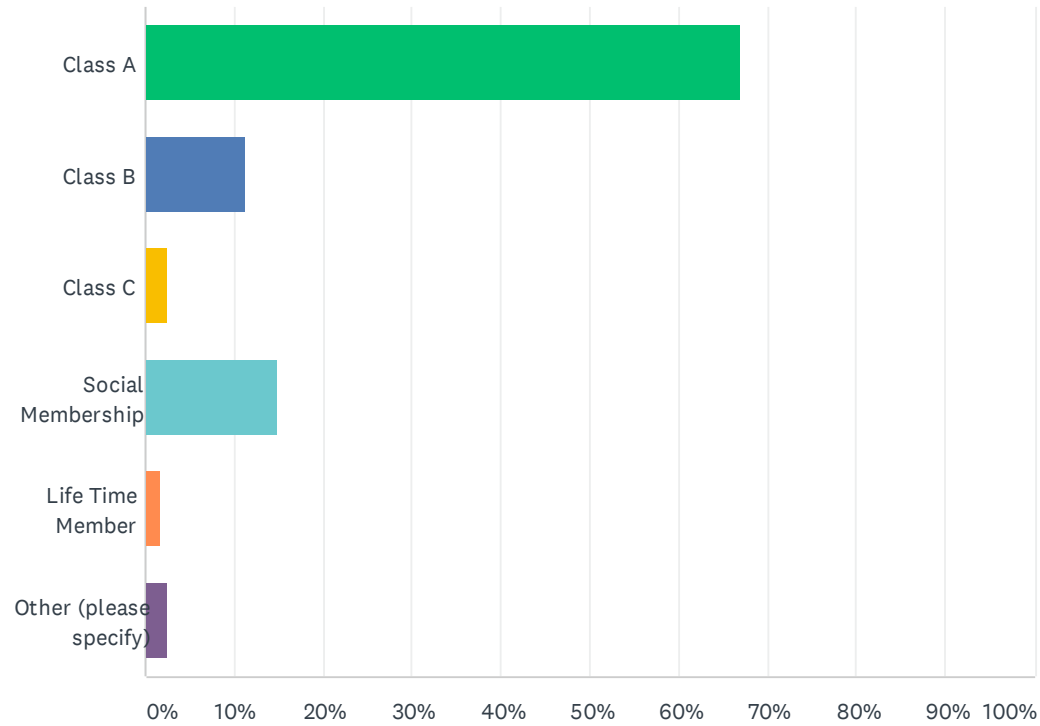


## Q1 Please tell us the type of Membership you hold:

Answered: 115 Skipped: 0

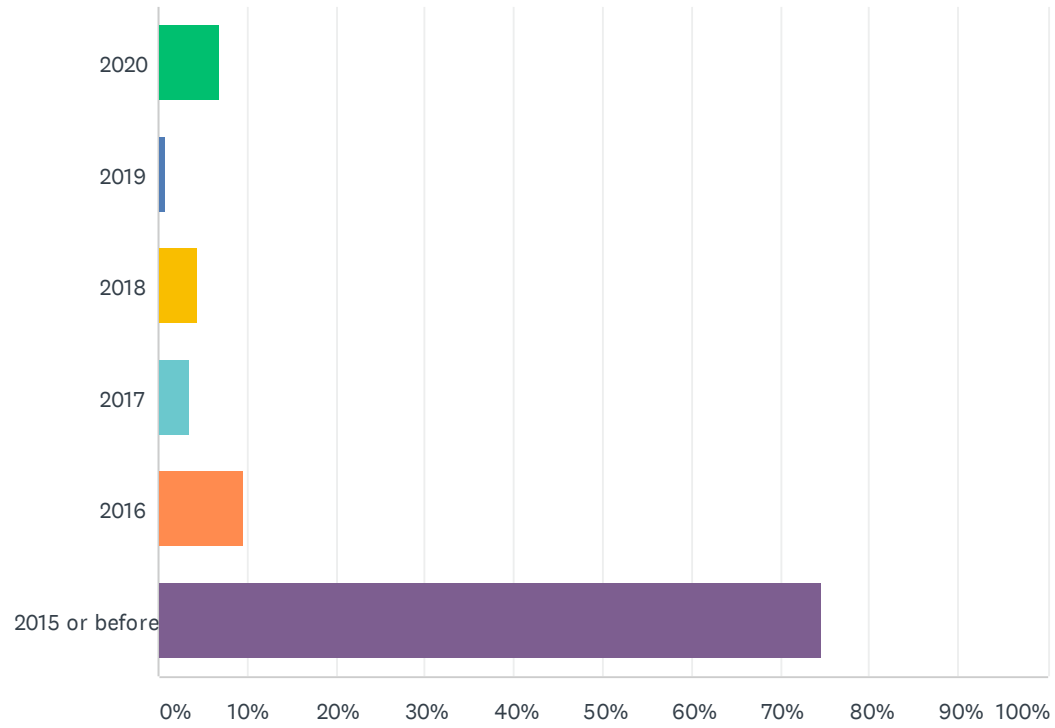


Regina Beach Yacht Club Membership Survey (2020 Season)

ANSWER CHOICES	RESPONSES	
Class A	66.96%	77
Class B	11.30%	13
Class C	2.61%	3
Social Membership	14.78%	17
Life Time Member	1.74%	2
Other (please specify)	2.61%	3
<b>TOTAL</b>		<b>115</b>

## Q2 I have been a member since:

Answered: 115 Skipped: 0

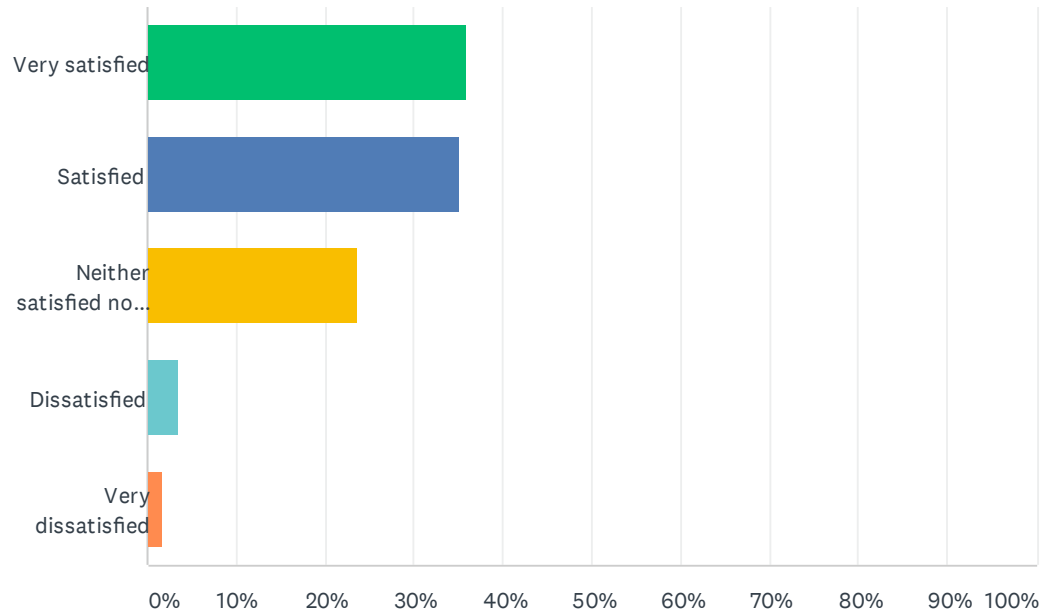


Regina Beach Yacht Club Membership Survey (2020 Season)

ANSWER CHOICES	RESPONSES	
2020	6.96%	8
2019	0.87%	1
2018	4.35%	5
2017	3.48%	4
2016	9.57%	11
2015 or before	74.78%	86
TOTAL		115

Q3 As COVID-19 restrictions prevented the Upper Deck from opening this season the Board decided to utilize a variety of food trucks. Please tell us how satisfied you were with this as an alternative to the Upper Deck given COVID-19 restrictions.

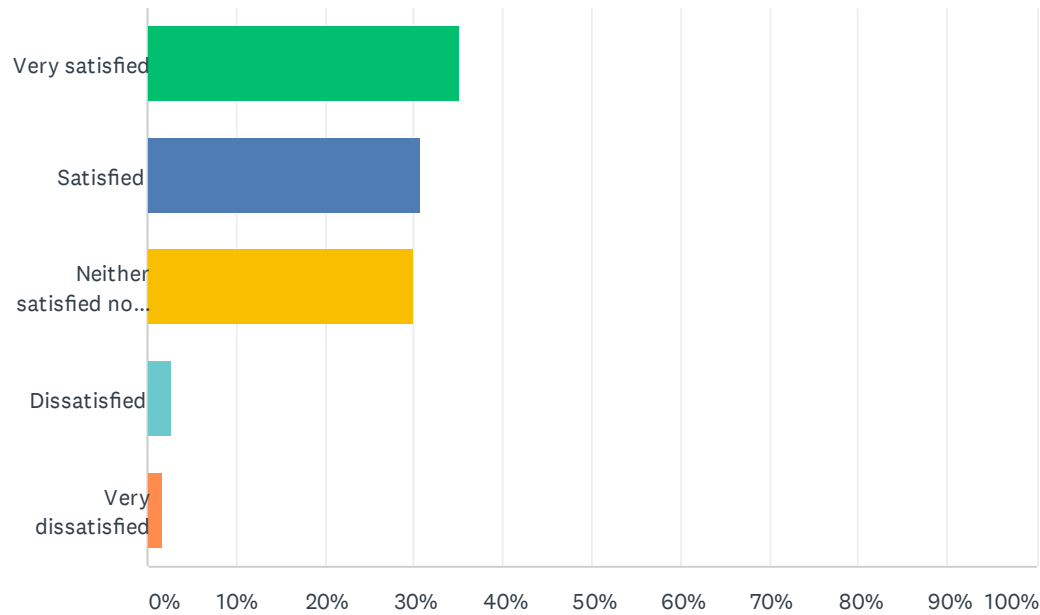
Answered: 114 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	35.96%	41
Satisfied	35.09%	40
Neither satisfied nor dissatisfied	23.68%	27
Dissatisfied	3.51%	4
Very dissatisfied	1.75%	2
<b>TOTAL</b>		<b>114</b>

Q4 As COVID-19 restrictions prevented the Upper Deck from opening this season the Board decided to utilize Sam and Denny to provide beverage services while the food trucks were on premise. Please tell us how satisfied you were with this as an alternative to the traditional bar service the Yacht Club provides given the restrictions.

