend the "Rise & Shine" class with Carol as Instructor. Since attending her sessions my physical condition and well-being has improved greatly. My medical test results are better and I am feeling healthier with less pain and discomfort. I am 66 and this has been the best thing for my health.	12/13/2013 8:16 AM
53	I have a sever heart condition and walking in my primary conditioning activity. If weather permits I will be walking the trails around the club, using the indoor track if it is too hot, too cold, or to wet.	12/13/2013 6:42 AM
54	The gym is in need of repairs to make it usable for basketball. Floor needs refinishing, goals need to be refurbished, basketballs are worn, and the rims are so tight that made baskets bounce 10 feet out.	12/12/2013 10:44 PM
55	I'm 86 and feel like 60, thanks to my work outs at the club.	12/12/2013 10:39 PM
56	I like to run and exercise outside, but can't always do so. I am a fairly decent racquetball player and looking for folks to play with.	12/12/2013 10:19 PM
57	I supplement by riding my bike outside. I only use the gym in inclement weather.	12/12/2013 10:18 PM
58	Variety of classes and equipment is excellent	12/12/2013 10:16 PM
59	too lazy....not your fault	12/12/2013 9:57 PM
60	It does not have the classes I am interested in	12/12/2013 9:56 PM
61	I am rehabbing from a back issue and the Addison Health Club is my only access to a pool that I can walk in.	12/12/2013 9:55 PM
62	I need to work harder.	12/12/2013 9:03 PM
63	N/A	12/12/2013 9:02 PM
64	I wish you could install a cardio cinema like Gold's gym. I would like to see evening water classes- water aerobics, deep water work out, swimming class	12/12/2013 8:48 PM
65	I love our athletic center. It is basically our town center.	12/12/2013 8:47 PM
66	I need to motivate myself more. It has become very social for me - which is good also.	12/12/2013 8:29 PM
67	has everything i need to achieve my goal	12/12/2013 8:27 PM
68	Would like to see more classes included in the 3 Month Aerobics Class Pass. More low impact aerobics classes. And yoga included on the pass, not separate.	12/12/2013 8:23 PM
69	Unfortunately, I have 2 gym memberships....I use AA for cardio and sauna purposes and I use another facility for the free weights (bench press specifically)	12/12/2013 8:22 PM
70	Need more classes for seniors in daytime. 8-4	12/12/2013 8:18 PM
71	I like group aerobic/exercise classes, but the selection is very limited and frankly not very good for someone who works during the day. So I pay for other gym memberships where there are good group classes	12/12/2013 8:15 PM
72	Would love to have pilates.	12/12/2013 8:01 PM
73	I should use it more often. Only I am at fault for that.	12/12/2013 7:57 PM
74	plus additional outside activities	12/12/2013 7:29 PM
75	Would like a Zumba class at 6pm or Pilates class	12/12/2013 7:11 PM
76	But I could do more. I used to attend 5 classes a week. Now that yoga is only in the evening, I can't attend as often.	12/12/2013 7:08 PM
77	It would be nice if the class instructors could vary their routines a little more.	12/12/2013 7:04 PM
78	I am only fourteen, so I am not allowed to use the equipment. I see tons of people using it improperly, and not cleaning it. I know how to use it, and I respect it, but I am still not allowed access to it. I have a PowerPoint presentation if you would like more detail.	12/12/2013 7:03 PM
79	work schedule too busy I'd like to go more	12/12/2013 6:36 PM

## 2013 Addison Athletic Club Customer Service Survey

80	Great classes at reasonable cost	12/12/2013 6:14 PM
81	Convenient, friendly, well equipped	12/12/2013 6:09 PM
82	My weakness is weight control	12/12/2013 6:00 PM
83	I am not using the facility nearly as much as I'd like because I'm a working parent who is currently in graduate school. However, I'm close to graduation and I will be back in there regularly once I'm not devoting 20+ hours per week to studying on top of my 40+ hour per week job.	12/12/2013 5:56 PM
84	I like the variety of cardio and weight equipment	12/12/2013 5:35 PM

**Q3 Please rate your overall satisfaction with the Athletic Club:**

Answered: 342 Skipped: 9



	Very Dissatisfied	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	Very Satisfied	Total	Average Rating
Satisfaction	4.39% 15	2.05% 7	5.26% 18	37.13% 127	51.17% 175	342	4.29

# 2013 Addison Athletic Club Customer Service Survey

## Q4 What do you like best about the Athletic Club?

Answered: 317 Skipped: 34

#	Responses	Date
1	the aesthetics	1/23/2014 6:20 PM
2	The exercise classes offered are great- the people who teach the classes are great.	1/20/2014 12:39 PM
3	The fact that Addison residents can go there free, after paying \$10 once.	1/20/2014 11:09 AM
4	Extra exercise aids: foam rollers, half sphere things, medicine balls	1/19/2014 8:39 AM
5	Good selection of equipment.	1/17/2014 1:59 PM
6	Convenience and no extra cost	1/8/2014 9:19 PM
7	Equipment is excellent. Most of front staff is very friendly.	1/6/2014 11:50 AM
8	the friendly, helpful staff, the trips and meeting new people.	1/4/2014 9:43 PM
9	The treadmills, the running track, basketball court.	1/3/2014 1:16 PM
10	Proximity to my home.	1/2/2014 3:46 PM
11	Cost! Also the facilities are clean and kept up nice. It is very close to our house.	1/2/2014 2:14 PM
12	Everything,except how often the Hottub is down.	12/31/2013 8:58 PM
13	how nice the building looks	12/30/2013 12:10 PM
14	ease to get to, so close to home; very pleasant staff; indoor running track that I use in inclement weather.	12/29/2013 9:26 PM
15	Friendless of staff, atmosphere uplifting and bright. Very motivating with lots of windows for outdoor life. Never too crowded.	12/29/2013 11:50 AM
16	It has great equipment and facilities.	12/26/2013 5:26 PM
17	Friendly staff, good kids programs, family friendly events like the Halloween party. Also, I love that the gym is free for Addison residents.	12/26/2013 3:51 PM
18	Proximity and classes	12/26/2013 11:21 AM
19	Convenience, options in equipment and facility offerings-indoor track, indoor pool, fitness classes	12/24/2013 11:33 AM
20	The facilities	12/23/2013 10:36 PM
21	Range of available equipment and activities and locker room amenities.	12/23/2013 10:22 PM
22	Children center, pool, spin classes	12/23/2013 3:12 PM
23	variety of equipment and availability, location, offered activities for all ages, staff	12/22/2013 6:52 PM
24	they need to change zoning rules	12/22/2013 1:44 AM
25	great staff and great equipment, love the indoor pool and also outdoor pool	12/21/2013 3:59 PM
26	Pickle ball and the fact I can connect to the internet and look at email etc when I am working out on a repetitious machine.	12/21/2013 2:32 PM
27	My trainer, Veronika Bobakova.	12/21/2013 2:23 PM
28	Not having to pay of course! I like the variety too.	12/21/2013 2:20 PM
29	Close to the house	12/21/2013 1:09 PM
30	Exercise classes	12/21/2013 5:56 AM
31	Clean locker rooms.	12/20/2013 3:48 PM

## 2013 Addison Athletic Club Customer Service Survey

32	location, price, exercise machines available and classes available - lots of options!	12/20/2013 11:12 AM
33	Convenience, equipment, pool, early open times during the week	12/19/2013 8:38 PM
34	everything	12/19/2013 8:00 PM
35	The location	12/19/2013 4:32 PM
36	Personnel and variety of equipment.	12/19/2013 7:25 AM
37	cost	12/18/2013 7:28 PM
38	Convenience, new equipment, not too crowded	12/18/2013 5:25 PM
39	The staff is Excellent. Always smiling and welcoming! We also LOVE the racket ball courts. In fact, we played so much racket ball that my husband and I both developed a case of tennis elbow - - but we will be back, as soon as health permits!!	12/18/2013 3:34 PM
40	The equipment is new and top notch and it is a pleasant atmosphere.	12/18/2013 11:07 AM
41	price and availability	12/18/2013 9:47 AM
42	Staff and Cleanliness	12/18/2013 9:41 AM
43	Terrific staff, convenient location, great classes, wonderful library; trips and activities for seniors are well planned and always wonderful.	12/17/2013 10:25 PM
44	large space for weight machines, beautiful surroundings to view while on cardio equipment,	12/17/2013 9:49 PM
45	The children's programs. Especially the summer and holiday camps.	12/17/2013 2:51 PM
46	availability	12/17/2013 12:52 PM
47	Staff is friendly and helpful	12/17/2013 10:52 AM
48	the cost, pickleball, zumba, swimming	12/16/2013 9:56 PM
49	The Addison Athletic Club has good equipment and is clean.	12/16/2013 9:01 PM
50	inside pool	12/16/2013 8:17 PM
51	Maintained in neat condition, and low cost of membership.	12/16/2013 6:19 PM
52	Indoor track	12/16/2013 5:20 PM
53	Friendly attitude	12/16/2013 4:06 PM
54	The outdoor pool	12/16/2013 2:40 PM
55	Swimming pool	12/16/2013 2:19 PM
56	I love the indoor pool.	12/16/2013 1:23 PM
57	I like the staff and the amount of activities that are available	12/16/2013 1:16 PM
58	so many places to work out so much equipment	12/16/2013 12:47 PM
59	It's a very nice facility and is a couple of blocks from my home.	12/16/2013 12:41 PM
60	The fee and the facilities	12/16/2013 12:27 PM
61	it is a great club and fun to go to	12/16/2013 12:13 PM
62	People, Equipment, cleanliness of club	12/16/2013 11:57 AM
63	most of the staff are very nice and the equipment is first class.	12/16/2013 11:24 AM
64	I have had no complaints	12/16/2013 11:07 AM
65	EASY ACCESS TO EQUIPMENT	12/16/2013 10:46 AM
66	Work out rooms, equipment and ambience of environment	12/16/2013 9:54 AM
67	indoor pool	12/15/2013 11:13 PM
68	Personnel are friendly and helpful.	12/15/2013 11:03 PM
69	Sense of community. Diversity of programs.	12/15/2013 9:51 PM

## 2013 Addison Athletic Club Customer Service Survey

70	It's Free and has decent equipment.	12/15/2013 9:49 PM
71	The price; the cleanliness; it is never to crowded	12/15/2013 6:08 PM
72	Cheap and spacious	12/15/2013 6:08 PM
73	Ping pong	12/15/2013 5:59 PM
74	That it is available for Addison residents-it is a wonderful perk	12/15/2013 4:39 PM
75	low price!	12/15/2013 3:43 PM
76	Outdoor pools.	12/15/2013 2:22 PM
77	It's free (!) and I like the variety of equipment and different exercise activities that are available.	12/15/2013 1:30 PM
78	Location, amenities and of course the price	12/15/2013 11:22 AM
79	Friendly staff, wide range of facilities available	12/15/2013 11:04 AM
80	Price. Great staff. Equipment. Pool.	12/15/2013 9:24 AM
81	closeness to home; friendliness of staff	12/14/2013 8:45 PM
82	weights, cardio, stretching area. Betsy is the most friendly and outgoing of the desk staff. The other staff should be more like her and make an effort to be friendly.	12/14/2013 7:02 PM
83	Nice and clean place. Also, a good way to make friends!	12/14/2013 3:56 PM
84	It is not overcrowded	12/14/2013 3:44 PM
85	Entering into the activities the Club offers, has enabled me to meet residents of Addison I would probably never know. I Have made good friends I would have never had. There is a warm welcome from the employees as well as the members.	12/14/2013 3:14 PM
86	Variety of choices to exercise ie pool track machines.	12/14/2013 2:44 PM
87	convenience cost! good equipment	12/14/2013 1:44 PM
88	That it isn't too crowded, and the staff is so nice	12/14/2013 1:30 PM
89	Staff, social aspects, senior activities, great facility.	12/14/2013 12:44 PM
90	It's a great place to meet your neighbors and socialize while trying to get in shape.	12/14/2013 11:39 AM
91	water aerobics	12/14/2013 11:34 AM
92	The good equipment and its availability. Love the library. Love the pools	12/14/2013 11:30 AM
93	I like that it is easy to get on the machines I need and get my workout done in an efficient amount of time.	12/14/2013 11:21 AM
94	close to my home	12/14/2013 10:51 AM
95	Classes and the track. And other organized activities such as Christmas Lights tour.	12/14/2013 10:46 AM
96	Not so crowded	12/14/2013 10:40 AM
97	The yoga on tues/thurs and the people	12/14/2013 9:03 AM
98	the fact it has a gym and an outdoor pool	12/14/2013 8:44 AM
99	Convenience and cost	12/14/2013 8:18 AM
100	The expansive equipment and programs	12/14/2013 6:47 AM
101	equipment and rooms are in good shape.	12/13/2013 10:49 PM
102	It is always very clean and the staff is very helpful and nice.	12/13/2013 10:45 PM
103	I like that its close and free	12/13/2013 10:38 PM
104	Location, availability of services, library where we can donate books and borrow books to read and return.	12/13/2013 9:53 PM
105	the activities (including exercising) provided for seniors, the people who work there, socializing with the residents who go there, etc.	12/13/2013 9:22 PM

## 2013 Addison Athletic Club Customer Service Survey

106	Friendly, clean environment that encourages a healthy lifestyle.	12/13/2013 9:22 PM
107	The fact that we are both honored and privileged to have such a fine Athletic Center at the membership price for our community.	12/13/2013 8:32 PM
108	The fact that we are both honored and privileged to have such a fine Athletic Center at the membership price for our community.	12/13/2013 8:32 PM
109	overall facilities	12/13/2013 6:33 PM
110	Lovely facility and great friendly staff.	12/13/2013 6:30 PM
111	Close to where I live	12/13/2013 6:09 PM
112	The water aerobics and the pool	12/13/2013 5:01 PM
113	Friendly staff, clean and fresh in appearance	12/13/2013 4:35 PM
114	variety of workout equipment	12/13/2013 4:32 PM
115	Location and variety of exercise options	12/13/2013 4:27 PM
116	The cleanliness and variety of ways to work out.	12/13/2013 4:16 PM
117	The staff. They are always pleasant, upbeat and helpful and make one feel very welcome.	12/13/2013 3:42 PM
118	friendly, attentive staff	12/13/2013 3:36 PM
119	The staff, the facility and how close it is to my home.	12/13/2013 3:33 PM
120	Proximity and amenities	12/13/2013 3:27 PM
121	It's free for residents. I've NEVER joined an fitness center bc of the money. i knew I would be wasting it bc I would never have time to go. And my point is proven bc the AAC is free & I hardly go!	12/13/2013 3:06 PM
122	Variety of equipment and classes. Price.	12/13/2013 3:01 PM
123	Clean, close & has everything	12/13/2013 2:57 PM
124	convenience-availability and personnel	12/13/2013 2:55 PM
125	the fact being an addison citizen and having this facility available to use. low cost for any of the classes is a BIG bonus.	12/13/2013 2:53 PM
126	Location and price	12/13/2013 2:38 PM
127	variety of machines, nice staff, great location!	12/13/2013 2:24 PM
128	Incredible service to the residents.	12/13/2013 2:19 PM
129	THE EQUIPMENT	12/13/2013 2:18 PM
130	That it's private for Addison residents and that it has absolutely everything one would want in an athletic club. Great facility.	12/13/2013 2:11 PM
131	The indoor pool.	12/13/2013 1:56 PM
132	The excellent equipment and pool for the cost.	12/13/2013 1:28 PM
133	The weight equipment is excellent as well as the weight room areas.	12/13/2013 1:21 PM
134	You offer a full range of services and what is really important to me is the garden area. I couldn't get a plot last year and hoping this year to get one.	12/13/2013 1:06 PM
135	Everything, especially the staff.	12/13/2013 12:46 PM
136	cleanliness of the workout area and locker rooms, modern equipment which is well-maintained, no crowds	12/13/2013 12:28 PM
137	Accessibility, Clean facility, adequate equipment, friendliness of staff.	12/13/2013 12:09 PM
138	Location	12/13/2013 11:59 AM
139	Not crowded and pleasant staff	12/13/2013 11:55 AM
140	In the neighborhood	12/13/2013 11:46 AM

## 2013 Addison Athletic Club Customer Service Survey

141	All of the workout equipment and hours open.	12/13/2013 11:37 AM
142	Friendly staff	12/13/2013 11:13 AM
143	Location	12/13/2013 11:03 AM
144	I like that it opens early so I can work out before work; I also like the staff at the front desk.	12/13/2013 10:48 AM
145	All of the amenities (i.e. swimming pool/racketball courts/aerobics classes). The club is always clean and the staff is always very friendly and helpful.	12/13/2013 10:44 AM
146	Plenty of exercise machines, and the pools for the kids	12/13/2013 10:43 AM
147	It was very conveniently located.	12/13/2013 10:35 AM
148	I love the people, the equipment, and the environment.	12/13/2013 10:26 AM
149	The variety of workout options available: pool + all the types of machines	12/13/2013 10:23 AM
150	never crowded	12/13/2013 10:17 AM
151	The Pacsetters Activities.	12/13/2013 10:14 AM
152	There's a little bit of everything!	12/13/2013 10:12 AM
153	The staff and friendly atmosphere of the members. It has a community feeling.	12/13/2013 10:10 AM
154	Equipment, Senior Program, meeting space and events.	12/13/2013 10:10 AM
155	It has everything we need to get a good workout and have fun workouts as well and we like the events (though we haven't attended many) that are sponsored.	12/13/2013 10:01 AM
156	great equipment - clean workout areas - friendly staff	12/13/2013 9:55 AM
157	ambiance	12/13/2013 9:54 AM
158	always clean. polite people	12/13/2013 9:40 AM
159	The price.	12/13/2013 9:37 AM
160	The staff	12/13/2013 9:37 AM
161	Children's center	12/13/2013 9:35 AM
162	Neighborhood atmosphere	12/13/2013 9:26 AM
163	from what i observed the club is very well kept and clean which is important for this type of facility	12/13/2013 9:25 AM
164	personnel, people, equipment	12/13/2013 9:22 AM
165	Quality of equipment and staff.	12/13/2013 9:08 AM
166	Close proximity to my home.	12/13/2013 9:01 AM
167	Indoor pool, steam and sauna, weights, classes offered, especially the Saturday morning class at 9:00 AM.	12/13/2013 8:59 AM
168	I think this is State of the Art- the people are friendly and helpful-the equipment is great- this is such a wonderful "fringe benefit" to living in Addison. Very well run!	12/13/2013 8:54 AM
169	The friendly staff!!!!	12/13/2013 8:51 AM
170	It's price.	12/13/2013 8:45 AM
171	The whole facility. It's a major reason I live in Addison. Thank you for being there.	12/13/2013 8:40 AM
172	friendly employees	12/13/2013 8:38 AM
173	The price. The equipment. The friendly staff	12/13/2013 8:37 AM
174	the equipment is always up to date and maintained;	12/13/2013 8:35 AM
175	It is not over crowded and a wonderful benefit of living in Addison	12/13/2013 8:31 AM
176	The convenience.	12/13/2013 8:31 AM
177	Clean, great positive staff, well equipped, variety of programs	12/13/2013 8:16 AM

## 2013 Addison Athletic Club Customer Service Survey

178	the availability of equipment and feeling like not everyone is watching me exercise as the rooms are spread out.	12/13/2013 8:15 AM
179	The pool and the machines.	12/13/2013 8:00 AM
180	Indoor pool and overall cleanliness and "feel" of the facility	12/13/2013 7:51 AM
181	Clean, available, exclusive to Addison residence.	12/13/2013 7:51 AM
182	The outdoor pool.	12/13/2013 7:47 AM
183	availability, plenty of equipment	12/13/2013 7:38 AM
184	Location; membership price	12/13/2013 6:49 AM
185	access, and no cost. Club is as good or better than other commercial fitness clubs.	12/13/2013 6:42 AM
186	Range and quantity of equipment, cleanliness	12/13/2013 4:59 AM
187	nice environment.....good equipment	12/13/2013 3:16 AM
188	Easy access from house	12/13/2013 2:32 AM
189	Convenience	12/12/2013 11:40 PM
190	Indoor pool	12/12/2013 11:04 PM
191	It is simply outstanding. The facilities and the people are second to none.	12/12/2013 11:04 PM
192	Location, beauty, safety, excellent track, great equipment. Nice pools.	12/12/2013 11:02 PM
193	equipment is good	12/12/2013 11:02 PM
194	not crowded	12/12/2013 10:55 PM
195	friendly atmosphere	12/12/2013 10:49 PM
196	Close to home, it's free, both indoor and outdoor pools and the Monday night work out class	12/12/2013 10:44 PM
197	Quality of weight area, cleanliness and friendly staff.	12/12/2013 10:44 PM
198	Work out area and the indoor pool and a great group of people	12/12/2013 10:39 PM
199	Many activities to choose from. Very clean. Friendly staff.	12/12/2013 10:26 PM
200	The equipment is kept well. Not too many outdated machines.	12/12/2013 10:26 PM
201	Friendly Staff	12/12/2013 10:25 PM
202	The variety of equipment	12/12/2013 10:23 PM
203	Open at 0530 on weekdays.	12/12/2013 10:19 PM
204	It's cleanliness. The staff is friendly. The equipment is kept up.	12/12/2013 10:18 PM
205	all that it offers	12/12/2013 10:18 PM
206	Friendly staff, clean equipment	12/12/2013 10:16 PM
207	proximity home and ability to walk to the club	12/12/2013 10:02 PM
208	Friendliness	12/12/2013 9:58 PM
209	Personnel, Equipment, Proximity to home	12/12/2013 9:57 PM
210	cleanliness and competence of staff	12/12/2013 9:57 PM
211	It is clean and professional	12/12/2013 9:56 PM
212	Location. Friendly staff, and availability to access the equipment I need.	12/12/2013 9:55 PM
213	It's never crowded and everybody that works there is friendly	12/12/2013 9:47 PM
214	Weight machines, spin bikes, other cardio machines	12/12/2013 9:39 PM
215	Friendly staff, clean, not usually too crowded	12/12/2013 9:26 PM
216	It's free and offers everything one needs to work out with a community feel.	12/12/2013 9:18 PM

## 2013 Addison Athletic Club Customer Service Survey

217	Location is convenient	12/12/2013 9:09 PM
218	Playing basketball and it is free.	12/12/2013 9:03 PM
219	The elliptical machines and the newer section.	12/12/2013 9:02 PM
220	Clean indoor swimming pool. The best.	12/12/2013 8:57 PM
221	The good atmosphere (cleanliness, friendliness of staff) and availability of equipment	12/12/2013 8:57 PM
222	Accessibility of good equipment.	12/12/2013 8:54 PM
223	Cleanliness of weight equipment	12/12/2013 8:53 PM
224	Betsy at the front desk & cleanliness of the facility	12/12/2013 8:52 PM
225	Great facilities. Then nice competent staff and I meet friendly citizens.	12/12/2013 8:51 PM
226	the cost	12/12/2013 8:48 PM
227	The hours and the friendly staff. It is awesome!!	12/12/2013 8:47 PM
228	Availability, price, up to date equipment and variety of equipment. People who work there are who use the gym.	12/12/2013 8:39 PM
229	It's convenience and the array of fitness equipment.	12/12/2013 8:39 PM
230	Racquetball and steam room	12/12/2013 8:38 PM
231	Pace Setters activities	12/12/2013 8:35 PM
232	The cost.	12/12/2013 8:33 PM
233	Everything	12/12/2013 8:30 PM
234	Free membership!	12/12/2013 8:29 PM
235	The variety of activities. the cost factor is very good. I enjoy the coffee.	12/12/2013 8:29 PM
236	besides only paying \$10.00 it has plenty of equipment and nice and friendly staff	12/12/2013 8:27 PM
237	The multiple exercise units that are available.	12/12/2013 8:24 PM
238	Malin's Wednesday Aerobic Class is Fabulous! Mino's Monday class is also good.	12/12/2013 8:23 PM
239	I like that it's limited to Addison residents only; clean; professional; up to date	12/12/2013 8:22 PM
240	Convenient and free	12/12/2013 8:18 PM
241	Staff is friendly	12/12/2013 8:15 PM
242	The size and features and location.	12/12/2013 8:15 PM
243	Quality of facility	12/12/2013 8:14 PM
244	Cost	12/12/2013 8:01 PM
245	Up-to-date equipment	12/12/2013 7:57 PM
246	Cleanliness, exclusivity.	12/12/2013 7:56 PM
247	CONVENIENT TO MY HOUSE. COST.	12/12/2013 7:49 PM
248	The social aspect	12/12/2013 7:40 PM
249	Friendliness of the staff, variety of equipment	12/12/2013 7:40 PM
250	Staff; well-equipped with good machines.	12/12/2013 7:32 PM
251	The great variety of equipment and the friendly attitude of all	12/12/2013 7:29 PM
252	Quality Equipment, Lots of Equipment, Walking track, Basketball court, Only bathroom in our park area	12/12/2013 7:27 PM
253	Selection of activities	12/12/2013 7:25 PM
254	It's close	12/12/2013 7:19 PM

## 2013 Addison Athletic Club Customer Service Survey

255	Facilities, staff, ease of access, keeping up with neighbors/community, staff at the club – excellent staff especially, but not limited to, Justin, Deena, Michelle, Glenn, and Betsy	12/12/2013 7:18 PM
256	FACILITIES, STAFF, CLEAN EQUIPMENT.	12/12/2013 7:17 PM
257	The atmosphere--MOST people there seem to be enjoying it.	12/12/2013 7:14 PM
258	Good equipment, good staff, good price and not crowded.	12/12/2013 7:14 PM
259	Quality of the workout equipment	12/12/2013 7:13 PM
260	Friendly staff	12/12/2013 7:11 PM
261	Clean & Modern	12/12/2013 7:10 PM
262	Variety, bikes, well kept up equipment, friendly staff, convenience, cost	12/12/2013 7:08 PM
263	The wide selection of equipment. The exercise programs available. The friends I have found there. The friendly workers.	12/12/2013 7:06 PM
264	Free and convenient	12/12/2013 7:05 PM
265	Outdoor pool AREA, lifeguards, friendly (for the most part) workers	12/12/2013 7:05 PM
266	The low cost classes, the friendliness of the personnel and the community events!	12/12/2013 7:04 PM
267	Promotion of fitness.	12/12/2013 7:03 PM
268	The equipment	12/12/2013 7:00 PM
269	The free cost and the lack of crowds.	12/12/2013 6:57 PM
270	Clean, attractive facilities	12/12/2013 6:57 PM
271	LOCATION	12/12/2013 6:57 PM
272	It is Free to Addison residents.	12/12/2013 6:55 PM
273	That it is free.	12/12/2013 6:50 PM
274	Indoor heated pool, hot tub, all the exercise equipment	12/12/2013 6:48 PM
275	1) The staff is just very nice and helpful. I appreciate how responsive they are to an issue or concern. They helped me track down a lost necklace. 2) The club keeps us here in Addison!	12/12/2013 6:45 PM
276	Bang for ur buck!	12/12/2013 6:42 PM
277	Convenience	12/12/2013 6:40 PM
278	Indoor pool	12/12/2013 6:38 PM
279	Gym, Staff, Cost and mostly everything	12/12/2013 6:36 PM
280	Clean ! Staff always says HELLO	12/12/2013 6:36 PM
281	The value for the cost.	12/12/2013 6:35 PM
282	Convenience. Well maintained.	12/12/2013 6:33 PM
283	It is a very short walk from my house. Good variety of equipment.	12/12/2013 6:32 PM
284	The pool, the neighborhood atmosphere, the staff- especially Betsy at the front desk, who is extremely friendly and personable. I think she knows almost everyone by name!	12/12/2013 6:31 PM
285	Cost	12/12/2013 6:26 PM
286	Pleasant surroundings and well equipped	12/12/2013 6:23 PM
287	Convenience and not crowded at 7:00 am.	12/12/2013 6:21 PM
288	Convenience and location.	12/12/2013 6:21 PM
289	Proximity to home	12/12/2013 6:18 PM
290	The staff is very pleasant	12/12/2013 6:17 PM
291	Quality of the apparatus. How nice the facility is kept up.	12/12/2013 6:17 PM

## 2013 Addison Athletic Club Customer Service Survey

292	Convenience to my home; price	12/12/2013 6:16 PM
293	It looks wonderland always clean	12/12/2013 6:16 PM
294	Classes exercise, pool in summer, weight room, generally working machines, wonderful staff	12/12/2013 6:14 PM
295	The amount of machines	12/12/2013 6:14 PM
296	not crowded	12/12/2013 6:13 PM
297	Cleanliness, option of privacy, new equipment	12/12/2013 6:11 PM
298	pool, is in good shape and not generally crowded	12/12/2013 6:11 PM
299	Not intimidating, friendly staff, caring attitudes, lots of equipment options	12/12/2013 6:09 PM
300	Good facilities	12/12/2013 6:07 PM
301	Proximity; price	12/12/2013 6:04 PM
302	Location , facility	12/12/2013 6:00 PM
303	The treadmills	12/12/2013 5:58 PM
304	Location, equipment	12/12/2013 5:56 PM
305	The children's activities, the outdoor pool, the cardio equipment, and the weight machines.	12/12/2013 5:56 PM
306	Love the weight room, updated treadmills, and the walking/running track. Also like the indoor pool.	12/12/2013 5:42 PM
307	Beside the \$10 fee, the variety of equipment	12/12/2013 5:35 PM
308	kid-oriented and close proximity	12/12/2013 1:50 PM
309	not too many people, low key.	12/12/2013 12:24 PM
310	Cost (lack of) - convenience to my home. Kids programs.	12/12/2013 11:57 AM
311	Can you put a tv in the dance studio that can get free on demand workouts? For example, exercise tv carries many free on demand work outs. (There are other channels too.) The tv would only be available when the studio is not in use.	12/12/2013 11:49 AM
312	We loved spending our summer at the outdoor pool. The lifeguards were great. We also love Miss Tonya in the child care area.	12/12/2013 11:20 AM
313	Kids center	12/12/2013 9:47 AM
314	It has always been very family friendly and the staff has taken excellent care of my children over the years in both the child care center and the summer camps	12/12/2013 9:11 AM
315	As a mom with 2 small kids I love all the activities offered at the Club for them. I also enjoy the outdoor swimming pool and the aerobic classes.	12/12/2013 9:04 AM
316	Kids programs	12/12/2013 8:48 AM
317	Free Wifi	12/5/2013 8:54 AM

# 2013 Addison Athletic Club Customer Service Survey

## Q5 What would you like to see improved?

Answered: 268 Skipped: 83

#	Responses	Date
1	more senior programs more classes in the evenings and week ends	1/23/2014 6:20 PM
2	More exercise classes. Open on holidays. More tournaments and or fitness competitions. Open for longer hours on Sunday Fixing of broken machines at the gym.	1/20/2014 12:39 PM
3	Don't know of anything.	1/20/2014 11:09 AM
4	More available Cardio classes not during work hours or only certain days of week.	1/19/2014 8:39 AM
5	Maybe add some barbells to the free weight area	1/17/2014 1:59 PM
6	Nothing	1/8/2014 9:19 PM
7	1. Shower heads in women's locker room need to be replaced. This surely is not expensive. 2. Temperature in Yoga room could be better regulated. Also floor needs to be WASHED more often. Would be nice if outdoor track was a softer surface rather than concrete.	1/6/2014 11:50 AM
8	Maybe an updated women's locker room	1/4/2014 9:43 PM
9	Nothing.	1/3/2014 1:16 PM
10	Offer a late afternoon Yoga class again.	1/2/2014 2:14 PM
11	See above	12/31/2013 8:58 PM
12	Expanded hours of operation	12/30/2013 12:10 PM
13	upgrade the women's locker rooms;	12/29/2013 9:26 PM
14	The locker room floors could be kept cleaner and the floors in corners and behind treadmills in main gym area upstairs. Bases of treadmills are quite dusty and need wiping down. Women's locker room bathrooms sometimes are out of TP in stalls and lock doesn't work on the 1st stall door.	12/29/2013 11:50 AM
15	Better class teachers and more activities for kids 12-15.	12/26/2013 5:26 PM
16	Cleanliness is good, but could be better at times. Also, would like to see more free weights for use in addition to the dumbbells.	12/26/2013 3:51 PM
17	Cleanliness	12/26/2013 11:21 AM
18	Open later or make it 24hrs.	12/26/2013 12:55 AM
19	More classes, no fee to participate in group classes, longer hours on Sunday	12/25/2013 11:14 AM
20	Classes offered later than 5 and on weekends	12/24/2013 11:33 AM
21	Everything is perfect	12/23/2013 10:36 PM
22	Longer hours of operation. Quicker response time to fixing broken equipment (i.e. treadmills).	12/23/2013 10:22 PM
23	Exercise class room needs to be expanded, more types of classes and instructors	12/23/2013 3:12 PM
24	cleanliness and enforcement of rules	12/22/2013 6:52 PM
25	as long they have business or resident can used the club	12/22/2013 1:44 AM
26	it's pretty awesome.	12/21/2013 3:59 PM
27	Having a less toxic environment and purified water at the water fountains. I can tast the chlorine so I know that we are not filtering the water.	12/21/2013 2:32 PM
28	Don't know of anything.	12/21/2013 2:23 PM
29	More programs for adults (not kids or seniors) on offer	12/21/2013 1:09 PM
30	Better water flow through shower heads	12/20/2013 3:48 PM

