

Executive Summary

The following are the results of the survey from the 2016 Fall Rally in Goshen, IN. 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 fill free to provide feedback to your Wagon Master Allen Jackson.

We received 22 completed surveys. The results suggest that most of 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 vendors while maintaining a high quality in the other areas.

Numerical Results

Question	Selection	Counts	Percentage	Assessment
Have you attended more than 4 Monaco America rallies?	N	9	40.91%	
Do you plan to participate in future Monaco America Rallies?	Y	22	100.00%	
Were you satisfied with the mix of activities and arrangement of activities?	5	16	72.7%	95.45%
	4	5	22.7%	
	3	0	0.0%	4.55%
	2	0	0.0%	
	1	1	4.5%	
	N/A	0	0.0%	
Were you satisfied with the number of meals provided in the rally fee?	5	19	86.4%	95.45%
	4	2	9.1%	
	3	0	0.0%	4.55%
	2	0	0.0%	
	1	1	4.5%	
	N/A	0	0.0%	
Were you satisfied with the menu?	5	12	54.5%	86.36%
	4	7	31.8%	
	3	2	9.1%	13.64%
	2	0	0.0%	
	1	1	4.5%	
	N/A	0	0.0%	

Question	Selection	Counts	Percentage	Assessment
Were you satisfied with the facilities?	5	19	86.4%	95.45%
	4	2	9.1%	
	3	0	0.0%	4.55%
	2	0	0.0%	
	1	1	4.5%	
	N/A	0	0.0%	
Were you satisfied with the RV Park?	5	19	86.4%	90.91%
	4	1	4.5%	
	3	0	0.0%	9.09%
	2	1	4.5%	
	1	1	4.5%	
	N/A	0	0.0%	
Did the planned entertainment meet your expectations?	5	16	72.7%	95.45%
	4	5	22.7%	
	3	0	0.0%	4.55%
	2	1	4.5%	
	1	0	0.0%	
	N/A	0	0.0%	
Did the seminars meet your expectations?	5	13	59.1%	90.91%
	4	7	31.8%	
	3	1	4.5%	9.09%
	2	0	0.0%	
	1	1	4.5%	
	N/A	0	0.0%	
Did the vendors meet your expectations?	5	5	22.7%	54.55%
	4	7	31.8%	
	3	3	13.6%	40.91%
	2	4	18.2%	
	1	2	9.1%	
	N/A	0	0.0%	

Written Comment

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

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

From the Goshen surveys, I have categorized the comment into those highlighted in yellow. Comments, that I felt touched multiple categories, were placed in the "General" category. Overall the comments are as written. There were a total of 38 comments.

I did some wordsmithing here and there, and have combine similar comments into one.

Category	Comment
Caterer	Finger foods lacking.
	Would like to have coffee available throughout the day.
	Breakfast: Cutup Fruits - not just whole items
Entertainment	The "Blend" was wonderful! (2)
	Entertainment idea-any of our own members can do entertainment, that is always fun.
	Entertainment was great. Enjoyed all the shows.
Facility/Location	TRAINS
General	Most Michigan local chapters have their rallies the 2nd Weekend of the month. How about changing 1st, 3rd or 4th weekend? Just a suggestion.
	Overall - great rally, Thanks for all the hard workers. (2)
	Encourage people to drive more slowly through the camping area.
	Some members do not like to keep going back to the same locations - then they don't come.
	Really enjoyed the rally- I know the officers would like more coaches but I like the group size we had. There is more intimacy in group and it is easier to visit with more people. It's also a little less clique - like. (2)
	1st timers received more than expected.
	Enjoyed the small groups/round tables - Very Friendly (2)

Category	Comment
Improvement/Suggestion	Offer the following frequently for those who can't always come to each rally or for those who want to repeat sessions. -Offer fire training as refresher each year. -Women "boot camp" training - how to drive if emergency; how to stop RV if driver suddenly ill, etc. -1st responder training for our age group, 1st response for stroke symptoms, heart, fall, etc.
	More information about the area attractions and places to visit would be helpful. (2)
	Could we have a list of charity things for donations in packet at rally? (maybe on the tea invitation)
	Have you looked at Kansas Speedway for a rally? Do not know if it would work but they have hookups and casino that we could probably get meeting rooms etc.
	Dothan Area - Army Aviation Museum - Ft Rucker, AL
	Have we considered having more meals where we bring/cook the meals ourselves - maybe theme meals Mexican, Italian, etc.
	I also would like to see more rallies west of the Rockies.
	Suggestion regarding entertainment: To help control costs, limit professional entertainment to one night. For the other nights, consider no-cost member activities such as games, talent show, karaoke using free web-based music, etc. Also consider hiring RIVIOLI's (Ron and Kay) for a future rally.
Recognition	Thanks to everyone who planned and made the rally the fun time it was.
	We love ya It's impossible to please ALL the people ALL the time. However, your do a "Great Job" trying. Keep up the good work! You are appreciated. (5)
Seminars	Master tech was very informative & he really knew is stuff. We went to his place of business & it was very nice and welcoming. (2)
Vendor	Would have been great to have more.
	Service people we had were great.