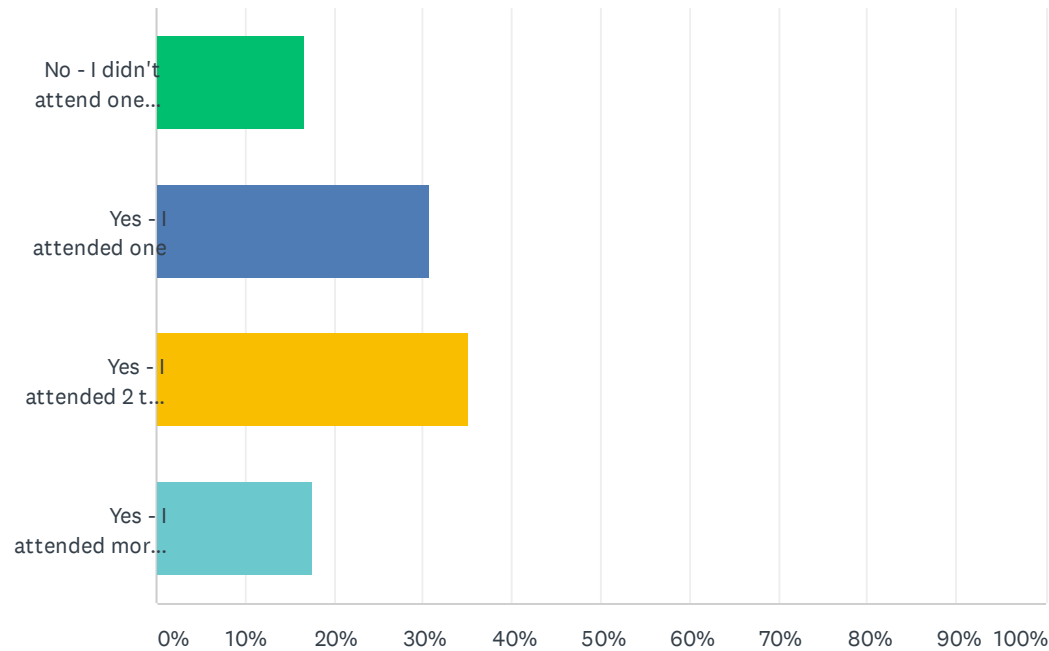
Answered: 114 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	35.09%	40
Satisfied	30.70%	35
Neither satisfied nor dissatisfied	29.82%	34
Dissatisfied	2.63%	3
Very dissatisfied	1.75%	2
<b>TOTAL</b>		<b>114</b>

Q5 There were several informal events held for members throughout the season. These events included food trucks & bar service, kid's activities, August long weekend fireworks, and finally an end of summer wrap up that included a kid's hot dog roast and live music. Did you attend any of these member events this season?

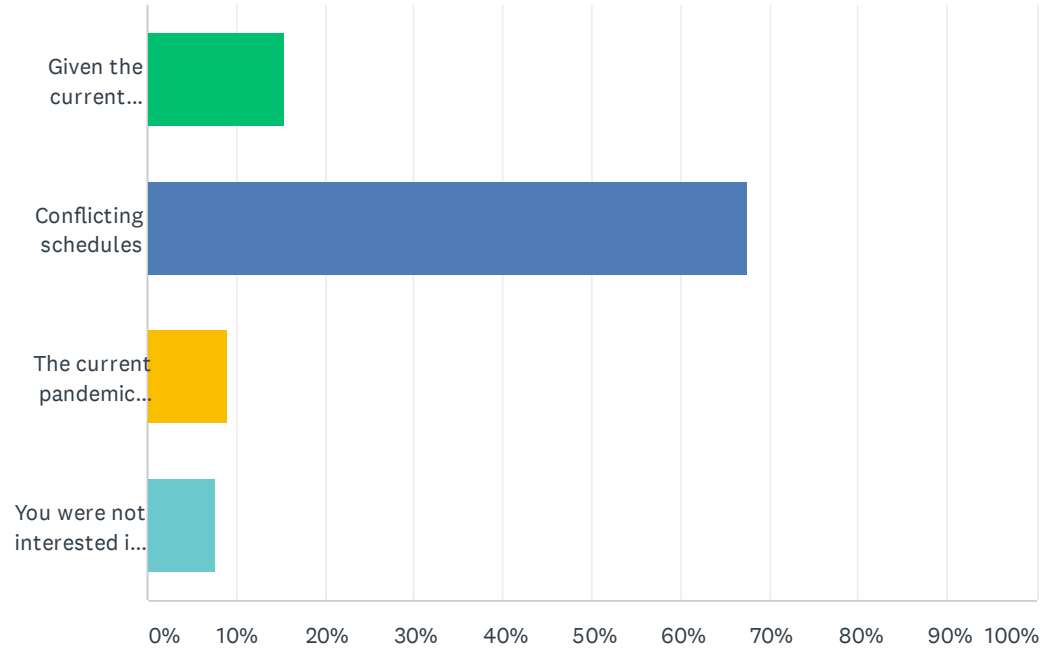
Answered: 114 Skipped: 1



ANSWER CHOICES	RESPONSES	
No - I didn't attend one event	16.67%	19
Yes - I attended one	30.70%	35
Yes - I attended 2 to 3 events	35.09%	40
Yes - I attended more than 3 events	17.54%	20
<b>TOTAL</b>		<b>114</b>

## Q6 If you were unable to attend any of the events this season, please tell us why you were unable to participate?

Answered: 77 Skipped: 38

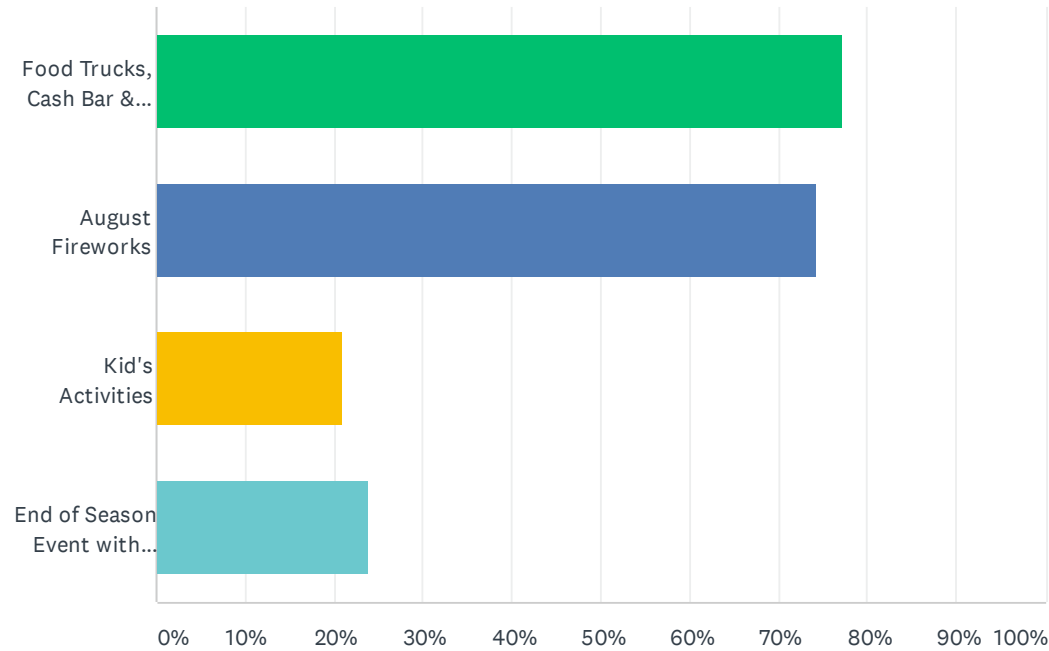


ANSWER CHOICES	RESPONSES	
Given the current pandemic you were not comfortable socializing with people outside of your bubble	15.58%	12
Conflicting schedules	67.53%	52
The current pandemic prevented you from spending time at the Yacht Club (travel restrictions, work arrangements etc)	9.09%	7
You were not interested in the events offered	7.79%	6
<b>TOTAL</b>		<b>77</b>



Q7 If you were able to attend some of the events please tell us which you enjoyed (you can select more than one):

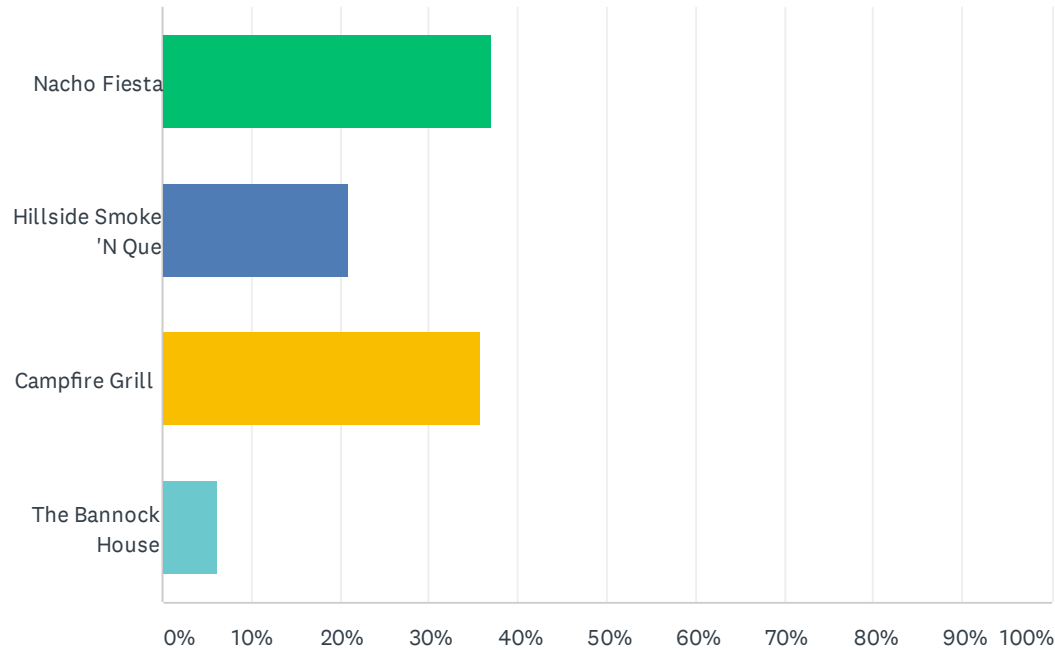
Answered: 105 Skipped: 10



ANSWER CHOICES	RESPONSES	
Food Trucks, Cash Bar & Music	77.14%	81
August Fireworks	74.29%	78
Kid's Activities	20.95%	22
End of Season Event with Kid's Hot dog Roast & Live Music	23.81%	25
Total Respondents: 105		

Q8 If you were able to visit one of the food trucks, please tell us which you enjoyed most:

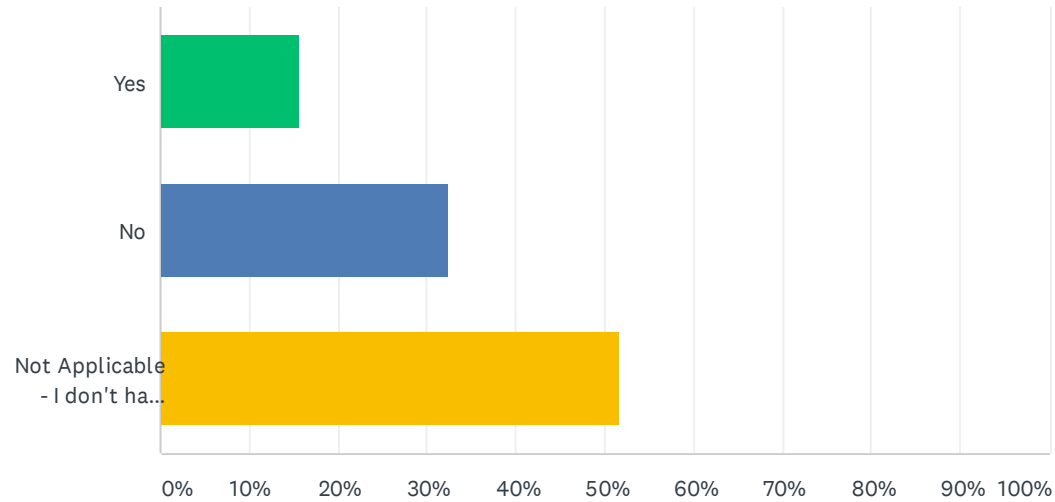
Answered: 81 Skipped: 34



ANSWER CHOICES	RESPONSES	
Nacho Fiesta	37.04%	30
Hillside Smoke 'N Que	20.99%	17
Campfire Grill	35.80%	29
The Bannock House	6.17%	5
<b>TOTAL</b>		<b>81</b>

### Q9 Did your children attend any of the Kids Club events organized by Susie?

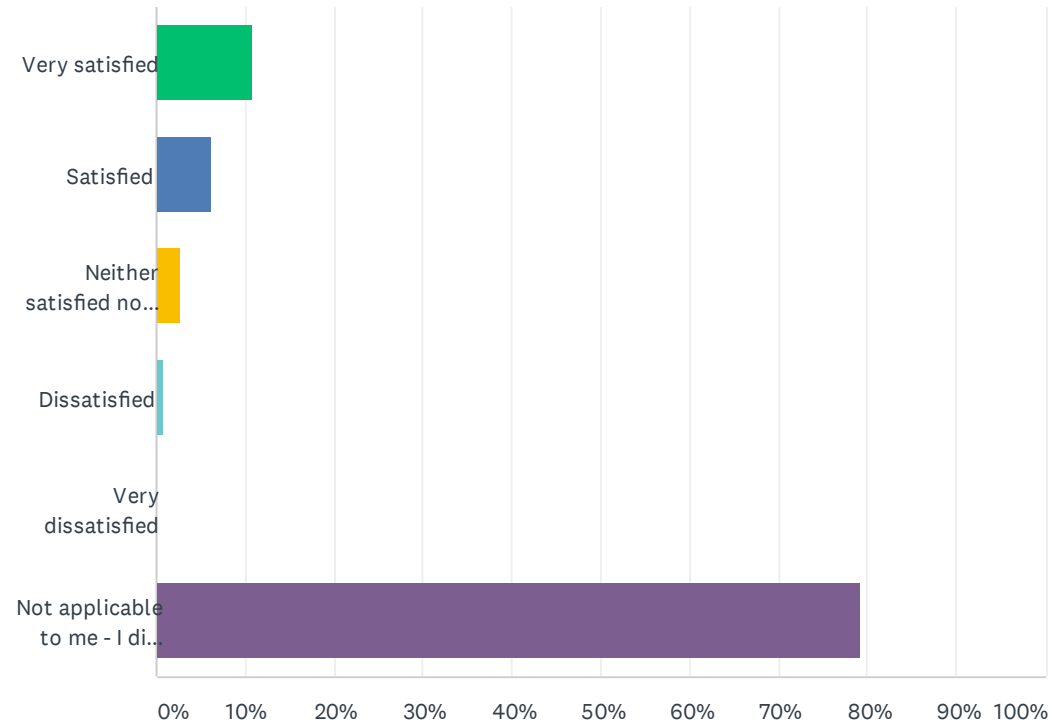
Answered: 114 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	15.79%	18
No	32.46%	37
Not Applicable - I don't have children or my children are grown	51.75%	59
<b>TOTAL</b>		<b>114</b>

### Q10 Please rate the overall quality of the Kids Club program by telling us how satisfied you were with this service:

Answered: 111 Skipped: 4

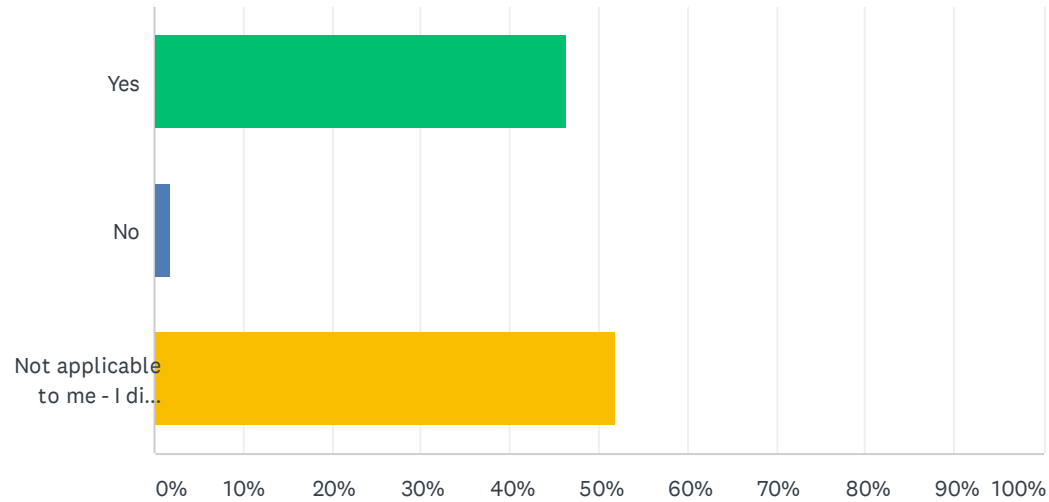


Regina Beach Yacht Club Membership Survey (2020 Season)

ANSWER CHOICES	RESPONSES	
Very satisfied	10.81%	12
Satisfied	6.31%	7
Neither satisfied nor dissatisfied	2.70%	3
Dissatisfied	0.90%	1
Very dissatisfied	0.00%	0
Not applicable to me - I did not utilize this program	79.28%	88
TOTAL		111

### Q11 Would you like to see the Kid's Club program offered again?

Answered: 112 Skipped: 3



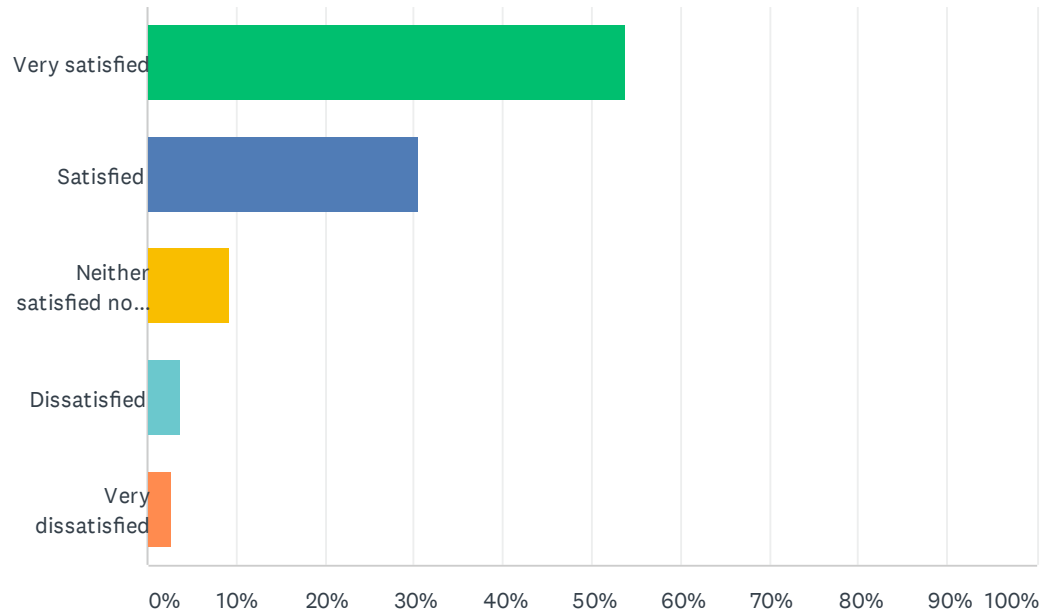
ANSWER CHOICES	RESPONSES	
Yes	46.43%	52
No	1.79%	2
Not applicable to me - I did not utilize this program	51.79%	58
<b>TOTAL</b>		<b>112</b>

Q12 Given the current COVID-19 restrictions and pandemic environment, is there anything we could have done differently as it relates to food, beverages and events?

Answered: 60 Skipped: 55

Q13 For the 2020 season, the RBYC Board engaged Dan Arsenault & Teresa Trakalo to manage the Club. Reflecting back on the 2020 boating season, please rate your overall experience at the Yacht Club in terms of marina services and operations. Would you say that you were...

Answered: 108 Skipped: 7

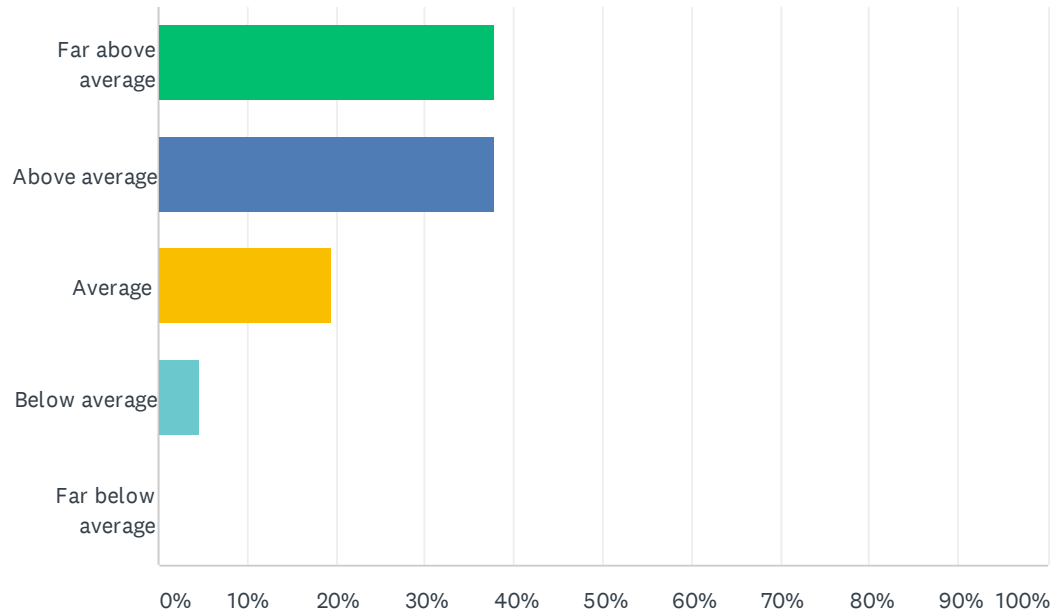


ANSWER CHOICES	RESPONSES	
Very satisfied	53.70%	58
Satisfied	30.56%	33
Neither satisfied nor dissatisfied	9.26%	10
Dissatisfied	3.70%	4
Very dissatisfied	2.78%	3
<b>TOTAL</b>		<b>108</b>