## 2013 Addison Athletic Club Customer Service Survey

31	earlier opening on sunday	12/19/2013 8:38 PM
32	nothing	12/19/2013 8:00 PM
33	The maintenance of the locker rooms. I have noticed many times that the bathroom area is not cleaned, the shower stall curtains are only changes one a year and get moldy, the floor is not clean, the carpet in the locker area is not swept, in general, the facility is not as clean as it should be for a place that has multiple users on a daily basis. This year, I thought the update to the bathroom and locker area would be a complete overhaul, however, it was just to update for wheelchair accessibility. The sauna area was cut in half for the seating which I didn't like and the plumbing is still an issue with the toilets and shower areas. Please hire a cleaning company to take care of the locker room (s). As I am only talking about the ladies area, I can only imagine what the men's area is like. Also, the hot tub seems to have ongoing issues and is closed a lot of the time. I think the charge for using the personal trainers is high. Is there no one that can offer some low cost to no cost for this service,	12/19/2013 4:32 PM
34	Better maintenance.	12/19/2013 7:25 AM
35	the space is very sterile and quiet, it can be awkward. a more lively atmosphere, encouraging colors and music would be great. Also some more free weight equipment	12/18/2013 7:28 PM
36	Expanded hours. Open a little earlier weekdays and definitely open earlier on Sundays.	12/18/2013 5:25 PM
37	I would like to see the equipment in the weight rooms updated. Also, I would like to see the racket ball courts refreshed (floors and paint). Finally, there is one man who apparently is a long-time Addison resident who has been rude to people, telling them that he has "reserved" several weight machines for his use. I'd like to see staff intervene with him and remind him that this is a community resource.	12/18/2013 3:34 PM
38	I would love the club to be open all day on Sunday. I realize this is probably not feasible but thought I would mention it.	12/18/2013 11:07 AM
39	Sunday Times, Wish is would open a little earlier	12/18/2013 9:41 AM
40	Please add a coat rack to serve the bicycles by the ballet room and also the walkers on the track; no where to stash keys or coats there.	12/17/2013 10:25 PM
41	public spaces are beginning to look dated	12/17/2013 9:49 PM
42	possibly a policy that asks users not to use cell phones while on equipment. This can make weights unavailable as someone is using it as a chair, while they text.	12/17/2013 10:52 AM
43	The treadmills need to be maintained to a higher degree. Also, so more modern work out equipment.	12/16/2013 9:01 PM
44	Better variety of fitness classes and perhaps allow some free classes.	12/16/2013 6:19 PM
45	Pool indoors	12/16/2013 5:20 PM
46	Cleaner environment	12/16/2013 2:19 PM
47	The Hot Tub is looking tired and old	12/16/2013 1:23 PM
48	Cleanliness in the locker rooms is getting worse. I feel the locker rooms need to be cleaned daily if not even twic a day. This needs to include everything from steam room to showers to the carpet in changing area	12/16/2013 1:16 PM
49	hot tub	12/16/2013 12:47 PM
50	The addition of workout classes (Yoga, Zumba, Pilates) at 7:00 p.m. M-F or on Saturdays/Sundays.	12/16/2013 12:41 PM
51	I would like to receive notice via email when a new Accolade is published. And I would like to see more classes in the PM for seniors	12/16/2013 12:27 PM
52	more classes - would be great if you could figure out how to add another room for classes. also would be great if the pool could open earlier in the season and close later in the season. would love to see "personal" tv's on the Cardio Equipment	12/16/2013 12:13 PM
53	I wish more people knew and practiced simple workout etiquette	12/16/2013 11:57 AM
54	There are occssions when things are not as clean as they could be. Showers need to be updated.	12/16/2013 11:24 AM
55	NONE	12/16/2013 10:46 AM

## 2013 Addison Athletic Club Customer Service Survey

56	customer service of employees; cleanliness of gym has gotten better lately	12/16/2013 9:54 AM
57	Facilities seem old and dated. Would love to see modernization.	12/15/2013 9:51 PM
58	Better class offerings for working folks...water aerobics in the evening.	12/15/2013 9:49 PM
59	A barbell station would be great. And kettle bells.	12/15/2013 6:08 PM
60	I would like to see free weights barbells available. There is so much more functional resistance training you can do with a bar.	12/15/2013 6:08 PM
61	The range of free weights and adding barbells.	12/15/2013 5:59 PM
62	I would like more opportunities for 12 to 15 year olds to work out	12/15/2013 5:34 PM
63	make sure elliptical and other machines are well greased so they don't squeak so much	12/15/2013 3:43 PM
64	Friendlier front desk staff.	12/15/2013 2:22 PM
65	I'd like to see some senior activities in the evenings or on weekends. (Over-50's work too, you know!) I wish the Club was open later/longer on Sundays.	12/15/2013 1:30 PM
66	Maybe some different new equipment. I'd like to see one or two of the Nu Step recumbent trainers available Also a water aerobics class that is in the evening for those of us who work and only get to the AAC after 5PM	12/15/2013 11:22 AM
67	I would like to be able to bring my own personal trainer to the facility and not be limited to the selection currently available. You could create "no solicitation" rules instead of an outright ban.	12/15/2013 11:04 AM
68	1. T-TH 9:30 exercise class can be too crowded at times. Maybe offer an alternate time? 2. Wish the outdoor pool could be utilized more to get more bang for our buck.	12/14/2013 8:45 PM
69	Pool needs SHADED areas of seating and morning hours to be added.	12/14/2013 7:02 PM
70	I cannot think about any improvements. I am satisfied as it is!	12/14/2013 3:56 PM
71	More weights/barbells. Also, make it a rule that the lap pool is for swimming laps. Too many children use it to simply play...and, older folks just hang out and talk, barely moving back and forth. The sign says Lap Pool...it should be available for swimming laps first and foremost...and, it should only be available to kids and people not swimming laps...when no one else is there using it for the intended purpose. Also would like to see some evening yoga classes. As for the outdoor pool...has it been considered to make the higher level pool and "adults only" pool? It is frustrating to want to soak, lay out, and have kids yelling jumping in and out....maybe they could use the other two lower pools for play...and, the upper one could be leisurely for adults?	12/14/2013 3:44 PM
72	Keep the exercise balls inflated. They don't work well flat and that makes them dangerous. A deep clean of floors machines and elypticals is due.	12/14/2013 2:44 PM
73	would like to see more classes at more convenient times for those of us who work more personal trainer options	12/14/2013 1:44 PM
74	Can't think of anything - doing a great job	12/14/2013 1:30 PM
75	Cannot think of anything.	12/14/2013 12:44 PM
76	PLEASE CHANGE THE MUSIC TAPE THAT HAS BEEN PLAYING FOR A YEAR OR MORE. It is the same songs, same genre. Can you change it up a little???	12/14/2013 11:30 AM
77	Most of the classes I would like to attend are offered during the day when I am at work.	12/14/2013 11:21 AM
78	larger variety of classes in the evenings or weekends. Same thing for Pacesetter programs. Most current classes are during the day and not feasible for residents who work full time	12/14/2013 10:51 AM
79	Open earlier during the weekdays	12/14/2013 10:40 AM
80	better quality basketballs.	12/14/2013 8:44 AM
81	Better selection of exercise classes and more times (ie spin) Open earlier on Sunday	12/14/2013 8:18 AM
82	One free exercise class seems to be overflowing and i would like to join it.	12/14/2013 6:47 AM
83	Staff attitude. While I have only paid \$10 to belong to this lovely benefit, I feel that the staff acts like I am an imposition to their conversation, snack, etc. While it may have improved in the last two years...it is a long way from saying hello to friends I could see daily. Whose salaries my taxes pay. just sayin....	12/13/2013 10:49 PM

## 2013 Addison Athletic Club Customer Service Survey

84	Heat the swimming pool! or maybe more yoga	12/13/2013 10:38 PM
85	extended hours on Saturday and Sunday.	12/13/2013 9:53 PM
86	The majority of the people who work there are very friendly and helpful.. A couple of the people (personal trainers, etc.) who have worked there forever are not friendly unless they are spoken to first.	12/13/2013 9:22 PM
87	Mose classes offered for yoga and Pilates.	12/13/2013 9:22 PM
88	1, Cleaner locker rooms 2. Children only accompanied by a parent at all times especially in the indoor pool if they are taking swimming lessons but not to play with the noodles, swim boards, bells and their own toys because it is a "lap" pool for swimming only	12/13/2013 8:32 PM
89	1, Cleaner locker rooms 2. Children only accompanied by a parent at all times especially in the indoor pool if they are taking swimming lessons but not to play with the noodles, swim boards, bells and their own toys because it is a "lap" pool for swimming only	12/13/2013 8:32 PM
90	nothing	12/13/2013 6:33 PM
91	I enjoy many of the Pacesetters events and additions with variety would be welcome. I am not dissatisfied with the programs now just suggesting to continue to add new experiences. Many of us like the transportation convenience.	12/13/2013 6:30 PM
92	So far so good. No improvements needed	12/13/2013 6:09 PM
93	NO COMMENT	12/13/2013 5:01 PM
94	extended hours of operation, better lighting outside the facility in front parking lot. Life guards on duty for pools	12/13/2013 4:35 PM
95	Nothing	12/13/2013 4:27 PM
96	I'd like to see some kind of service at the Club for physical therapy (post surgery or just generally), sport massage and nutritional information.	12/13/2013 4:16 PM
97	Sometimes the housekeeping could be improved.	12/13/2013 3:42 PM
98	Cleanliness most of all. Keeping up with bathroom and shower supplies	12/13/2013 3:36 PM
99	Women's locker room: Would love to see installation of swim suit spinner. The facility at my second home in Lincoln City Oregon has one and it's great. Don't have to take a dripping wet suit home.	12/13/2013 3:33 PM
100	Updated machines.	12/13/2013 3:27 PM
101	Do not like the fact that I have to change my drivers license address because I moved to another set of apartments within my same apt community. It's the same apartment complex but different physical address.	12/13/2013 3:06 PM
102	CLEANLINESS. Windows rarely cleaned. Window sills and around equipment frequently need cleaning, lots of dust bunnies, carpets need sweeping more frequently than they are getting. Upstairs women's bathroom needs better cleaning. GET SOME NEW MUSIC! We have had the same tapes playing for more than 2 yrs. Outside garbage can so people will be encouraged to throw their cigarettes, candy wrappers, etc in the trash instead of on the parking lot. Limit cell phone use. It is not enjoyable to have to listen to someone else's long phone conversation.	12/13/2013 3:01 PM
103	For my purposes I have no requests for improvement!	12/13/2013 2:55 PM
104	even though you have signs posted for members using the equipment to PLEASE wipe off the equipment, a big pet peeve of mine because so many don't. last time i was in i noticed a change in tactics to get members to embrace this concept – really LOVE this one – using pull-out wipes. you would think since you've made it so easy for a person to clean the equipment before/after use, they would do it. germs, they do spread, especially during the cold and flu season.	12/13/2013 2:53 PM
105	alot of the cardio machines need maintenance ie: squeak, grind, out of order.	12/13/2013 2:24 PM
106	Cleaningness of the entire health club. Including water fountains, shelves for magazine, equipment, floor, desk tops, ect.	12/13/2013 2:18 PM
107	n/a	12/13/2013 2:11 PM
108	Monthly or annual allotment of free visitor passes per member.	12/13/2013 1:56 PM
109	Offer spin classes and water aerobics after work hours.	12/13/2013 1:28 PM

## 2013 Addison Athletic Club Customer Service Survey

110	Maybe we need a few more EFX, Bikes, etc for cardio.	12/13/2013 1:21 PM
111	A stright bar for strength training. However, I realize that poses problems for the facility.	12/13/2013 1:06 PM
112	I would be willing to give up time someplace else to have Sunday momings available.	12/13/2013 12:46 PM
113	I dislike the carpeting throughout. Tile would be more modern and easier to clean.	12/13/2013 12:28 PM
114	Nothing at the club. It is great! Personally: Motivation to go more often.	12/13/2013 12:09 PM
115	A bit cleaner	12/13/2013 11:59 AM
116	Updated equipment	12/13/2013 11:55 AM
117	Open the outdoor pool earlier and keep it open longer. Open it up the first of May and close at the end of Sept.	12/13/2013 11:46 AM
118	Longer hours on Sunday and open some holidays	12/13/2013 11:13 AM
119	I would like to see more options in dance exercise programs	12/13/2013 11:03 AM
120	the workout areas could be a bit cleaner; it doesn't look like the floor gets cleaned very often, specially behind the cardio equipment. and, I would love to see some additional yoga classes either later in the evening, 7:00 or 8:00, or early in the morning before 7:00.	12/13/2013 10:48 AM
121	Maybe offer more extended hours on Sundays during the summer for outdoor pool usage.	12/13/2013 10:44 AM
122	Earlier Sunday hours	12/13/2013 10:43 AM
123	I would like to have seen more water aerobic classes, or water-based classes.	12/13/2013 10:35 AM
124	Everything that I use at the gym is wonderful. It is such a blessing.	12/13/2013 10:26 AM
125	Nothing I can think of at this time.	12/13/2013 10:23 AM
126	Cleaner...stairs and group exercise room floors always dirty	12/13/2013 10:17 AM
127	Weekend hours are lacking.	12/13/2013 10:12 AM
128	More repetitive cleaning of the men's locker room. People leave pools of water on the sinks and I find trash in my locker at times.	12/13/2013 10:10 AM
129	More AMT machines. you only have two and those are hard to get on during rush times. Also getting machines that you can just hook your headphones to and watch and listen to tv news, etc. bringing a small battery operated radio is a pain and usually i run out of batteries and and can't listen....	12/13/2013 10:01 AM
130	really need more than one standard bench press machine?	12/13/2013 9:55 AM
131	get rid of all the stairs leading to the exercise rooms :)	12/13/2013 9:54 AM
132	More signs about cleaning up after using machines. Put urinal in upstairs mensroom	12/13/2013 9:40 AM
133	Wifi access in all areas.	12/13/2013 9:37 AM
134	I'm curious why there isn't a light inside the steam room.	12/13/2013 9:37 AM
135	Locker rooms (men's) could use a little upgrade. A little dated and worn in some areas, particularly flooring	12/13/2013 9:35 AM
136	Showers in the women's locker room	12/13/2013 9:26 AM
137	allowing business owners/executives who's address is addison be able to use club even for an annual fee	12/13/2013 9:25 AM
138	hot tub and pool are closed to often	12/13/2013 9:22 AM
139	Fitness Center	12/13/2013 9:08 AM
140	allow those in the area use the facility	12/13/2013 9:02 AM
141	Policy on membership.	12/13/2013 9:01 AM
142	In a perfect world TVs attached to the equipemnt for indicudal viewing	12/13/2013 8:59 AM
143	Morve evening classes- exercise-swimming- othr actuvutues	12/13/2013 8:54 AM

## 2013 Addison Athletic Club Customer Service Survey

144	They do continual improvements - always changing. Maybe not as fast as wanted, but moving in the right direction. They rock!!	12/13/2013 8:51 AM
145	Cleanliness.	12/13/2013 8:45 AM
146	I can't think of any needed improvements. Everything is great.	12/13/2013 8:40 AM
147	bathroom/shower facilities	12/13/2013 8:38 AM
148	Showers in the women locker room need updated.	12/13/2013 8:37 AM
149	Extended hours and the outdoor pool season extended since the weather is warm longer than the pool is open	12/13/2013 8:31 AM
150	I would like to listen to TV sound on my ear plugs or head phones while on the cardio equipment.	12/13/2013 8:31 AM
151	I would love to see additional group rooms and more classes. Or more trainers to choose from or a program to bring your own trainer with you (maybe pay a fee for them to work out with you?) Would love to see the Gym open earlier on Sunday's.	12/13/2013 8:30 AM
152	More exercise classes at 5:30 and/or 6pm during the week. So that we can join right after work.	12/13/2013 8:00 AM
153	Add a squat rack station, fewer inoperable treadmills, hotter water in the hot tub	12/13/2013 7:51 AM
154	We struggle with the steam and sauna remaining operational.	12/13/2013 7:51 AM
155	Open the outdoor pool earlier in the day, like 10am everyday during the Summer months. When the weather is 100 degrees it would be better for the pool to open earlier than 12noon in the heat of the day.	12/13/2013 7:47 AM
156	Free group exercise classes and a better variety of group exercise classes; the club should also be open on Sundays; friendlier more professional front desk staff	12/13/2013 6:49 AM
157	Fix the seat belt on the Hammer leg curl machine; it has been broken for years.	12/13/2013 4:59 AM
158	some areas too congested...ex. around treadmills, ellipticals etc...need more area, like a third floor or redesign current space	12/13/2013 3:16 AM
159	Longer hours and less costly to bring guests	12/13/2013 2:32 AM
160	Free group classes	12/12/2013 11:40 PM
161	insanity class	12/12/2013 11:04 PM
162	Would like the club to open at 9am on Sundays	12/12/2013 11:04 PM
163	Off a NIA classes. Juli Aguirre is the best in DFW	12/12/2013 11:02 PM
164	more help with education about machines, staff walking around more often, how to really identify staff. better area to do floor work than in front of a desk upstairs. sunday AM hours, more reasonable towel service, better options for TV on machines (some regulars tie it up with their less than general programs), some free weights to the carpeted area for some floor work. better yoga options... not more advanced, but less chatty (social club) and more attention to form, more sessions	12/12/2013 11:02 PM
165	women's locker needs more detailed cleaning , sauna has small bits of things under bench for months.	12/12/2013 10:49 PM
166	Beside the gym, the mens locker needs updating.....puddles of water on sink countertops, lighting is dim, too little seating areas for relaxing or changing.	12/12/2013 10:44 PM
167	ok for me as it is.	12/12/2013 10:39 PM
168	It would be nice having a larger free weight area.	12/12/2013 10:26 PM
169	More classes. Regular Zumba. Kickboxing.	12/12/2013 10:26 PM
170	Treadmills, bikes and ellipticals with LCD screens with personal tv and training programs. Keep the outdoor pool open longer in the season, at least on the weekends. Build more tennis courts. Put lights on the outdoor basketball and beach volleyball courts.	12/12/2013 10:23 PM
171	Opening earlier on weekends.	12/12/2013 10:19 PM
172	More classes geared toward younger, more fit people.	12/12/2013 10:18 PM
173	Cannot think of anything	12/12/2013 10:16 PM

## 2013 Addison Athletic Club Customer Service Survey

174	individual shower stalls	12/12/2013 10:02 PM
175	Communication. I loved getting the club news in the mail	12/12/2013 9:58 PM
176	N/A	12/12/2013 9:57 PM
177	hair dryers in the locker rooms	12/12/2013 9:57 PM
178	a greater verity of classws	12/12/2013 9:56 PM
179	Nothing	12/12/2013 9:47 PM
180	Would be neat to have motivational contests where participants are rewarded for working out frequently and/or meeting fitness goals. Wish there were more fitness classes/programs in early mornings or in the evenings, but maybe there isn't enough demand for classes at those times.	12/12/2013 9:39 PM
181	pool stay open later on sundays.	12/12/2013 9:29 PM
182	Extended Friday evening hours; prevent others from changing every other TV to Fox News or similar controversial programming. Increases blood pressure (even for those who like to watch it), cannot be healthy.	12/12/2013 9:26 PM
183	I like to stretch in the room were you all have classes, and sometimes there is a class... I will love to be able to just into a room like that were people can just stretch.	12/12/2013 9:18 PM
184	I would like it to be more like an athletic facility with free weights and also I can never get the sound on the television despite downloading radio stations on my phone.	12/12/2013 9:09 PM
185	More basketball playing days.	12/12/2013 9:03 PM
186	More aerobics classes	12/12/2013 9:02 PM
187	A few more classes (spin, aerobics, kick boxing, etc.).	12/12/2013 8:54 PM
188	Continued priority of clean weights / weight machines	12/12/2013 8:53 PM
189	Can't think of any needed improvements at this time	12/12/2013 8:52 PM
190	the workout machines, some seem really worn out. the club could be cleaner where the machines are. There is a lot of dried sweat stains on the floor. The locker rooms never really feel clean either	12/12/2013 8:48 PM
191	Can we have a few more hours on Sunday? Maybe open at 11 or noon?	12/12/2013 8:47 PM
192	More kids items and a ***** childcare room for mothers. More fitness classes offered at various times.	12/12/2013 8:39 PM
193	Cleanliness of the showers and steam room	12/12/2013 8:38 PM
194	Open on Sunday mornings.	12/12/2013 8:33 PM
195	Nothing	12/12/2013 8:30 PM
196	Floor in the basketball court	12/12/2013 8:29 PM
197	offer different classes, like for example, spinning class in the evening instead of only having during the work day.	12/12/2013 8:27 PM
198	More Airdynes cycles.	12/12/2013 8:24 PM
199	Add good aerobics or yoga classes on evenings and weekends. I was not happy with the high impact aerobics class on Saturday. My neighbors who attended did not like the class either. The lady football player instructor is not a good fit for the demographics at AAC. She was not very helpful or friendly when I tried a spin class for the first time. I walked out of both classes. I complained at the front desk and left my name and phone number but no one called to follow up.	12/12/2013 8:23 PM
200	free weights (bench press); more free weights	12/12/2013 8:22 PM
201	Cleanliness of exercise equipment and floors in exercise area	12/12/2013 8:18 PM
202	evening and weekend classes	12/12/2013 8:15 PM

## 2013 Addison Athletic Club Customer Service Survey

203	Honestly, there is a laundry list. The men's locker room/bath/showers and sauna are not kept very clean. The carpet is very old and should be replaced with a wood or tile floor. The ceiling tiles are falling or brown. The men's bathroom is hideous and could use a complete remodel. The shower heads and handles are very old and over adjust for temperature. The dry sauna is good, but some of the wood is really damaged from mold or water and vandalized scratches. The steam sauna needs cleaned and kept up better and stains show from the old grout. The hot tub could use new tiles, grout and internal lights. The large white platform inside the hot tub is a burden and cannot be seen easily. I have never seen another hot tub with a big square platform inside. This is a hazard in my opinion and should be removed as I have kicked it, and stubbed my toe on it in the past. The ramp to the hot tub is poorly constructed and really degraded the overall pool area. I am not sure what the real purpose of it is. I understand handicap access, but it's done on poor quality build, look and style. The boxing court area is poor. There used to be a lightweight boxing bag that stood on the floor, but it was never replaced. When I emailed maintenance, they said it would be replaced soon, however, it has been removed rather than replaced. Also, I would like to suggest a speed bag and chin-up bar installed in this area or elsewhere. The visitor policy is unfriendly. It would be more fair to allow a week pass for visitors such as parents/family for \$8-10 for the week, rather than charge for the one day. Or even, allow residents to bring a guest for free so many times per year. Last, the member renewal process is overly difficult and I think it's easier to get a driver's license than renew a rec. center membership. The requirement to get a form from my leasing office, then bring it in, and check it with my license or other bill, etc is overkill. I don't think the facility would be flooded by people if the process was more simple and friendly. Having a current government issued ID with an Addison address should be sufficient for membership. Also, I feel that Addison should promote the club to a younger crowd in Addison to draw in a wider range of residents. Overall, it's a good facility, but it needs to be kept up to par rather than adding on unnecessary features, cameras or other non-essentials. Thank you.	12/12/2013 8:15 PM
204	Cleanliness. Furniture is worn and not cleaned. Tables are dirty and general maintenance needs to be improved.	12/12/2013 8:14 PM
205	Tried your summer camp 1 summer and will not use again. Older kids enjoyed having younger kids do something to get them in trouble. Or kids a couple years older would tattle on a younger one to get them in trouble when they instigated the situation. Will not use again because of lack of good adult supervision.	12/12/2013 8:10 PM
206	Cleanliness of the showers	12/12/2013 8:01 PM
207	Can't think of anything. Am grateful for having the opportunity to use this club.	12/12/2013 7:57 PM
208	Wifi in weight room.	12/12/2013 7:56 PM
209	NO ONE SEEMS TO SUPERVISE THE INDOOR POOL EXCEPT FOR CLASSES. THAT SEEMS SOMEWHAT RISKY.	12/12/2013 7:49 PM
210	I would like more senior activities	12/12/2013 7:40 PM
211	cleanliness! Often floors and foot area of machines are filthy!	12/12/2013 7:32 PM
212	If it's not broke —don't fix it	12/12/2013 7:29 PM
213	Decisions by upper management: 1. The weight equipment we have now is not as good as the Sybex we got rid of. 2. Stupid decisions about changing clocks. The clocks we had were better than the clocks we now have.	12/12/2013 7:27 PM
214	Later hours Friday Saturday and Sunday	12/12/2013 7:25 PM
215	Greater availability of classes and more knowledge of what goes on. Better website too	12/12/2013 7:19 PM
216	Cleanliness of locker room (woman's)	12/12/2013 7:18 PM
217	NOTHING THAT I CAN THINK OF AT THIS TIME	12/12/2013 7:17 PM
218	I would like to learn racquetball. And I would like to meet people interested in playing tennis.	12/12/2013 7:14 PM
219	More group exercise classes offered in the evening	12/12/2013 7:11 PM
220	1. Stronger WIFI signal so I can use wifi all throughout club and all pool areas. 2. Replace ID card with finger print recognition ID that 24 hour fitness uses. 3. Large barbell free weights need to be added	12/12/2013 7:10 PM
221	Yoga in the morning; more security on equipment such as weights so they don't disappear.	12/12/2013 7:08 PM
222	I would love to see improvements in the ladies bathroom.	12/12/2013 7:06 PM

## 2013 Addison Athletic Club Customer Service Survey

223	I would enjoy more classes	12/12/2013 7:05 PM
224	Definitely more people should be allowed to use the machines. I see so many adults that use the machines incorrectly and don't clean them. There should be a class you can take to learn how to use the machines properly if you are under the age of 15. Me and my under 15 year old friends called other gyms in Dallas earlier this year to see what ages they allow for people to use machines, and we got various responses, but in some way, everyone above 7 years old could access the machines. This is the only thing I do not like about the AAC, but it is such a big deal that the athletic club won't allow me to get the fitness I want that it brings my overall all view lower than it should be.	12/12/2013 7:05 PM
225	Make some rules about mobile phone use. Everyone gets a call they need to take occasionally while working out; however, there are quiet a few that think it is okay to carry on long phone conversations while on the elliptical or treadmill. Sometimes it is impossible to drown out the conversation. Rea	12/12/2013 7:04 PM
226	I would like to be able to use the equipment. Like I said, I have a PowerPoint with research and a solution. Also, I would like to start a running club through the Athletic Club to promote fun and fitness.	12/12/2013 7:03 PM
227	Keep the equipment cleaner and repaired.	12/12/2013 7:02 PM
228	More tennis courts	12/12/2013 7:00 PM
229	It's perfect the way it is.	12/12/2013 6:57 PM
230	Customer service. I don't go often, but when I do, the employees are engaged in conversations with each other and I hate to interrupt them.	12/12/2013 6:57 PM
231	Showers in mens room.	12/12/2013 6:55 PM
232	I would like to see the club open earlier on Sundays.	12/12/2013 6:50 PM
233	Raise heat on indoor pool	12/12/2013 6:48 PM
234	1) The weekend hours are limited - it would be helpful if it stayed open later but I understand that might not be realistic. 2) Could you get kettlebells and a bench press? My husband has asked that we consider moving clubs because Addison doesn't have a bench press... Obviously this is an investment by the club but I think you will see very happy users, especially in the 25-35 range.	12/12/2013 6:45 PM
235	I don't even know it's super nice!!	12/12/2013 6:42 PM
236	My only issue is that sometimes the indoor pool gets very crowded and people are not willing to share lanes.	12/12/2013 6:40 PM
237	Supervision of pool area so that unsupervised children do not ruin experience for adults	12/12/2013 6:38 PM
238	Increase in Kids care duration.	12/12/2013 6:36 PM
239	more classes later at night	12/12/2013 6:36 PM
240	I am not sure why you installed 4 new TVs. I would have rather you installed all new machines with individual TVs. It's a royal pain fighting for the remote control.	12/12/2013 6:35 PM
241	Some way to notify members when there are closures of some facilities for repairs, etc. during normal operating hours. Currently, one goes to the building in person and then finds that something is closed. Maybe posting a notice on the web site could help, although someone would have to remember to check the web site. Maybe an email list members could join for notification of known problems or other timely announcements. Not a big deal, but inconvenient sometimes.	12/12/2013 6:33 PM
242	I don't like the new gym wipes. They are very strong and use very toxic chemicals. Note: EPA approved is not the same as "safe". Also, the center section runs out of cleaning supplies quite ofte. It ran out of the the green liquid before and now it runs out of gym wipes at least once a week. Add ceiling fans. The human body uses evaporation to cool itself. Having a little more air flow would allow the facility to be slightly warmer in summer months and save energy costs. Yes there are floor fans but the old ceiling fans from before the expansion worked better. As far as equipment goes. I'm 6 feet tall and I find much of the hammerstrength machines a bit too big for me. It would be great to have an assisted pullup machine.	12/12/2013 6:32 PM
243	Hot tub and steam room often are out of order. Overall cleanliness in yoga room and shower leave something to be desired.	12/12/2013 6:31 PM

