

## RYC Member Survey – Spring 2018

The RYC board has created a new web survey process to help us learn from members and receive feedback efficiently. Our first survey was launched in January and we are pleased to inform the membership out of approximately 120 current members, **80 have completed this survey**. While the Board makes operational decisions based on information from many sources, a web survey can be a useful tool to help guide us to better understand key improvement areas such as infrastructure planning, communications, and volunteering. This survey was issued to all members and focused on the following areas:

1. Which infrastructure improvement areas are important to you?
2. What are your beliefs regarding volunteering?
3. How well is the board communicating with the membership?
4. What factors influence your beliefs such as where you keep your boat and if you are power or sail?

### Analysis of the survey results

The majority of members favored improvements to the harbour over other areas of infrastructure. The results show two-thirds of the membership believe improvements to appearance and stability of docks is important or very important.

80 completed surveys represent a significant portion of the membership. Of the members who responded, 65 percent own sailboats and 30 percent own power boats and 5 percent were Associate members.

The results highlight infrastructure improvement areas that are most important to the members. The results show two-thirds of the membership believe improvements to appearance and stability of docks and pilings is important or very important. In contrast to this majority only 11 percent stated these improvements did not matter at all or were not a priority. Generally, all other areas of infrastructure were considered to be not a priority or of little consequence. The table below shows the number of responses for each improvement area and the distribution of member answers.

While infrastructure improvements impact costs, so does volunteering. Volunteering is an area of great interest to the club and your contribution of time and talent will help reduce some operational cost. The survey revealed nearly half of the members are willing to periodically volunteer their time but do not know how to be involved or where to help. The board will take action to find ways to identify needs and make it easier to volunteer.

Finally, the survey asked about board level communications – 90 percent were satisfied with board communications and 50 percent like the new RYC Compass newsletter and believe it should be continued.

The tabulated results and charts from the survey are found below:

Which of the following club infrastructure improvement areas are important to you?

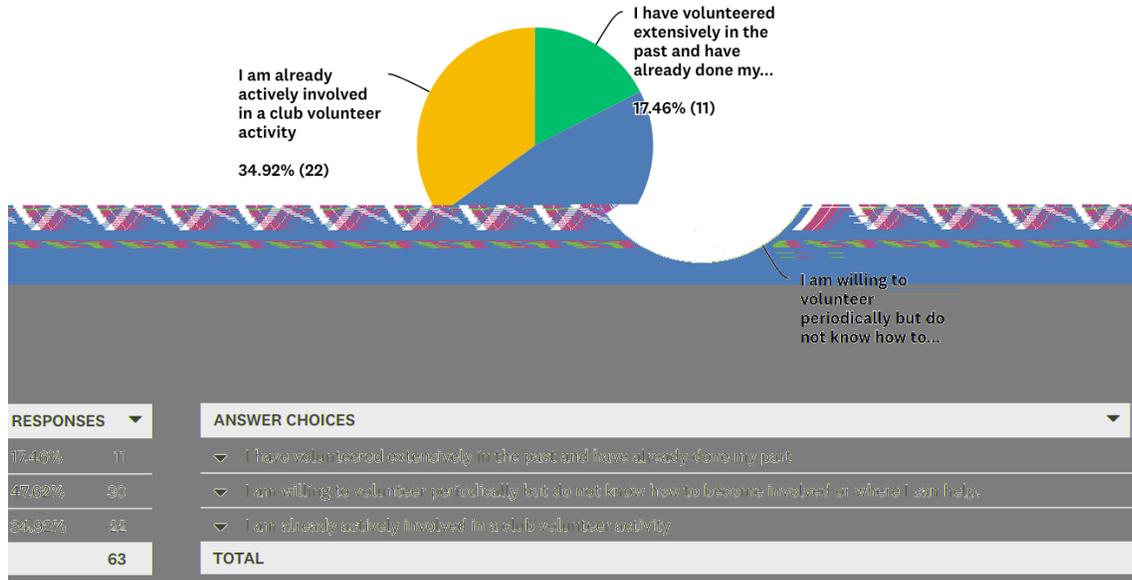
Answered: 78 Skipped: 0

65% of the respondents selected Important or Very Important

	DOES NOT MATTER AT ALL	NOT A PRIORITY	NEUTRAL	IMPORTANT	VERY IMPORTANT	TOTAL	WEIGHTED AVERAGE
clubhouse.	6.41% 5	33.33% 26	34.62% 27	20.51% 16	5.13% 4	78	2.85
docks by improving stability and appearance	2.56% 2	8.97% 7	24.36% 19	39.74% 31	24.36% 19	78	3.74
pilings	3.95% 3	10.53% 8	25.00% 19	39.47% 30	21.05% 16	76	3.63
breakwater for protection of the harbour	5.06% 4	20.25% 16	31.65% 25	31.65% 25	11.39% 9	79	3.24
electrical system capacity at the docks	11.54% 9	32.05% 25	35.90% 28	14.10% 11	6.41% 5	78	2.72
sailing school fleet (Opti's, 420's)	13.92% 11	24.05% 19	30.38% 24	22.78% 18	8.86% 7	79	2.89
Adding parking capacity	12.66% 10	30.38% 24	30.38% 24	24.05% 19	2.53% 2	79	2.73
Adding equipment such as a marine travel lift to simplify launch and haul.	15.38% 12	28.21% 22	19.23% 15	33.33% 26	3.85% 3	78	2.82
Adding fuel docks	27.40% 20	27.40% 20	13.70% 10	24.66% 18	6.85% 5	73	2.56
bar and restaurant for members	27.63% 21	21.05% 16	30.26% 23	17.11% 13	3.95% 3	76	2.49

