

2016 Membership Satisfaction Survey Summary

Last Revised: June 13, 2016

Completion

- There were a total of 175 members that completed the survey.
- 37/49 teams had at least one member complete the survey.
- 12/49 teams did not have anyone complete the survey.

General Information

- The majority of members have been playing in our league for 3 or more years (63.4%)
- Location, umpires provided, and scheduling are the three top reasons people choose to play and stay with FSMSPA. Field quality and cost were also important.

Field Quality

- Overall ranking: 4/5
- Majority (80.2%) would prefer to upgrade our existing diamonds before building new diamonds
- Potential upgrades were ranked in order of importance as follows:
 - 1 - Better maintenance on outfield grass
 - 2 - Remove grass infield
 - 3 - Irrigation System
 - 4 - Lights

Facility Quality

- Overall ranking: 3/5
- There was an overwhelming demand for permanent washrooms
- Potential upgrades were ranked in order of importance as follows:
 - 1 - Permanent washrooms
 - 2 - Concession
 - 3 - Beer Gardens

Communication Quality

- Overall ranking: 4/5
- Team rep is the main source of communication
- All methods appear to be used, with the most popular being email, Facebook, and the website
- 49.7% of respondents said that Twitter was their least used form of communication
- Overall feedback was positive. We have already implemented some of the suggestions - private Facebook group for members, and texts for rainouts.
- Additional suggestions included a posting board at the diamonds, newsletters, option to download the schedule straight to smartphones, emails sent out when website is updated, email list for all members

League Operation Quality

- Overall ranking: 4/5
- There appears to be a split between people wanting to keep everything as is, and others wanting a longer season (hopefully fall league will help with this)
- ~1/3 of respondents would like to be guaranteed two games per week
- 28.2% of respondents were interested in more league tournaments throughout the season
- 98.3% of respondents prefer hiring umpires versus self umping
- Overall feedback was positive on umpires, and our members are happy to have them. Some suggestions included greater consistency among umpires (rules, effort, and attitude) and the possibility of providing feedback on specific umpires.

Overall Satisfaction

- Overall ranking: 4/5 (no one gave a ranking of 1 or 2!)
- Facilities were ranked as our number one concern when it comes to upgrades, with fields close behind.
- The respondents were split 50/50 on wanting to fundraise
- 74.3% of respondents would be willing to pay slightly increased fees
- 62% of respondents would be willing to volunteer more to help make these upgrades a reality, with 15.5% offering services including
 - Equipment
 - Electrical
 - Carpentry skills and general labour
 - Design for permanent washrooms from a civil engineer