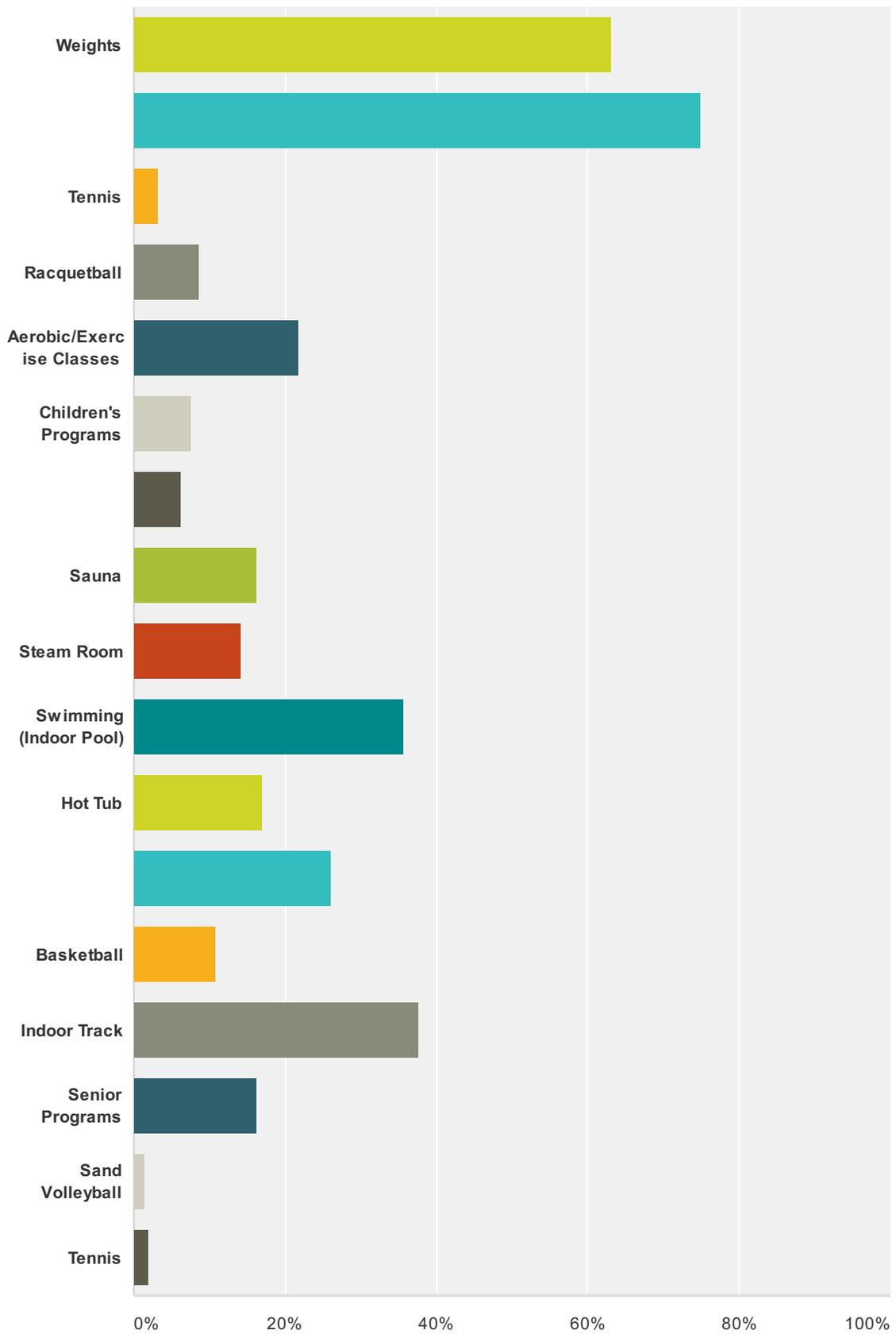
## 2013 Addison Athletic Club Customer Service Survey

244	N/a	12/12/2013 6:26 PM
245	The sauna. Lately the temperature is mostly luke warm. Also the benches need to be scrubbed down they are very unhygienic .	12/12/2013 6:23 PM
246	not a dang thing	12/12/2013 6:21 PM
247	Longer hours on Sunday and class hours early in the morning on weekdays for non pacesetters.	12/12/2013 6:18 PM
248	Make sure trainers have clients wipe down machines every time.....some of them never do!	12/12/2013 6:17 PM
249	Some advisors "try to reserve" the next piece of aparatus for their client even though their client is not ready to move on to that piece of equipment.	12/12/2013 6:17 PM
250	A place for kids ages 8-15....climbing wall, Xbox, big screen TVs with movies...the kid center is too young. There is a gap for pre teens. Would prefer morning classes beginning at 5:30 or 6am.	12/12/2013 6:16 PM
251	Faster repairs of broken machines, true Yoga class in mid am	12/12/2013 6:14 PM
252	Maybe a better variety of machines, newer technology	12/12/2013 6:14 PM
253	become more crowded - more people to interact with	12/12/2013 6:13 PM
254	Individual TVs for cardio equipment, don't like the disinfectant sheets	12/12/2013 6:09 PM
255	More info... is there a informational website?	12/12/2013 6:04 PM
256	Lower cost personal trainers More classes	12/12/2013 6:00 PM
257	More classes and yoga	12/12/2013 5:58 PM
258	more classes	12/12/2013 5:56 PM
259	The restroom facilities (showers and toilet area).	12/12/2013 5:56 PM
260	Would like to see some additional cardio equipment added ... Latest and greatest.	12/12/2013 5:42 PM
261	Quicker repair of the equipment	12/12/2013 5:35 PM
262	Some parts of the building that are becoming outdated don't feel as clean I would like. I know the improvements cost \$\$ - but I would rather pay a nominal monthly fee & have things up to current cleanliness.	12/12/2013 11:57 AM
263	I know the club requires a lot of cleaning, but the club seems to be in need of a serious dusting.	12/12/2013 11:49 AM
264	I would like to see children's programs that involve activity / exercise for the kids and something to try to connect parents / kids in the community. The programs that are offered usually require the kids to sit quietly the majority of the time. I would like to see more activities where they can move and interact with each other in a structured environment. It is great the seniors have a way to connect and have a community but there is nothing for parents or kids.	12/12/2013 11:20 AM
265	More hours at the kids center	12/12/2013 9:47 AM
266	Additional classes and times for the adult workout classes, additional classes for young kids (classes teaching sports basics would be fun for my boys).	12/12/2013 9:04 AM
267	width of parking spaces	12/12/2013 8:48 AM
268	Nothing	12/5/2013 8:54 AM

**Q6 Which areas or groups of equipment do you most use at the Athletic Club? (Check all that apply.)**

Answered: 339 Skipped: 12

## 2013 Addison Athletic Club Customer Service Survey



Answer Choices	Responses
Weights	63.13% 214
Cardio Equipment (treadmills, bikes, etc.)	74.93% 254

## 2013 Addison Athletic Club Customer Service Survey

Tennis	3.24%	11
Racquetball	8.55%	29
Aerobic/Exercise Classes	21.83%	74
Children's Programs	7.67%	26
Children's Activity Center	6.19%	21
Sauna	16.22%	55
Steam Room	14.16%	48
Swimming (Indoor Pool)	35.69%	121
Hot Tub	17.11%	58
Swimming (Outdoor Pool)	25.96%	88
Basketball	10.91%	37
Indoor Track	37.76%	128
Senior Programs	16.22%	55
Sand Volleyball	1.47%	5
Tennis	2.06%	7
<b>Total Respondents: 339</b>		

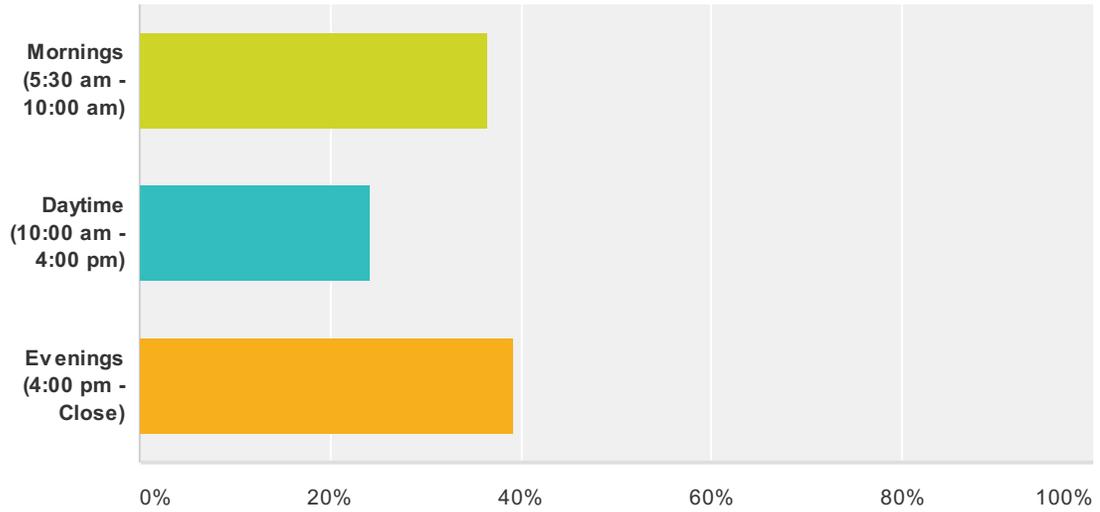
#	Other (please specify)	Date
1	running track	12/29/2013 9:26 PM
2	none for us	12/22/2013 1:44 AM
3	Pickle Ball	12/21/2013 2:32 PM
4	Pickle ball!	12/17/2013 10:25 PM
5	Pickleball	12/16/2013 9:56 PM
6	ping pong	12/16/2013 8:17 PM
7	Early morning	12/16/2013 4:06 PM
8	rowing machine	12/14/2013 3:44 PM
9	Does your Coffee station count?	12/14/2013 3:14 PM
10	pickleball	12/14/2013 12:44 PM
11	library conference room and meeting/lunch room	12/13/2013 2:55 PM
12	yoga class in evening	12/13/2013 10:17 AM
13	we need more heavy free weights	12/13/2013 9:22 AM
14	Racquetball courts	12/13/2013 8:31 AM
15	I really didn't think the sauna & steam room worked.	12/12/2013 10:18 PM
16	Stretch yoga class	12/12/2013 9:57 PM
17	some swimming, and basketball, occasional cardio	12/12/2013 8:51 PM
18	Why is tennis on here twice?	12/12/2013 8:33 PM
19	Boxing area on the courts	12/12/2013 8:15 PM

## 2013 Addison Athletic Club Customer Service Survey

20	Meeting rooms	12/12/2013 8:14 PM
21	yoga choga flow	12/12/2013 8:01 PM
22	I would use these, don't have yoga listed. Cater to the folks that live her, not just the old people	12/12/2013 7:19 PM
23	I did not know that there were "senior" programs there.	12/12/2013 7:14 PM
24	Boxing area	12/12/2013 7:05 PM
25	#7-8 vary	12/12/2013 7:03 PM
26	Veronika the personal trainer	12/12/2013 6:57 PM
27	see question 1.	12/12/2013 6:04 PM

### Q7 What time of day are you most likely to use the Athletic Club?

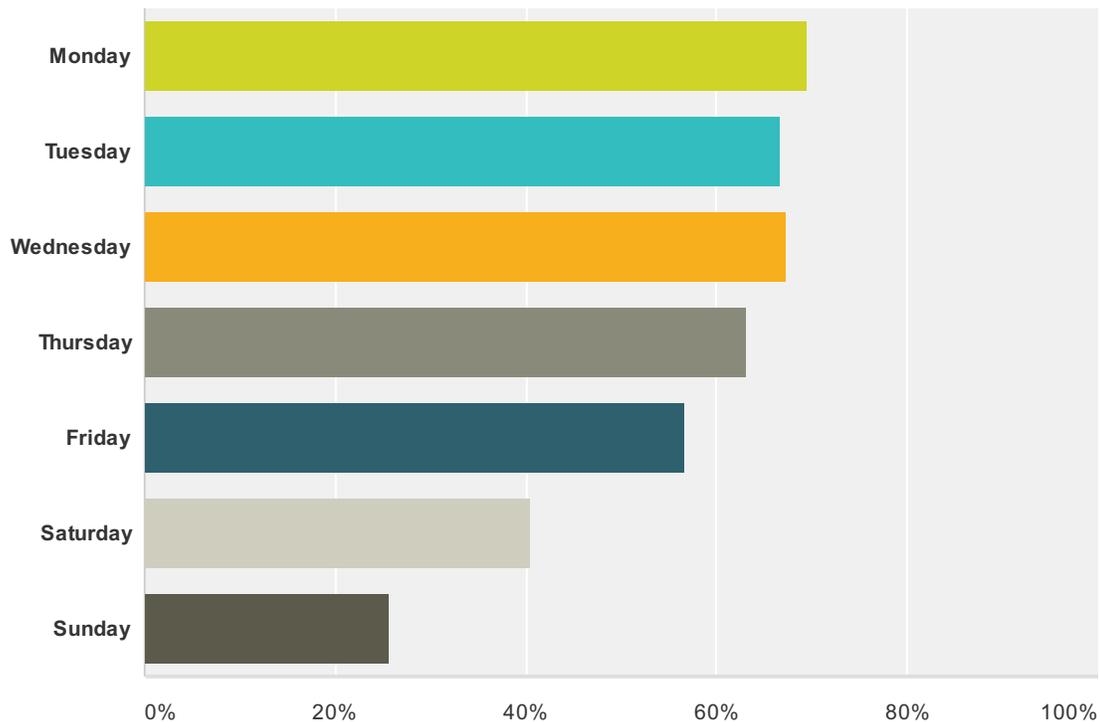
Answered: 338 Skipped: 13



Answer Choices	Responses
Mornings (5:30 am - 10:00 am)	36.39% 123
Daytime (10:00 am - 4:00 pm)	24.26% 82
Evenings (4:00 pm - Close)	39.35% 133
<b>Total</b>	<b>338</b>

### Q8 What days of the week are you most likely to use the Athletic Club?

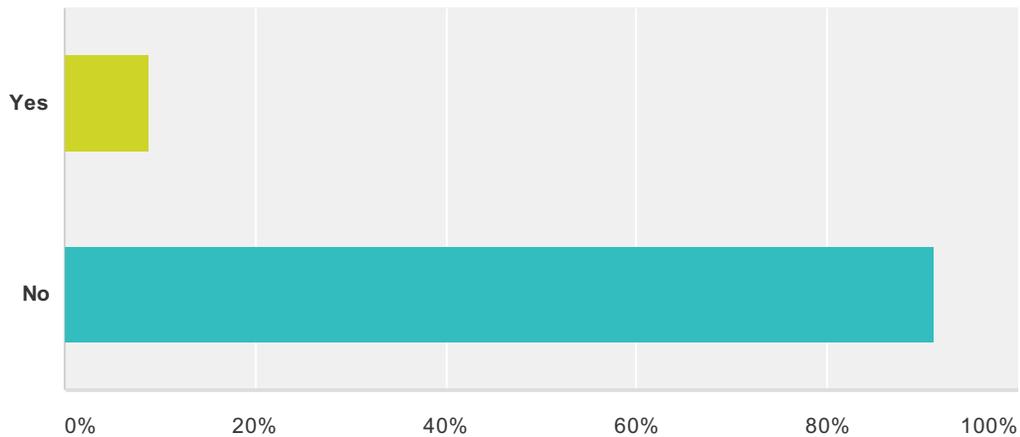
Answered: 339 Skipped: 12



Answer Choices	Responses
Monday	69.62% 236
Tuesday	66.67% 226
Wednesday	67.26% 228
Thursday	63.13% 214
Friday	56.64% 192
Saturday	40.41% 137
Sunday	25.66% 87
<b>Total Respondents: 339</b>	

### Q9 Do you often have to wait to use equipment?

Answered: 319 Skipped: 32



Answer Choices	Responses
Yes	8.78% 28
No	91.22% 291
<b>Total</b>	<b>319</b>

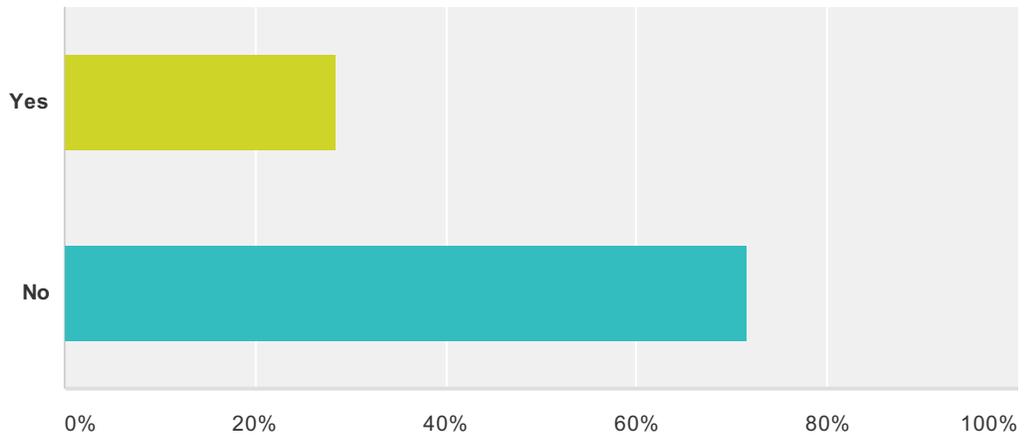
#	If yes, what equipment and how long is the typical wait?	Date
1	circuit training machines	1/23/2014 6:20 PM
2	Usually no more than 3-5 minutes	1/17/2014 1:59 PM
3	Cardio equipment at the back. Sorry I don't know their names.	12/31/2013 3:05 PM
4	10 minutes	12/30/2013 12:10 PM
5	never let us use	12/22/2013 1:44 AM
6	we usually do something else until what we wanted is free	12/21/2013 3:59 PM
7	I usually lift weights on Sat. evenings, so the place is mostly empty	12/20/2013 3:48 PM
8	Some weight machines	12/19/2013 7:25 AM
9	cables and benches	12/18/2013 7:28 PM
10	However, I am concerned this could be a problem with all the new possible members coming from Vertruvian apartments.	12/18/2013 11:07 AM
11	N/A	12/17/2013 2:51 PM
12	maybe -3- 4 minutes	12/16/2013 12:13 PM
13	Ring bar; and sit down chest fly machine; only a few minutes.	12/16/2013 11:57 AM
14	I have had no complaints	12/16/2013 11:07 AM
15	the 2 new elliptical machines - 20 minutes	12/16/2013 9:54 AM
16	sometimes have to wait for a lane in the lap pool, as kids are playing...or older folks chatting and bobbing up and down.	12/14/2013 3:44 PM
17	Everyonce iin a while I have to wait for a treadmill	12/14/2013 1:30 PM
18	Center section of weight room	12/14/2013 12:44 PM

## 2013 Addison Athletic Club Customer Service Survey

ID	Comment section of weight room.	12/17/2013 12:57 PM
19	My preference is changing to early morning hours, and week days.	12/13/2013 10:49 PM
20	I haven't yet	12/13/2013 10:38 PM
21	Not often. I can use other equipment while waiting. I don't see a problem	12/13/2013 9:53 PM
22	Not an unreasonable amount of time, if at all.	12/13/2013 4:16 PM
23	Weights, sometimes. We have plenty of equipment but people use the equipment to sit and visit, text or talk on the phone.	12/13/2013 3:01 PM
24	not typically, but if so, it's definitely only a couple of minutes.	12/13/2013 2:53 PM
25	n/a	12/13/2013 2:19 PM
26	Only when Adam ties up two pieces of equipment for one client of his.	12/13/2013 2:18 PM
27	weight circuit	12/13/2013 11:37 AM
28	Sometimes there are a couple of people on one machine doing a lot of reps, and I have to wait until they finish. But that's okay, because there are many other things I can do while I wait for the machine that I want.	12/13/2013 10:26 AM
29	when I do, it is the two AMT machines that are used the most	12/13/2013 10:01 AM
30	bench and fly machines	12/13/2013 9:55 AM
31	there is a trainer who trains 3-4 people at a time and rotates them on 3-4 different machines, tying them all up for 15-20 minutes	12/13/2013 8:31 AM
32	Cardio equipment; 5 minutes	12/13/2013 6:49 AM
33	Treadmill and elliptical in large rooms, typical wait-hard to tell. I usually find something else to do.	12/12/2013 10:44 PM
34	Sometimes my favorite piece of equipment is being used by a regular who is on a regular schedule	12/12/2013 10:16 PM
35	n/a	12/12/2013 9:57 PM
36	2 minutes	12/12/2013 8:53 PM
37	Mainly only at night. If you go in the morning there is not much of a wait.	12/12/2013 8:47 PM
38	Sometimes the racquetball courts	12/12/2013 8:38 PM
39	mostly on the free weights	12/12/2013 8:22 PM
40	leg press, 20minutes	12/12/2013 7:32 PM
41	I rarely think of my experience as including waiting.	12/12/2013 7:14 PM
42	I wish.	12/12/2013 7:03 PM
43	Typically for a bench to use for free weight exercises. It can be anywhere from 5 minutes to 30.	12/12/2013 6:45 PM
44	Weights typical wait would be 10 or 15 minutes	12/12/2013 6:17 PM
45	Varies. Usually someone is on the ab equipment	12/12/2013 5:50 PM

### Q10 Do you use any other gym, workout facility, or fitness classes besides the Athletic Club?

Answered: 338 Skipped: 13



Answer Choices	Responses
Yes	28.40% 96
No	71.60% 242
<b>Total</b>	<b>338</b>

#	If yes, where and why?	Date
1	Home elliptical and weights	1/19/2014 8:39 AM
2	I use the gym at my workplace when I want to get my workout in and out of the way during the day.	1/17/2014 1:59 PM
3	24hour	1/13/2014 5:43 PM
4	At home, weights; biking outside	1/8/2014 9:19 PM
5	Planet Fitness.	1/3/2014 1:16 PM
6	Telos Athletic Club; open later on Friday's and Sunday's.	12/29/2013 9:26 PM
7	Has tennis.	12/26/2013 5:26 PM
8	I use my apartment gym complex when I have less free time for my workout.	12/23/2013 10:22 PM
9	24 hour fitness	12/22/2013 1:44 AM
10	Pilates and Yoga	12/21/2013 2:32 PM
11	LA Fitness, was close to my work for easy access	12/21/2013 2:20 PM
12	On Tues. & Thurs, I swim at public pool in Irving which has a longer pool.	12/20/2013 3:48 PM
13	Yoga	12/19/2013 8:38 PM
14	Allegro fitness center, because it is closeby.	12/19/2013 7:25 AM
15	24 Hour fitness. Expanded hours.	12/18/2013 5:25 PM
16	I use several yoga studios in this area. WOULD love to see a regular evening yoga class offered!	12/18/2013 3:34 PM
17	24 hour fitness - I use this on Sundays due to the limited AAC hours, on holidays when the Addison club is closed, and when I need to workout really early due to work travel	12/18/2013 11:07 AM

## 2013 Addison Athletic Club Customer Service Survey

18	country club	12/18/2013 9:47 AM
19	Special Pilates Equipment and Trainer	12/17/2013 9:49 PM
20	I plan to when I meet with a personal trainer.	12/17/2013 6:40 AM
21	Brookhaven Country & Savoye Apartments	12/16/2013 6:19 PM
22	When traveling I use workout equipment at the hotel	12/16/2013 1:16 PM
23	brookhaven CC, Savoye Gym	12/16/2013 12:47 PM
24	Because the Club doesn't provide Yoga, Zumba or Pilates classes, I have a membership at Brookhaven for the sole purpose of going to those classes, on Saturdays.	12/16/2013 12:41 PM
25	Carrollton Senior Citizens - great Zumba class and other activities there	12/16/2013 12:13 PM
26	24 Hour Fitness; variety.	12/16/2013 11:24 AM
27	All of my residents use the facility	12/16/2013 11:07 AM
28	Gym at the office for convenience. Gaia Yoga Flow for wonderful classes, and better schedule for yoga.	12/15/2013 9:51 PM
29	Twist Yoga...not offered at athletic club or at convenient time.	12/15/2013 9:49 PM
30	Crossfit gym	12/15/2013 6:08 PM
31	Crossfit Richardson and LA fitness	12/15/2013 6:08 PM
32	Croasfi.	12/15/2013 5:59 PM
33	Camp Gladiator boot camp because I can do a class at 5:15 in the morning.	12/15/2013 5:34 PM
34	Trophy Fitness, 2 blocks from my home.	12/15/2013 4:39 PM
35	Different Yoga Studios	12/14/2013 3:45 PM
36	My office has a gym that I use during lunch. In the past year I have also done Crossfit at a facility....and, have had 24 Hour Membership when I wanted to increase weights.	12/14/2013 3:44 PM
37	24 Hour Fitness because they have more free weight options.	12/14/2013 8:44 AM
38	Fitness center at work	12/14/2013 8:18 AM
39	24 hr fitness- kids club more convenient	12/14/2013 12:24 AM
40	Allen Natatorium	12/13/2013 4:35 PM
41	Cooper Clinic and aerobics center	12/13/2013 4:27 PM
42	At my second home in Lincoln City Oregon.	12/13/2013 3:33 PM
43	Yoga	12/13/2013 3:27 PM
44	hot room yoga	12/13/2013 2:24 PM
45	home gym	12/13/2013 2:19 PM
46	Brookhaven Country Club A member - and it is very clean health club	12/13/2013 2:18 PM
47	Personal trainer/friend	12/13/2013 1:56 PM
48	Flywheel for cycle fitness.	12/13/2013 1:21 PM
49	Again, the strength training. Snap fitness	12/13/2013 1:06 PM
50	My office building has a small free gym I sometimes use on Sunday mornings since the Athletic Club isn't open then.	12/13/2013 10:23 AM
51	I do hot yoga, which isn't offered.	12/13/2013 10:12 AM
52	Sunstone Yoga	12/13/2013 10:05 AM
53	Cooper fitness because our 14 year old son wanted a trainer and Cooper does not allow him to be upstairs at all until 16 which is a family problem given that we have to split up	12/13/2013 10:01 AM
54	member of camp gladiator and have used LA Fitness	12/13/2013 9:25 AM

## 2013 Addison Athletic Club Customer Service Survey

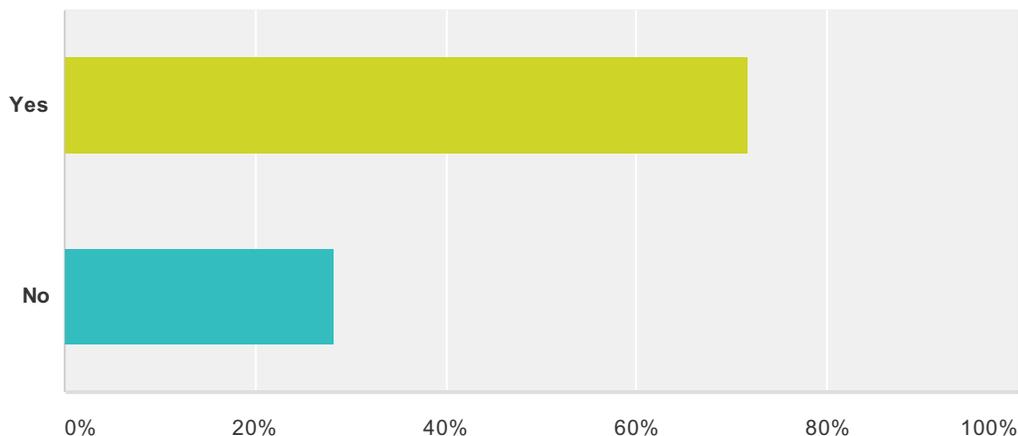
55	apt facility, but not thrilled with it	12/13/2013 9:02 AM
56	24 hour fitness because I was denied membership once again to the athletic club.	12/13/2013 9:01 AM
57	The Yoga Factory Dallas	12/13/2013 8:35 AM
58	In my complex for a quick workout.	12/13/2013 8:31 AM
59	Yes I take Pilates at any facility as well as private training. I would love to see a wider variety of classes such as Pilates - Mat or Reformer, Yoga (other than what we have now).	12/13/2013 8:30 AM
60	24 hour fitness because of the variety of group exercise classes	12/13/2013 8:15 AM
61	Yoga. Since it not offered.	12/13/2013 7:47 AM
62	24 hour, because of the classes	12/12/2013 11:40 PM
63	In my home and my office	12/12/2013 11:04 PM
64	24 hour fitness. More variety in classes offered. Also you don't have to the daycare facility with one or two days notice.	12/12/2013 10:26 PM
65	Lol, White Rock lake.	12/12/2013 10:18 PM
66	24 hour. It's closer and open later	12/12/2013 10:16 PM
67	Town North YMCA	12/12/2013 9:57 PM
68	Move studio it has the classes I want	12/12/2013 9:56 PM
69	Gaia flow yoga	12/12/2013 9:18 PM
70	We have a gym in our house. We have always belonged to a gym but the athletic club did not seem like a gym . We tried 24 hour fitness but the equipment was not good. We would be open if it felt more like a gym.	12/12/2013 9:09 PM
71	Cooper. Have trainer there.	12/12/2013 8:57 PM
72	Gym at work for convenience during lunch	12/12/2013 8:38 PM
73	Allegro Apartments exercise room because it is close and convenient	12/12/2013 8:35 PM
74	Move Studio for Iyengar Yoga. I used to attend Yoga Classes at AAC but stopped when Valerie left. Was not impressed with the replacement instructor.	12/12/2013 8:23 PM
75	more free weights and bench press	12/12/2013 8:22 PM
76	The J- GREAT classes and instructors! L.A. Fitness - good Zumba and other group classes and I can workout with friends who don't live in Addison	12/12/2013 8:15 PM
77	BUT I'M SERIOUSLY CONSIDERING ENROLLING AT A CLUB WITH BETTER INDOOR POOL IE BIGGER, SUPERVISED, RAMP INTO POOL ETC.	12/12/2013 7:49 PM
78	Same as question 11.	12/12/2013 7:19 PM
79	Brookhaven country club for pool and tennis regularly and BCC athletic center for a change of scenery occasionally	12/12/2013 7:18 PM
80	24 hour fitness, large barbell weights	12/12/2013 7:10 PM
81	Telos- I enjoy the yoga classes	12/12/2013 7:05 PM
82	Las Colinas Country Club. Bigger outdoor pool and access to equipment.	12/12/2013 7:03 PM
83	Quality of trainer	12/12/2013 7:02 PM
84	DOWNTOWN LUNCH HOUR WORKOUT	12/12/2013 6:57 PM
85	I travel to Pittsburgh for work so I use a gym in that city. However, the Addison Club has a much nicer atmosphere.	12/12/2013 6:45 PM
86	samatone yoga by DPYP. it is amazing and complete. i get a full workout with every practice!	12/12/2013 6:36 PM
87	Senior shapeup in Dallas.	12/12/2013 6:21 PM
88	Hours, trainers, and classes available	12/12/2013 6:18 PM

## 2013 Addison Athletic Club Customer Service Survey

89	No I usually walk around lake and park	12/12/2013 6:16 PM
90	Home basic gym	12/12/2013 6:14 PM
91	brookhaven cc	12/12/2013 6:13 PM
92	24 hour fitness; hours of operation are better	12/12/2013 6:11 PM
93	Texas Family Fitness in Plano	12/12/2013 6:07 PM
94	My office has a gym in the building that I use occasionally. The AAC is still my primary facility because I only work at the office with the gym about one day per week.	12/12/2013 5:56 PM
95	Occasionally 24hr fitness. I ned a real declined bench press apparatus	12/12/2013 5:50 PM
96	Gold's and Flywheel Sports	12/12/2013 1:50 PM
97	In my office building. The showers & restrooms are newer...so it feel cleaner. And I am more anonymous :-)	12/12/2013 11:57 AM
98	We often go to Plano and have checked out other communities for programs for our son.	12/12/2013 11:20 AM
99	Samatone yoga studio. They offer more yoga classes	12/12/2013 9:11 AM

### Q11 Do you workout on your own at home or outside?

Answered: 337 Skipped: 14



Answer Choices	Responses
Yes	71.81% 242
No	28.19% 95
<b>Total</b>	<b>337</b>

#	If yes, what activity are you most likely to do?	Date
1	Elliptical or play ultimate Frisbee competitively	1/19/2014 8:39 AM
2	Running or cycling	1/17/2014 1:59 PM
3	walking and running	1/13/2014 5:43 PM
4	biking	1/8/2014 9:19 PM
5	Walk	1/6/2014 11:50 AM
6	Aerobics.	1/3/2014 1:16 PM
7	Walking the trails around Addison.	1/2/2014 3:46 PM
8	Walk around the neighborhood.	1/2/2014 2:14 PM
9	lift weights, yoga, walk.	12/31/2013 3:05 PM
10	Weightlifting, running.	12/30/2013 12:10 PM
11	Running	12/29/2013 9:26 PM
12	Currently with Physical Therapist at UTSW	12/29/2013 11:50 AM
13	Cardio	12/26/2013 5:26 PM
14	walk or jog.	12/26/2013 3:51 PM
15	Walking, yoga, exercise	12/24/2013 11:33 AM
16	sometimes walk	12/21/2013 3:59 PM
17	Yoga with Rodney Yee DVD	12/21/2013 2:32 PM
18	Running and workout videos	12/21/2013 2:20 PM
19	Biking	12/21/2013 1:09 PM

