

SURVEY RESULTS FROM THE FMCA NORTHWEST AREA RALLY
ALBANY, OREGON
June 4-7, 2009

Returned Surveys- 139
Last Year Returned Surveys – 138

Based on 1- 10 answers. 10 being excellent and 1 being poor. Last column indicates survey marked not applicable.

QUESTIONS	ANSWERS			
	10, 9, 8, 7	6, 5, 4	3, 2, 1	n/a
1. Have you enjoyed the rally?	91%	6%	1%	2%
2. Did you enjoy the entertainment?				
Friday evening	85%	7%	2%	6%
Saturday evening	53%	9%	11%	27%
3. Did you attend any of the seminars?	71%	3%	2%	24%
Total attended 504 as shown on survey forms				
4. Did you enjoy the meals?	91%	7%	0%	2%
5. Was there enough variety of Vendors?	74%	13%	4%	9%
6. Did you feel there was a good selection of display coaches?	73%	15%	2%	9%
7. Do you have a computer?	95%	4%	1%	
Do you use e-mail?	88%	10%	2%	
Have you clicked http://www.fmcanw.org?	55%	43%	2%	
(Northwest Website)				

ADDITIONAL COMMENTS:

FOOD: Good food except chicken fried steak.
Furnish plates and utensils; I would rather pay more than to have to bring my own.
Excellent food and wonderful volunteers.
Don't have the same breakfast menu everyday.
Provide plates, silverware, and coffee cups.

Not as hot as it should have been.
Where were the lunch cart people the first couple of days?
Food was better at past rallies.... We missed choices of cereal and sweet rolls.
Have more than one coffee location.
Open food snack bar on first day.
Remind attendees that servers are volunteers and only following caterer's directions.
Don't let people in the dining room early.
Food servers were great.
Meals by table numbers worked well.
Need hot water and tea bags for breakfast and dinner.

PARKING:

Didn't like nose to nose parking on grass, too close and too many generators running.
Park the people who keep generators on all day together.
Need a NO generator area.
Need an area for rare generator use.
Insist that people unhook their tow car before getting to parking place.
Parkers were friendly.
Coaches in front parked too close together.
We came as a group but parker wouldn't listen to us and we got separated.
You need parking crew on first day of rally.

TRAMS:

Tram people get a 10.
Trams were excellent!
Kudos to transportation, they were waiting at 6:15am to take us to serve.
Trams appeared not as well organized as in past years.
Have trams drive down the rows, not just on the ends.

VENDORS:

Vendor that has more outside patio type accessories.
Need more vendors.
Solar vendor needed.
Vendor hours were too short.
Vendors should open earlier, right after breakfast.

ENTERTAINMENT:

Not too good this year
Please dim lights during entertainment.
Saturday entertainer was way too old and out of touch.
Don't bring in headliners (?) whose career peaked 30+ years ago.
Saturday night, he did too much self promotion.
Saturday entertainer was too conceited and into himself!
Two nights of "entertainment" instead of music would be better.
Need more Activities like bicycling, bocce ball and more things like the wet T shirt, more attendee involvement.
Saturday entertainment dragged and many people left.
Enjoyed Wednesday entertainment, campfire and sing along.
Need more up beat entertainment; baby boomers like to hear some of our music.

BREAKFAST HOUR:

Update the type of music if you want younger RVers to join FMCA.
Need better sound system, they could not hear each other or be heard.
It was way too loud, couldn't talk around our table. We left.

RED HAT LUNCHEON:

Need more food, should not have to go through the line twice to get enough.

CHAPTER FAIR:

Should be kept up through the Ice Cream Social.
What time was set up started? I got there at 9am and all tables were taken.

DISPLAY COACHES:

Need more gas and less expensive models.
Let other dealers in.
More variety on coaches.
More mid size coaches (33-38 feet) please.
Some of us don't want 40 foot coaches.
Need more dealers.
Bring more makes.
Not enough selection, only one dealer.

PARADE:

Need better prizes for parade.
Needed a staging area and route.

50/50 and DOOR PRIZES:

No comments.

REGISTRATION:

Control the welcome bags better, people were allowed to go through them and take things out that they wanted.
Registration was a disappointment.
Suggestion: on the registration form put an area for membership in service organizations and then mark tables for those organizations at breakfast so we can meet.

INFORMATION:

Good selection of information except put out more on Washington State and Canada.
Would be nice to have a bulletin board.

SEMINARS:

How about a seminar on how to pack our motor homes?
How about a seminar on how to use the appliances?
Need seminar on driving and safety for RV drivers.
Disappointed there was no computer workshop on WIFI.
Massage seminar was good for our age group.
Need time between seminars.
Don't schedule seminars at the same time as the parade.
"What's new at FMCA" was great.
Seminars start & stop at same time, need 15 minutes between.
Outstanding selection of seminar topics.
Lacking in new information, so we don't attend them.
How about contacting local writers to review their books and tell us how to write our own book.
Repeat some more popular seminars on different days.
Need a how to use your convection oven seminar.
How about a seminar on organizing in a small space?
Driving a coach for the 1st time.
More vendors for women.
Need Cummins, Cat, inverters, towing and solar panel seminars.

CRAFTS:

More quilting classes.
Wired spoon and sparkle T shirt EXCELLENT!
Album class was nothing but a sales pitch.
What about having a daily craft/sewing circle, where ladies could meet to do own projects and share ideas.

PROGRAM BOOK:

Excellent, easy to read, we patronized one advertiser.

SWAP MEET:

Liked where it was held this year.
Good location in the Willamette Center.

PETS:

No comments.

VENDORS COMMENTS:

No comments.

GENERAL COMMENTS & SUGGESTION:

Generators should run until 10:00pm, make exhaust stack pipes mandatory.
Have a NO generator area, for people with breathing problems.
Thank you to all the volunteers for a good job.
Liked all the enthusiasm.
Beautiful facilities and great meal service.
Start things on time.
Would like to see more recycling done.
Singles tables needed, maybe special interest tables, i.e. Elks, Rotary etc.
Remove all Christian material, have a moment of silence before each meal so people can give personal thanks.
Need more golf carts.
Do not allow people to save tables for a big group.
Limit talking on PA system at meal time.
Liked the presence of local law enforcement in evening.
Good value for our money.
If you didn't provide meals, there would be greater impact on the local economy.
Men's showers were just as dirty as they were last year.
Should have had coffee at the business meeting.
Atmosphere great, food excellent, seminars good.
Too much introduction of officers, too much patting each others backs.
MC should be limited to 500 words, too cutesie.
Good to see Connie & Corbett sitting with others and I told her so.
Generator hours should be 6:30am until 10:00pm.
We couldn't believe that you let Guaranty serve beer at an FMCA rally, disappointing.
Don't have all officers sit at reserved tables; we could learn more about their duties if they sat at other tables.
As food servers, we would rather have people come in 15 minutes before meals.
Let people come in and sit down instead of waiting in hallway.
We appreciated Connie and the other Area VP's making the effort to be here.

OTHER COMMENTS:

Kudos to Linn County..great facility.
PLEASE look into a substitute for MEDEX, please look into administrative accountability, please do not raise dues, we love FMCA and will help to make it grow, if administration is fiscally responsible.
Best part of rally is seeing friends, old and new.
Andy & Arvin did a great job of everything.
Good Job everyone involved!