### Q14 How would you rate your overall experience with and level of customer service received from Dan Arsenault?

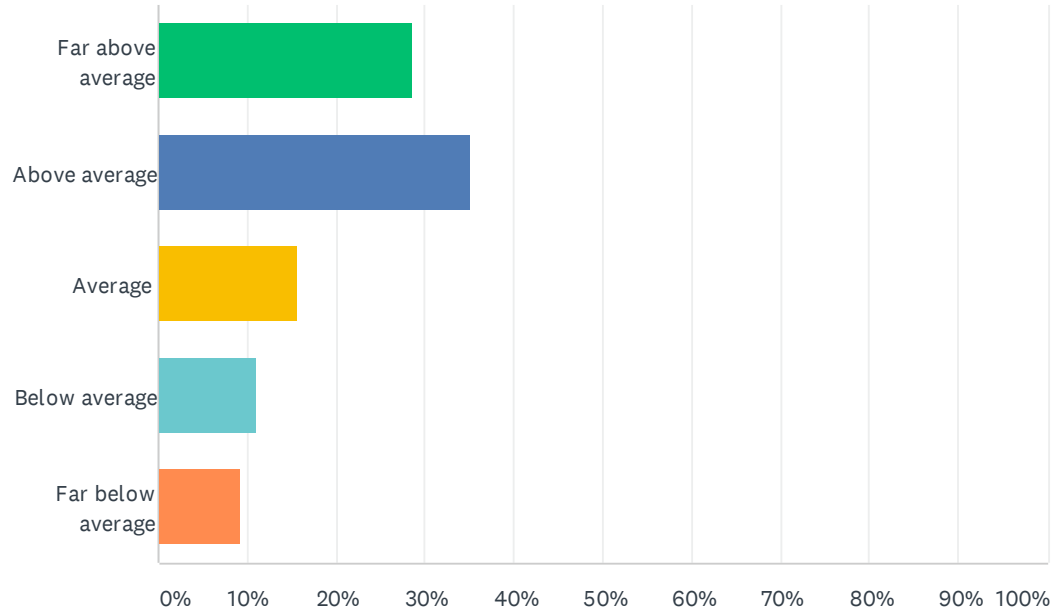
Answered: 108 Skipped: 7



ANSWER CHOICES	RESPONSES	
Far above average	37.96%	41
Above average	37.96%	41
Average	19.44%	21
Below average	4.63%	5
Far below average	0.00%	0
<b>TOTAL</b>		<b>108</b>

### Q15 How would you rate your overall experience with and level of customer service received from Teresa Trakalo?

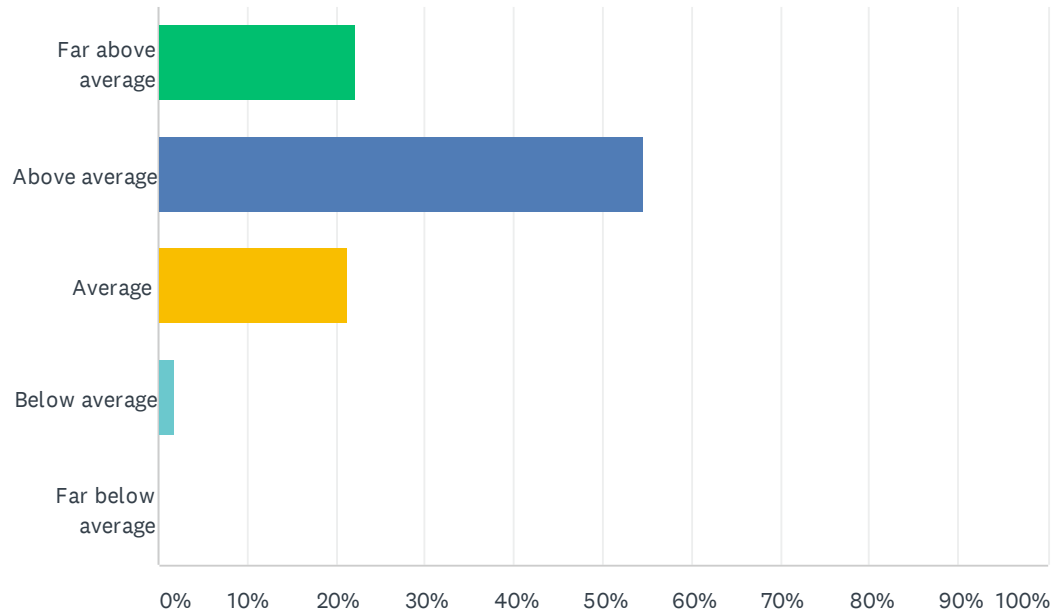
Answered: 108 Skipped: 7



ANSWER CHOICES	RESPONSES	
Far above average	28.70%	31
Above average	35.19%	38
Average	15.74%	17
Below average	11.11%	12
Far below average	9.26%	10
<b>TOTAL</b>		<b>108</b>

### Q16 How would you rate your overall experience with and level of customer service received from the Marina Staff this season (employees other than Dan & Teresa)?

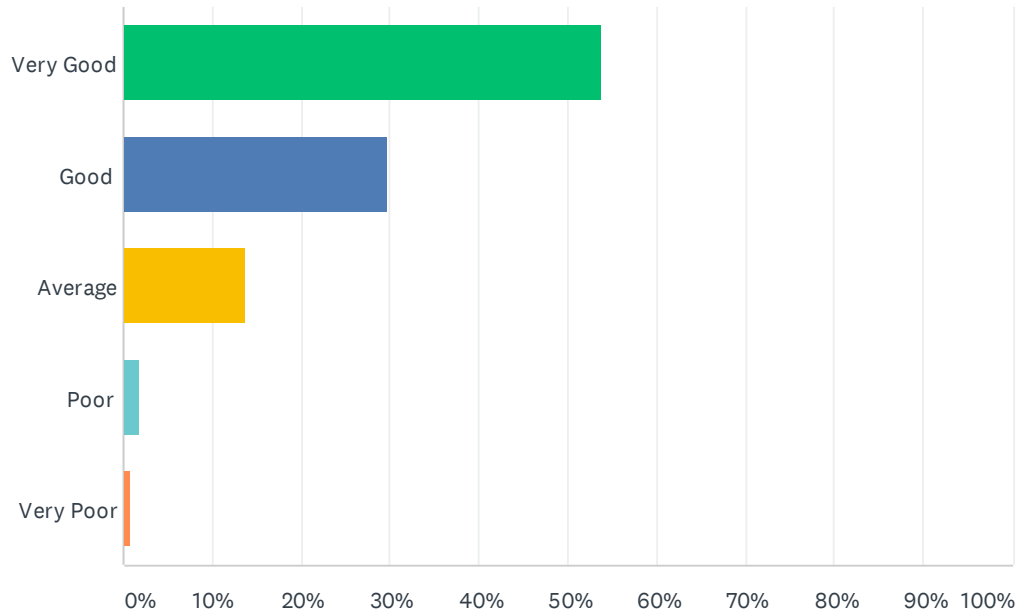
Answered: 108 Skipped: 7



ANSWER CHOICES	RESPONSES	
Far above average	22.22%	24
Above average	54.63%	59
Average	21.30%	23
Below average	1.85%	2
Far below average	0.00%	0
<b>TOTAL</b>		<b>108</b>

### Q17 How would you rate the overall quality of services provided by RBYC marina management and staff? Would you say that the service quality was...

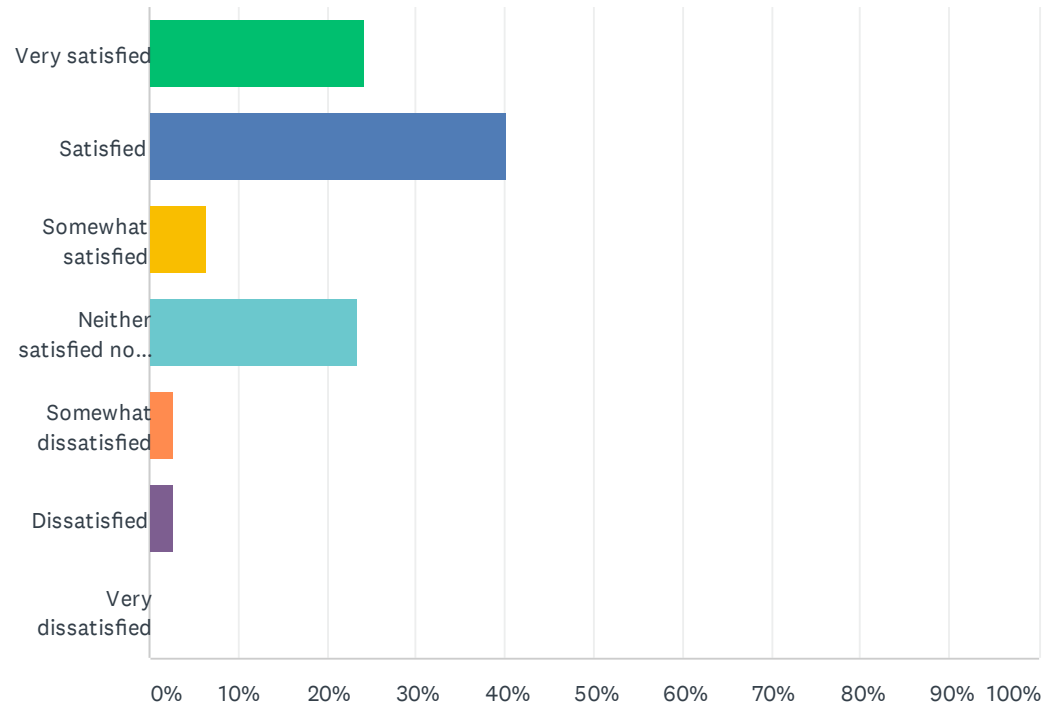
Answered: 108 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very Good	53.70%	58
Good	29.63%	32
Average	13.89%	15
Poor	1.85%	2
Very Poor	0.93%	1
<b>TOTAL</b>		<b>108</b>

Q18 As a Board representing the membership base of RBYC we strive to be approachable, responsive and engaging to members throughout the season. Please tell us how satisfied you were with the 2020 RBYC Board of Directors this season?

