

### Executive Summary

The following are the results of the survey from the 2017 Fall Rally in Branson, MO. 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 Rally Master Allen Jackson.

We received 17 completed surveys. 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 Monaco America needs to focus on Seminars and Vendors while maintaining a high quality in the other areas. For those questions with a selection of 5 to 1 and N/A, the assessment is divided into 2 parts for each question. The 5 and 4 responses are considered positive, and the 3, 4, 5 and N/A responses are group as possibly needing work. For example: the question “Were you satisfied with the menu” showed a positive response in 93.75% of the surveys while 6.25% of surveys showed needing work.

### Numerical Results

Question	Selection	Counts	Percentage	Assessment
Have you attended more than 4 Monaco America rallies?	No	5	29.41%	
Do you plan to participate in future Monaco America Rallies?	Yes	17	100.00%	
Were you satisfied with the destination and date choice of this rally?	5	15	88.2%	100.00%
	4	2	11.8%	
	3	0	0.0%	0.00%
	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	6	35.3%	82.35%
	4	8	47.1%	
	3	3	17.6%	17.65%
	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	14	82.4%	100.00%
	4	3	17.6%	
	3	0	0.0%	0.00%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	

Question	Selection	Counts	Percentage	Assessment
Were you satisfied with the menu?	5	8	47.1%	94.12%
	4	8	47.1%	
	3	1	5.9%	5.88%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	
Were you satisfied with the facilities?	5	6	35.3%	94.12%
	4	10	58.8%	
	3	1	5.9%	5.88%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	
Were you satisfied with the RV Park?	5	5	29.4%	94.12%
	4	11	64.7%	
	3	1	5.9%	5.88%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	
Did the planned entertainment meet your expectations?	5	13	76.5%	100.00%
	4	4	23.5%	0.00%
	3	0	0.0%	
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	
Did the seminars meet your expectations?	5	7	41.2%	70.59%
	4	5	29.4%	
	3	3	17.6%	29.41%
	2	2	11.8%	
	1	0	0.0%	
	N/A	2	11.8%	
Did the vendors meet your expectations?	5	4	23.5%	58.82%
	4	6	35.3%	
	3	3	17.6%	41.18%
	2	2	11.8%	
	1	0	0.0%	
	N/A	2	11.8%	

## Written Comment

I normally group a written comment into one of the 11 categories shown below:

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

From the Branson surveys, I have categorized at least one comment into each of the above categories. Comments, that I felt touched multiple categories, were placed in the "General" category. Overall the comments are as written. There was a total of 45 comments.

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

Category	Comment
Activities	Maybe more female activities. A game day night might be fun (this might include men if interested.)
	More round table discussions re: issues & tips with RV's
	Evening entertainment such as bingo might be tried or a fun movie.
	I understand that you sometimes have a craft day- might be a nice thing.
	Depending on the location of the rally, the club might want to consider activities such as: Jeep runs, Gun ranges (if known in advance), Antique Shopping/lunch, Game nights, etc.
Bar	Observation: Only about half the people had drinks.
	Discontinue open bar- BYOB just have set ups etc.
	One method of cutting costs - not have free liquor. 1 Perhaps have a donation bucket 2 Furnish only Set ups with BYOB 3 Everyone bring what every they want.
Catering/Food	Please for breakfast - have hot water for tea
	Did not think that the food was very good. - too much fried &/or greasy food. (2)
Entertainment	Monday night entertainment was excellent.
Facility/Location	The campground policy that forced the social hour to after the evening meal was not conducive to the socializing, we're accustomed and enjoy.
	The only problem I had was no restrooms in the pavilion
	The ABC staff did a very good job
	Camp sites unlevel
	RV park control seemed more than usual (not our problem).
	Acoustics were bad in main building but happy with park
General	Do one breakfast the morning of the General Meeting.
	We support the "new way" (i.e., not having to pay for next rally prior to drawing) for selecting a winner for the free ride.

Category	Comment
	We need to go back to having a Ladies Real Tea
	Loved the friendly atmosphere. We felt welcome from the 1st meeting. We liked the group and people- look forward to another rally in the future. (2)
	Happy hour before dinner with some way to encourage people to mingle rather than just sitting at tables (crazy hat contest)
Recognition	Overall, we enjoyed the rally! Lot of work goes into putting on a successful rally. Thanks to all! (5)
Schedule	Wish that the entertainment had been broken up to use at least 2 days rather than 3 events in one day. (2)
	5:00 PM is too early to eat.
	Prefer social time before meal but understand why the change. (2)
Suggestion/Improvement	Maybe we all do not need full hook-ups? Maybe 30 AMPs or maybe no hook-ups - Dry Camping. This might help cost of rallies. Some campgrounds would have dry camping available. Rallies at fairgrounds etc. FMCA rallies are usually 3-4 days and no-hookups. (2)
	Have at least one simpler meal such as Hamburgers-hot dogs- taco salad.
	We think it would be better to introduce "First Timers" earlier in the week. As a 1st timer I didn't have a clue who was new or "regular"
	We felt there was a lot of reputation in the general meeting. Seems this could be condensed into one meeting.
	I would like to see no free camping until the rally breaks even. Then, it should be given out to someone who has already paid their money and registered. Drawing before is not an incentive to register and pay. It is only an incentive to say you may go. A rebate could be given to the winner at the rally after the rally begins. It would be interesting to see if the names put in for the free drawing actually attended the rally.
	Evening when there are no activities scheduled after dinner, make it a game night where people bring their favorite game to share.
	A table with puzzles to work on during rally when have nothing else to do
	Parade of RVs - tour - visit coaches to see what others have done inside/basements. For those who want to participate.
Seminar	More seminars like how to play games, crafts, etc.
Vendor	Need more vendors but the one that was here was very good and very informative.
	Loved the coach wash/wax company and service.