## 2013 Addison Athletic Club Customer Service Survey

20	Pushups, situps, yoga, outdoor walking	12/20/2013 3:48 PM
21	yoga, walking/biking, home equipment (light resistance/weights)	12/19/2013 8:38 PM
22	biking	12/19/2013 8:00 PM
23	Sit-ups	12/19/2013 7:25 AM
24	Walking/running on the beautiful Addison paths!!	12/18/2013 3:34 PM
25	ride lifecycle, walk	12/18/2013 11:07 AM
26	cross trainer	12/18/2013 9:47 AM
27	Walking outside if the weather is nice.	12/17/2013 10:25 PM
28	Bike	12/17/2013 9:49 PM
29	Walking	12/17/2013 2:51 PM
30	walk	12/16/2013 9:56 PM
31	run, tennis, bike	12/16/2013 6:19 PM
32	Walking. Stretching	12/16/2013 4:06 PM
33	Run, thow the football, bike	12/16/2013 1:16 PM
34	tennis	12/16/2013 12:47 PM
35	I workout at Brookhaven and at home, on my otal Gym and recumbent bike.	12/16/2013 12:41 PM
36	Walk outside	12/16/2013 12:13 PM
37	WALK	12/16/2013 10:46 AM
38	running trails, home treadmill	12/16/2013 9:54 AM
39	Walking outdoors and home treadmill.	12/15/2013 11:03 PM
40	Walk outside.	12/15/2013 9:51 PM
41	Walking or riding my bike	12/15/2013 9:49 PM
42	Yoga, and running	12/15/2013 6:08 PM
43	Run and lift wieghts	12/15/2013 6:08 PM
44	Run it walk	12/15/2013 5:34 PM
45	Run outside	12/15/2013 4:39 PM
46	run at Addison circle park	12/15/2013 3:43 PM
47	Walking, stretches, strength-building exercises.	12/15/2013 1:30 PM
48	crunches and some aerobic boxing	12/15/2013 11:22 AM
49	Lift weights. Cardio	12/15/2013 9:24 AM
50	Stretching at home daily; walking in nice weather	12/14/2013 8:45 PM
51	walking, roller blading	12/14/2013 7:02 PM
52	Walk around the neighborhood	12/14/2013 3:56 PM
53	Walk, Bike, Yoga	12/14/2013 3:45 PM
54	I run outdoors and I do sit-ups at home	12/14/2013 3:44 PM
55	Walking running on nice days.	12/14/2013 2:44 PM
56	walking; floor exercises	12/14/2013 1:44 PM
57	walking when the weather is nice	12/14/2013 1:30 PM
58	I walk/jog on city sidewalks, the park across from the Athletic Club and the pond off Beltway.	12/14/2013 11:39 AM
59	walk	12/14/2013 11:34 AM

## 2013 Addison Athletic Club Customer Service Survey

60	I walk in the park or do a dance video.	12/14/2013 11:21 AM
61	Walking!	12/14/2013 10:46 AM
62	I run around my area	12/14/2013 10:40 AM
63	Walk	12/14/2013 9:03 AM
64	pushups	12/14/2013 8:44 AM
65	Walk outdoors	12/14/2013 6:47 AM
66	Walking	12/14/2013 5:47 AM
67	Outside walking in good weather.	12/13/2013 10:45 PM
68	walk on the Town of Addison trails	12/13/2013 9:22 PM
69	Golf	12/13/2013 9:22 PM
70	back exercises on my carpeting and lots of gardening and yard work	12/13/2013 8:32 PM
71	back exercises on my carpeting and lots of gardening and yard work	12/13/2013 8:32 PM
72	Walking outside when the weather permits.	12/13/2013 6:30 PM
73	wALK	12/13/2013 5:01 PM
74	weight training and elliptical	12/13/2013 4:32 PM
75	Cycling	12/13/2013 4:27 PM
76	Walk and exercise tapes	12/13/2013 4:16 PM
77	Walking the trails and in home exercise equipment	12/13/2013 3:33 PM
78	I used to do Zumba though.	12/13/2013 3:06 PM
79	Walking and elliptical	12/13/2013 2:57 PM
80	run outside	12/13/2013 2:24 PM
81	stairmaster or walk	12/13/2013 2:19 PM
82	Walking Trails play tennis	12/13/2013 2:18 PM
83	Ride bike and jogging	12/13/2013 1:56 PM
84	Walking. Yoga for arthritis and low impact aerobics	12/13/2013 1:28 PM
85	Cycle, Run	12/13/2013 1:21 PM
86	running at Brookhaven College track	12/13/2013 12:28 PM
87	Walking	12/13/2013 12:09 PM
88	Walk or run	12/13/2013 11:59 AM
89	Mountain Bike, Golf, Paddleboard, Ski,	12/13/2013 11:46 AM
90	Walking or tennis	12/13/2013 11:37 AM
91	walking	12/13/2013 11:13 AM
92	yoga, cardio & weight and/or toning exercises	12/13/2013 10:48 AM
93	Jogging on the path near the Athletic Club or yoga at the house.	12/13/2013 10:44 AM
94	Walking outdoors	12/13/2013 10:28 AM
95	Walking	12/13/2013 10:26 AM
96	I prefer to run outside so do whenever the weather is nice.	12/13/2013 10:23 AM
97	walking 3 miles on trails	12/13/2013 10:17 AM
98	Walking the trails around our house	12/13/2013 10:14 AM
99	I also use at home DVDs when the AAC isn't open and I run.	12/13/2013 10:12 AM

## 2013 Addison Athletic Club Customer Service Survey

100	walk and videos on television	12/13/2013 10:10 AM
101	running/walking, free weights	12/13/2013 10:05 AM
102	go for walks, we have a mini treadmill,	12/13/2013 10:01 AM
103	running - pull-ups and dips	12/13/2013 9:55 AM
104	:(	12/13/2013 9:54 AM
105	Running	12/13/2013 9:37 AM
106	Weights	12/13/2013 9:37 AM
107	Swim, walk	12/13/2013 9:33 AM
108	running long distance outside	12/13/2013 9:25 AM
109	Running	12/13/2013 9:08 AM
110	like treadmill & elliptic, & swimming	12/13/2013 9:02 AM
111	Aerobics	12/13/2013 9:01 AM
112	walk	12/13/2013 8:51 AM
113	walking	12/13/2013 8:38 AM
114	free weights and bands	12/13/2013 8:31 AM
115	Cardio	12/13/2013 8:31 AM
116	Bicycling Outside	12/13/2013 8:16 AM
117	Run, treadmill and CD and cable classes.	12/13/2013 8:00 AM
118	Walking with dogs in our beautifulAddison parks!	12/13/2013 7:51 AM
119	Zumba	12/13/2013 6:49 AM
120	Yoga	12/13/2013 4:59 AM
121	Walk	12/12/2013 11:40 PM
122	Running & elliptical	12/12/2013 11:04 PM
123	walk	12/12/2013 11:02 PM
124	treadmill. free weights, yoga, core exercises	12/12/2013 11:02 PM
125	stretching, inversion, lower back exercises	12/12/2013 10:55 PM
126	walking	12/12/2013 10:49 PM
127	Jog or walk in park	12/12/2013 10:44 PM
128	Hiking, biking, golfing	12/12/2013 10:44 PM
129	Free weights.	12/12/2013 10:26 PM
130	Jogging	12/12/2013 10:26 PM
131	walking	12/12/2013 10:25 PM
132	Run, bike, calisthenics, golf, tennis, kickball, volleyball, frisbie	12/12/2013 10:19 PM
133	Bike	12/12/2013 10:18 PM
134	Walking and Pilates tape	12/12/2013 10:16 PM
135	walk, jog, free weights	12/12/2013 10:02 PM
136	Walking	12/12/2013 9:58 PM
137	Walking	12/12/2013 9:57 PM
138	Specific classes at Move and free weights at home	12/12/2013 9:56 PM
139	youtube workout videos (e.g., Sparkpeople workouts) at home; take walks	12/12/2013 9:39 PM

## 2013 Addison Athletic Club Customer Service Survey

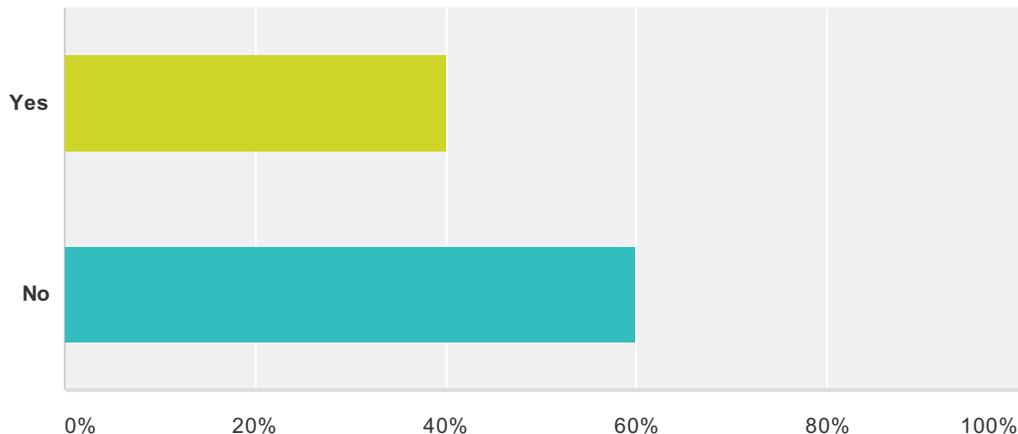
140	Aerobic and free weights.	12/12/2013 9:09 PM
141	Aerobics videos	12/12/2013 9:02 PM
142	Treadmill in TV room at home	12/12/2013 8:57 PM
143	I walk the path around Addison quite often.	12/12/2013 8:54 PM
144	All cardio	12/12/2013 8:53 PM
145	walking at the nearby park	12/12/2013 8:48 PM
146	Running	12/12/2013 8:47 PM
147	Run	12/12/2013 8:38 PM
148	Sit - Ups	12/12/2013 8:30 PM
149	Walk the trails in the neighborhood	12/12/2013 8:29 PM
150	i do a boot camp	12/12/2013 8:27 PM
151	cardio	12/12/2013 8:22 PM
152	Walk, Zumba Gold	12/12/2013 8:15 PM
153	jogging, walking and biking.	12/12/2013 8:15 PM
154	Walking	12/12/2013 8:14 PM
155	Walk the trails for 5 miles 4 to 5 times a week.	12/12/2013 8:10 PM
156	walk	12/12/2013 8:01 PM
157	Walk, dance, yoga.	12/12/2013 7:56 PM
158	SIT UPS & OTHER FLOOR EXERCISES	12/12/2013 7:49 PM
159	walking	12/12/2013 7:29 PM
160	I run or walk all the trails of Addison I also do stretching and light exercises at home or in the parks.	12/12/2013 7:27 PM
161	Run	12/12/2013 7:25 PM
162	At Savoye 2 since you're not open or offer classes	12/12/2013 7:19 PM
163	Yoga at home, running outside	12/12/2013 7:18 PM
164	weights	12/12/2013 7:17 PM
165	Glenn comes to my house and abuses me.	12/12/2013 7:14 PM
166	Bicycle 3-5 times/week 5-7-10 miles.	12/12/2013 7:14 PM
167	Run, Zumba on Xbox, walk, wts, bike	12/12/2013 7:11 PM
168	Walking	12/12/2013 7:06 PM
169	Walking or jogging	12/12/2013 7:05 PM
170	At home I do weights and abs, I run outside, and row/erg 5 days a week	12/12/2013 7:05 PM
171	Walk or run	12/12/2013 7:04 PM
172	Rowing and running. I wish more biking and swimming.	12/12/2013 7:03 PM
173	Running 2-5 times per week.	12/12/2013 6:57 PM
174	walking, especially on our walking trails	12/12/2013 6:57 PM
175	JOG	12/12/2013 6:57 PM
176	Mens basketball league in Plano.	12/12/2013 6:55 PM
177	Bicycling, walking	12/12/2013 6:48 PM
178	Love to go running outside!	12/12/2013 6:45 PM
179	Run outside!!	12/12/2013 6:42 PM

## 2013 Addison Athletic Club Customer Service Survey

180	Yoga, walk or run	12/12/2013 6:40 PM
181	Walking, swimming	12/12/2013 6:38 PM
182	yoga	12/12/2013 6:36 PM
183	I travel tons and always look for hotels that have a gym.	12/12/2013 6:35 PM
184	Walk and jog on the trails.	12/12/2013 6:33 PM
185	Sometimes if the weather is nice, I'll walk around the trails around Les Lacs and the parks for a 3 mile circuit.	12/12/2013 6:32 PM
186	tennis, walking,	12/12/2013 6:31 PM
187	walk the neighborhood	12/12/2013 6:21 PM
188	Walk and situp sticks.	12/12/2013 6:21 PM
189	T25	12/12/2013 6:18 PM
190	ride stationary bike	12/12/2013 6:17 PM
191	Running, yoga	12/12/2013 6:16 PM
192	Caring for children	12/12/2013 6:16 PM
193	elliptical, free weights, swiss ball, etc.	12/12/2013 6:14 PM
194	Walking/hiking/running	12/12/2013 6:14 PM
195	bicycle	12/12/2013 6:13 PM
196	Run outside, yoga DVD	12/12/2013 6:11 PM
197	hiking, cycling	12/12/2013 6:11 PM
198	walking, PT exercises for my back	12/12/2013 6:09 PM
199	Walk or ride bikes on the trail by my house.	12/12/2013 6:07 PM
200	Walking	12/12/2013 6:00 PM
201	I walk and/or ride bicycles on the neighborhood trails in the transmission right-of-way.	12/12/2013 5:56 PM
202	Walk/bike along the Les Lacs trail. Also enjoy hiking at Cedar Ridge.	12/12/2013 5:42 PM
203	power walk on nice days	12/12/2013 5:35 PM
204	cycling	12/12/2013 1:50 PM
205	Ride my elliptigo bike.	12/12/2013 11:57 AM
206	Bike	12/12/2013 11:49 AM
207	Walk	12/12/2013 11:20 AM
208	running	12/12/2013 9:47 AM
209	Running	12/12/2013 9:11 AM
210	Walk/jog at parks	12/12/2013 9:04 AM
211	P90X videos	12/12/2013 8:48 AM
212	Bicycle	12/5/2013 8:54 AM

### Q12 Do you walk or ride your bicycle to the Athletic Club?

Answered: 330 Skipped: 21



Answer Choices	Responses
Yes	40% 132
No	60% 198
<b>Total</b>	<b>330</b>

#	If no, why?	Date
1	too far and weather plays into the factors	1/23/2014 6:20 PM
2	Distance is too far to ride or walk	1/20/2014 12:39 PM
3	Too far to walk, don't have a bicycle, and wouldn't use it, if I did.	1/20/2014 11:09 AM
4	sometimes when weather is nice	1/4/2014 9:43 PM
5	We walk to the Club in good weather.	1/2/2014 2:14 PM
6	Weather, too much traffic.	12/31/2013 3:05 PM
7	I own a car.	12/30/2013 12:10 PM
8	easy to drive; workout late in the evening; prefer to drive to and from the club;	12/29/2013 9:26 PM
9	I don't own bicycle and live too far to walk.	12/29/2013 11:50 AM
10	Live on the east side of Tollway.	12/26/2013 5:26 PM
11	No bike	12/24/2013 11:33 AM
12	Drive. Live at Vitruvian	12/23/2013 10:36 PM
13	Have small child with me	12/23/2013 3:12 PM
14	because our residence in hotel	12/22/2013 1:44 AM
15	very rarely	12/21/2013 3:59 PM
16	Too far from my house.	12/21/2013 2:23 PM
17	Lazy :(	12/21/2013 2:20 PM
18	Would be many miles along Midway Rd., and I'm not that crazy.	12/20/2013 3:48 PM
19	I don't have one.	12/19/2013 4:32 PM

## 2013 Addison Athletic Club Customer Service Survey

20	Too far	12/19/2013 7:25 AM
21	Usually in a hurry, so I drive.	12/18/2013 3:34 PM
22	only when I am going to the pool on the weekends and have timeto walk	12/18/2013 11:07 AM
23	lazy	12/18/2013 9:47 AM
24	Lazy!	12/17/2013 10:25 PM
25	I don't like crossing under the tollway, and over the rr tracks on Inwood	12/17/2013 9:49 PM
26	Live in north addison (not a safe trip from addison place)	12/17/2013 10:52 AM
27	weather too cold or too hot, takes too long	12/16/2013 9:56 PM
28	sometimes	12/16/2013 8:17 PM
29	Too far.	12/16/2013 5:20 PM
30	Cause of time	12/16/2013 1:16 PM
31	I don't have the balance at age 74.	12/16/2013 12:27 PM
32	No bike	12/16/2013 11:57 AM
33	USUALLY IN A HURRY AND WANT TO GET IN AND OUT QUICKLY	12/16/2013 10:46 AM
34	Too far from Addison circle apts	12/15/2013 6:08 PM
35	No bike	12/15/2013 6:08 PM
36	Too far to walk, don't have a bike	12/15/2013 4:39 PM
37	live too far, no bike	12/15/2013 3:43 PM
38	I don't work out there.	12/15/2013 2:22 PM
39	Can't walk that far, and I'm afraid of riding my bike in the crazy traffic.	12/15/2013 1:30 PM
40	I usually go to the AAC straight from work, so I drive	12/15/2013 11:22 AM
41	Still not fit enough for that	12/15/2013 11:04 AM
42	Don't own a bike	12/14/2013 8:45 PM
43	On occasion, weather and time permitting.	12/14/2013 3:44 PM
44	Always running late.....I should.	12/14/2013 3:14 PM
45	Don't prefer. Weather.	12/14/2013 2:44 PM
46	I live in Oaks North which is too far	12/14/2013 1:30 PM
47	I sometimes walk to the athletic club	12/14/2013 11:39 AM
48	weather is usually too hot or too cold	12/14/2013 11:34 AM
49	too far, i live on the circle	12/14/2013 11:30 AM
50	Haeve no bike; drive because I usully run errands after I exercise.	12/14/2013 10:46 AM
51	It's too far and I don't have much time	12/14/2013 10:40 AM
52	too far away	12/14/2013 8:18 AM
53	Dependent upon the weather and how much time I have!	12/13/2013 10:49 PM
54	No real reason for driving instead of walking there.	12/13/2013 10:45 PM
55	lazy!	12/13/2013 9:22 PM
56	bad lighting in the streets, a little scary for females	12/13/2013 4:35 PM
57	Too far	12/13/2013 4:32 PM
58	Weather permitting	12/13/2013 4:16 PM
59	Don't own a bike and live too far to walk since there are so few sidewalks.	12/13/2013 3:42 PM

## 2013 Addison Athletic Club Customer Service Survey

60	Too far to walk, not proficient on bike	12/13/2013 3:36 PM
61	In warmer months I do sometimes walk.	12/13/2013 3:33 PM
62	Live too far & have kids	12/13/2013 3:06 PM
63	When I can walk, I just walk	12/13/2013 2:57 PM
64	i wish we lived closed enough to do so.	12/13/2013 2:53 PM
65	Can't walk that far	12/13/2013 2:38 PM
66	good idea; perhaps too lazy	12/13/2013 2:11 PM
67	Too far, 5 miles to north Addison	12/13/2013 1:56 PM
68	Too dangerous.	12/13/2013 12:46 PM
69	Bcz I do errands before and after which require my automobile	12/13/2013 12:28 PM
70	Usually drive, but also walk on occasion.	12/13/2013 12:09 PM
71	Too far from home	12/13/2013 11:55 AM
72	Live too close	12/13/2013 11:46 AM
73	I live at Addison Circle and it is too far to walk; I do not ride a bicycle. And, I would not feel safe at 5:00 in the morning.	12/13/2013 10:48 AM
74	We are close enough to walk	12/13/2013 10:28 AM
75	Walk distance. Don't own a bike.	12/13/2013 10:23 AM
76	I live too far away to walk or ride a bike.	12/13/2013 10:22 AM
77	I have on occasion, but it's 2 miles so it's a hard trek back home after.	12/13/2013 10:12 AM
78	too far and too much traffic on beltline, or other streets, plus don't like biking at night and kids get too nervous (14 and 16)!	12/13/2013 10:01 AM
79	Live in the Circle, too far.	12/13/2013 9:37 AM
80	I live too far to walk and I don't own a bike	12/13/2013 9:37 AM
81	Too far	12/13/2013 9:08 AM
82	convenience	12/13/2013 9:01 AM
83	Maybe I will start. Good idea.	12/13/2013 8:59 AM
84	Too far	12/13/2013 8:54 AM
85	Ummm, too far.	12/13/2013 8:51 AM
86	I frequently drive also in bad weather.	12/13/2013 8:40 AM
87	workout over lunch...bike and a business suit not compatible	12/13/2013 8:38 AM
88	too much traffic on Belt Line Rd	12/13/2013 8:31 AM
89	To busy on the Beltline Rd.	12/13/2013 8:31 AM
90	I am usually coming from somewhere or going to run errands or something after the gym.	12/13/2013 8:30 AM
91	sometimes	12/13/2013 8:16 AM
92	I live at North end of Airport and would rather ride my motorcycle.	12/13/2013 7:51 AM
93	Too far	12/13/2013 7:47 AM
94	Mostly walking the indoor track	12/13/2013 6:42 AM
95	Too far...and I don't have a bike!	12/12/2013 11:04 PM
96	no safe way to get from trinity mills and midway to the club	12/12/2013 11:02 PM
97	Have to take child with me. Too far for child.	12/12/2013 10:26 PM
98	I usually have a 10 month old and a 3 year old with me.	12/12/2013 10:26 PM

## 2013 Addison Athletic Club Customer Service Survey

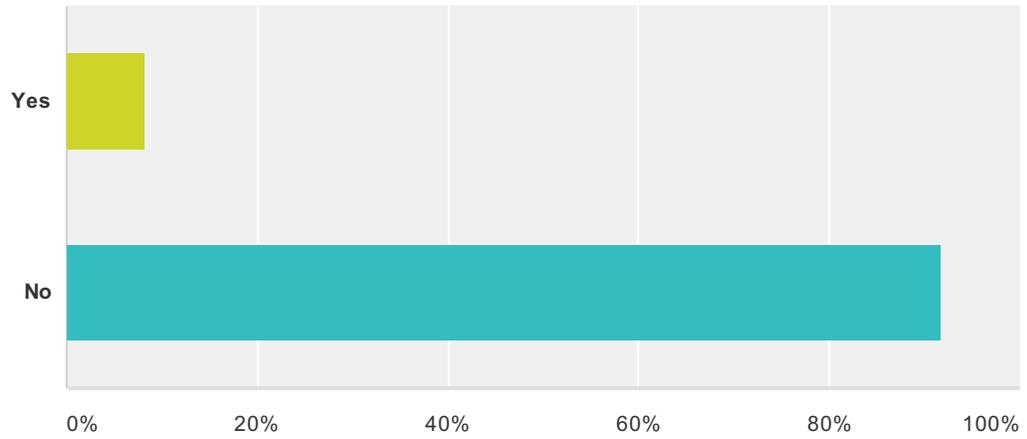
99	I have, Belt Line is a little treacherous.	12/12/2013 10:18 PM
100	It doesn't feel like I'm exercising	12/12/2013 10:16 PM
101	Too Far for me.	12/12/2013 9:58 PM
102	haven't figured out a good way to carry gear	12/12/2013 9:57 PM
103	live too far	12/12/2013 9:56 PM
104	Not able to walk the distance at this time	12/12/2013 9:55 PM
105	Don't have a bike	12/12/2013 9:47 PM
106	Oftentimes it's too dark outside when I want to go.	12/12/2013 9:39 PM
107	Ride around neighborhood.	12/12/2013 8:57 PM
108	Too far -- and would cross tollway	12/12/2013 8:57 PM
109	No need	12/12/2013 8:53 PM
110	walk, bicycle, auto	12/12/2013 8:51 PM
111	I live over in the circle so it is a full workout to go that far to get there.	12/12/2013 8:47 PM
112	Usually too hot or too cold.	12/12/2013 8:33 PM
113	Don't own a bike	12/12/2013 8:29 PM
114	Take the car to carry my bag.	12/12/2013 8:29 PM
115	to far	12/12/2013 8:27 PM
116	Drive.	12/12/2013 8:24 PM
117	I live in Addison Circle. It takes too much time to walk.	12/12/2013 8:23 PM
118	It's rare since Addison does not have good sidewalks or promote bicycling. The lack of good sidewalks/bikeways in Addison makes it unsafe to reliably bike around, especially on Beltline Road. Addison road could use a sidewalk improvement, especially around the small businesses.	12/12/2013 8:15 PM
119	Usually stop on my way home from dropping my grandson off at Good Shepherd.	12/12/2013 8:10 PM
120	weather permitting	12/12/2013 8:01 PM
121	I STOP AT THE CLUB ON MY WAY HOME FROM WORK	12/12/2013 7:49 PM
122	Distance	12/12/2013 7:40 PM
123	I run or walk	12/12/2013 7:27 PM
124	My gym bag	12/12/2013 7:25 PM
125	do not have a bicycle.....osteoarthritis keeps me using the car	12/12/2013 7:17 PM
126	1)not very safe sections of route from east of Tollway in Oaks North 2) Time to bike and then work out. I usually alternate gym and bike days.	12/12/2013 7:14 PM
127	Time constraints	12/12/2013 7:13 PM
128	Sometimes, but I usually drive to get to classes on time; weather	12/12/2013 7:08 PM
129	Sometimes I bike; depends on the weather,	12/12/2013 7:06 PM
130	YES; my parents don't drive me, and I don't mind walking.	12/12/2013 7:05 PM
131	live at Oaks North. The traffic is too bad.	12/12/2013 7:04 PM
132	Llive too far away	12/12/2013 7:02 PM
133	Walk, I love our walking trails	12/12/2013 6:57 PM
134	WALK	12/12/2013 6:57 PM
135	I should but I just don't.	12/12/2013 6:55 PM
136	Sometimes	12/12/2013 6:48 PM

## 2013 Addison Athletic Club Customer Service Survey

137	I live just a bit too far from the club to bike over. Crossing BeltLine is too difficult.	12/12/2013 6:45 PM
138	No bike.	12/12/2013 6:42 PM
139	Don't have bicycle	12/12/2013 6:38 PM
140	Walk YES don't ride bike because of hassle of figuring out a safe spot to leave my bike - and I don't want to carry a heavy bike lock	12/12/2013 6:36 PM
141	Bike needs repairs. I have walked there before, but not often.	12/12/2013 6:33 PM
142	don't have a bike!!!!	12/12/2013 6:14 PM
143	Too far	12/12/2013 6:11 PM
144	Come from work	12/12/2013 6:07 PM
145	I think bikes are dangerous on car roads	12/12/2013 6:00 PM
146	too far	12/12/2013 5:35 PM
147	usually busy schedule, need to get in and out.	12/12/2013 12:24 PM
148	Weather permitting.	12/12/2013 11:57 AM
149	We have before but we live in the Circle.	12/12/2013 11:20 AM
150	Unsure of the safety / don't want it stolen	12/12/2013 9:47 AM
151	Distance, 2 small kids	12/12/2013 9:04 AM
152	Not efficient use of my time	12/12/2013 8:48 AM
153	Too far and traffic.	12/5/2013 8:54 AM

### Q13 Do you use a personal trainer at the Athletic Club?

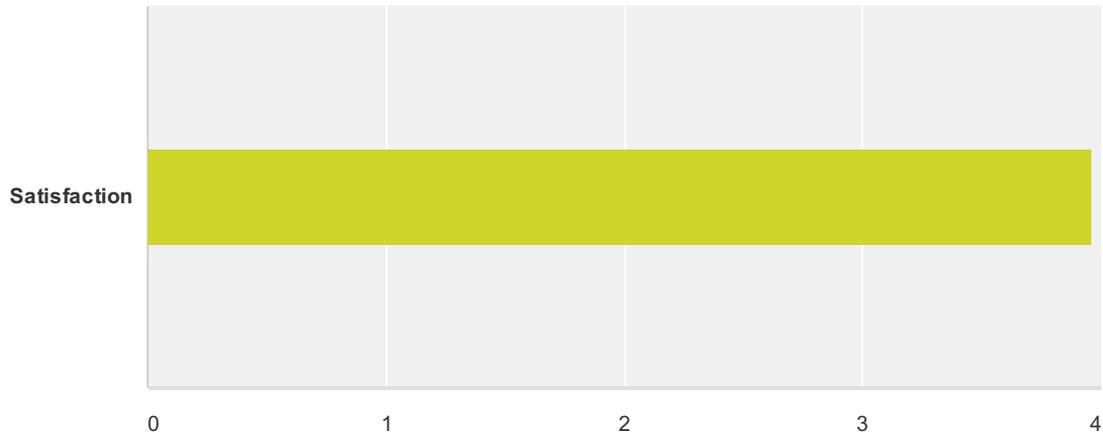
Answered: 330 Skipped: 21



Answer Choices	Responses
Yes	8.18% 27
No	91.82% 303
<b>Total</b>	<b>330</b>

### Q14 If you use a personal trainer, how satisfied are you with the service?

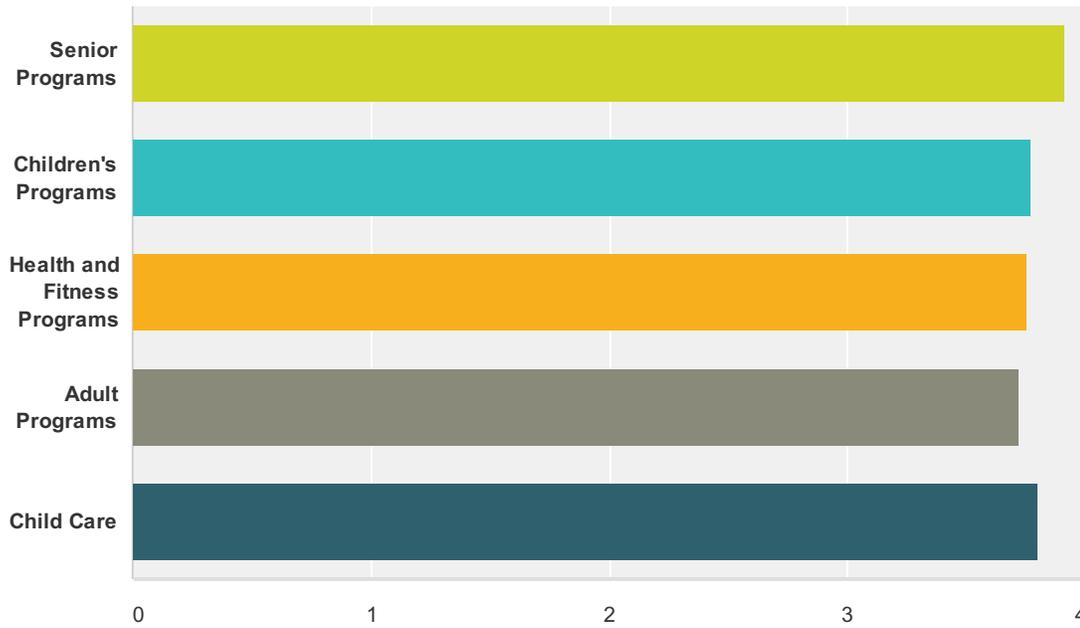
Answered: 50 Skipped: 301



	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	Total	Average Rating
Satisfaction	2% 1	2% 1	34% 17	22% 11	40% 20	50	3.96