Answered: 107 Skipped: 8



Regina Beach Yacht Club Membership Survey (2020 Season)

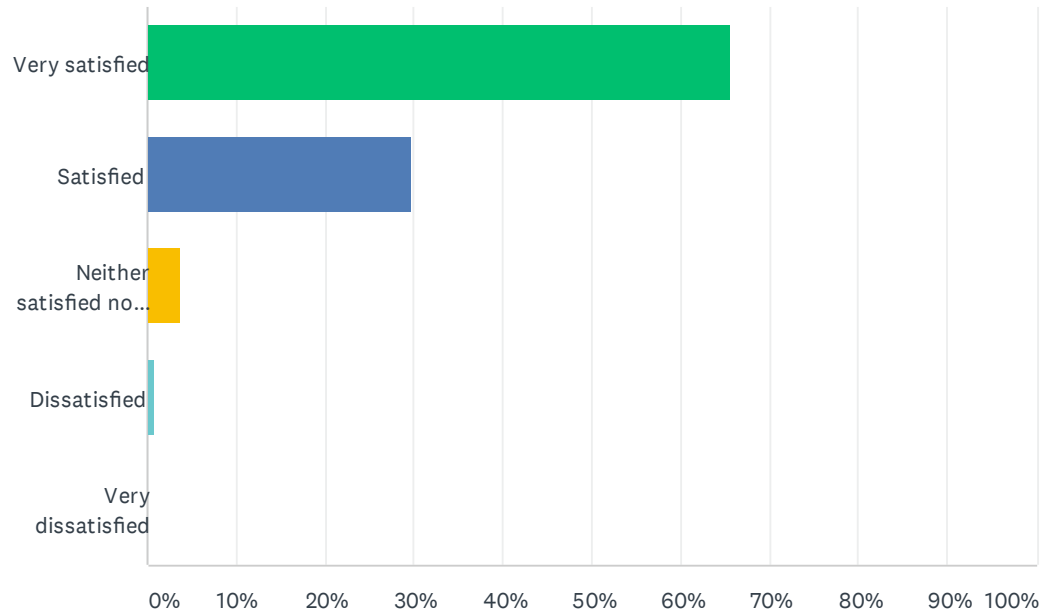
ANSWER CHOICES	RESPONSES	
Very satisfied	24.30%	26
Satisfied	40.19%	43
Somewhat satisfied	6.54%	7
Neither satisfied nor dissatisfied	23.36%	25
Somewhat dissatisfied	2.80%	3
Dissatisfied	2.80%	3
Very dissatisfied	0.00%	0
TOTAL	107	

**Q19 Please provide any additional comments on customer service received and experiences with the Yacht Club's , Board of Directors, Management and Staff during the 2020 season below:**

Answered: 49 Skipped: 66

## Q20 How satisfied were you with the overall quality of the Club grounds this season (clean, well-kept, etc..)?

Answered: 108 Skipped: 7

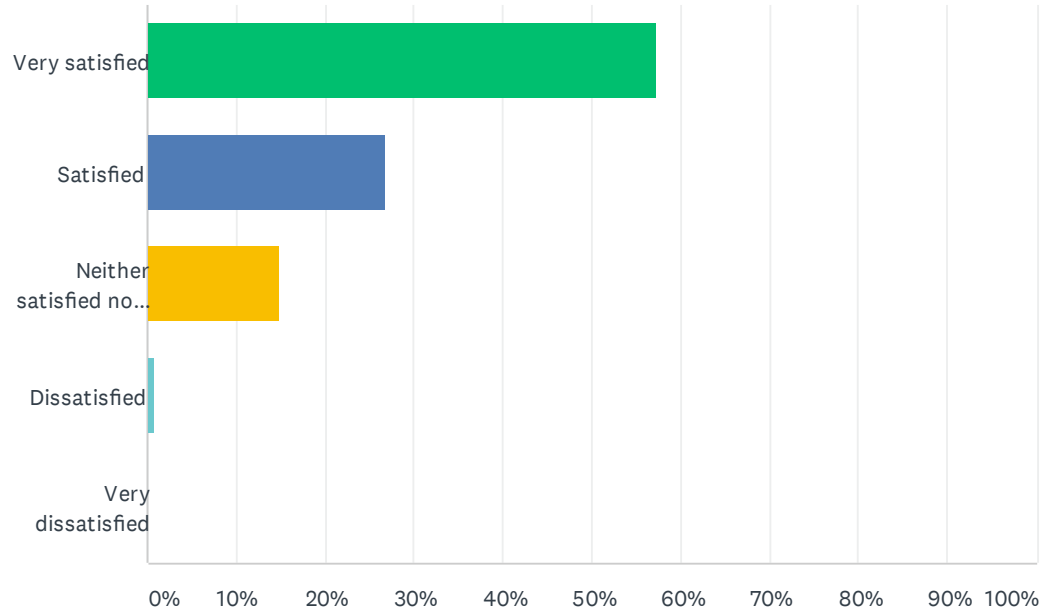


ANSWER CHOICES	RESPONSES	
Very satisfied	65.74%	71
Satisfied	29.63%	32
Neither satisfied nor dissatisfied	3.70%	4
Dissatisfied	0.93%	1
Very dissatisfied	0.00%	0
<b>TOTAL</b>		<b>108</b>



### Q21 How satisfied were you with the development done on the west side (play ground, fire pit etc):

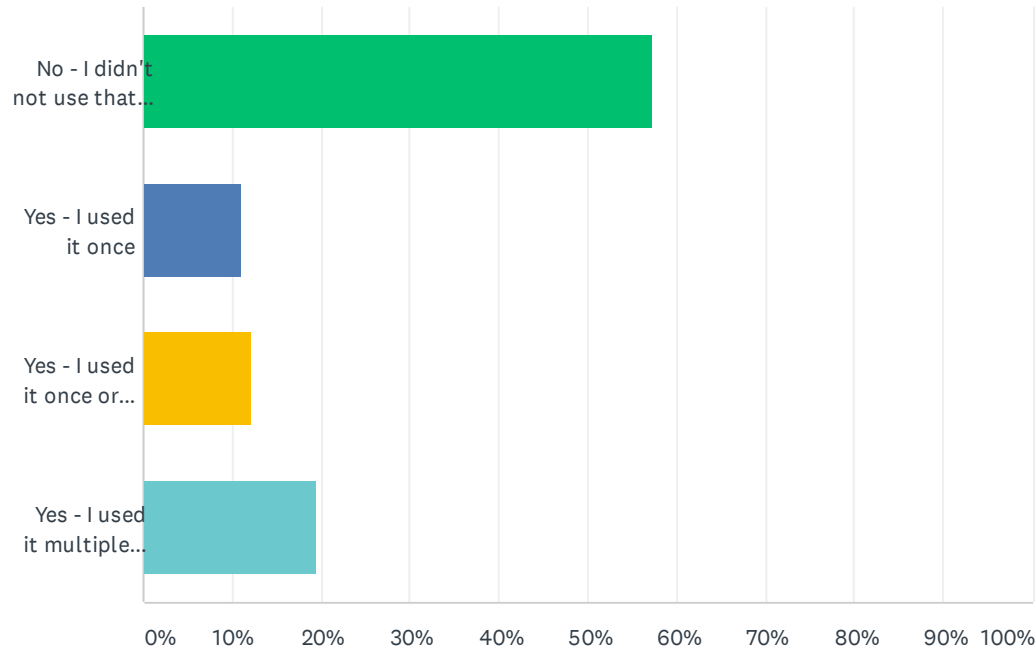
Answered: 108 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very satisfied	57.41%	62
Satisfied	26.85%	29
Neither satisfied nor dissatisfied	14.81%	16
Dissatisfied	0.93%	1
Very dissatisfied	0.00%	0
<b>TOTAL</b>		<b>108</b>

## Q22 Were you able to utilize the west side amenities this year?

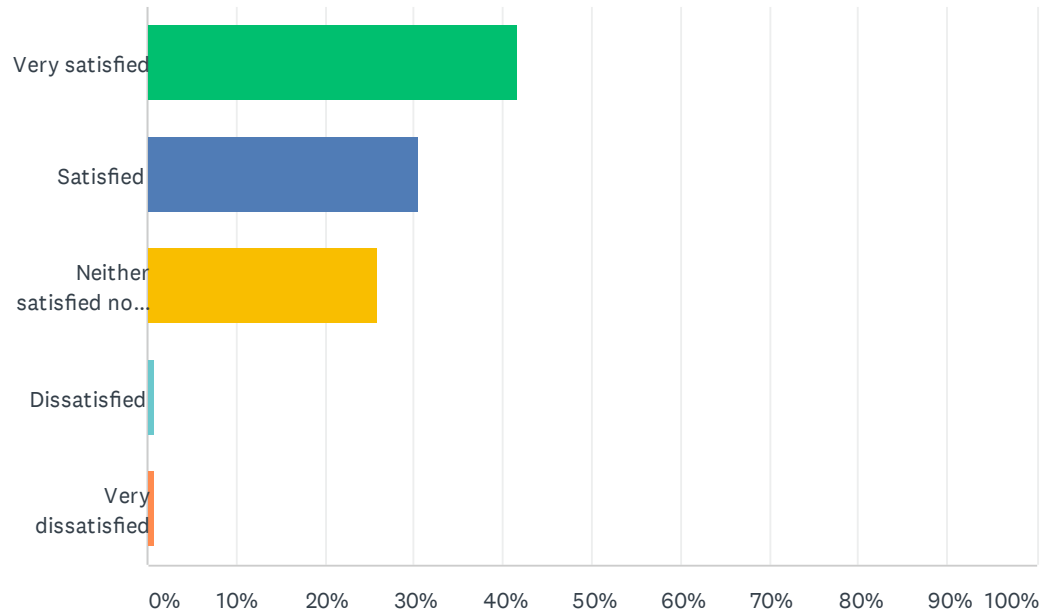
Answered: 108 Skipped: 7



ANSWER CHOICES	RESPONSES	
No - I didn't not use that area	57.41%	62
Yes - I used it once	11.11%	12
Yes - I used it once or twice	12.04%	13
Yes - I used it multiple times	19.44%	21
<b>TOTAL</b>		<b>108</b>

