

Executive Summary

The following are the results of the survey from the 2018 Spring Rally in Mineola, TX. 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 19 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 we at Monaco America need to focus on Seminars/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 grouped as possibly needing work. For example: the question “Were you satisfied with the menu” showed a positive response in 78.95% of the surveys while 21.05% of surveys showed needing work.

Numerical Results

Question	Selection	Counts	Percentage	Assessment
Have you attended more than 4 Monaco America rallies?	No	5	26.32%	
Do you plan to participate in future Monaco America Rallies?	Yes	19	100.00%	
Were you satisfied with the destination and date choice of this rally?	5	17	89.5%	100.00%
	4	2	10.5%	
	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	12	63.2%	100.00%
	4	7	36.8%	
	3	0	0.0%	0.00%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	
Were you satisfied with the number of meals provided in the rally fee?	5	13	68.4%	89.47%
	4	4	21.1%	
	3	1	5.3%	10.53%
	2	1	5.3%	
	1	0	0.0%	
	N/A	0	0.0%	
Were you satisfied with the menu?	5	8	42.1%	78.95%
	4	7	36.8%	
	3	3	15.8%	21.05%
	2	1	5.3%	
	1	0	0.0%	
	N/A	0	0.0%	

Were you satisfied with the facilities?	5	18	94.7%	94.74%
	4	0	0.0%	
	3	0	0.0%	0.00%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	
Were you satisfied with the RV Park?	5	18	94.7%	100.00%
	4	1	5.3%	
	3	0	0.0%	0.00%
	2	0	0.0%	
	1	0	0.0%	
	N/A	0	0.0%	
Did the planned entertainment meet your expectations?	5	13	68.4%	84.21%
	4	3	15.8%	
	3	0	0.0%	15.79%
	2	1	5.3%	
	1	0	0.0%	
	N/A	2	10.5%	
Did the seminars meet your expectations?	5	2	10.5%	36.84%
	4	5	26.3%	
	3	6	31.6%	52.63%
	2	0	0.0%	
	1	0	0.0%	
	N/A	4	21.1%	
Did the vendors meet your expectations?	5	0	0.0%	5.26%
	4	1	5.3%	
	3	0	0.0%	84.21%
	2	0	0.0%	
	1	1	5.3%	
	N/A	15	78.9%	

Written Comment

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

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

Please note that some of the groups have been renamed to better align with the comments.

From the Mineola surveys, I have categorized the comments into those highlighted in yellow. Comments, that I felt touched multiple categories, were placed in the "General" category or I took the liberty of splitting the comment. Overall the comments are as written. There was a total of 60 comments.

I did some wordsmithing here and there, and have combined similar comments into one (i.e., the number inside the parenthesis).

Category	Comment
Activities	Card bingo was different and a lot of fun! Needs to be played every rally! (6)
	The skillet toss was fun, and a lot of people came. Great choice. (3)
Bar	Please don't get flavored gin for gin and tonics- not good at all!!
	It would be nice if a little better quality of liquor was provided at Happy Hour. The "Rot Gut" provided now is not enjoyable,
Catering/Food	Enjoyed the meal cooked by the board.
	Meals were super - all of them (4)
Entertainment	Two nights of entertainment would have been nice.
	"Shake Rattle Roll" best entertainment. It was one of the best we have ever had at a rally. (3)
Facility/Location	Great little town
	The office people excellent to work with.
	Facility was super - Good parking, clean, quiet, local security coming thru. (4)
General	We really enjoyed the small tables of 6
	Wonderful/awesome rally, the company can't be beat! (7)
	Three or Four days for the rally was OK but arriving 3 days ahead was much nicer for us to meet and spend time with folks, if possible, coordinate with the facility to allow early and late reservations. Like in Mineola.
	Very organized - A friendly social group
Recognition	Thanks to all who worked so hard to put this together. Great job!! (2)
	Thanks again to Peggy for crafts.
	Thanks to Neil and Peggy for all the planning.
Schedule	Noon cookout and Ice Cream Social not on same day

Category	Comment
	Devotion time is a great improvement 4:15 Suggest starting the entertainment earlier- as dinner hour closes Do the ice cream social and cookout together if you are having a cookout.
Suggestion/Improvement	Like the smaller breakfast - also could have ice cream social the same day Could plan on coming back here to Mineola park. Great place. Maybe could get an RV dealer in the area to talk to us about RV trends and new RV stuff available Local activities in town other than meals Competition between club members possibly through card games, board games, etc. or scavenger hunt. Local Organization/Historian to come in and provide Information/history and/or stories of the area (like the mayor did, but more details.) (2) Raffle table (or opportunity table to keep it legal) with prizes or just a 50/50 raffle. Possibly arrange for a local RV repair facility to have a technician to come around for minor repairs. Of course, this would be service where he could charge for his service/parts. Maybe a game night or maybe have people bring board games to share. Garage sale unnecessary, Would it be possible to schedule a rally with another club but set aside time for each group to meet? Might allow us to get vendors to attend (or sponsor) Have some rallies North and West.
Seminar	Liked police seminar.