**Q15 Please rate your satisfaction with the following programs:**

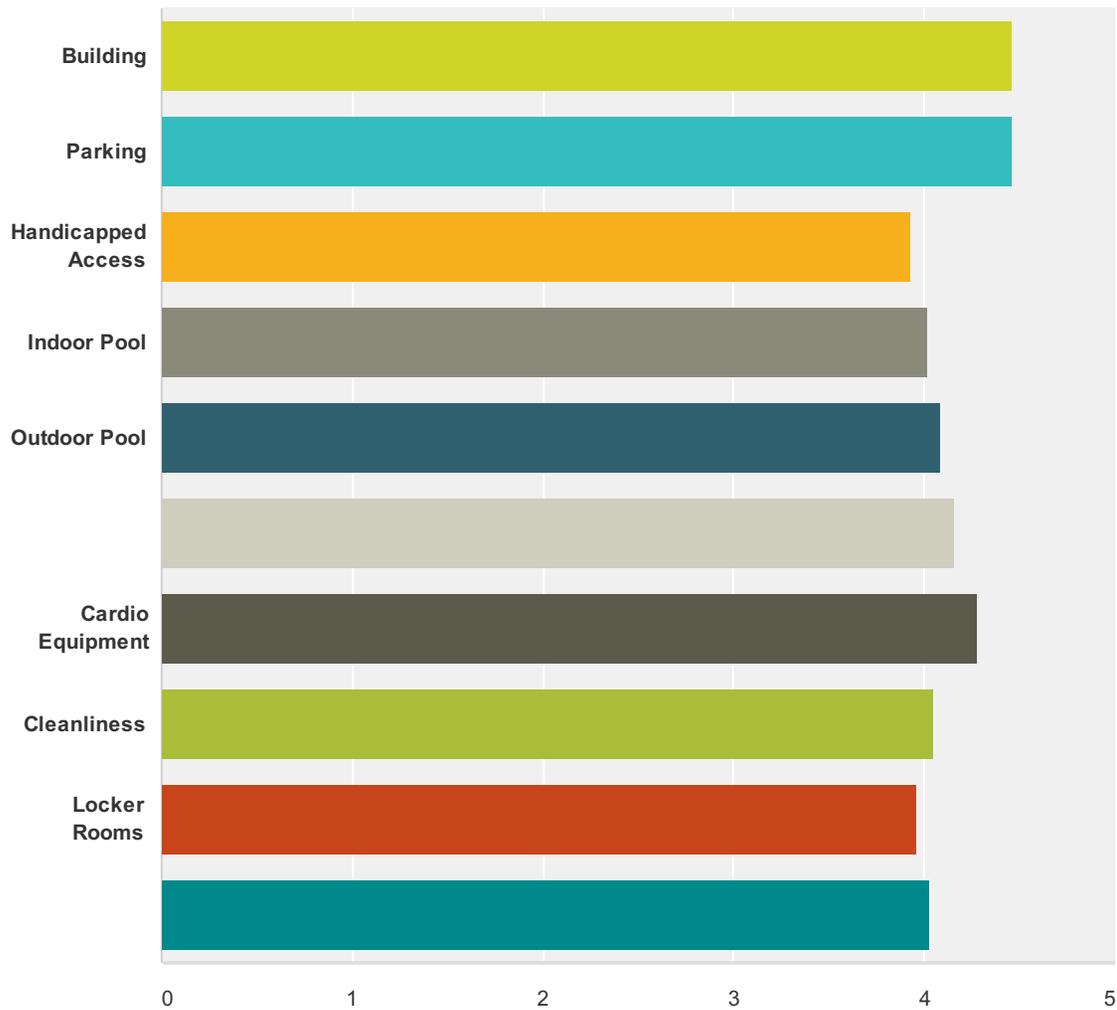
Answered: 323 Skipped: 28



	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A	Total	Average Rating
Senior Programs	1.93% 6	1.93% 6	8.68% 27	9.00% 28	15.11% 47	63.34% 197	311	3.91
Children's Programs	1.06% 3	0.71% 2	6.74% 19	4.61% 13	6.74% 19	80.14% 226	282	3.77
Health and Fitness Programs	1.68% 5	3.37% 10	15.49% 46	15.15% 45	14.81% 44	49.49% 147	297	3.75
Adult Programs	2.03% 6	3.72% 11	13.51% 40	13.51% 40	13.85% 41	53.38% 158	296	3.72
Child Care	0.72% 2	0.36% 1	6.88% 19	4.35% 12	6.16% 17	81.52% 225	276	3.80

**Q16 Please rate your satisfaction with the facility in the following areas:**

Answered: 341 Skipped: 10



	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	Total	Average Rating
Building	1.78% 6	0.59% 2	3.55% 12	37.57% 127	56.51% 191	338	4.46
Parking	1.48% 5	0.89% 3	4.73% 16	36.39% 123	56.51% 191	338	4.46
Handicapped Access	1.12% 3	0.75% 2	37.45% 100	25.09% 67	35.58% 95	267	3.93
Indoor Pool	1.36% 4	2.38% 7	24.49% 72	36.73% 108	35.03% 103	294	4.02
Outdoor Pool	1.74% 5	3.13% 9	19.79% 57	34.72% 100	40.63% 117	288	4.09
Weight Training Equipment	1.94% 6	3.55% 11	9.68% 30	45.81% 142	39.03% 121	310	4.16

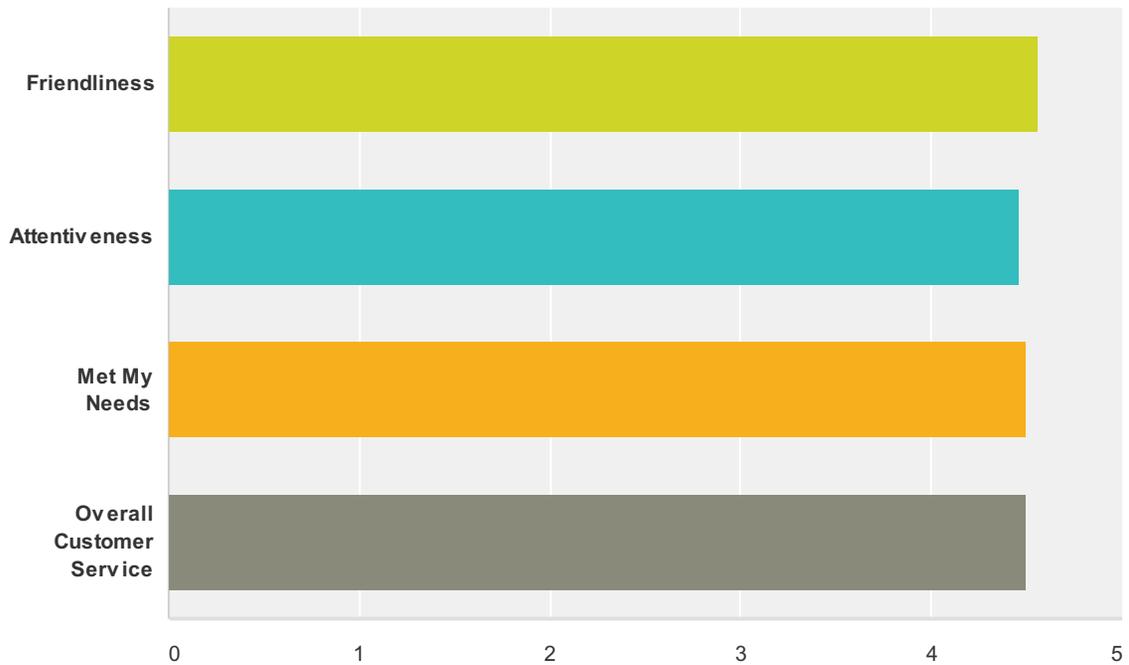
Cardio Equipment	2.23%	1.59%	7.32%	43.31%	45.54%		
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## 2013 Addison Athletic Club Customer Service Survey

Cardio Equipment	<b>4.28%</b> 7	<b>1.89%</b> 5	<b>1.92%</b> 23	<b>79.91%</b> 136	<b>79.97%</b> 143	314	4.28
Cleanliness	<b>4.49%</b> 15	<b>7.49%</b> 25	<b>8.08%</b> 27	<b>38.32%</b> 128	<b>41.62%</b> 139	334	4.05
Locker Rooms	<b>3.74%</b> 12	<b>5.61%</b> 18	<b>17.45%</b> 56	<b>37.38%</b> 120	<b>35.83%</b> 115	321	3.96
Fitness Equipment Maintenance	<b>1.90%</b> 6	<b>4.75%</b> 15	<b>17.72%</b> 56	<b>39.56%</b> 125	<b>36.08%</b> 114	316	4.03

### Q17 Please rate our staff:

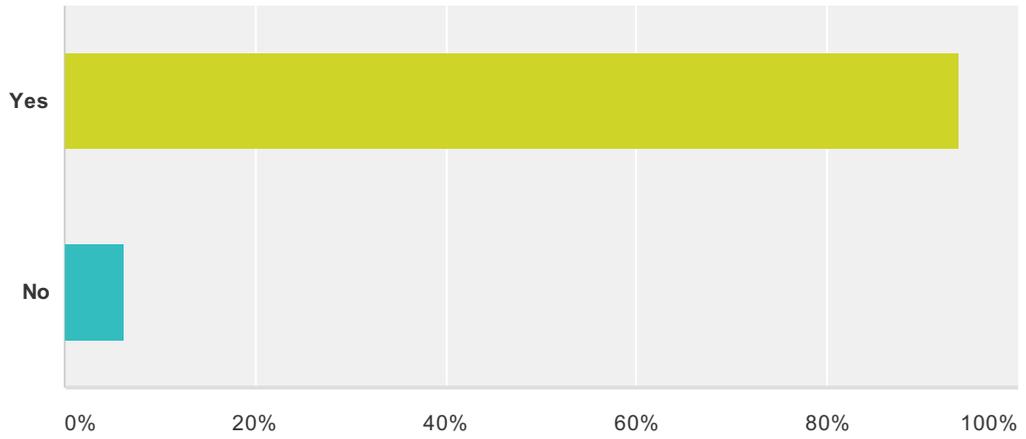
Answered: 339 Skipped: 12



	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	N/A	Total	Average Rating
Friendliness	2.65% 9	1.47% 5	5.31% 18	17.99% 61	71.39% 242	1.18% 4	339	4.56
Attentiveness	2.99% 10	2.40% 8	6.29% 21	21.26% 71	64.97% 217	2.10% 7	334	4.46
Met My Needs	2.67% 9	2.08% 7	5.64% 19	20.18% 68	66.47% 224	2.97% 10	337	4.50
Overall Customer Service	3.01% 10	1.81% 6	5.12% 17	21.08% 70	67.47% 224	1.51% 5	332	4.50

### Q18 Were you greeted upon arriving?

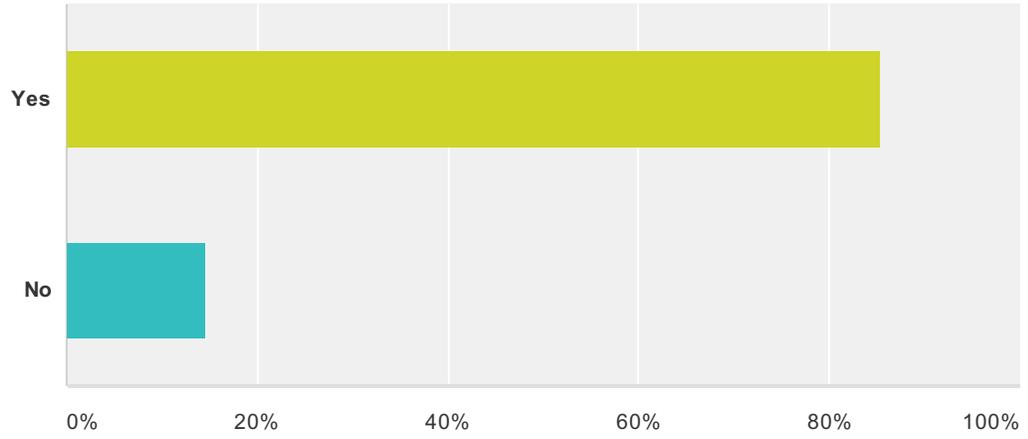
Answered: 336 Skipped: 15



Answer Choices	Responses	
Yes	93.75%	315
No	6.25%	21
<b>Total</b>		<b>336</b>

### Q19 Were you acknowledged when leaving?

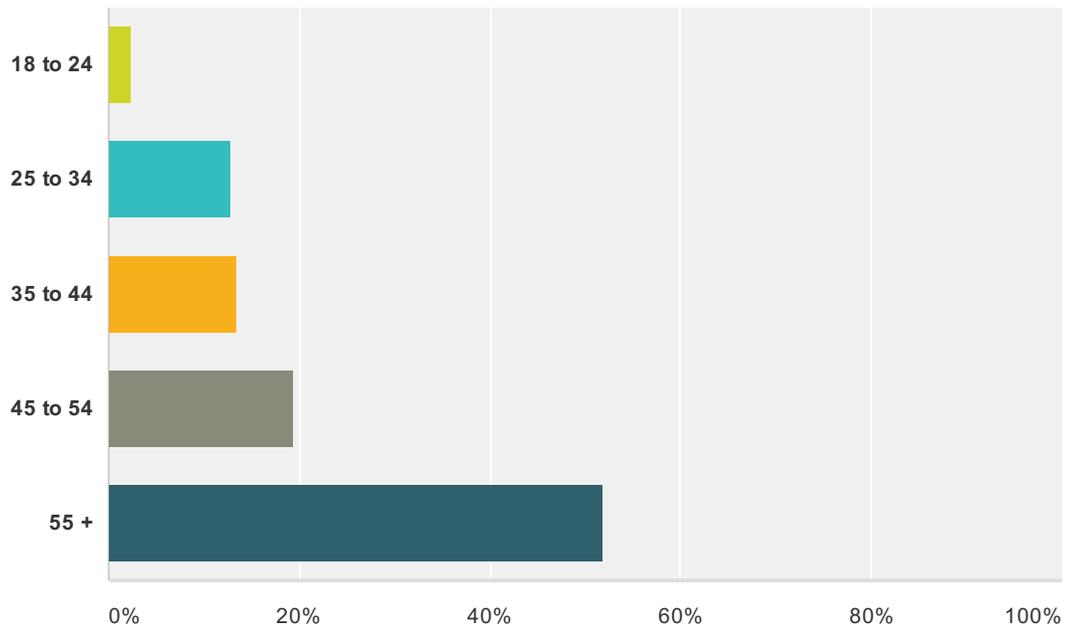
Answered: 334 Skipped: 17



Answer Choices	Responses	
Yes	85.33%	285
No	14.67%	49
<b>Total</b>		<b>334</b>

### Q20 Which age category do you belong to?

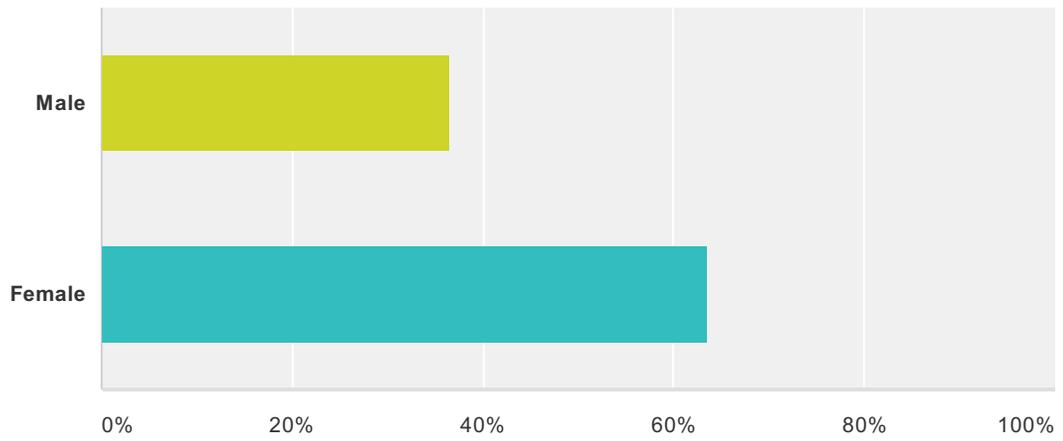
Answered: 343 Skipped: 8



Answer Choices	Responses
18 to 24	2.33% 8
25 to 34	12.83% 44
35 to 44	13.41% 46
45 to 54	19.53% 67
55 +	51.90% 178
<b>Total</b>	<b>343</b>

### Q21 What is your gender?

Answered: 345 Skipped: 6



Answer Choices	Responses
Male	36.52% 126
Female	63.48% 219
<b>Total</b>	<b>345</b>

## 2013 Addison Athletic Club Customer Service Survey

**Q22 Thank you for completing this survey!  
If you have additional comments, please  
use the space below. To enter the drawing,  
please leave your NAME and PHONE  
NUMBER. (optional)**

Answered: 219 Skipped: 132

#	Responses	Date
1	Cruz Rios 972 800 8789	1/23/2014 6:20 PM
2	Jeanette Jones, 972-774-0247	1/20/2014 11:09 AM
3	Mattina Maloney 210-317-1351	1/19/2014 8:39 AM
4	Deborah Emerson 214 405 0207	1/11/2014 5:11 PM
5	Cathy Monkman 972-951-0058	1/8/2014 9:19 PM
6	The yoga classes, to which I went regularly for over a year, have gotten very boring. Teacher spends too much time chatting and counting and not focused on moving etc. Still treats entire class as if it is their first time with constant preliminary comment, while most if not all are regulars. Her teaching style should be evaluated. The class should be smoother and faster paced, without the lags in movement.	1/6/2014 11:50 AM
7	I love the facility and use it often. We are so lucky to have a place like it in Addison.	1/4/2014 9:43 PM
8	Sumayya Ahmed-Chaudhry Phone Number: 972 586 7398	1/3/2014 1:16 PM
9	Lisa Roldan 972-824-8285	1/2/2014 2:14 PM
10	Brian Pietsch 469-999-2323	12/30/2013 12:10 PM
11	Anita Punch 214-693-9120	12/29/2013 9:26 PM
12	Kari Brandenburg, 214-802-1424	12/25/2013 11:14 AM
13	Elizabeth urioeste 214 9087664	12/23/2013 10:36 PM
14	Dipali Mathew 2144504689	12/23/2013 3:12 PM
15	Betsy, Darryl, Patrick, Dena, and others really do a great job! Dean & Linda Hudson 972-620-0630	12/22/2013 6:52 PM
16	817 319 9965 4005 beltline addison best value inn motel or any hotel employee	12/22/2013 1:44 AM
17	Thanks!	12/21/2013 3:59 PM
18	Ginny Trueman (Virginia) 972-392-4605	12/21/2013 2:32 PM
19	Jeanette Jones, 972-774-0247	12/21/2013 2:23 PM
20	Heather Thompson 806-683-8629	12/21/2013 2:20 PM
21	Jason Ennis 214-417-6027	12/21/2013 1:09 PM
22	Sometimes when there is a weather-related delay for the indoor pool, it takes them too long to lift it because they don't glance outside & see that the rain has actually ended. Douglas Murphy 972 835 9228	12/20/2013 3:48 PM
23	Although I do not use the athletic club as often as I would like, it is nice to have the option available. It is extremely convenient with good variety of equipment.	12/19/2013 8:38 PM
24	Betsy: so friendly, & calls everyone by their name, always positive. A real asset. The regulars really appreciate Betsy.	12/19/2013 8:00 PM
25	Pam Lloyd 254-931-7020	12/19/2013 4:32 PM
26	Katherine White 210-618-1325	12/18/2013 7:28 PM

## 2013 Addison Athletic Club Customer Service Survey

27	Randy Sym-Smith 972-872-5045	12/18/2013 5:25 PM
28	Two suggestions: It would be nice to be able to purchase a visitor pass. When our adult son or daughter comes to visit, we have to pay the guest fee each time. Our kids feel like it's an imposition, and feel awkward that we have to pay.... A 5-pack coupon book for guest passes would be really nice! We're happy to pay. Would just prefer to do the transaction in private. Also, would love a membership pass that could clip on a keyring, rather than the larger ID card.	12/18/2013 3:34 PM
29	I would like to make mention of one special employee - Betsy Stem. She does a tremendous job and is always so welcoming and enthusiastic. Kirstin Sym-Smith 469-233-4141	12/18/2013 11:07 AM
30	Phillip Valentine - 972-897-6051	12/18/2013 9:41 AM
31	Cynthia Rollow 214.929.9188	12/17/2013 10:25 PM
32	Cynthia Lee 972-834-4680	12/17/2013 2:51 PM
33	Tom Tomaro 972-248-0570	12/17/2013 10:52 AM
34	MARY REED 214-773-3915	12/16/2013 9:56 PM
35	The showers and bathroom areas could use some modernization.	12/16/2013 9:01 PM
36	Bernie Beck, 214-718-5187	12/16/2013 6:19 PM
37	Freddie Samuel 214-477-9936	12/16/2013 5:20 PM
38	Alex Kim 469-387-0094	12/16/2013 2:40 PM
39	Delilah Perkinson 972 484 3998	12/16/2013 2:19 PM
40	Howie Li 972-478-5788	12/16/2013 1:23 PM
41	Thank you for giving me this opportunity. While walking my dog near Les Lacs, I've run into other women who have expressed frustration with the Club's primary focus on classes that only children or seniors can attend. Those of us with careers work long hours and we could use later classes during the week or more options for weekend classes. Thank you!	12/16/2013 12:41 PM
42	How does Adam keep any clients? He's the most disinterested looking trainer I have ever seen?	12/16/2013 11:57 AM
43	All of my residents enjoy the facility and I have had no complaints.	12/16/2013 11:07 AM
44	MARSHA WALDEN 214-738-8976	12/16/2013 10:46 AM
45	Erika Houser - 239-297-1802	12/15/2013 11:13 PM
46	Would love to see automation of the annual renewal. Seems silly to fill out the exact same paperwork by hand every year.	12/15/2013 9:51 PM
47	Muriel gonzalez 2142281433	12/15/2013 6:08 PM
48	Christopher Waters 512-698-3021	12/15/2013 6:08 PM
49	Kathleen Gancayco 817-917-4506.	12/15/2013 5:59 PM
50	Monica Goff 214-364-4431	12/15/2013 3:43 PM
51	Lisa White 214-315-0181	12/15/2013 1:30 PM
52	Leigh A Watkins 425-231-7104	12/15/2013 11:22 AM
53	Thank you so much for providing this wonderful amenity to Addison residents! Also thank you to the staff, who are uniformly excellent.	12/15/2013 11:04 AM
54	Dan Heinzerling 214 912 4420	12/15/2013 9:24 AM
55	Karen Faith 469-877-2938	12/14/2013 7:02 PM
56	9724818901	12/14/2013 3:56 PM
57	The bathroom off of the locker room is disgusting and it smells. The tile grout is disgusting. It needs to be completely overhauled. James Maddux-469-426-9869	12/14/2013 3:44 PM
58	I am so glad we chose Addison to live.....a wonderful area and the health club is such a nice bonus. Thank you. Nancy Burkhalter 240-460-6330	12/14/2013 3:14 PM

## 2013 Addison Athletic Club Customer Service Survey

59	Trish Copeland 214-763-1929	12/14/2013 2:44 PM
60	HARRIET MELLOW 972-387-5785	12/14/2013 1:30 PM
61	Michael Jones 214-232-4630	12/14/2013 11:39 AM
62	Carol Doepfner 972-233-9722	12/14/2013 11:34 AM
63	Marilyn Klocko 972-980-2344	12/14/2013 11:30 AM
64	Ann Wardlaw 972-863-9585	12/14/2013 10:46 AM
65	Nicholas Felix 214-632-1583	12/14/2013 10:40 AM
66	Would be nice to have a senior guest rate when parents come to visit. \$8.00 is a lot.	12/14/2013 9:03 AM
67	Jay Upson 214-796-6912	12/14/2013 8:44 AM
68	Kristine 214-783-8375	12/14/2013 8:18 AM
69	Bunny Summerlin 214 923 8558	12/14/2013 6:47 AM
70	Cathy Norton 972-742-7924	12/14/2013 12:24 AM
71	Well, I am greeted if they have to... but it might interrupt their personal conversation... with the exception of the woman who works the desk, she is lovely and friendly... short brown hair, not a generation Y... very sweet and nice. No trainer has ever said hello to me, so why would I hire them? Anyone else but the woman with the brown hair says hello or goodbye as an afterthought. It's ok, we all accept that the club is just a city service...oh yeah...I just did say that....it is a city service! If the staff at the club was half as friendly as the city staff....what a difference! And the trainers? Let me bring my own in...let me bring in my own class. Enough of this silly give me \$7 cash or you can't take the class and I didn't bring receipts.....REALLY?	12/13/2013 10:49 PM
72	Sherrie Lendroth (323) 422-5242	12/13/2013 10:38 PM
73	Margie Wuebker 214-924-6296	12/13/2013 9:53 PM
74	Jan Lamoreaux 972-243-5599	12/13/2013 9:22 PM
75	Carol Weaver, 972-243-8708. Love Addison!	12/13/2013 9:22 PM
76	I used a trainer on equipment and swimming for 3-4 years. Autumn is very good and knowledgeable especially with healthy nutrition which I follow along with exercising daily	12/13/2013 8:32 PM
77	I used a trainer on equipment and swimming for 3-4 years. Autumn is very good and knowledgeable especially with healthy nutrition which I follow along with exercising daily	12/13/2013 8:32 PM
78	Paula Welch 972 484 9166	12/13/2013 6:30 PM
79	I love this fitness center. I want to move again, and looking for a place in Addison due to I like the fitness center.	12/13/2013 6:09 PM
80	mary ann pickrell	12/13/2013 5:01 PM
81	Rona Evans 214 927-6397	12/13/2013 4:35 PM
82	John Krieger 214-455-3306	12/13/2013 4:32 PM
83	Barbara St. Clair 469 585 4907	12/13/2013 4:16 PM
84	Jane Kelley - 972-407-0244	12/13/2013 3:42 PM
85	Paula Kerber 972-239-7857	12/13/2013 3:36 PM
86	Phyllis DeWitt Ryland. 972-788-2999	12/13/2013 3:33 PM
87	Kiara Smith 972.330.7541	12/13/2013 3:06 PM
88	Jim Turner - 469-222-6567	12/13/2013 2:57 PM
89	Doreen cluck 972-241-3905	12/13/2013 2:55 PM
90	deborah warren 972.818.3794 (please see comments above re: pet peeve where members just can't seem to follow logical practice of wiping equipment after use.)	12/13/2013 2:53 PM
91	Betty Ekholm 972-980-8119	12/13/2013 2:38 PM

## 2013 Addison Athletic Club Customer Service Survey

92	Great thing Addison does with the AAC; thanks!!!! Susan Whaley 972-980-8613	12/13/2013 2:24 PM
93	I find the hourly employees pretty friendly, it is Management people that seem not so happy in running the front desk. They definitely need to look at the overall cleanliness of the facility.	12/13/2013 2:18 PM
94	972-898-1552 Intend to use the facility more in the coming year as activities should now allow	12/13/2013 2:11 PM
95	Becky Thompson 214-502-7494	12/13/2013 1:56 PM
96	I really like the gym, but would use it more if there were more joint friendly classes in the evenings. Even low impact would be good. I just can't do Zumba!	12/13/2013 1:28 PM
97	Charles Denton 567-868-2028	12/13/2013 1:06 PM
98	The AAC staff is friendly, engaging and personable.	12/13/2013 12:28 PM
99	JERI EVANS 972-243-8462	12/13/2013 12:09 PM
100	Ken Bloomberg 214-213-2041	12/13/2013 11:55 AM
101	Most times I am greeted when entering, but not when leaving	12/13/2013 11:46 AM
102	Ilse Wakley 469.233.0489	12/13/2013 10:48 AM
103	Heather Bergstedt: 708-306-0882 My husband and I are new to the area (as of Summer 2013) and we are immensely satisfied with the Addison Athletic Club. We cannot believe how much the Club has to offer for the minimal fee that is charged. It has been a great perk to living in Addison and we are very lucky to be so close to the Club.	12/13/2013 10:44 AM
104	Christopher Clyde 214-736-4350	12/13/2013 10:43 AM
105	Dawn Webb 214-893-0215	12/13/2013 10:28 AM
106	I love to see Betsy Stern every morning! She is always so happy - even at 6 am! Going to the Addison Athletic Club is like going home to family! Michelle Braden 972-406-8004	12/13/2013 10:26 AM
107	Lynn 214-621-4491	12/13/2013 10:23 AM
108	Bill Michel 214-650-6624	12/13/2013 10:22 AM
109	Some of the older cardio equipment doesn't always work, and seems to take a while to get fixed. Maci Schau - 972 803 4124	12/13/2013 10:12 AM
110	There are no benches outside or near the door, so those waiting to be picked up have no place to sit. They must stand outside in all weather.	12/13/2013 10:10 AM
111	Could you purchase a climbing machine to mimick mountain climbing?	12/13/2013 10:05 AM
112	Betsy is terrific !! Marc Hoffman / 214-914-2220	12/13/2013 9:55 AM
113	Fred Silver new e-mail: fredmsilver@gmail.com 972-247-2596	12/13/2013 9:54 AM
114	Richard Keitlen 9726200371	12/13/2013 9:40 AM
115	Marcy Matlock 214-793-1755	12/13/2013 9:37 AM
116	George Mathew 214 274 8530	12/13/2013 9:35 AM
117	Liz Oliphant 214-908-3956	12/13/2013 9:33 AM
118	Amanda Morales 972.419.5201	12/13/2013 9:25 AM
119	Adam Bednarczyk 972-416-6258	12/13/2013 9:22 AM
120	Al Angell 214-354-1234	12/13/2013 9:08 AM
121	Cia Bond 214-738-3747	12/13/2013 9:02 AM
122	I very much like using the facility but I am extremely displeased about them not being willing to consider my special circumstances. I have lived in Addison for 12 years now. Last time, I had to get a letter from the mayor to allow for my membership since I operate and live in a hotel. I have repeatedly been told no. Maude Kellett Drzymala 214-874-1803	12/13/2013 9:01 AM
123	The staff is the very best, they are always pleasant and very freindly to everyone.	12/13/2013 8:59 AM
124	972 248 9658	12/13/2013 8:54 AM