### Q23 How satisfied were you with the addition of a small beach area in front of the boat lifts on the east side?

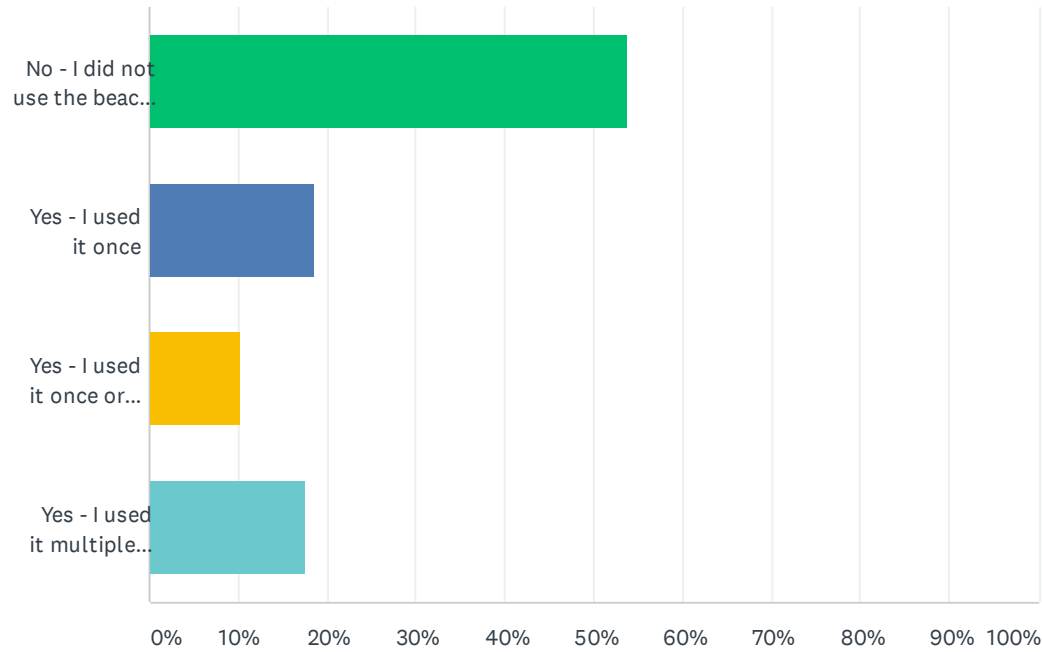
Answered: 108 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very satisfied	41.67%	45
Satisfied	30.56%	33
Neither satisfied nor dissatisfied	25.93%	28
Dissatisfied	0.93%	1
Very dissatisfied	0.93%	1
<b>TOTAL</b>		<b>108</b>

## Q24 Were you able to utilize the small beach area on the east side?

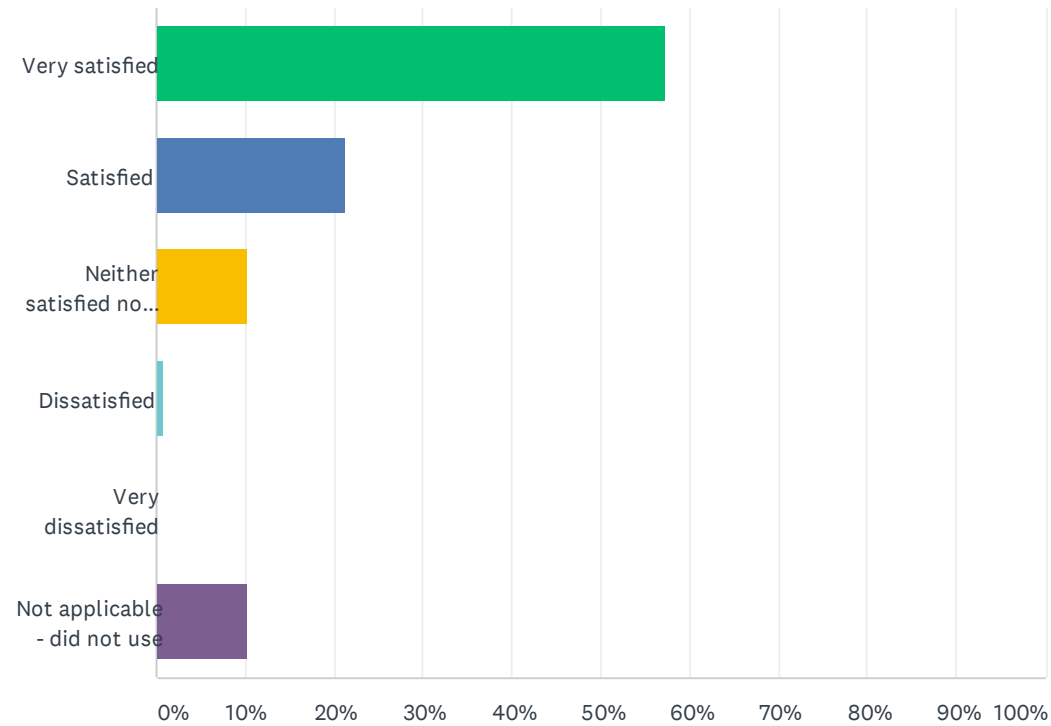
Answered: 108 Skipped: 7



ANSWER CHOICES	RESPONSES	
No - I did not use the beach area	53.70%	58
Yes - I used it once	18.52%	20
Yes - I used it once or twice	10.19%	11
Yes - I used it multiple times	17.59%	19
<b>TOTAL</b>		<b>108</b>

## Q25 Please rate your satisfaction with the state and cleanliness of the washroom facilities during the 2020 Season:

Answered: 108 Skipped: 7

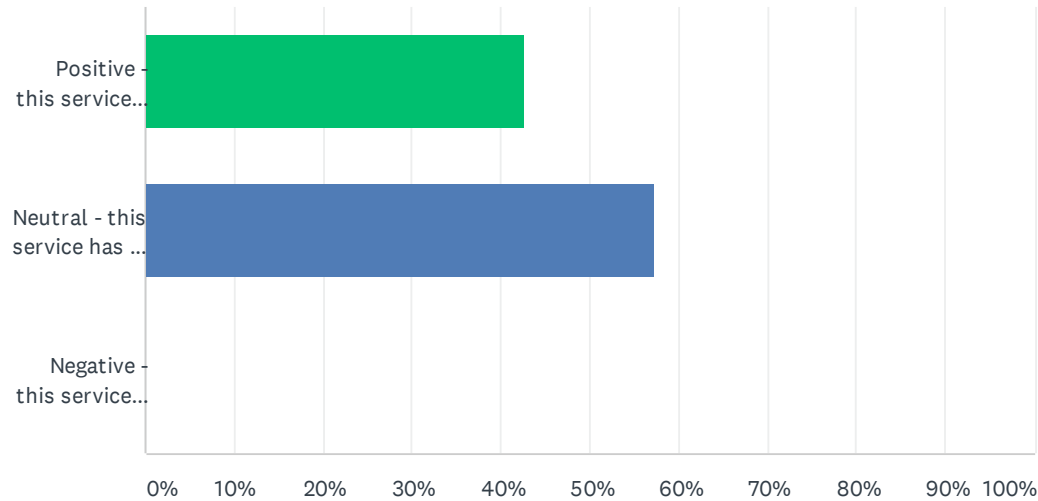


Regina Beach Yacht Club Membership Survey (2020 Season)

ANSWER CHOICES	RESPONSES	
Very satisfied	57.41%	62
Satisfied	21.30%	23
Neither satisfied nor dissatisfied	10.19%	11
Dissatisfied	0.93%	1
Very dissatisfied	0.00%	0
Not applicable - did not use	10.19%	11
TOTAL	108	

Q26 Boat Storage - The Yacht Club offers both indoor and outdoor storage to members (for a fee). Please tell us the impact this service has on your membership.

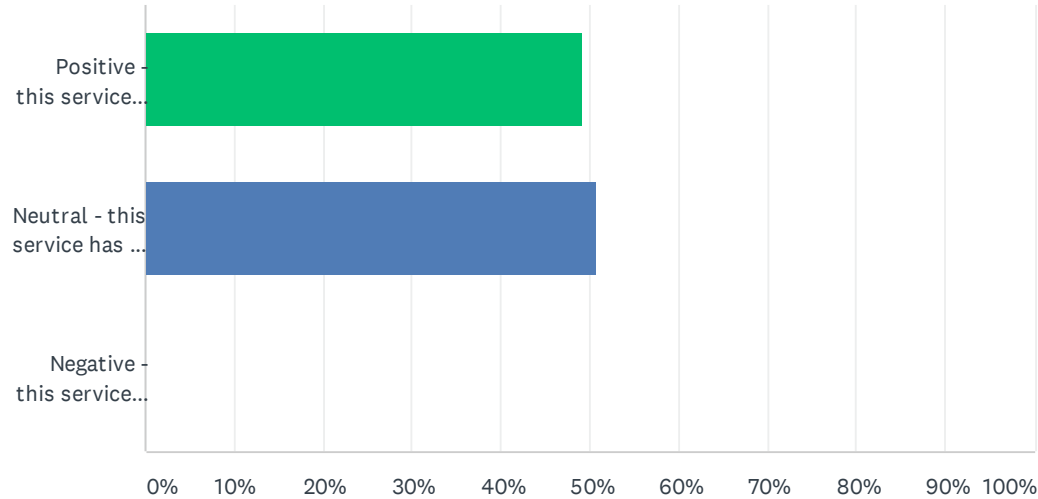
Answered: 108 Skipped: 7



ANSWER CHOICES	RESPONSES	
Positive - this service makes RBYC more appealing for existing and potential members	42.59%	46
Neutral - this service has no impact on the value of my membership	57.41%	62
Negative - this service detracts from the member experience	0.00%	0
<b>TOTAL</b>		<b>108</b>

Q27 Boat Butler - A service where members can have their boat stored in dry dock and then launched and removed at request or have their boat opened and closed before and after use.

Answered: 108 Skipped: 7

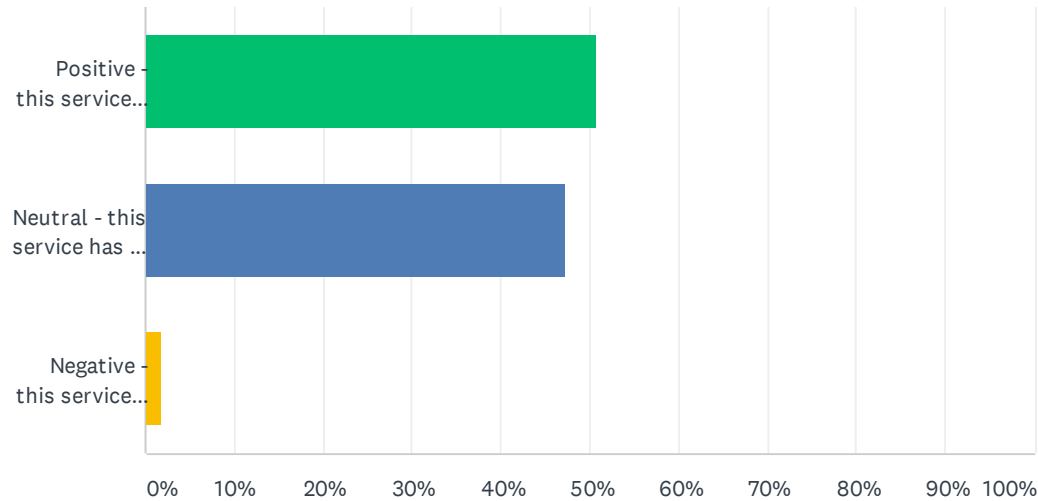


ANSWER CHOICES	RESPONSES	
Positive - this service makes RBYC more appealing for existing and potential members	49.07%	53
Neutral - this service has no impact on the value of my membership	50.93%	55
Negative - this service detracts from the member experience	0.00%	0
<b>TOTAL</b>		<b>108</b>



### Q28 Aqua Valet Punch Cards - An service where members could have their boats untarped and re-tarped at the end of the day for an additional fee.

