

Executive Summary

The following are the results of the survey from the 2017 Spring rally in Dothan, AL. There are two sections to this report. The first is the numerical results, and the second is the written comments. The information from this survey and surveys from other rallies will be used to improve our rallies. Please feel free to provide feedback to your Wagon Master Allen Jackson.

We received 32 completed surveys. Given that a coach could return 2 surveys, we cannot determine the number of coaches that replied. However, if we assume that 20 percent of the surveys were completed by both spouses of a coach, then 26/34 coaches completed the survey. The results suggest that the majority of those relatively new to Monaco America completed the survey.

As with any survey given to and completed by different people, the views of one person may not align with someone else. However, the results show that we at Monaco America need to focus on entertainment, seminars and vendors while maintaining high quality in the other areas.

In the numerical analysis there were some surveys that circled "Very Satisfied", "Very Dissatisfied" or "Not Met". All the "Very Satisfied" have been rolled into the number 5 category. All the "Very Dissatisfied" or "Not Met" have been rolled into the number 1 category.

Numerical Results

Question	Response	Count	Percentage	Assessment
Have you attended more than 4 Monaco America rallies?	N	13	40.63%	
Do you plan to participate in future Monaco America Rallies?	Y	27	81.82%	
Were you satisfied with the destination and date choice of this rally?	5	19	59.4%	84.38%
	4	8	25.0%	
	3	5	15.6%	15.63%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	
Were you satisfied with the mix of activities and arrangement of activities?	5	15	46.9%	75.00%
	4	9	28.1%	
	3	8	25.0%	25.00%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	

Were you satisfied with the number of meals provided in the rally fee?	5	24	75.0%	96.88%
	4	7	21.9%	
	3	0	0.0%	0.00%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	
Were you satisfied with the menu?	5	17	53.1%	75.00%
	4	7	21.9%	
	3	4	12.5%	21.88%
	2	2	6.3%	
	1	1	3.1%	
	N/A	0	0.0%	
Were you satisfied with the facilities?	5	23	71.9%	96.88%
	4	8	25.0%	
	3	1	3.1%	3.13%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	
Were you satisfied with the RV Park?	5	19	59.4%	90.63%
	4	10	31.3%	
	3	1	3.1%	9.38%
	2	2	6.3%	
	1	0	0.0%	
	N/A	0	0.0%	
Did the planned entertainment meet your expectations?	5	3	9.4%	34.38%
	4	8	25.0%	
	3	12	37.5%	59.38%
	2	4	12.5%	
	1	3	9.4%	
	N/A	0	0.0%	
Did the seminars meet your expectations?	5	5	15.6%	50.00%
	4	11	34.4%	
	3	9	28.1%	43.75%
	2	1	3.1%	
	1	3	9.4%	
	N/A	1	3.1%	

Did the vendors meet your expectations?	5	3	9.4%	21.88%
	4	4	12.5%	
	3	12	37.5%	75.00%
	2	5	15.6%	
	1	5	15.6%	
	N/A	2	6.3%	

Written Comments

I normally group the written comments into 11 categories which are:

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|-----------------------------|--------------------------------------|
| 1. Bar | 2. Caterer |
| 3. Documentation | 4. Entertainment |
| 5. Facility/Location | 6. General |
| 7. Improvements/Suggestions | 8. Recognition (club and individual) |
| 9. Schedule | 10. Seminars |
| 11. Vendor | |

Of those, I did not categorize any comment under documentation from the Dothan surveys. Comments, that I felt touched multiple categories, were placed in the "General" category.

We received a total of 56 written comments. Similar comments were combined into one, and comments that were directed towards one person were generalized. However, the board will address any comments directed to an individual on a one to one basis. Overall the comments are as written. I did some paraphrasing when combining similar comments.

Category	Comment
Bar	Bar was good!
Caterer	Really enjoyed the menu/ caterers were excellent
	Food served was not as hot as I would have preferred.
	Food was very good! (2)
	No coffee at dinner. (3)
Entertainment	Monday's entertainment was OK. Wednesday's entertainment did not meet expectations. (2)
	Save the money spent on entertainment. Do we really need any? People enjoy visiting. (4)
Facilities/Location	Facility & personnel running it were great. Very helpful and welcoming
	Better chairs would be nice.
	Great area - need to come back.
	Air Conditioned bldg. was great.

Category	Comment
General	Very interesting having someone (like the mayor from Dothan) to speak about the local area. (2)
	Looking forward to Branson.
	More effort could be made to make new members feel welcome.
	Not sure on future participation.
	Need more fun things to keep everyone's attention.
	Board members should be present and actively participating in all scheduled activities including meals. They should be present at the events and stay until they are over. The perception to many members especially 1st timers, when they see the board members leave the entertainment early is that it is not important. Leadership, Leadership, Leadership seems to be lacking. The President should be more active and take an assertive role in the programs. (3)
	It appears that one person carried most of the load.
	Passion and enthusiasm is a must to maintain membership in the club.
	We always enjoy the rallies. (2)
	Improvement/Suggestion
It would help you to get help from members in local area for the rally.	
Suggest e-mails from President/Rally Master to all members months before rallies to encourage attendance.	
Coming from the South, we could have used better signage. Went right past road. (2)	
First time members should be paired with older member, who would welcome them. Mentor should be assigned to new members. (2)	
It would be nice if the Leadership and the governing members would meet and greet new members one on one. Especially since the rally is so small. (2)	
Too much busy stuff before dinner. Door prizes should be done after dinner so people stay longer.	
More field trips would be interesting as new activities are needed,	
Would be nice to have a 50/50.	
Something big to sell tickets for during rally and given away the last night.	
In place of one of the evening meals have another potluck.	
One meal - hot dogs and hamburgers or pizza and salad bar (Coaches furnish salads)	
Recognition	No complaints. Those coordinating the rally did a wonderful job, thanks for all the hard work and for a very successful rally.(3)
	Very good rally overall.
Schedule	We need a 15-30 minute break between seminars, events, etc.
Seminars	As usual, need more seminars.
Vendor	No wash guy but that was not Allen's fault.