## 2013 Addison Athletic Club Customer Service Survey

125	When I compare it to other clubs, that you pay much much more for (!) I really think this is a bargain of outstanding value! Most people think it's unbelievable, and it is!!! The staff ROCKS! Whether in or out of the club, they are friendly. Love them!!! Paula Jandura 972-702-0202	12/13/2013 8:51 AM
126	Betsey on the front desk is an asset!	12/13/2013 8:45 AM
127	Virgil BURKHARDT vgburk@tx.rr.com	12/13/2013 8:40 AM
128	Susan Beaudry 214 566 6755	12/13/2013 8:37 AM
129	A few more comments: 1. In the summer when the pool is open, could you consider an Adult ONLY section or time of the day? For those who do not have kids and would like to relax at the pool without the screaming and splashing it would be a wonderful addition - I have been to other places where certain times of day are Adult ONLY Hours (ex: 2 - 4). 2. The gym does not appear to very clean. I remember a time when the evening staff went around vaccuming and wiping down equipment. It just is not as clean as I would like to see it. 3. If anything is done to the building, would like to see a larger in door track. 4. Have anyone thought of starting a running group based from the gym to meet in the morning and run through the neighborhood trails. Great option for those that want to run outside, but don't feel safe to run early when it is still dark by themselves. 5. Lastly if there were a few more tennis courts, would love to see a Tennis league started. Julie Jackson 214-336-1859	12/13/2013 8:30 AM
130	Thank you for your good work and attention to our health and fitness needs. George Peña 214 789-0280	12/13/2013 8:16 AM
131	David Hill 216.406.5970	12/13/2013 7:51 AM
132	Kyle johnson 469-450-0129	12/13/2013 7:51 AM
133	Angela Slovak 972-533-8708	12/13/2013 7:47 AM
134	Bob Puig, 972-241-9080	12/13/2013 6:42 AM
135	need more TV remote controls, they seem to turn up missing	12/13/2013 3:16 AM
136	Leyla Bate 214-684-8422	12/13/2013 2:32 AM
137	Beth Martin 972.953.6950	12/12/2013 11:40 PM
138	Elaxis Rice 214 616 5950	12/12/2013 11:02 PM
139	more newspapers to read, including NYT, WSJ, USAToday? men's locker room smells like mold, I appreciate your interest in my opinion. thank you. what is the best way for the staff to meet and greet "members"?	12/12/2013 11:02 PM
140	Bob Summerlin 214 282 6599	12/12/2013 10:55 PM
141	Kathleen Davis 972 406 8949	12/12/2013 10:49 PM
142	I feel very fortunate to have access to such a wonderful facility.	12/12/2013 10:44 PM
143	richard spooner 214-357-0556	12/12/2013 10:39 PM
144	Joseph Salinas, 214.505.4351	12/12/2013 10:26 PM
145	Astrid Narvaez 214-477-7391	12/12/2013 10:26 PM
146	Gail Barth 972-934-1070	12/12/2013 10:25 PM
147	Would like to know how to find racquetball playing partners? Tim Turner, 314-565-4662	12/12/2013 10:19 PM
148	I was in the gym this past Wed. and was on one of the upright bikes when one of the other members asked me if I was going to take the spin class. I replied no, I have to get to work. She told me I would have to give up my bike if they needed it. I wasn't happy about this. Maria Bloomberg 214.505.3986	12/12/2013 10:18 PM
149	Marcia Metzner 9724888747	12/12/2013 10:02 PM
150	Connie L. Gutierrez - (972) 247-4444	12/12/2013 9:57 PM
151	It's annoying to bring 50 cents for a towel. Sandy Haley 214-769-8221	12/12/2013 9:57 PM
152	Barbara Mathews 972-890-5655	12/12/2013 9:55 PM
153	Melissa Morgan 469-374-2498	12/12/2013 9:39 PM

## 2013 Addison Athletic Club Customer Service Survey

154	It would be nice if it was safer to get to the club on foot or bike from Addison Circle. I still do it but only because statistically the increased life expectancy due to the cardio exercise beats the decreased life expectancy due to getting run over (yes someone calculated that). Obviously a town problem and not a fault of the club but would be nice if there was a proper trail and not just a three-foot wide walkway glommed onto the bridge. I only have good things to say about the club - you really take pride in keeping it nice and it shows. Robert Muchsel 972-371-4896	12/12/2013 9:26 PM
155	Ilene Cohen 704 517 2565	12/12/2013 9:09 PM
156	Brandon Johnson 225-921-6332	12/12/2013 9:03 PM
157	Amber Caceres 512-740-4011	12/12/2013 9:02 PM
158	Ivan Hughes 214-604-8655	12/12/2013 8:57 PM
159	Tonja Charba 214-226-5842	12/12/2013 8:54 PM
160	Jeff White (214)986-9627	12/12/2013 8:53 PM
161	Ron Clair 214-537-3322	12/12/2013 8:52 PM
162	Please allow grandparents to bring their grandchildren at no charge. Wonderful for a better society and healthier kids. Wade Whitmer 972-364-9600	12/12/2013 8:51 PM
163	Lynda Klempel 214-793-7727	12/12/2013 8:48 PM
164	Stephanie Wolters 214-455-7482	12/12/2013 8:47 PM
165	Rhonda Bitner rhonda.s.bitner@gmail.com Do you have childcare? I cannot find it on the web page or in the brochure.	12/12/2013 8:39 PM
166	Steve ittner 304-419-4802	12/12/2013 8:38 PM
167	Beautiful Facility	12/12/2013 8:30 PM
168	Some staff are friendlier than others. when parking during the warmer months all the trees out there sticky stuff all over car, very annoying when you have just washed the car.	12/12/2013 8:27 PM
169	Henry Brantley 330/766/2748	12/12/2013 8:24 PM
170	M. Peake 972-977-0583	12/12/2013 8:23 PM
171	Billy Graham- 405 361 9533	12/12/2013 8:22 PM
172	Marlene Blessing 972-523-6705	12/12/2013 8:18 PM
173	Damon Phillips, 214-264-0133	12/12/2013 8:15 PM
174	Dr Jay M Ihrig 9724880309	12/12/2013 8:14 PM
175	Dan Moulton 972-754-2506	12/12/2013 8:01 PM
176	Shirley Farley. 214-938-6531	12/12/2013 7:57 PM
177	I APPRECIATE THE CLUB. I LIKE TO STATIONARY BIKE. 50% OF THE TIME THE FOOT LOOPS ON THE PEDALS ARE LOOSE OR MISSING & A MAINTAINED BIKE IS NOT AVAILABLE. THE ELIPTICALS ARE TOO CLOSE TOGETHER. I'VE NEVER BEEN REALLY SATISFIED WITH THE EQUIPMENT SINCE THE NEW EQUIPMENT WAS PURCHASED SEVERAL YEARS AGO.. WHOEVER MADE THE DECISION ON THE EQUIPMENT TO BUY DID NOT UNDERSTAND THE STRENGTHS, WEAKNESSES AND/OR SAFETY FACTORS OF ONE LINE OR EQUIPMENT VS ANOTHER. I USED TO WORK OUT AT LEAST 3 TIMES A WEEK. I DON'T RUN IN MUCH ANYMORE.	12/12/2013 7:49 PM
178	Wanda Hughes 214 613 6465	12/12/2013 7:40 PM
179	John Davidson 972-247-8616	12/12/2013 7:29 PM
180	Jerry Stephens 972-385-7334	12/12/2013 7:27 PM
181	Lara 863-899-0191	12/12/2013 7:25 PM
182	Trapper Pace 281-827-3428	12/12/2013 7:19 PM
183	Liesl Mayerson 214 605 7364	12/12/2013 7:18 PM
184	GLORIA RENTSCHLER.....972=701-9665	12/12/2013 7:17 PM

## 2013 Addison Athletic Club Customer Service Survey

185	Barbara Colegrove 972-387-1557	12/12/2013 7:14 PM
186	Jim Robinson 214-551-6391	12/12/2013 7:14 PM
187	Adam Somoff 214-718-1188	12/12/2013 7:10 PM
188	The aerobics room needs to be cleaned/vacuumed more often. There are hair & dust balls on it weekly. Love the 360s; please keep them inflated. Thanks.	12/12/2013 7:08 PM
189	Amanda Knobloch 214-287-0104	12/12/2013 7:05 PM
190	For the age category^^ I am 14 years old.	12/12/2013 7:05 PM
191	*#20: I am fourteen. Thank you for checking on your customers. Also, I am interested in presenting my PowerPoint and beginning a running club. I can be contacted here: meredith.a.wood@sbcglobal.net	12/12/2013 7:03 PM
192	Andrew Kahn 214-690-0071	12/12/2013 6:57 PM
193	BRENDA MCKENNY 214-537-2174	12/12/2013 6:57 PM
194	Chris Carter (214) 460-2234	12/12/2013 6:48 PM
195	We are very thankful for what you do for the community at the club. Rebekah Napieralski 719.351.3237	12/12/2013 6:45 PM
196	Parker Elliott	12/12/2013 6:42 PM
197	Diane Patterson 972-974-4860	12/12/2013 6:38 PM
198	rebecca sullivan 972-834-4785	12/12/2013 6:36 PM
199	David Price 214-642-9027	12/12/2013 6:33 PM
200	Recently things have been better as far as cleaning goes. but there was a very long period where things, particularly the floors were not being cleaned. The mens locker room smells quite musty. Bill Perry 469-231-3353	12/12/2013 6:32 PM
201	Thank you for an excellent facility overall.	12/12/2013 6:31 PM
202	Jill Teschke 972 567 8659	12/12/2013 6:23 PM
203	Catherine Janson. 972-979-3717 The facilities could be cleaner....it doesn't look like the carpets around the machines are vacuumed with any regularity, nor are the machines dusted.	12/12/2013 6:17 PM
204	Roger Kilbom. 214-856-5654	12/12/2013 6:17 PM
205	Alan Harkins, 214-377-7744	12/12/2013 6:14 PM
206	can you install a Pilates machine? The outdoor pool is not good - way too noisy with the music competing with the water features and way too many lifeguards. Need to make upper level pool for adults only!	12/12/2013 6:13 PM
207	Brittney Fulgham, 972-951-2928	12/12/2013 6:11 PM
208	I think it is time to get rid of the junky old cardio stuff in the front part of the building and concentrate on maintaining the new stuff in the back (new) part of the building--no reason to have that old stuff anymore. Bruce Davis 214-924-4807	12/12/2013 5:56 PM
209	I have been a member of the AAC for many years, and I think that it's one of the great things that unifies and helps define Addison. I love it! Please keep up the great things you do there.	12/12/2013 5:56 PM
210	My only comment would be that sometimes it can take awhile to repair the equipment (specifically, treadmills).	12/12/2013 5:42 PM
211	Lynn Howard 972-386-7429	12/12/2013 1:50 PM
212	Cinnamon Manley 214-912-0471	12/12/2013 12:24 PM
213	Kimberly Lay 214.552.8244	12/12/2013 11:57 AM
214	Neil Hewitt 972-896-1261	12/12/2013 11:49 AM
215	Miss Tonya is excellent and I am so happy she is a part of the staff. She makes the rec center fun for the kids. Tricia Stuart 972-770-3505	12/12/2013 11:20 AM

## 2013 Addison Athletic Club Customer Service Survey

216	The only thing else we could ask for is more kids center hours. Devin / Jennifer Squeri 469-547-3672	12/12/2013 9:47 AM
217	Anne Stout 214 500 2129	12/12/2013 9:11 AM
218	Crystal Allred 801-648-8334	12/12/2013 9:04 AM
219	Large numbers of people often "take over" the outdoor volleyball courts. I believe that very few actually live in Addison. I tried to play once, only to have my son and I squeezed out of using a court. How does an actual Addison resident get to use these courts? Blake Walter(214)697-3663	12/12/2013 8:48 AM

**Combined Meeting**

**WS2**

**Meeting Date:** 03/25/2014

**Council Goals:** Enhance Public Safety

---

**AGENDA CAPTION:**

Presentation and discussion regarding crime data information and crime analysis tools.

**FINANCIAL IMPACT:**

Possible expenses not to exceed \$12,000.

**BACKGROUND:**

This item is intended to be a discussion of options concerning the purchase of crime analysis tools.

We will also discuss the sharing of crime information to the public to include crime statistics and related data via third party vendors.

**RECOMMENDATION:**

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**Combined Meeting**

**WS3**

**Meeting Date:** 03/25/2014

**Council Goals:** Mindful stewardship of Town Resources.

---

**AGENDA CAPTION:**

Discussion regarding a transitional audit and/or risk assessment, including an update from the Finance Committee.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

N/A

**RECOMMENDATION:**

---

**Combined Meeting**

**R2a**

**Meeting Date:** 03/25/2014

**Council Goals:** N/A

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**AGENDA CAPTION:**

Approval of the Minutes for the March 11, 2014 Work Session and Regular Council Meeting.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

N/A

**RECOMMENDATION:**

Administration recommends approval.

---

**Attachments**

03/11 Minutes

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# DRAFT

## OFFICIAL ACTIONS OF THE ADDISON CITY COUNCIL WORK SESSION

March 11, 2014

6:00 PM

Addison Town Hall, 5300 Belt Line Rd., Dallas, TX 75254

6:00 PM Work Session | 7:30 PM Regular Meeting

Present: Arfsten; Clemens; DeFrancisco; Gunther; Meier; Moore; Resnik

## OFFICIAL ACTIONS OF THE ADDISON CITY COUNCIL REGULAR MEETING

March 11, 2014

6:00 PM

Addison Town Hall, 5300 Belt Line Rd., Dallas, TX 75254

6:00 PM Work Session | 7:30 PM Regular Agenda

Posted by: Matthew McCombs, March 7, 2014, 5:00pm

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### WORK SESSION

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WS1 Introduction of assistant municipal court prosecutor.

John Hill, City Attorney, introduced Buck Johnson, Municipal Court Prosecutor.

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WS2 Discussion regarding a transitional audit.

Larry Kanter, Managing Director at Kanter Financial Forensics, presented and spoke regarding this item. Calvin Webb II and Wayne Usry from Gradient Solutions presented and spoke regarding this item.

- 
- WS3 Discussion regarding the City Council's budget strategic process for the Fiscal Year commencing October 1, 2014 and ending September 30, 2015.

The City Council and Lea Dunn discussed the City Council's budget strategic process for the Fiscal Year commencing October 1, 2014 and ending September 30, 2015.

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## REGULAR MEETING

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### Pledge of Allegiance

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Announcements and Acknowledgements regarding Town and Council Events and Activities

Discussion of Events/Meetings

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Consent Agenda.

- 
- 2a Approval of the Minutes for the February 25, 2014 Work Session and Regular Council Meeting.

RECOMMENDATION:

Administration recommends approval.

Motion made by Clemens to approve, as submitted,  
Seconded by DeFrancisco

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier,  
Moore, Resnik

Passed

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Regular Items

- 
- R3 Discussion, consider and take action regarding appointment of a Member to the Planning and Zoning Commission.

RECOMMENDATION:

Council Member Moore recommended appointing Randy Smith to the Planning and Zoning Commission.

Motion made by Moore to appoint Randy Smith to the Planning and Zoning Commission,

Seconded by Arfsten

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier, Moore, Resnik

Passed

- 
- R4 Discussion, consider and take action regarding appointment of a member to the Board of Zoning Adjustment.

RECOMMENDATION:

Council Member Gunther recommended reappointing Skip Robbins to the Board of Zoning Adjustment.

Motion made by Gunther to approve Skip Robbins' appointment,  
Seconded by Meier

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier, Moore, Resnik

Passed

Mayor Meier made a motion to appoint Deborah Morgan as his appointee to the Board of Zoning Adjustment.

Motion made by Meier to approve Deborah Morgan's appointment,  
Seconded by Gunther

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier, Moore, Resnik

Passed

- 
- R5 Discussion, consider and take action regarding a transitional audit, including authorizing an agreement for transitional audit services.

The City Council discussed the formation of a finance committee to conduct additional research in regard to the transitional audit.

Motion made by Meier to appoint Chris DeFrancisco, Blake Clemens, and himself as members of the finance committee,  
Seconded by Arfsten

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier,  
Moore, Resnik

Passed

- 
- R6 **PUBLIC HEARING** Case 1685-SUP/Yard House. Public hearing, discussion, consider and take action regarding approval of an ordinance changing the zoning on property located at 5100 Belt Line Road, Suite 212, which property is currently zoned PD, Planned Development, through Ordinance 012-001, by approving for that property a Special Use Permit for a restaurant and a Special Use Permit for the sale of alcoholic beverages for on-premises consumption only, on application from Yard House USA, Inc. represented by LuAron McCormack.

**COMMISSION FINDINGS:**

The Addison Planning and Zoning Commission, meeting in regular session on February 27, 2014, voted to recommend approval of the request for approval of an ordinance changing the zoning on property located 5100 Belt Line Road, Suite 212, which property is currently zoned PD, Planned Development, through Ordinance 012-001, by approving for that property a Special Use Permit for a restaurant and a Special Use Permit for the sale of alcoholic beverages for on-premises consumption only, subject to the following condition:

- The applicant shall not use any terms or graphic depictions that relate to alcoholic beverages in any exterior signs.

Voting Aye: Doherty, Groce, Hewitt, Hughes, Oliver, Stockard,  
Wheeler

Voting Nay: none

Absent: none

**RECOMMENDATION:**

Administration recommends approval.

Charles Goff, Assistant to the City Manager, and Jim Powell with Yard House USA, spoke regarding this item.

There were no individuals who spoke at the public hearing.

Motion made by DeFrancisco to approve, as submitted, including the condition listed,

Seconded by Gunther

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier, Moore, Resnik

Passed

- 
- R7 **PUBLIC HEARING** Case 1686-SUP/Ra Sushi. Public hearing, discussion, consider and take action regarding approval of an ordinance changing the zoning on property located at 5100 Belt Line Road, Suite 216, which property is currently zoned PD, Planned Development, through Ordinance 012-001, by approving for that property a Special Use Permit for a restaurant and a Special Use Permit for the sale of alcoholic beverages for on-premises consumption only, on application from Benihana, Inc. represented by Krystle Duree.

**COMMISSION FINDINGS:**

The Addison Planning and Zoning Commission, meeting in regular session on February 27, 2014, voted to recommend approval of the request for approval of an ordinance changing the zoning on property located 5100 Belt Line Road, Suite 216, which property is currently zoned PD, Planned Development, through Ordinance 012-001, by approving for that property a Special Use Permit for a restaurant and a Special Use Permit for the sale of alcoholic beverages for on-premises consumption only, subject to the following condition:

- The applicant shall not use any terms or graphic depictions that relate to alcoholic beverages in any exterior signs.

Voting Aye: Doherty, Groce, Hewitt, Hughes, Oliver, Stockard, Wheeler

Voting Nay: none

**RECOMMENDATION:**

Administration recommends approval.

Charles Goff, Assistant to the City Manager, spoke regarding this item.

There were no individuals who spoke at the public hearing.

Motion made by Resnik to approve, as submitted, including the condition listed,

Seconded by Arfsten

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier, Moore, Resnik

Passed

- 
- R8 **PUBLIC HEARING** Case 1687-SUP/Taco Borracho. Public hearing, discussion, consider and take action regarding approval of an ordinance changing the zoning on property located at 5004 Addison Circle, which property is currently zoned UC, Urban Center, by approving for that property a Special Use Permit for a restaurant and a Special Use Permit for the sale of alcoholic beverages for on-premises consumption only, on application from C&J Investments, LLC represented by Charles M. Love.

**COMMISSION FINDINGS:**

The Addison Planning and Zoning Commission, meeting in regular session on February 27, 2014, voted to recommend approval of the request for approval of an ordinance changing the zoning on property located 5004 Addison Circle, which property is currently zoned UC, Urban Center, by approving for that property a Special Use Permit for a restaurant and a Special Use Permit for the sale of alcoholic beverages for on-premises consumption only, subject to the following conditions:

- The applicant shall not use any terms or graphic depictions that relate to alcoholic beverages in any exterior signs, except for the term "borracho" and only when used as part of the business' name, "Taco Borracho."
- This SUP does not constitute the Town's consent, nor a grant of any right, to the extension of the patio into the right-of-way of the Town, and that the extension of the patio into the Town's right-of-way may not occur unless and until the applicant (tenant) and the owner of the property has obtained from the Town the Town's written consent to the extension.

Voting Aye: Doherty, Groce, Hewitt, Hughes, Oliver, Stockard, Wheeler

Voting Nay: none

Absent: none

**RECOMMENDATION:**

Administration recommends approval.

Charles Goff, Assistant to the City Manager, and John Hill, City Attorney, spoke regarding this item.

Charles Love with Taco Borracho and Kevin Polston with Post Properties also spoke regarding this item.

There were no individuals who spoke at the public hearing.

Motion made by Resnik to approve, subject to the conditions listed,  
Seconded by DeFrancisco

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier,  
Moore, Resnik

Passed

- 
- R9 Discussion, consider, and take action regarding a license or encroachment agreement to allow the current occupant (Taco Borracho Restaurant) and the owner of the property located within the Town at 5004 Addison Circle to use a portion of the public sidewalk and right-of-way adjacent to the property for an outdoor patio and extension of awnings.

**RECOMMENDATION:**

Administration recommends approval.

Charles Goff, Assistant to the City Manager, spoke regarding this item.

Charles Love with Taco Borracho verbally agreed to the conditions and understanding of the encroachment agreement.

Motion made by Resnik to approve, subject to final approval of the City Attorney and City Manager,  
Seconded by Gunther

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier,  
Moore, Resnik

Passed

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- R10 Presentation and discussion regarding the Addison Airport Master Plan committee make up, selection process, and schedule.

RECOMMENDATION:

Lisa Pyles, Director of Infrastructure Operations and Services, spoke regarding this item.

There was no action taken on this item.

- 
- R11 Discussion, consider, and take action regarding a resolution authorizing the City Manager to execute property purchase agreements in an amount equal to or less than the appraised value with the property owners of parcels affected by the undergrounding of the utilities along Belt Line Road.

RECOMMENDATION:

Administration recommends approval.

Lisa Pyles, Director of Infrastructure Operations and Services, and John Hill, City Attorney, spoke regarding this item.

Motion made by Arfsten to approve, with the revised resolution,  
Seconded by Resnik

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier,  
Moore, Resnik

Passed

- 
- R12 Presentation, discussion, consider and take action on a resolution authorizing the City Manager to enter into a Texas Department of Transportation agreement for the design of the reconstruction of Taxiway Victor at Addison Airport estimated to be in the amount of \$180,000 and the reconstruction of Taxiway Victor estimated to be in the amount of \$1,830,000, and recognizing the Town's responsibility to pay for 10% of those amounts.

RECOMMENDATION:

Administration recommends approval.

Lisa Pyles, Director of Infrastructure Operations and Services, spoke regarding this item.

Motion made by Clemens to approve, as submitted,  
Seconded by Resnik

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier,  
Moore, Resnik

Passed

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- R13 Presentation, discussion, consider, and take action authorizing the City Manager to sign a U.S. Customs and Border Protection Office of Information and Technology User Fee Airport Cost Sign-Off Document in the estimated amount of \$45,308.74, to be included in the FY2015 budget.

**RECOMMENDATION:**  
Administration recommends approval.

Lisa Pyles, Director of Infrastructure Operations and Services, spoke regarding this item.

Motion made by Clemens to approve, as submitted,  
Seconded by DeFrancisco

**Voting** AYE: Arfsten, Clemens, DeFrancisco, Gunther, Meier,  
Moore, Resnik

Passed

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- R14 Presentation and discussion regarding the Department of Finance Quarterly Financial Review of the Town for the quarter and year-to-date ended December 31, 2013.

Eric Cannon, Chief Financial Officer, Lea Dunn, City Manager, and Mark Gooch, Assistant to the City Manager, spoke regarding this item.

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Executive Session

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- ES1 Closed (Executive) session of the Addison City Council pursuant to Section 551.087, Texas Government Code, to discuss or deliberate regarding commercial or financial information that the City Council has received from a business prospect or business prospects that the City Council seeks to have locate, stay, or expand in or near the territory of the Town of Addison and with which the City Council is conducting economic development negotiations, and/or to deliberate the offer of a financial or other incentive to such business prospect or business prospects.

The City Council entered Executive Session at 9:12 pm.  
The City Council closed Executive Session at 9:36 pm.

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Regular Items Continued

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- R15 Discussion, consider, and take action regarding a business prospect or business prospects that the City Council seeks to have locate, stay, or expand in or near the territory of the Town of Addison and with which the City Council is conducting economic development negotiations, and/or regarding the offer of a financial or other incentive to such business prospect or business prospects.

There was no action taken on this item.

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Adjourn Meeting

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Mayor-Todd Meier

Attest:

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City Secretary-Matthew McCombs

## **Combined Meeting**

**R2b**

**Meeting Date:** 03/25/2014

**Council Goals:** Create raving fans of the Addison Experience.  
Raise property values  
Brand Protection and Enhancement  
Infrastructure improvement and maintenance  
Implement bond propositions  
Enhance Public Safety

---

### **AGENDA CAPTION:**

Approval of a design services contract with Talley Associates Landscape Architects totaling \$72,072 for preparation of construction and bidding documents for the Phase I street and pedestrian lighting improvements in the South Quorum District.

### **FINANCIAL IMPACT:**

Improvements to be funded from three separate accounts:

- 2012 Bond Project - Proposition 6
- Fund 41 (CIP Streets fund)
- 2004 CIP fund

### **BACKGROUND:**

Staff presented the schematic design of North and South Quorum to the Council in February 2014 for review and approval. The requested improvements are for the lighting enhancements in South Quorum. The construction document design contract for this project totals \$72,072.

### **RECOMMENDATION:**

Administration recommends approval.

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### **Attachments**

Talley Proposal - Construction Documents (Lighting)

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5 March 2014  
Revised 12 March 2014  
Revised 18 March 2014



Mr. Slade Strickland, Director and Mr. Michael Kashuba, Landscape Architect  
Parks and Recreation  
Town of Addison  
PO Box 9010  
Addison, Texas 75001-9010

Re: Landscape Architectural Services Proposal  
Addison Art Walk – Quorum South Lighting Design  
TA 14022.00

Dear Mr. Strickland and Mr. Kashuba:

Talley Associates, Inc. ("Talley") is pleased to submit to the Town of Addison ("Client") this proposal for landscape architectural services for the Addison Art Walk – Quorum South Lighting Design (Project).

We understand that the goal of the Project is to implement the lighting component of the Addison Art Walk South Quorum pedestrian enhancement project; the schematic design/preliminary construction documents having been completed in December 2013.

Upon acceptance of the terms and conditions provided herein by Client (as evidenced by the execution of this document by Client in the space indicated below), this document shall become the fully binding and exclusive agreement between the parties with respect to the Project (this document, whether accepted or not, shall be referred to herein as this "Agreement"). Based on our understanding of the Project, Talley proposes to provide Client with the following services with respect to the Project:

## A. BASIC SERVICES

1. **Design Development.** Based on the approved schematic design – preliminary construction documents, Talley will prepare a design development package, including the following considerations:
  - a. Analysis of lighting layout to comply with the design intent of the schematic design while considering existing conditions, improvements and facilities;
  - b. Preliminary demolition plans, based upon the above, identifying existing improvements to be demolished in order to implement lighting layout;
  - c. Layout and materials plans, at a design development level, including light fixture selection and preliminary layout/locations;
  - d. Preliminary photometrics, based upon lighting layout;
  - e. Design development level details and sections at appropriate scales necessary to convey the sizes, appearances, finishes, and colors of site light fixtures and bases, sidewalks and driveway crossings (only those requiring replacement due to implementation of lighting layout);
  - f. Preliminary power design and power source locations, coordinated with Oncor (by MEP consultant);
  - g. Preliminary voltage drop calculations (by MEP consultant);
  - h. Preliminary specifications; and

Planning  
Landscape Architecture  
Urban Design

1925 San Jacinto  
Suite 400  
Dallas, Texas 75201  
T 214.871.7900  
F 214.871.7985

- i. An updated cost estimate based on the design development documents.

Talley will coordinate with other members of the Project team (Client, MEP, electrical utility provider, etc.). The design development drawings will be developed at a scale sufficient to explain design intent (1/8 inch equals 1 ft., matching the approved schematic design – preliminary construction documents). Electrical engineering drawings and details will be prepared at appropriate scales to illustrate the design character and materials.

**2. Construction Documentation.** Based on the approved design development documents, Talley will prepare a set of contract documents sufficient to describe the work necessary for construction (the "Contract Documents") for the Site. The following documents will be prepared:

- a. Demolition plans, identifying existing improvements to be demolished in order to implement lighting layout;
- b. Layout and materials plans, including light fixture selection and layout locations, extent of sidewalk and driveway replacements;
- c. Photometrics, based upon finalized lighting layout;
- d. Details and sections at appropriate scales necessary to convey the sizes, appearances, finishes, and colors of site light fixtures and bases, sidewalks and driveway crossings (only those requiring replacement due to implementation of lighting layout);
- e. Power design and power source locations, coordinated with Oncor (by MEP consultant);
- f. Voltage drop calculations (by MEP consultant);
- g. Complete technical specifications based upon Project construction documentation scope;
- h. An updated cost estimate based on the construction documentation package; and
- i. Preparation of a Project Bid Form, based upon Client input and requirements.

Talley will coordinate with other members of the Project team (Client, MEP, electrical utility provider, etc.). General and supplementary conditions of the construction contract and the necessary contract forms will be provided by the Client.

**3. Bidding and Negotiation/Construction Administration (Performed on an Hourly Basis, as Directed by the Client).** Upon the completion of the other Basic Services provided above, Talley proposes to assist Client in the retention of qualified personnel to provide the services required to complete the Project, as follows:

- a. Preparation of any addenda to the Contract Documents as may be required during the bidding or negotiating process;
- b. Evaluation and assessment of bids or negotiated proposals;
- c. Propose and/or evaluate value engineering and substitutions with respect to cost implications and effect on quality and/or scope of the work;
- d. Make one trip with the selected contractor for the selection and tagging of plant material (if tree replacements become necessary);
- e. Review shop drawings and contractor submittals as they relate to the overall site development and general conformance of the design as set forth by the contract documents;
- f. Assist in the review of substitutions, change orders, contractor schedule reports and pay requests;
- g. Visit the Site to observe and report on the progress and quality of work and to determine, in general, if the work is proceeding in accordance with the contract documents;
- h. Provide a written report of each Site visit, including a summary of any corrective work to be performed (up to 6 visits for landscape architectural scope, including punch list visit; up to 6 visits for MEP scope);

- i. Assist the contractor in the preparation of a list of items requiring corrective action prior to the contractor's final pay request and Client's acceptance; and
- j. Determine and certify substantial completion (certification shall be executed on a form provided by the Client).

**B. ADDITIONAL SERVICES.** The following additional services related to the Project may be provided if mutually agreed upon by the parties, and if so provided shall become part of the Services:

1. Services and documentation required for LEED certification;
2. Accessibility/TAS/ADA related design and project registration and review services;
3. Civil engineering, surveying, easement related, platting or zoning related services;
4. Services for special Site features or amenity, i.e. fountain mechanical;
5. Professional model building services;
6. Additional travel beyond that provided in this Agreement;
7. Construction staking;
8. Compliance with the latest ALTA/ACSM requirements;
9. Identifying future or proposed streets or rights-of-way;
10. Flood study or flood plain determination;
11. Location of underground utilities;
12. Traffic studies or development impact studies;
13. Illustrative renderings beyond those described in this Agreement;
14. Special investigations involving detailed consideration of operations, maintenance, and overhead expenses; special feasibility studies, appraisals and valuations; and material audits or inventories required by Client;
15. Environmental impact studies or assessments or audits and/or Regulatory Agency Permitting; and
16. Maintenance manuals.

**C. EXCLUDED SERVICES.** The following services will not be provided by Talley, and shall not be considered part of the services:

1. Subsurface/geotechnical conditions;
2. Contractor insurance requirements;
3. Contractor bidding requirements; and
4. Subsurface drainage design.

**D. ESTIMATED SCHEDULE AND PROJECT BUDGET.**

1. Talley shall render its services as expeditiously as is consistent with professional skill and care. During the course of the Project, anticipated and unanticipated events may impact any Project schedule.
2. As of the date of this Agreement, the Project budget is unknown. Client agrees to promptly notify Talley if Client's schedule or budget changes. Client acknowledges that significant changes to the Project schedule, budget or the scope of the Project may require Additional Services from Talley.

**E. COMPENSATION AND PAYMENTS.** Client agrees to pay Talley as follows:

**1. Basic Services:**

1. Design Development	\$ 22,825
2. Construction Documentation	\$ 28,875
 Total	 \$ 51,700

Estimated Bidding and Negotiation/Construction. Admin. Fees \$ 12,650  
 Bidding and Negotiation/Construction Administration Services will be performed on an Hourly Basis, in accordance with the Hourly Rate Schedule below, on a Not to Exceed Estimated Fee Basis.

Estimated Reimbursable Expenses \$ 7,722  
 Reimbursable Expenses are estimated to be 12% of the fee as indicated above, and shall be used and reimbursed on an as-needed basis.

Total Including Estimated Bidding and Negotiation/Construction Administration Fees and Estimated Reimbursable Expenses \$ 72,072

**2. Additional Services: On an hourly basis, in accordance with the Hourly Rate Schedule below:**

**Hourly Rate Schedule**

Principal	\$250.00
Associate Principal	\$155.00
Associate	\$125.00
Professional Staff - Level Three	\$ 90.00
Professional Staff - Level Two	\$ 80.00
Professional Staff - Level One	\$ 75.00
Administrative Support Staff	\$ 55.00

**3. Reimbursable Expenses:** All reasonable expenses incurred by Talley in providing the Services, multiplied by 1.10, including, but not limited to, reproduction, mileage, tolls, parking, postage, document handling, long distance and facsimile charges, authorized travel, and Client requested renderings and models. Reimbursable Expenses are estimated to be 12% of the fee and are indicated as a line item above, and shall be used and reimbursed on an as-needed basis.