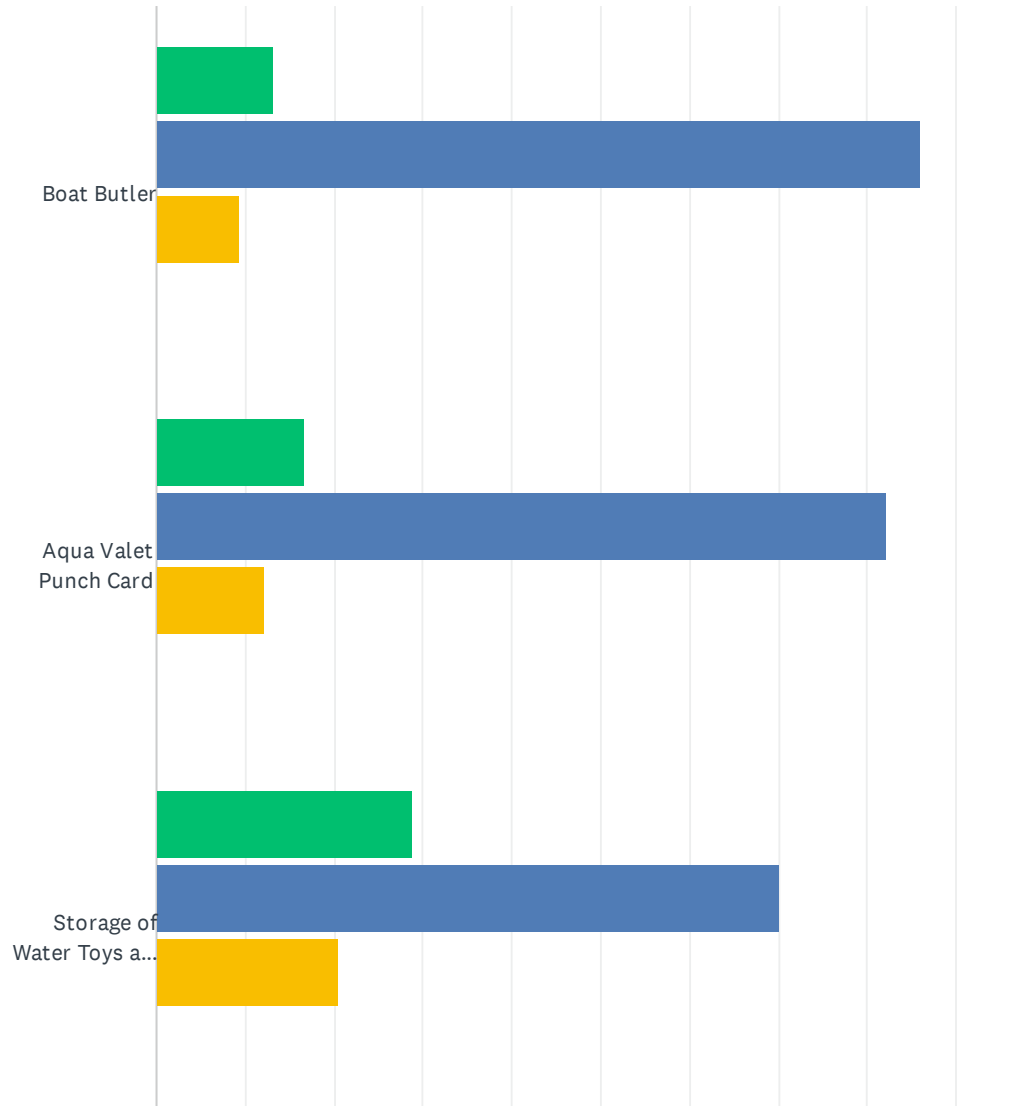
Answered: 108 Skipped: 7



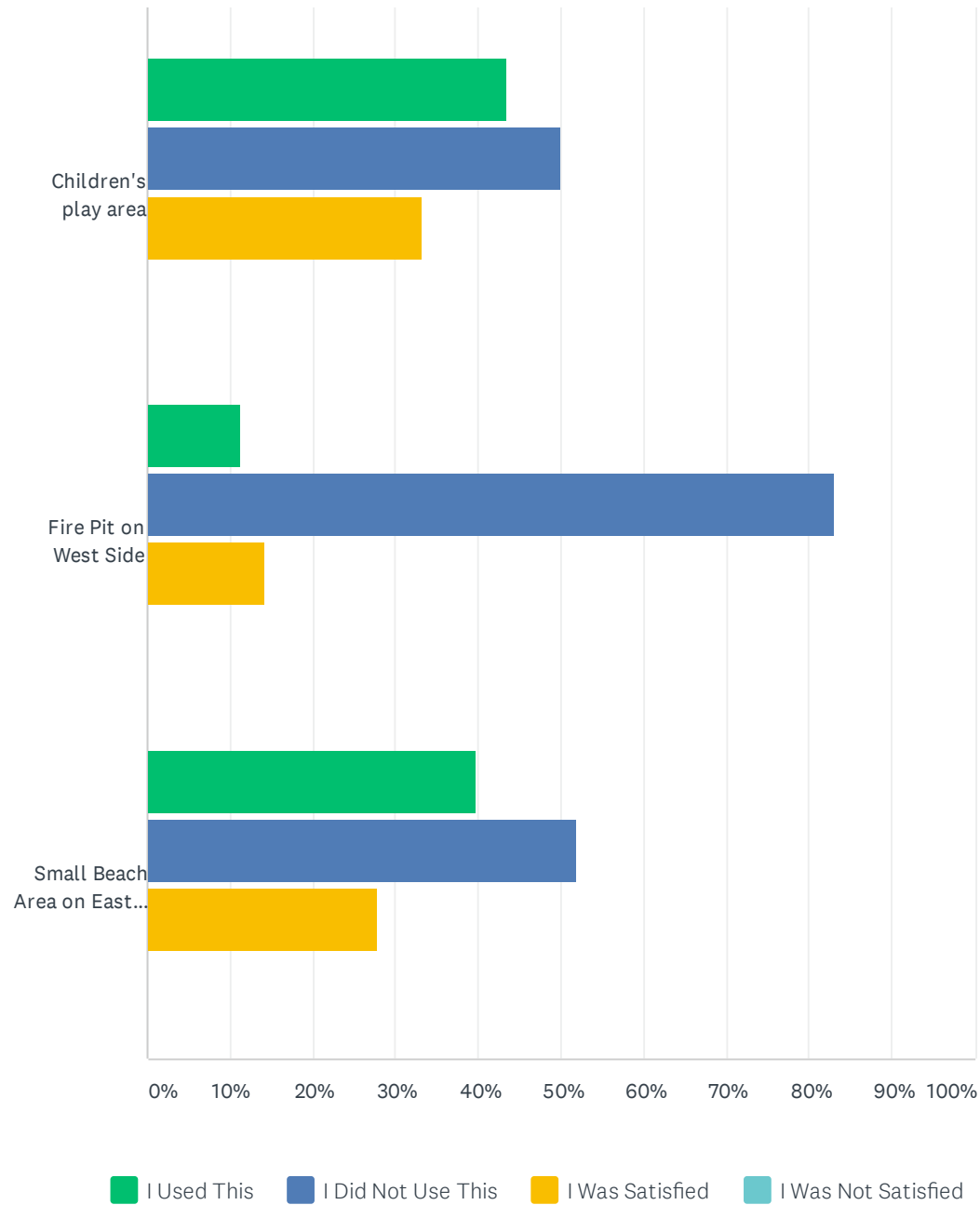
ANSWER CHOICES	RESPONSES	
Positive - this service makes RBYC more appealing for existing and potential members	50.93%	55
Neutral - this service has no impact on the value of my membership	47.22%	51
Negative - this service detracts from the member experience	1.85%	2
<b>TOTAL</b>		<b>108</b>

Q29 A number of services have been established to help improve the convenience and enjoyment for members. Please indicate which of the below you used and if you were satisfied with these services or not.

Answered: 108 Skipped: 7



# Regina Beach Yacht Club Membership Survey (2020 Season)



Regina Beach Yacht Club Membership Survey (2020 Season)

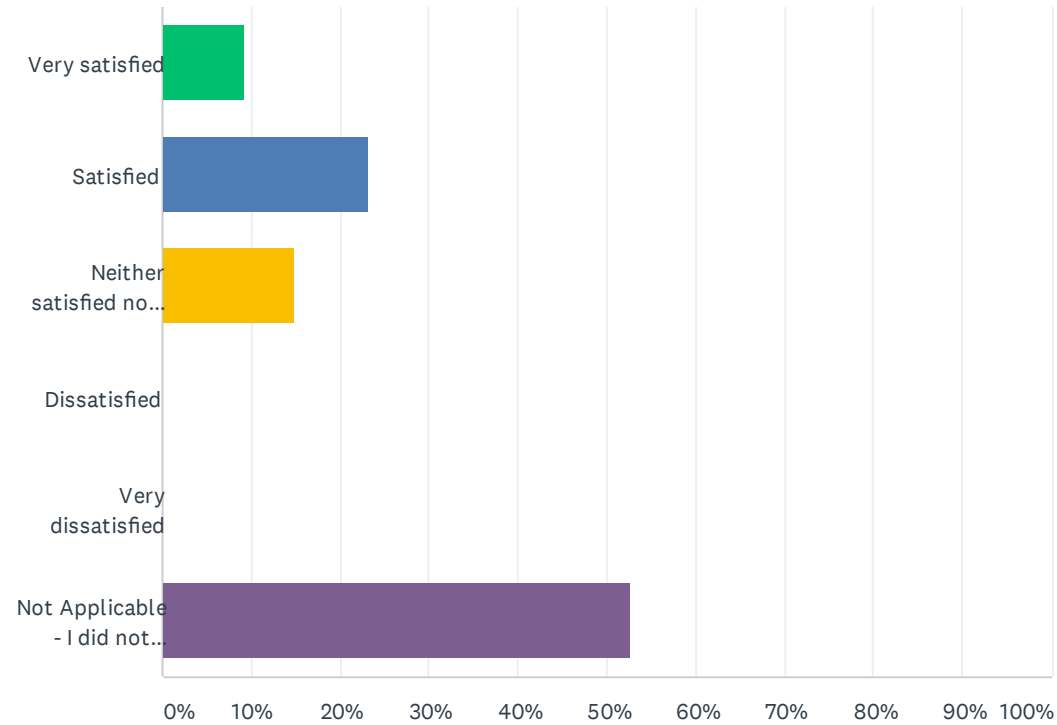
	I USED THIS	I DID NOT USE THIS	I WAS SATISFIED	I WAS NOT SATISFIED	TOTAL RESPONDENTS
Boat Butler	13.08% 14	85.98% 92	9.35% 10	0.00% 0	107
Aqua Valet Punch Card	16.82% 18	82.24% 88	12.15% 13	0.00% 0	107
Storage of Water Toys at Marina	28.97% 31	70.09% 75	20.56% 22	0.00% 0	107
Children's play area	43.52% 47	50.00% 54	33.33% 36	0.00% 0	108
Fire Pit on West Side	11.32% 12	83.02% 88	14.15% 15	0.00% 0	106
Small Beach Area on East Side	39.81% 43	51.85% 56	27.78% 30	0.00% 0	108

**Q30 Are there other services, or improvements to existing services, you'd like to see offered by the Yacht Club? Please list them below..**

Answered: 35 Skipped: 80

### Q31 Due to COVID-19 restrictions this year's AGM was held virtually, please rate your experience with the virtual meeting?