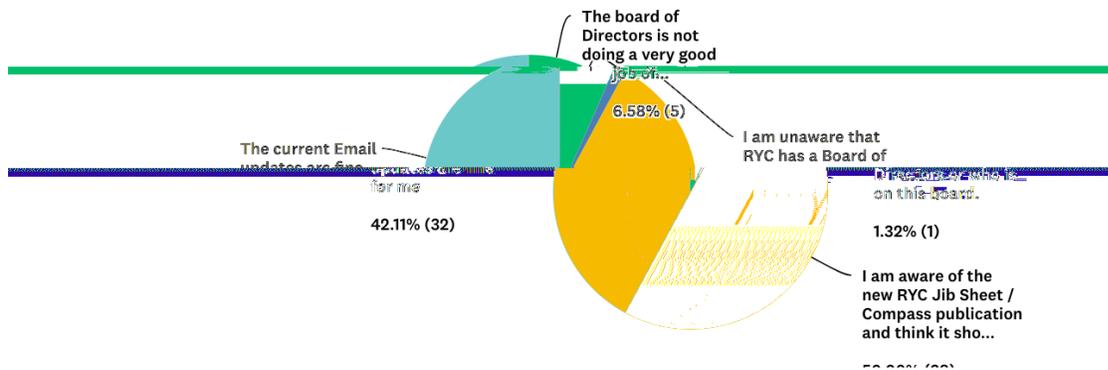
## Regarding Volunteering at the club which statement best describes your belief?

Answered: 63 Skipped: 15



## Which statement best describes the Communication from the RYC Board of Directors

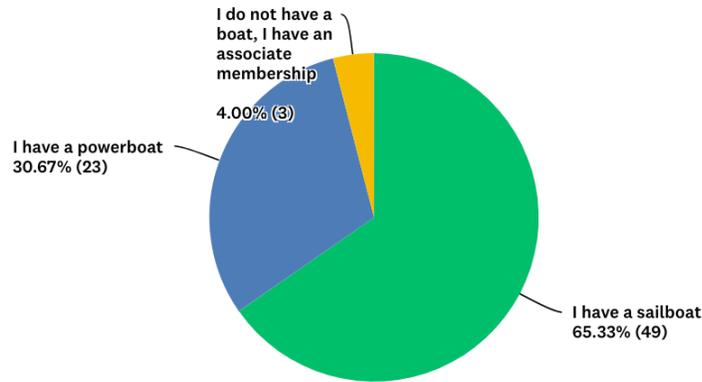
Answered: 76 Skipped: 2



RESPONSES	ANSWER CHOICES
6.58% 5	The board of Directors is not doing a very good job of communicating.
1.32% 1	I am unaware that RYC has a Board of Directors or who is on this board.
50.00% 38	I am aware of the new RYC Jib Sheet / Compass publication and think it should be continued.
42.11% 32	The current Email updates are fine for me
0.00% 0	I receive too many emails from RYC already
<b>76</b>	<b>TOTAL</b>

## What type of boat do you have at the club?

Answered: 75 Skipped: 2



ANSWER CHOICES	RESPONSES
▼ I have a sailboat	65.33% 49
▼ I have a powerboat	30.67% 23
▼ I do not have a boat, I have an associate membership	4.00% 3
<b>TOTAL</b>	<b>75</b>

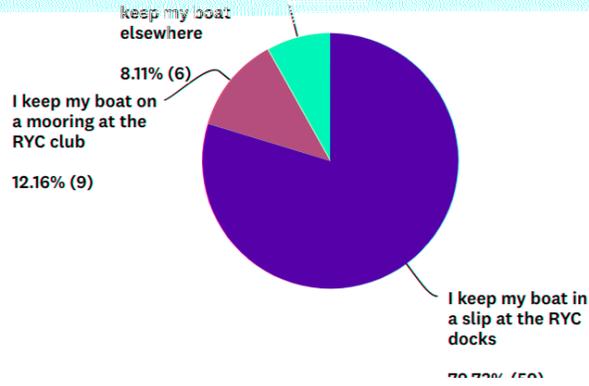
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## Where do you keep our boat moored?

Answered: 74 Skipped: 3

I am a member but



ANSWER CHOICES	RESPONSES
▼ I keep my boat in a slip at the RYC docks	79.73% 59
▼ I keep my boat on a mooring at the RYC club	12.16% 9
▼ I am a member but keep my boat elsewhere	8.11% 6
<b>TOTAL</b>	<b>74</b>