**4. Invoicing:** Talley shall bill Client for Basic and Additional Services, as well as Reimbursable Expenses, once a month. A service charge of 1.5% per month will be charged on all amounts due more than 30 days after the date of invoice.

**F. TERMINATION.**

1. If the Project is suspended for more than 30 consecutive days, for reasons other than the fault of Talley, Talley shall be compensated for services performed prior to notice of such suspension. When the Project is resumed, Talley's compensation shall be equitably adjusted to provide for expenses incurred in the interruption and resumption of Talley's services.
2. If the Project is abandoned by the Client because of the Owner's abandonment of the Project for more than 90 consecutive days, Talley may terminate this Agreement by giving written notice.
3. This Agreement may be terminated by either party upon not less than seven days' written notice should the other party fail substantially to perform in accordance with the terms of this Agreement through no fault of the party initiating the termination.

**G. DISPUTE RESOLUTION.** Client and Talley agree to mediate claims or disputes arising out of or relating to this Agreement as a condition precedent to litigation. The mediation shall be conducted by a mediation service mutually acceptable to both parties. A demand for mediation shall be made within a reasonable time after a claim or dispute arises and the parties agree to participate in mediation in good faith. Mediation fees shall be shared equally. In no event shall any demand for mediation be made after such claim or dispute would be barred by the applicable law.

**H OWNERSHIP OF DOCUMENTS.**

1. All documentation prepared by Talley, including, but not limited to, drawings and specifications, are the property of Talley, and these documents shall not be reused on other projects without Talley's written permission. Talley retains all rights, including the copyright in its documents. Client or others cannot use Talley's documents to complete this Project with others unless Talley is found to have materially breached this Agreement.
2. Client hereby grants Talley the right to include descriptions of the Project in its promotional and professional materials.

**I. GOVERNING LAW.** This Agreement is governed by the law of the state in which the Site is located.

**J. ENTIRE AGREEMENT AND SEVERABILITY.**

1. This Agreement is the entire and integrated agreement between Client and Talley and supersedes all prior negotiations, statements or agreements, either written or oral. This Agreement may be amended only by written instrument signed by both Client and Talley.
2. In the event that any term or provision of this Agreement is found to be void, invalid or unenforceable for any reason, that term or provision shall be deemed to be stricken from this Agreement, and the balance of this Agreement shall survive and remain enforceable.

- K. ASSIGNMENT.** Neither party can assign this Agreement without the other party's written permission.
  
- L. NO THIRD PARTY BENEFICIARIES.** Nothing in this Agreement is intended to create a contractual relationship for the benefit of any third party. There are no intended beneficiaries of this Agreement except Talley and Client.
  
- M. EXPIRATION OF PROPOSAL.** If this Agreement is not signed by Client in the space indicated below and returned to Talley within 30 days, this proposal to perform the Services is withdrawn and shall be null and void.

We appreciate the opportunity to collaborate on the Project, and look forward to working with you. Should you have any questions with respect to this Agreement, please feel free to contact me.

Sincerely,



Kevin G Bernauer ASLA AICP  
Associate Principal

**AGREED AND ACCEPTED:**

\_\_\_\_\_  
Authorized signature for Client  
cc: File

\_\_\_\_\_  
Date

## **Combined Meeting**

**R2c**

**Meeting Date:** 03/25/2014

**Council Goals:** Create raving fans of the Addison Experience.  
Maintain and enhance our unique culture of creativity and innovation.  
Infrastructure improvement and maintenance

---

### **AGENDA CAPTION:**

Approval of a contract with Convergent Technologies LLC. for the purchase and installation of a wireless network at the Addison Circle Park in the amount of \$63,156.15.

### **FINANCIAL IMPACT:**

Total cost : **\$63,156.15**

Budgeted amount: **\$65,000**

We have looked at different solutions (owning vs. leasing) and based on our comparison a Managed Service solution (temporary per event) by a 3<sup>rd</sup> party wireless service provider is more expensive than purchasing/owning our own system.

We evaluate and replace/upgrade this system every 6 years.

### **BACKGROUND:**

The town began accepting credit cards for both admission to the park and purchasing tickets for food and beverages during the Special Events in 2005. Initially, the town rented credit card machines from Wells Fargo and used a Cingular wireless GPRS network for connectivity which was slow and had its own challenges. In 2006, we purchased the credit card machines and started using 3<sup>rd</sup> party wireless services for the connectivity that was configured and installed before and removed after each event. In 2008, in order to reduce the cost of operation, we decided to purchase and install our own wireless network at the Park.

Data shows that credit card use, both in sales dollars and transaction volume, has continued to increase from year to year. Analyses of these stats strongly suggest a key contributor to our success is using a wireless network which has provided uninterrupted service to Addison Circle Park.

The proposed system is a very robust solution and it's been providing wireless services in major venues like the American Airline Center. In addition, the proposed wireless network is easily scalable and gives us a good foundation to expand our services at Addison Circle Park.

**RECOMMENDATION:**

Administration recommends approval.

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**Attachments**

Contract

Network Layout

---



## Security Proposal

**Date:** March 4, 2014

**Quotation:** 2011470754

**To:** Town of Addison  
16801 Westgrove  
Addison TX 75001

**Project:** Addison Circle Park Aruba WIFI rev4  
  
FOB Shipping Point

**Attn:**

**From:** Convergent Technologies LLC  
Sean Hamilton  
sean.hamilton@convergent.com

**TCPN - R5167**

**Mobile:** (469) 853-2807

**Direct:** (469) 568-7900

**Fax:** (469) 568-7901

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Convergent Technologies is pleased to provide this proposal for your consideration. This quotation shall remain firm for a period of forty-five (45) days from the proposal date, and price is based upon delivery of equipment within three (3) months. Convergent Technologies payment terms are net 30.

---

## Security System Scope of Work

### Addison Circle Park Aruba WIFI Upgrade

**Scope consists of:**

- Aruba WIFI system programming, setup, design, and support provided by Convergent partnered with the Delcom Group
- 1 Year warranty on all Aruba hardware and software
- 1 Year warranty on all labor provided

Radio Locations (see attached revised drawing - 3/14/14):

- North Tower – 2 APs – 24 x 10' Extensions
- South Tower – 1 AP – 12 x 10' Extensions
- Crow's Nest – 2 APs ( with one only running 5 GHz) – 6 x 10' Extensions
- Pavilion – 2 APs – 8 x 10' Extensions
- Plaza Ent Kiosk - 1 - AP - 2 x 10' Extensions ( Town of Addison to provide magnetic mount)

- Installation of all necessary antenna's, cables, connectors, and lightning arrestors included in Bill of Materials
- Aruba 8 access point license
- Aruba 8 access point security bundle
- 1 Year Aruba Care support for up to 8 access points
- 1 Year Aruba Care support for 8 AP security bundle
- Firewall software (Sonic Wall) is not included - removed on Rev modifications

**USA:** Atlanta • Austin • Chicago • DC • Dallas • Denver • Houston • Los Angeles • Minneapolis • Nashville • New Orleans • NY • Portland  
**Richmond • San Francisco • Seattle • Tulsa • Va. Beach • CANADA:** Calgary • Edmonton • Fort McMurray • Lethbridge • Lloydminster • Vancouver

- Installation of 3 new pole mounted enclosures to house new Aruba wireless radios (includes cooling fans) 2 of the 175's can fit into one enclosure (1 at 30' N Tower, 1 at 30' S Tower, 1 on Pavilion)
- 1 additional AP 175-AC Outdoor AP is included as a spare in case of failure during an event

**Exclusions:**

120V power for all radio locations

Town of Addison will provide lift for any service after year one warranty coverage

Network connectivity at Crows nest for Aruba radios and controller to be provided by Town of Addison

Network switches provided by Town of Addison

## Alternates

- 

## Clarifications and Exclusions

- All work proposed herein, shall be performed during normal business hours Monday through Friday 8:00 am - 5:00 pm.
- Low voltage wiring shall be installed in open cable.
- Provision or installation of conduit, wire, boxes, fittings or other electrical installation materials unless specifically listed under Inclusions or Bill of Materials.
- Permits or associated fees are not included.
- Customer to provide static IP addresses and network connections at panel locations.
- Customer to provide a secured staging & storage area for project related materials.
- Pricing assumes that electronic Auto CAD files are available from customer for our use in creating submittal drawings.
- Twenty-Five percent (25%) of the proposed sell price shall be payable to Convergent Technologies for project mobilization. Mobilization shall be invoiced and due upon customer acceptance of this proposal.
- Proposal does not include sales tax.
- Anything in the Contract Documents notwithstanding, in no event shall either Contractor or Subcontractor be liable for special, indirect, incidental or consequential damages, including commercial loss, loss of use, or lost profits, even if either party has been advised of the possibility of such damages.
- Convergent Technologies reserves the right to negotiate mutually acceptable contract terms and conditions with customer by making mutually agreeable changes to the formal contract included in the Bid Documents.

## Performance Items

Yes	No	Description
/		Material (listed on the BOM)
/		Freight (prepaid)
	/	Applicable Taxes
/		One-Year Warranty on Parts
/		One-Year Warranty on Labor
	/	Low Voltage Permits
	/	Electrical Installation Permit
	/	Engineering and Drawings
/		Record Documentation (As-Built)
/		System Programming
	/	Authority having Jurisdiction permit drawing (requires customer CAD)
	/	Panel Wall Elevation drawing (may require customer CAD)
	/	Equipment rack layout drawing
	/	Riser drawing with home run wiring
	/	Panel wiring point with to point connections
	/	Door wiring typical connections
	/	Floor plan with device placement and numbering (requires customer CAD)
/		Project Management
/		Mounting/Termination of Proposed Devices
/		Testing of all Proposed Devices
	/	Operations & Maintenance Manuals
/		Owner Training
/		System Meets Plans/Drawings
	/	System is Design-Build
	/	Payment & Performance Bonds
/		Installation of Wire and Cable

Yes	No	Description
/		Installation of Conduit and Boxes
	/	Installation of Wire Hangers
	/	Specialty Back Boxes
	/	Installation of Specialty Back Boxes
	/	Connection to Building Fire Alarm Panel
	/	Installation & Power of Control Panels
	/	Installation & Power of CCTV Cameras
	/	Installation & Power of Intrusion Panels
	/	Installation & Power of Intercom System
	/	Installation & Power of Video Recorders (DVR/NVR)
	/	120 VAC Power Receptacles
/		Lifts and Hoists
	/	Floor Coverings for Lifts and Hoists
	/	Fire Stopping (Excludes Existing Penetrations)
	/	Patching and Painting
	/	Electrified Door Locking Hardware
	/	Additional Lighting Requirements for Cameras
	/	Ceiling Tiles and Ceiling Grid Repairs
	/	On-Site Lockable Storage Facility
	/	Vertical Core Drilling
	/	Horizontal Core Drilling
	/	Servers by Convergent
	/	Servers by Others
	/	Workstations by Convergent
	/	Workstations by Others

Aruba Wifi

2011470754

No	Qty	Part	Description	Unit Price	Ext. Price
<p><b>Addison Circle Park WIFI (Aruba)</b></p> <p><b>Wireless Equipment</b></p>					
1	1	3200-US	Aruba 3200 XM Controller - 4x 10/100/1000 Base-T wireless radio controller	\$4,175.00	\$4,175.00
2	8	AP-175AC	AP-175AC Outdoor Access Point 802.11n 2X2 Dual Radio	\$2,048.68	\$16,389.44
<p><b>Antenna Materials</b></p>					
3	8	ANT-2X2-5614U	5.5-5.9GHz, 14.0dBi,MIMO Directional Panel Antenna	\$311.84	\$2,494.72
4	6	ANT-2X2-D805	Dual Band, 120 Degree, 5dBi, MIMO Antenna	\$341.24	\$2,047.44
5	6	AP-ANT-MNT-1	Mount Kit for ANT-2X2-D805, includes pole mount hardware.	\$88.82	\$532.92
6	1	AP-ANT-90	2.4-2.5GHz/4.9-5.99GHz, Down-tilt Omni Antenna	\$561.41	\$561.41
7	16	AP-LAR-1	Aruba Outdoor Antenna Lightning Arrestor, N-Type	\$118.42	\$1,894.72
8	14	AP-LAR-24	Aruba Outdoor Antenna Lightning Arrestor In-Line, 2.4-2.5GHz	\$118.42	\$1,657.88
9	52	AP-CBL-1	Aruba Outdoor Antenna Ext. Cable - 10'	\$86.84	\$4,515.68
10	16	ANT-CBL-1	Outdoor RF Cable, 1M Long, N/M to N/M Jumper	\$30.00	\$480.00
<p><b>Pole Equipment</b></p>					
11	4	WPF20-115BK	Fan kit, w/filter frame, no-screw installation, 33 CFM free air flow	\$318.67	\$1,274.68
12	3	12X24X6 N3R HC	12x24x6x NEMA 3R Hinged Cover Enclosure painted black.	\$200.00	\$600.00
<p><b>Software</b></p>					
13	1	SN1-3200-US	Next Day Support for 3200-US (1 Year)	\$921.05	\$921.05
14	1	LIC-8-AP	8 Access Point License	\$501.32	\$501.32



Aruba Wifi

2011470754

No	Qty	Part	Description	Unit Price	Ext. Price
15	1	SNI-LIC-8-AP	Arubacare support for LIC-8-AP (1 Year)	\$111.84	\$111.84
16	1	LIC-SEC-8	Security Bundle (8 AP License)	\$835.53	\$835.53
17	1	SN1-LIC-SEC-8	Arubacare Support for LIC-SEC-8 (1 Year)	\$184.21	\$184.21
			<b>Fire Wall Software - Excluded on Rev2</b>		
			<b>Lift Rental</b>		
18	1	LIFT RENTAL	Lift Rental	\$1,315.79	\$1,315.79
			<b>Misc</b>		
19	1	ARUBA ACCESSORI	8 - CBL-AC-NA - Weather proof cable assembly 8 - AINS2KKIT - Accessory kit - incudes tape, mastic and wire ties	\$1,389.47	\$1,389.47
			<b>Spare Outdoor AP</b>		
20	1	AP-175AC	AP-175AC Outdoor Access Point 802.11n 2X2 Dual Radio	\$2,048.68	\$2,048.68
			Equipment Total		\$43,931.78
			Installation		\$19,224.37
			Total		\$63,156.15

## Project Investment

Total Project Investment:

\$63,156.15

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Thank you for considering Convergent Technologies for your Security needs. If you have any questions or would like additional information, please don't hesitate to contact me immediately. If you would like to proceed with the scope of work as outlined in this proposal, please sign below and fax directly to our office.

Sincerely,



---

Convergent Technologies  
Sean Hamilton

By signing below, I accept this proposal and agree to the Terms and Conditions contained herein

---

Customer Name (Printed)

---

Date

---

Authorized Signature

---

Printed Name/Title

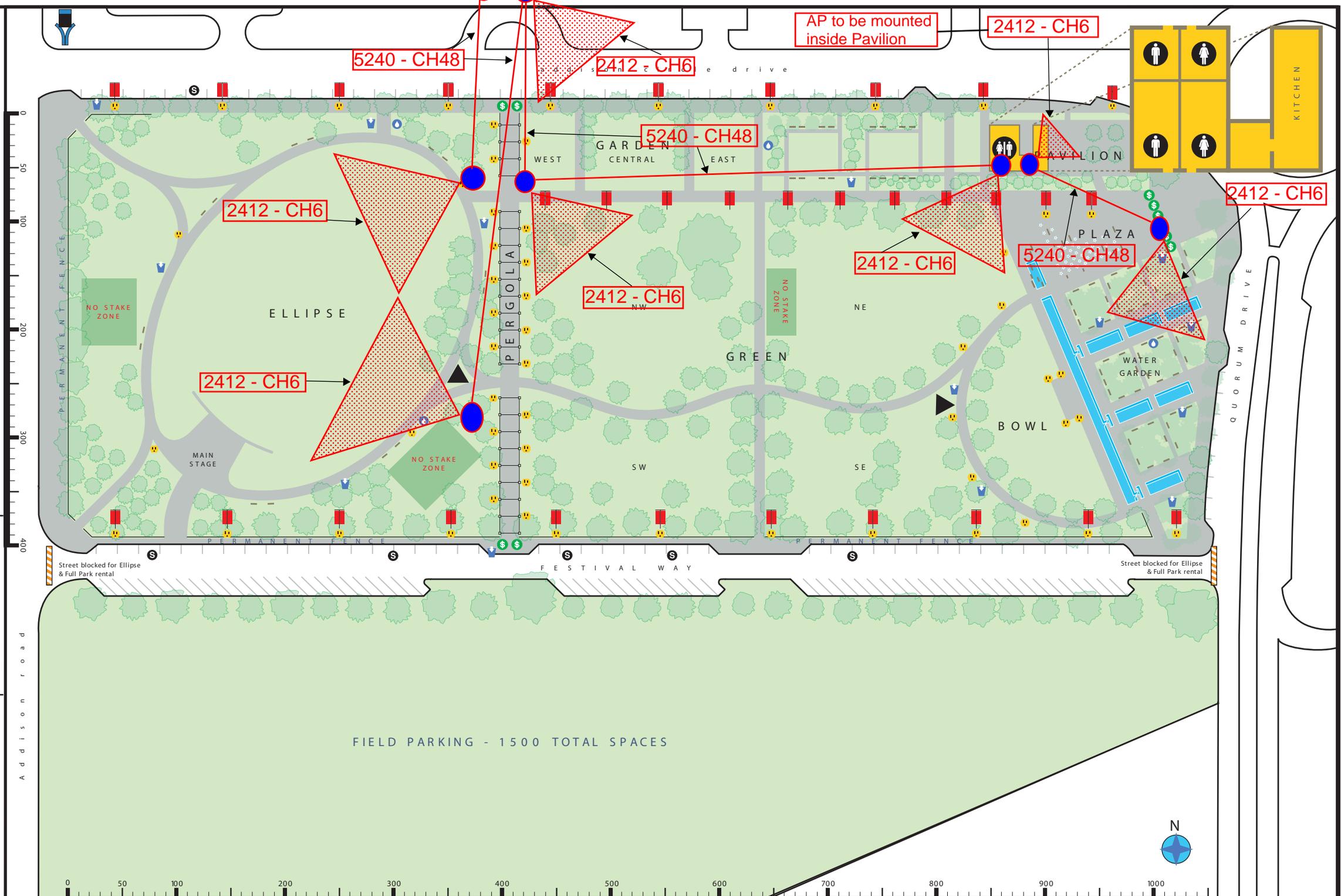
# Addison Circle Park

Full Utility

-  Sanitary Sewer Hookups
-  Ticket Booth
-  Electrical Outlets
-  Drinking Fountain
-  Trash Can
-  Benches
-  Banners
  
-  10x10 Booth
-  10x20 Booth
  
-  Kiosk

Ellipse	160,000
Green	142,894
NW Quad	39,950
SW Quad	26,400
NE Quad	37,400
SE Quad	25,000
Pergola	6,400
<small>(must be rented w/ Ellipse or Green)</small>	

Central Garden	6,460
East Garden	3,944
West Garden	3,740
Bowl	14,400
Pavilion	2,500
Entire Park	342,394
Plaza	16,200
<small>(only available w/ rental of entire park)</small>	



Street blocked for Ellipse & Full Park rental

Street blocked for Ellipse & Full Park rental

FIELD PARKING - 1500 TOTAL SPACES



**Combined Meeting**

**R3**

**Meeting Date:** 03/25/2014

**Council Goals:** N/A

---

**AGENDA CAPTION:**

Discussion, consider and take action regarding appointment of a member to the Board of Zoning Adjustment.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

Burk Burkhalter's second term on the Board of Zoning Adjustment will expire on March 27th. Mr. Burkhalter's appointment belongs to Council Member Clemens.

**RECOMMENDATION:**

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## **Combined Meeting**

**R4**

**Meeting Date:** 03/25/2014

**Council Goals:** Fully integrate the Arts as part of our brand

---

### **AGENDA CAPTION:**

Presentation, discussion, consider and take action regarding acceptance of two framed photographs of Addison sculptures, submitted to the Town by the Addison Arbor Foundation.

### **FINANCIAL IMPACT:**

N/A

### **BACKGROUND:**

The Addison Arbor Foundation recently had two photos taken by Roy Stockard of the Letter D sculpture and the red ribbon sculpture framed to Addison quality. They have requested an item on the agenda to present these to the Town. If the Town wishes to use them in Visit Addison or another public space, the Arbor Foundation is amenable to that, as well.

### **RECOMMENDATION:**

Administration recommends approval.

---

**Combined Meeting**

**R5**

**Meeting Date:** 03/25/2014

**Council Goals:** Brand Protection and Enhancement

---

**AGENDA CAPTION:**

Presentation, discussion, consider and take action regarding an ordinance amending Chapter 62, Signs of the Code of Ordinances of the Town by amending Article VI. Special Districts, Sec. 62-289 Generally, subsection (g), Vitruvian Park, item (4) [Monument Signs] in order to provide for two multi tenant monument signs.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

The section for monument signs was written as part of the Vitruvian Special District section of the sign ordinance which regulated the location and design of the monument sign that was to be located at the corner of Spring Valley Road and Vitruvian Parkway; however, this sign was never constructed. The existing monument sign located at the corner of Marsh Lane and Vitruvian Parkway was approved by a meritorious exception per Ordinance NO. 010-018. Both signs had the same design as shown in the drawing marked existing excluding the fountain feature.

The amendment to the Vitruvian Special District will modify the existing monument sign at Marsh Lane and Vitruvian Parkway to allow tenant signage as shown on Figure 62-289.7 and the monument sign at Spring Valley and Vitruvian Parkway will be redesigned to allow tenant signage as shown on Figure 62-289.7B.

The area of the existing monument sign located at Marsh Lane and Vitruvian Way will increase from 90 Sq. Ft. to approximately 244 Sq. Ft.

The proposed new sign located at Spring Valley Road and Vitruvian Way will have an area approximately 72 Sq. Ft.

**RECOMMENDATION:**

Administration recommends approval.

---

**Attachments**

ORDINANCE

DRAWINGS FOR NEW SIGNS  
DRAWINGS OF EXISTING SIGN

---

**TOWN OF ADDISON, TEXAS**

**ORDINANCE NO.**

**AN ORDINANCE OF THE TOWN OF ADDISON, TEXAS AMENDING CHAPTER 62, SIGNS, OF THE CODE OF ORDINANCES OF THE TOWN BY AMENDING ITEM (g) (VITRUVIAN PARK) TO SECTION 62-289 (GENERALLY) OF ARTICLA VI. (SPECIAL DISTRICTS) ; PROVIDING A SAVINGS CLAUSE; PROVIDING A PENALTY NOT TO EXCEED THE SUM OF FIVE HUNDRED DOLLARS FOR ANY OFFENSE, AND A SEPARATE OFFENSE SHALL BE DEEMED COMMITTED EACH DAY DURING OR ON WHICH A VIOLATION OCCURS OR CONTINUES; PROVIDING A SEVERABILITY CLAUSE; PROVIDING AN EFFECTIVE DATE.**

**WHEREAS**, the Town of Addison, Texas (the “City”) desires to amend certain provisions of Chapter 62 of the City’s Code of Ordinances relating to and regarding signs within the City; and

**WHEREAS**, the amendments set forth in this Ordinance to Chapter 62 are pursuant to investigation and analysis by the City, and are with a view of and to further the purposes and objectives set forth in Section 62-2 of the Code, including to promote the health, safety, welfare, convenience and enjoyment of the public, including among other things to promote the efficient transfer of information in sign messages and to protect the public welfare and to enhance the appearance and economic value of the landscape, and such amendments are to facilitate the avoidance of visual clutter that is potentially harmful to traffic and pedestrian safety, property values, business opportunities, and community appearance, and are to comply with applicable State law; and

**WHEREAS**, the City is authorized to provide for regulation of signs pursuant to State law, including, among others, Section 51.001, Tex. Loc. Gov. Code (authorizing a municipality to adopt an ordinance, rule or police regulation that is for the good government, peace, or order of the municipality or for the trade and commerce of the municipality) and Section 216.901 Tex. Loc. Gov. Code (authorizing a home rule municipality to license, regulate, control or prohibit the erection of signs or billboards), and pursuant to its authority as a home rule city under Article 11, Section 5 of the Texas Constitution and its Home Rule Charter; and

**WHEREAS**, the adoption of this Ordinance and the amendments set forth herein are for and in the best interests of the health, safety and welfare of the City and its citizens.

**NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE TOWN OF ADDISON, TEXAS:**

Section 1. Incorporation of Recitals. The above and foregoing recitals and premises to this Ordinance are true and correct and are incorporated herein and made a part hereof for all purposes.

Section 2. Amendment. The Code of Ordinances of the Town of Addison, Texas (the “City”) is hereby amended by amending certain sections and provisions of Chapter 62, Signs, thereof as set forth in Exhibit A attached hereto and incorporated herein for all purposes, and all other chapters, articles, sections, subsections, sentences, phrases and words of the said Code of Ordinances are not amended hereby.

Section 3. Savings; Repealer. This Ordinance shall be cumulative of all other ordinances of the City and shall not repeal any of the provisions of those ordinances except in those instances where the provisions of those ordinances are in direct conflict with the provisions of this Ordinance. Provided, however, that the repeal of such ordinances or parts of such ordinances, and the amendments and changes made by this Ordinance, shall not affect any right, property or claim which was or is vested in the City, or any act done, or right accruing or accrued, or established, or any suit, action or proceeding had or commenced before the time when this Ordinance shall take effect; nor shall said repeals, amendments or changes affect any offense committed, or any penalty or forfeiture incurred, or any suit or prosecution pending at the time when this Ordinance shall take effect under any of the ordinances or sections thereof so repealed, amended or changed; and to that extent and for that purpose the provisions of such ordinances or parts of such ordinances shall be deemed to remain and continue in full force and effect.

Section 4. Penalty. It shall be unlawful for any person, firm, corporation, or other business entity to violate any provision of this Ordinance, and any person, firm, corporation, or other business entity violating or failing to comply with any provision hereof shall be fined, upon conviction, in an amount of not more than Five Hundred and No/100 Dollars (\$500.00), and a separate offense shall be deemed committed each day during or on which a violation or failure occurs or continues.

Section 5. Severability. The provisions of this Ordinance are severable, and if any section or provision of this Ordinance or the application of any section or provision to any person, firm, corporation, entity, situation or circumstance is for any reason adjudged invalid or held unconstitutional by a court of competent jurisdiction, the same shall not affect the validity of any other section or provision of this Ordinance or the application of any other section or provision to any other person, firm, corporation, entity, situation or circumstance, and the City Council declares that it would have adopted the valid portions of this Ordinance adopted herein without the invalid or unconstitutional parts and to this end the provisions of this Ordinance adopted herein shall remain in full force and effect.

Section 6. Effective Date. This Ordinance shall become effective from and after its passage and approval and its publication as may be required by law (including, without limitation, the City Charter and the ordinances of the City).

**PASSED AND APPROVED** by the City Council of the Town of Addison, Texas this day of 2014.

---

Todd Myer, Mayor

ATTEST:

By: \_\_\_\_\_  
Matt McCombs, City Secretary

APPROVED AS TO FORM:

By: \_\_\_\_\_  
John Hill, City Attorney

**EXHIBIT A**  
**TO ORDINANCE NO. \_\_\_\_\_**

Chapter 62, Signs, of the Code of Ordinances (the “Code”) of the Town of Addison, Texas is hereby amended by amending various sections of the said Code as set forth below and as follows (additions are underlined; deletions are crossed through):

A. Section 62-289 of the Code is amended by changing item (g) (4) to read as follows:

**ARTICLE VI. SPECIAL DISTRICTS**

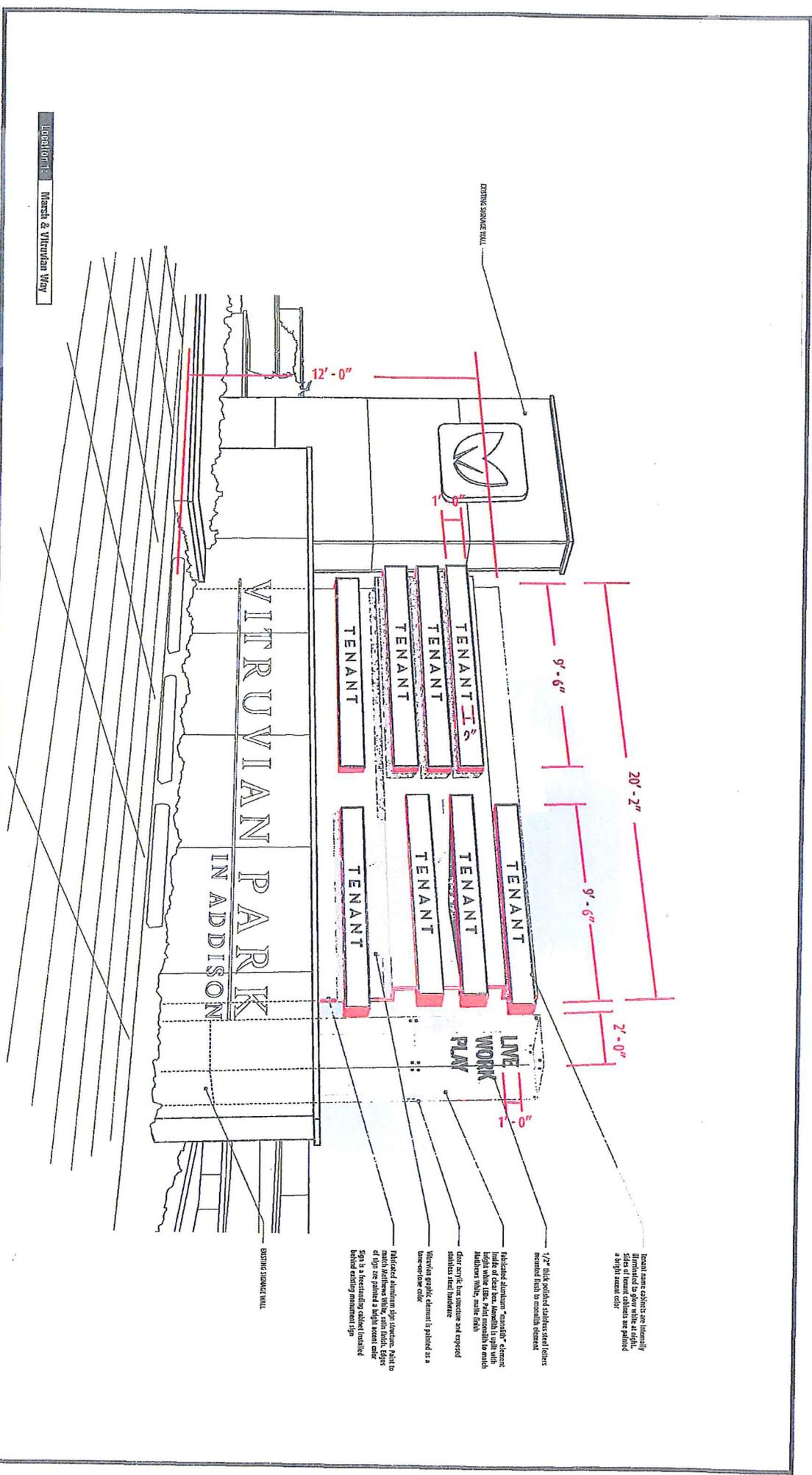
**Section 62-289**            **Generally**

(g). Vitruvian Park (being that area shown in Fig. 62-289.6)

STANDARDS FOR SIGNS

- (4) [Monument Signs] The monument signs shall comply with the following:
- (a) Shall be constructed as shown in Figure 62-289.7 and Figure 62-289.7B.
  - (b) Shall be placed as shown in Figure 62-289.8 and Figure 62-289.8B.