Answered: 108 Skipped: 7

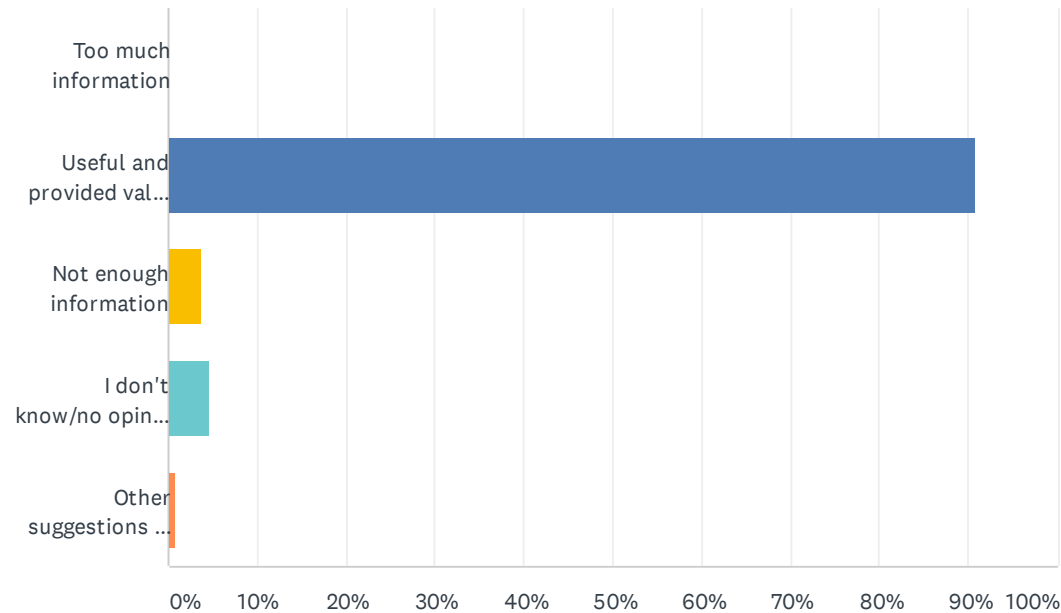


Regina Beach Yacht Club Membership Survey (2020 Season)

ANSWER CHOICES	RESPONSES	
Very satisfied	9.26%	10
Satisfied	23.15%	25
Neither satisfied nor dissatisfied	14.81%	16
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Not Applicable - I did not attend	52.78%	57
TOTAL		108

Q32 This past season the Board tried once again to provide regular communication to members to update them on the status of the Yacht Club operations due to COVID-19, special events, end of season services etc. Overall, how would you rate the quality and timeliness of the information provided to members this past season? Would you say it was...

Answered: 108 Skipped: 7

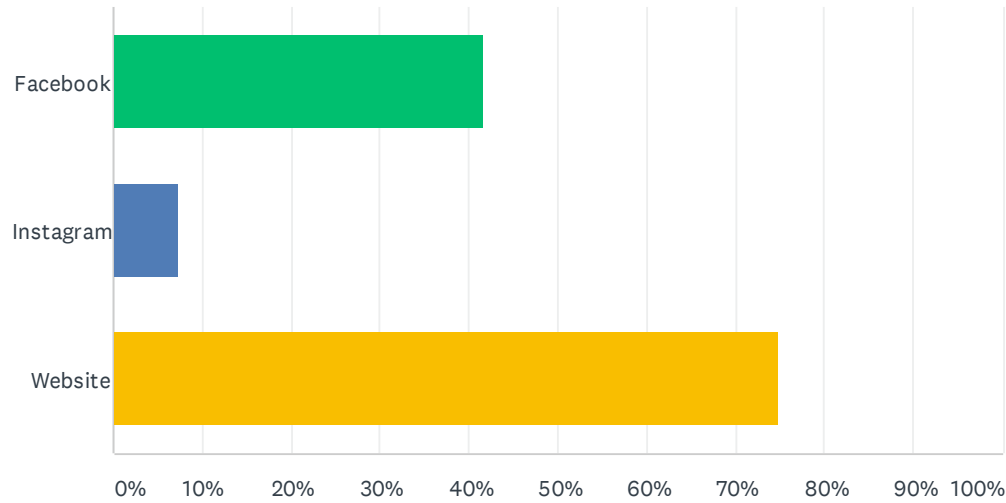


ANSWER CHOICES	RESPONSES	
Too much information	0.00%	0
Useful and provided value to myself and my family	90.74%	98
Not enough information	3.70%	4
I don't know/no opinion on this	4.63%	5
Other suggestions to improve member communications	0.93%	1
<b>TOTAL</b>		<b>108</b>



Q33 Did you reference any of the following Yacht Club social media accounts to get information on events and the Club? (select all that apply):

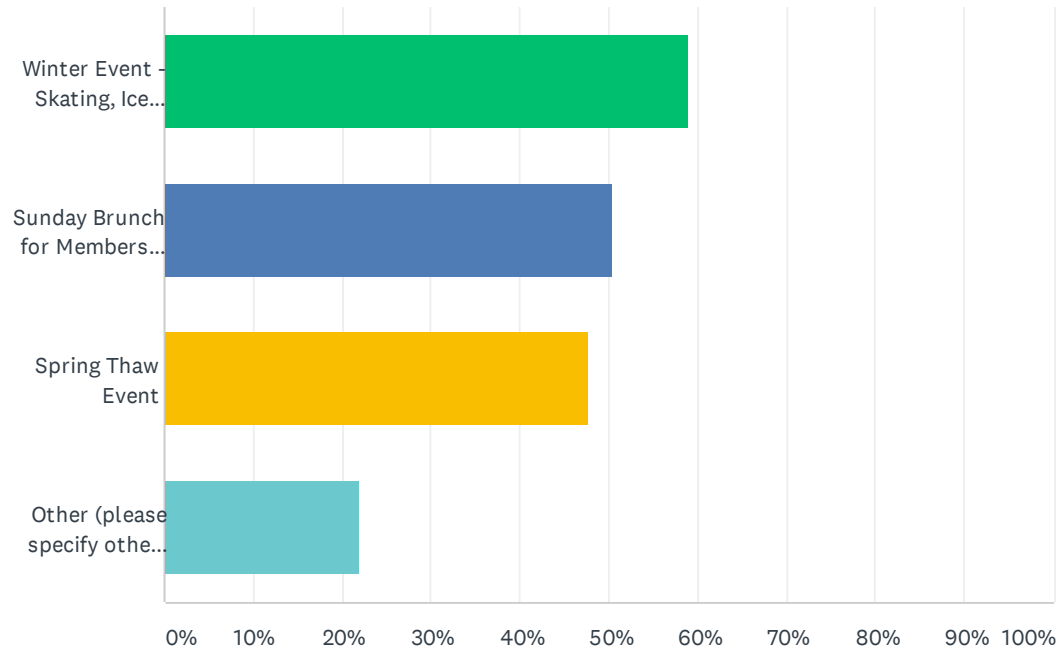
Answered: 108 Skipped: 7



ANSWER CHOICES	RESPONSES
Facebook	41.67% 45
Instagram	7.41% 8
Website	75.00% 81
Total Respondents: 108	

Q34 In the past we has hosted events in the offseason, which of the below would you be interested in attending assuming COVID-19 restrictions allowed? You can select more than one response.

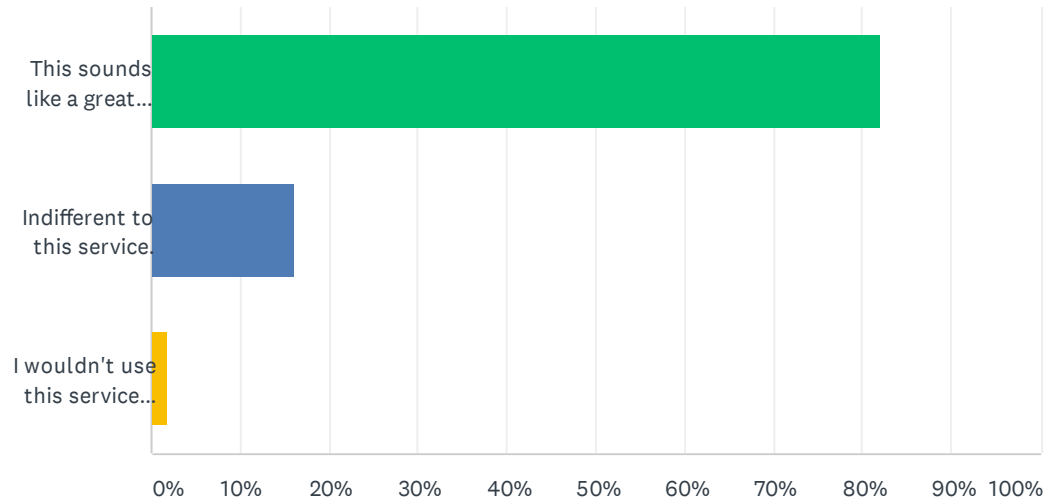
Answered: 105 Skipped: 10



ANSWER CHOICES	RESPONSES	
Winter Event - Skating, Ice Fishing, Hot Chocolate etc	59.05%	62
Sunday Brunch for Members throughout the season	50.48%	53
Spring Thaw Event	47.62%	50
Other (please specify other events you'd like to see in the winter months):	21.90%	23
Total Respondents: 105		

Q35 This season we were able to utilize the lower deck more than ever before. What are your thoughts on the Yacht Club offering an informal food and beverage service on the lower deck next season? This would include quick grab-and-go style food and drinks.

Answered: 105 Skipped: 10



ANSWER CHOICES	RESPONSES	
This sounds like a great service that I would use!	81.90%	86
Indifferent to this service.	16.19%	17
I wouldn't use this service if offered.	1.90%	2
<b>TOTAL</b>		<b>105</b>

Q36 Please share any other recommendations you have for improvements to the Yacht Club. It can be food & beverage, events or any other value add service for members!

Answered: 38 Skipped: 77

**Q37 Please use the space below to provide any additional comments, questions or concerns you may have:**

Answered: 31 Skipped: 84