Location: Marsh & Vitruvian Way



Tenant name objects are identically distinguished by color while in night. Sign of tenant address are painted a light brown color.

1/2" thick polished stainless steel letters mounted flush to stainless steel.

Polished aluminum "recessible" element inside of clear box. Assembly is night with light white face. Year numbers or match address white, solid color.  
Clear acrylic face structure and exposed stainless steel hardware.  
Vitruvian graphic element is painted as a base-over-color.

Polished aluminum sign structure is bolted to main structure. Sign is painted a light brown color. Sign is a recessing colored finished behind existing monument sign.

DISTINGUISHING WALL

Figure 62-289.7

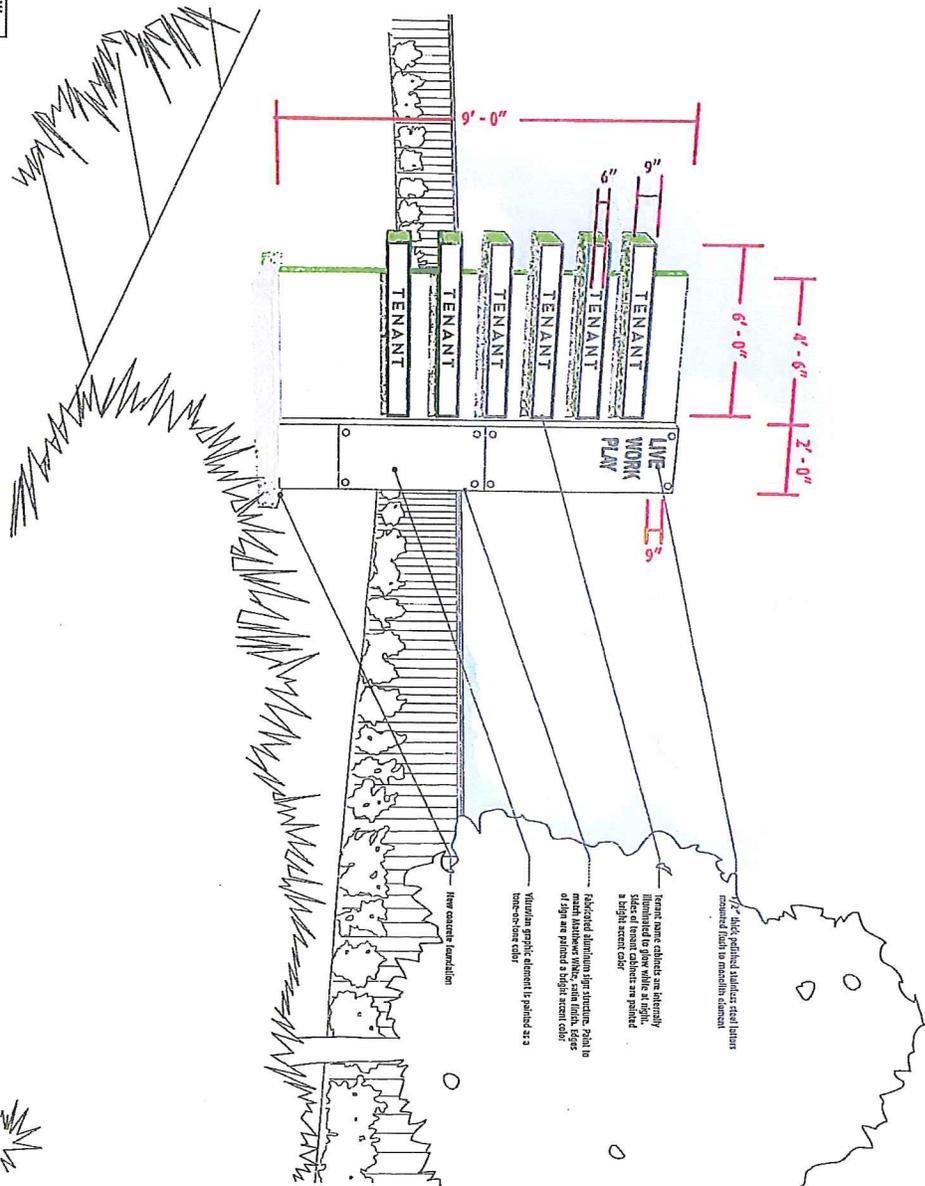


Figure 62-289.7B

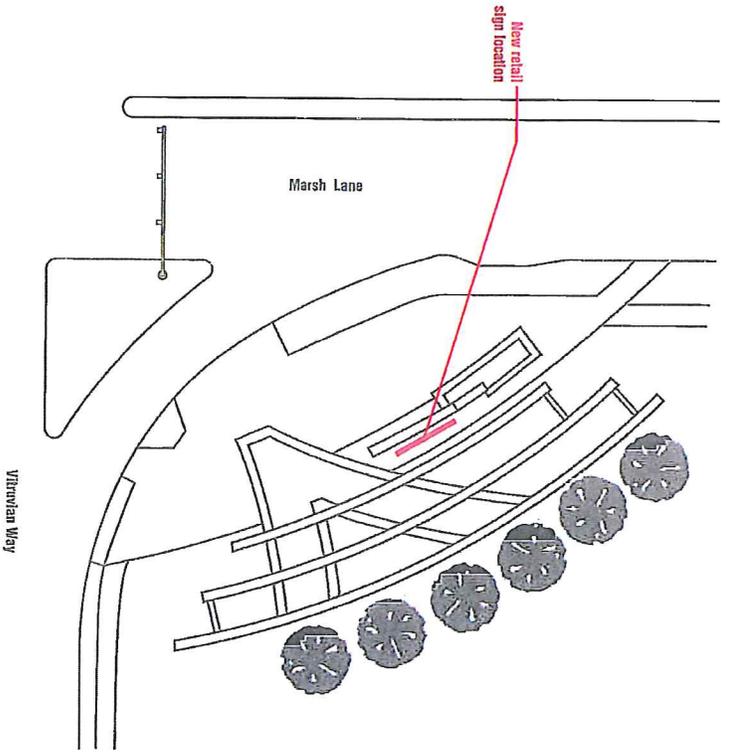
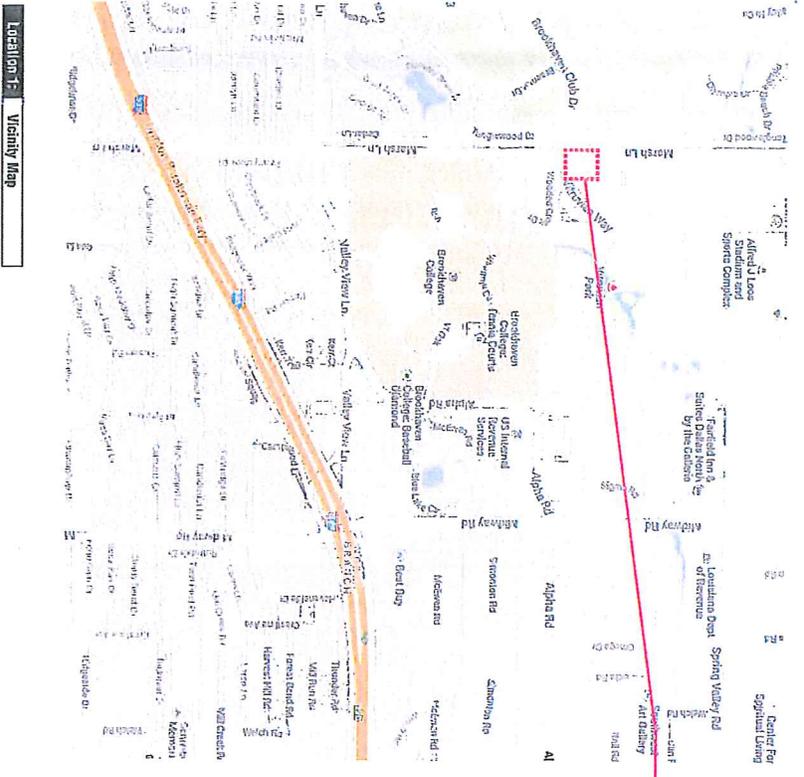


Figure 62-289.8

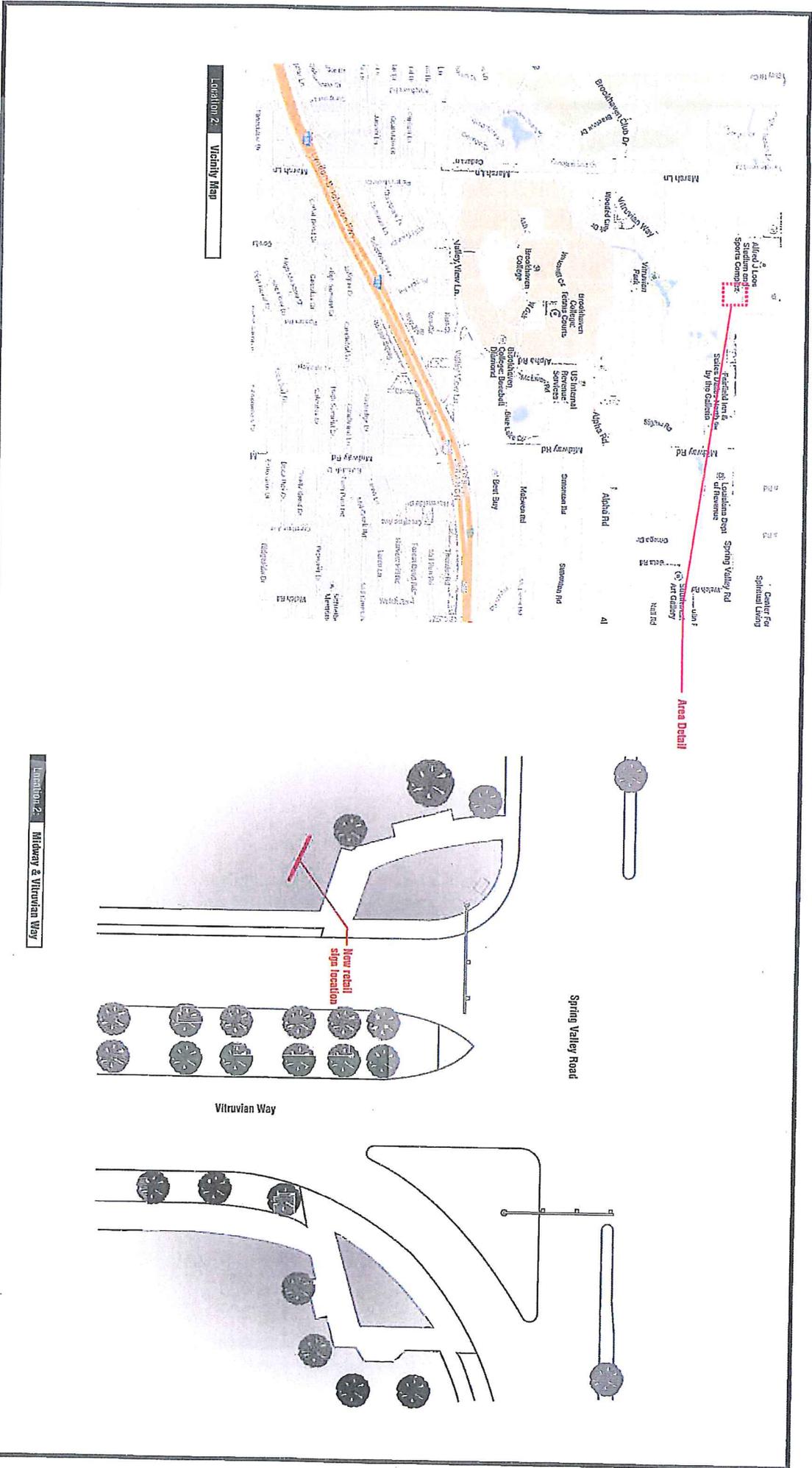
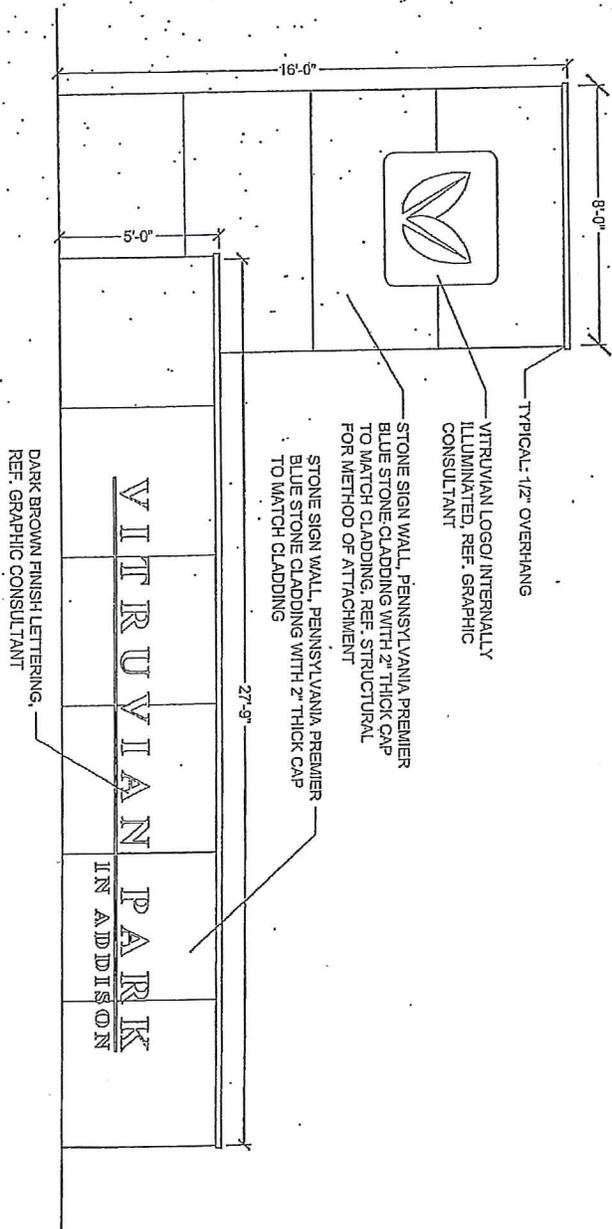


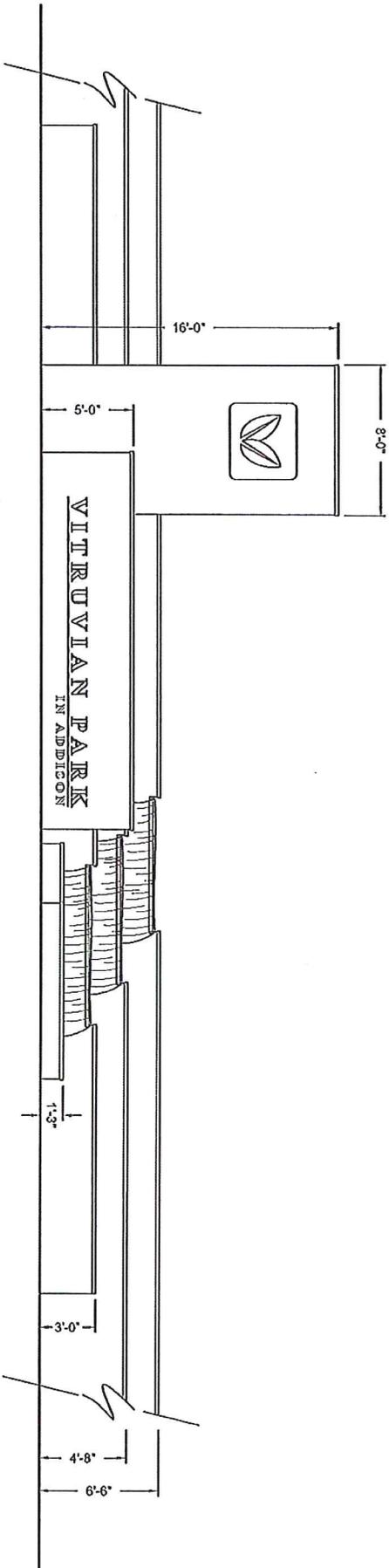
Figure 62-289.8B

EXISTING MONUMENT SIGN AT MARSH LANE AND VITRUVIAN WAY



**LINDA TYCIECH & ASSOCIATES, INC.**  
**TYCIECH**  
 & ASSOCIATES  
 LINDA TYCIECH & ASSOCIATES, INC.  
 1100 W. 15TH AVENUE, SUITE 100  
 DENVER, COLORADO 80202  
 303.733.7772

**UDR**  
 5401 15th JEROME, SUITE 1250  
 DENVER, CO 80202  
 972.656.3510 PH / 972.666.0151 F

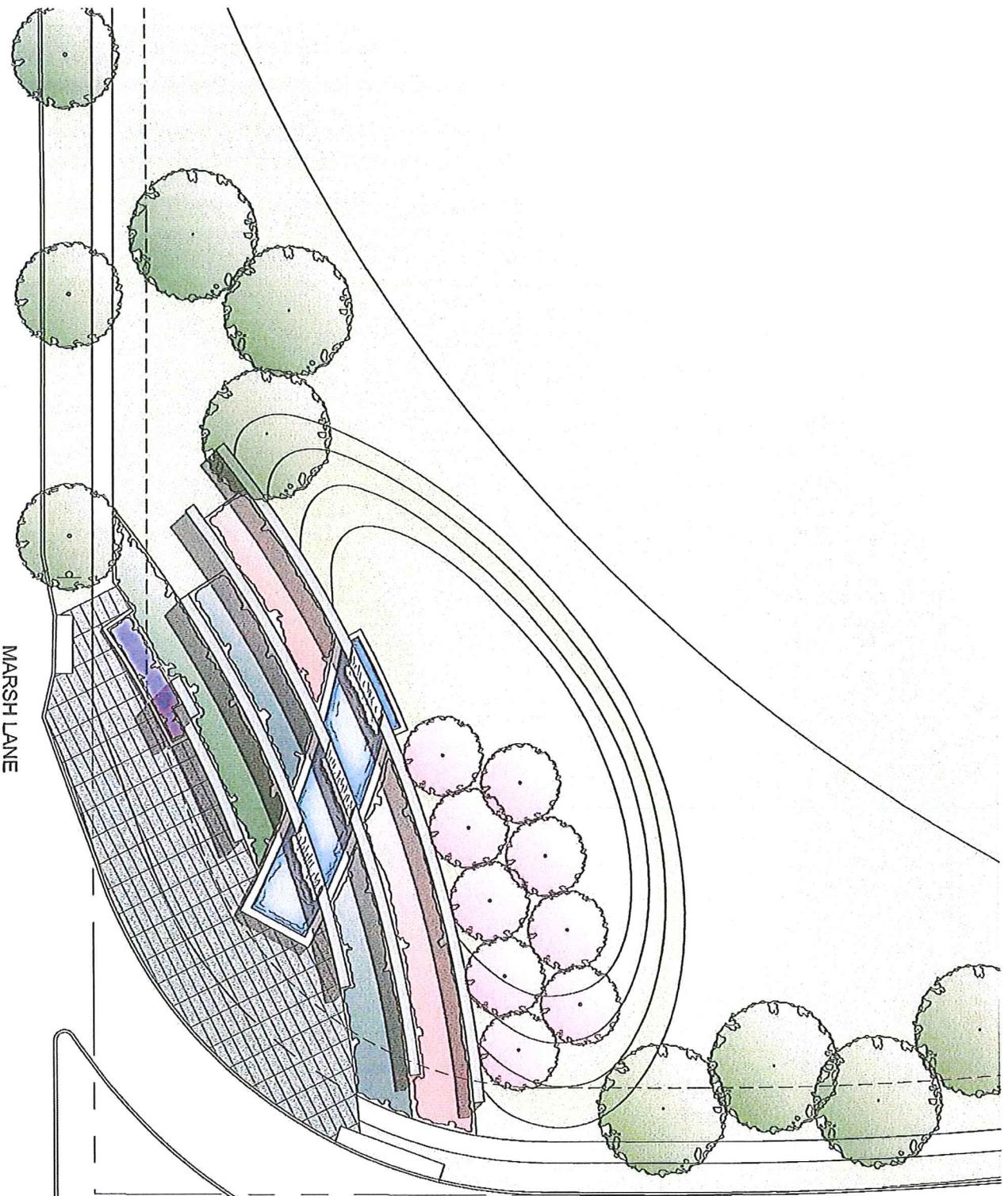


VITRUVIAN PARK SIGN ELEVATION

SCALE: 3/16"=1'-0"



VITRUVIAN PARK  
IN ADDISON



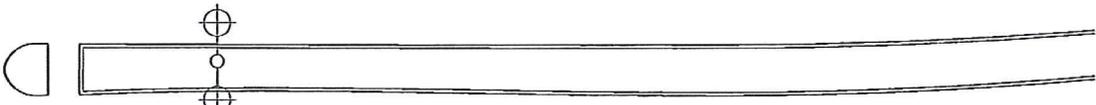
MARSH LANE

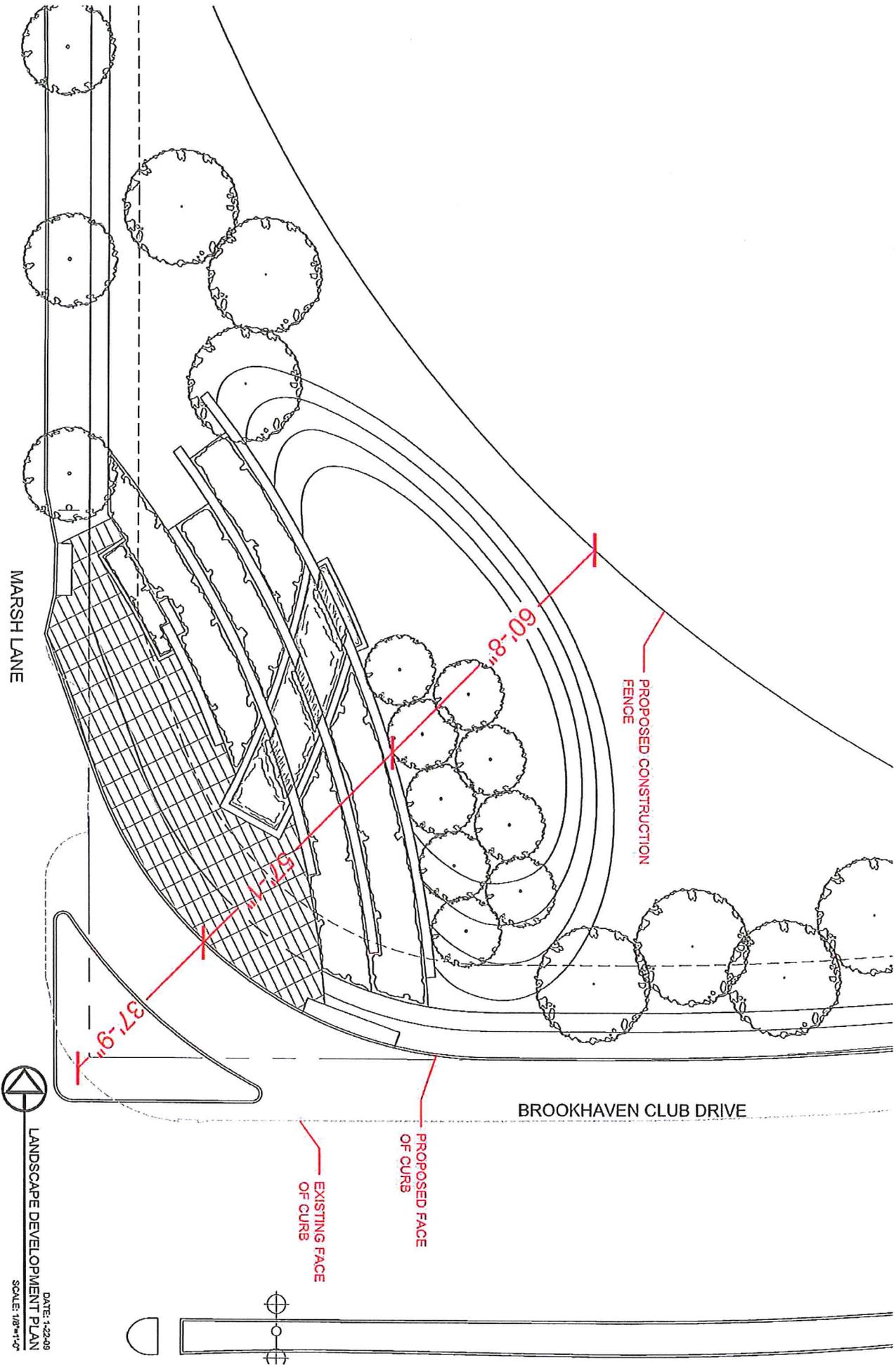
BROOKHAVEN CLUB DRIVE



LANDSCAPE DEVELOPMENT PLAN

DATE: 1-23-09  
SCALE: 1/8"=1'-0"





DATE: 1-23-09  
 LANDSCAPE DEVELOPMENT PLAN  
 SCALE: 1/8"=1'-0"

**Combined Meeting**

**R6**

**Meeting Date:** 03/25/2014

**Council Goals:** Create raving fans of the Addison Experience.

---

**AGENDA CAPTION:**

Presentation regarding Public Safety the Addison Way.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

N/A

**RECOMMENDATION:**

---

**Combined Meeting**

**R7**

**Meeting Date:** 03/25/2014

**Council Goals:** Create a vision for the airport to maximize the value

---

**AGENDA CAPTION:**

Discussion, consider and take action regarding the appointment of two members to the Addison Airport Master Plan Advisory Committee.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

The Addison Airport Master Plan update is underway. An advisory committee made up of various stakeholders will assist the staff and consultant through the master planning process. Council is asked to appoint two citizens to the committee.

**RECOMMENDATION:**

---

## Combined Meeting

R8

**Meeting Date:** 03/25/2014

**Council Goals:** Infrastructure improvement and maintenance  
Implement bond propositions  
Promote Sustainability

---

### **AGENDA CAPTION:**

Presentation, discussion, consider and take action regarding authorizing the City Manager to enter into a Professional Services Agreement with Bury, Inc., to provide an evaluation and assessment of the Town's existing water infrastructure for an amount not to exceed \$386,500.

### **FINANCIAL IMPACT:**

Funding for the Engineering Design and Professional Service is allocated in the Town's Water Management Plan Capital Projects Fund.

### **BACKGROUND:**

With new EPA/TCEQ regulations, advancement in technology and methodology combined with the age of the system, it is critical to fully investigate the current condition and capacity of the existing water system. This will allow the Town to develop strategic cost effective solutions for the Master Plan, Capital Improvement Plan (CIP), and Operations and Maintenance (O&M) practices.

The focus of the overall study will consist of reviewing the existing water master plan, water distribution study, water quality study, GIS, and existing plans to formulate a comprehensive risk based priority matrix for planning of capital improvement projects. This will also assist in the development of a comprehensive plan that facilitates efficient and cost effective operations and maintenance practices.

At the end of the study we will receive:

- Prioritized matrix for planning CIP and O&M projects/procedures
- Updated Master Plan
- Updated GIS layer for water assets
- Recommendations for asset management
- Updated emergency response plan
- Plan and process for preparation and response to growth and development

**RECOMMENDATION:**

Administration recommends approval.

---

**Combined Meeting**

**R9**

**Meeting Date:** 03/25/2014

**Council Goals:** Create a vision for the airport to maximize the value  
Infrastructure improvement and maintenance  
Implement bond propositions

---

**AGENDA CAPTION:**

Presentation and discussion of major capital improvement project updates.

**FINANCIAL IMPACT:**

All projects are budgeted in fund and bond accounts.

**BACKGROUND:**

Staff will present updates on major capital improvement projects.

**RECOMMENDATION:**

---

**Combined Meeting**

**R10**

**Meeting Date:** 03/25/2014

**Council Goals:** Create raving fans of the Addison Experience.  
Maintain and enhance our unique culture of creativity and innovation.  
Develop Next Great Idea

---

**AGENDA CAPTION:**

Presentation and discussion of the status report on the Town's Economic Development Department and the entrepreneur development program.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

Staff will present updates on the Town's Economic Development Department and the entrepreneur development program.

**RECOMMENDATION:**

---

## **Combined Meeting**

**R11**

**Meeting Date:** 03/25/2014

**Council Goals:** Mindful stewardship of Town Resources.

---

### **AGENDA CAPTION:**

Discussion, consider and take action to authorize the City Manager to release the Fiscal Year 2013 Comprehensive Annual Financial Report.

### **FINANCIAL IMPACT:**

There is no financial impact associated with this item.

### **BACKGROUND:**

Included with this memorandum is the Town's 2013 Comprehensive Annual Financial Report (CAFR) that describes the Town's financial condition as of September 30, 2013. Within the CAFR is the independent auditor's report prepared by Weaver and Tidwell. The auditor's report reflects a "clean" opinion, indicating the Town's finances are managed and reported in conformity with generally accepted accounting principles.

Original CAFR documents will be open to the public pending approval of the Council.

### **RECOMMENDATION:**

Administration recommends approval.

---

**Combined Meeting**

**ES1**

**Meeting Date:** 03/25/2014

**Council Goals:** N/A

---

**AGENDA CAPTION:**

Closed (Executive) session of the Addison City Council pursuant to Section 551.087, Texas Government Code, to discuss or deliberate regarding commercial or financial information that the City Council has received from a business prospect or business prospects that the City Council seeks to have locate, stay, or expand in or near the territory of the Town of Addison and with which the City Council is conducting economic development negotiations, and/or to deliberate the offer of a financial or other incentive to such business prospect or business prospects.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

N/A

**RECOMMENDATION:**

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**Combined Meeting**

**ES2**

**Meeting Date:** 03/25/2014

**Council Goals:** N/A

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**AGENDA CAPTION:**

Closed (Executive) session of the Addison City Council, pursuant to Section 551.072, Texas Government Code, to deliberate the purchase, lease, or value of certain real property or properties located within the Town and adjacent to and/or within and concerning Addison Airport.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

N/A

**RECOMMENDATION:**

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**Combined Meeting**

**ES3**

**Meeting Date:** 03/25/2014

**Council Goals:** N/A

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**AGENDA CAPTION:**

Closed (Executive) session of the Addison City Council pursuant to Section 551.071, Texas Government Code, to conduct a private consultation with its attorney(s) on matters in which the duty of the attorney(s) to the City Council under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with Chapter 551, Tex. Gov. Code, regarding and pertaining to Addison Airport and certain real property located at and within the Airport.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

N/A

**RECOMMENDATION:**

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**Combined Meeting**

**R12**

**Meeting Date:** 03/25/2014

**Council Goals:** N/A

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**AGENDA CAPTION:**

Discussion, consider, and take action regarding a business prospect or business prospects that the City Council seeks to have locate, stay, or expand in or near the territory of the Town of Addison and with which the City Council is conducting economic development negotiations, and/or regarding the offer of a financial or other incentive to such business prospect or business prospects.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

N/A

**RECOMMENDATION:**

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**Combined Meeting**

**R13**

**Meeting Date:** 03/25/2014

**Council Goals:** N/A

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**AGENDA CAPTION:**

Discussion and consideration of approval of any action regarding the purchase, lease, or value of certain real property or properties located within the Town and adjacent to and/or within and concerning Addison Airport.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

N/A

**RECOMMENDATION:**

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**Combined Meeting**

**R14**

**Meeting Date:** 03/25/2014

**Council Goals:** N/A

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**AGENDA CAPTION:**

Discussion, consider and take action regarding and pertaining to real property located at and within Addison Airport.

**FINANCIAL IMPACT:**

N/A

**BACKGROUND:**

N/A

**RECOMMENDATION:**

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