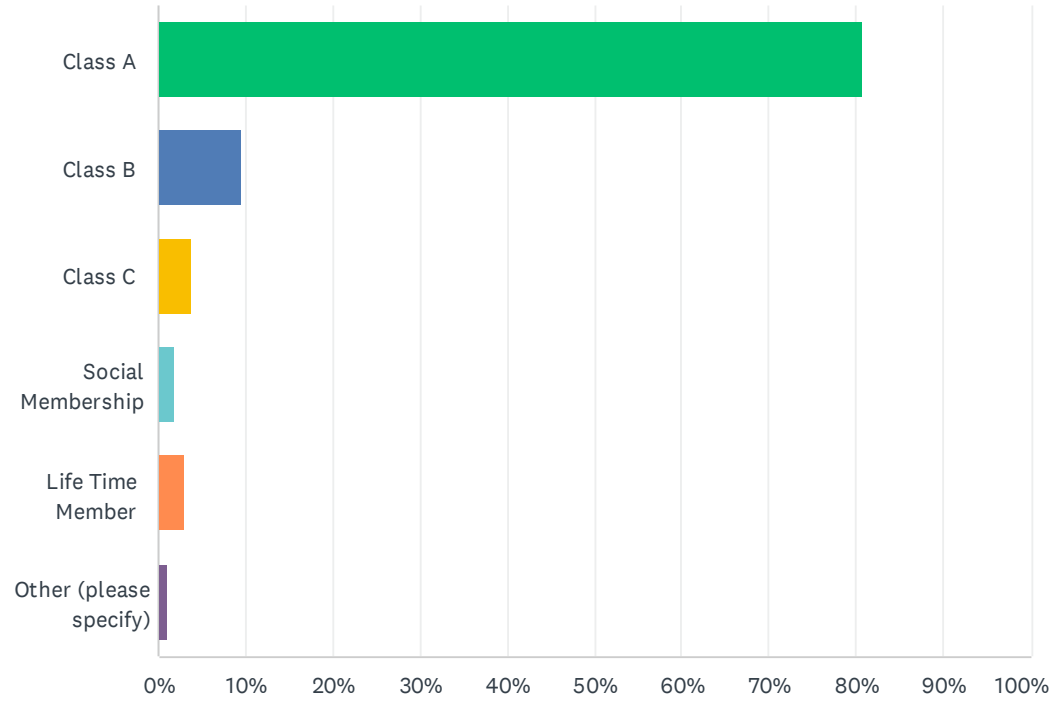


Q1 Please tell us the type of Membership you hold:

Answered: 104 Skipped: 0

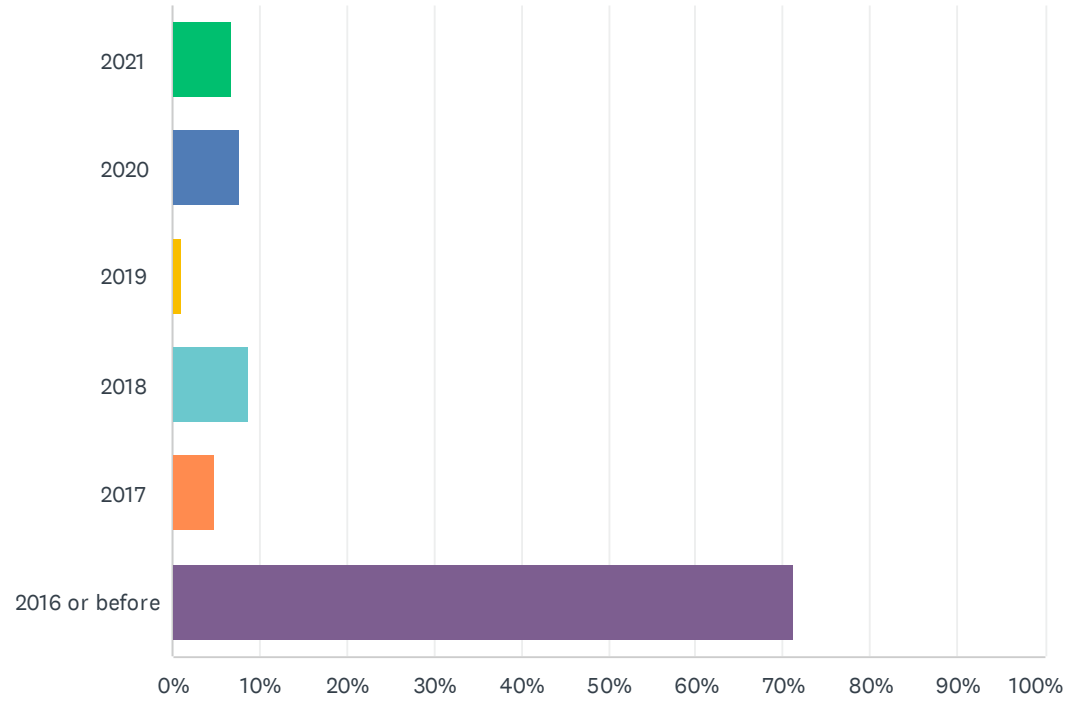


Regina Beach Yacht Club Membership Survey (2021 Season)

ANSWER CHOICES	RESPONSES	
Class A	80.77%	84
Class B	9.62%	10
Class C	3.85%	4
Social Membership	1.92%	2
Life Time Member	2.88%	3
Other (please specify)	0.96%	1
TOTAL		104

Q2 I have been a member since:

Answered: 104 Skipped: 0

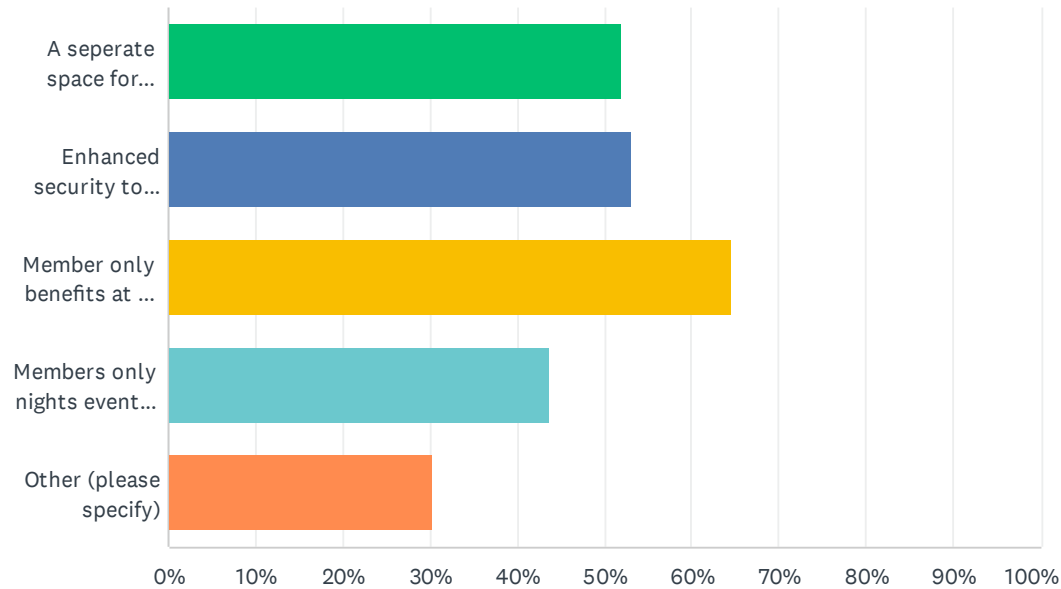


Regina Beach Yacht Club Membership Survey (2021 Season)

ANSWER CHOICES	RESPONSES	
2021	6.73%	7
2020	7.69%	8
2019	0.96%	1
2018	8.65%	9
2017	4.81%	5
2016 or before	71.15%	74
TOTAL		104

Q3 If the Upper Deck was open to the public, which of the following would be important to you as a member? Select all that apply.

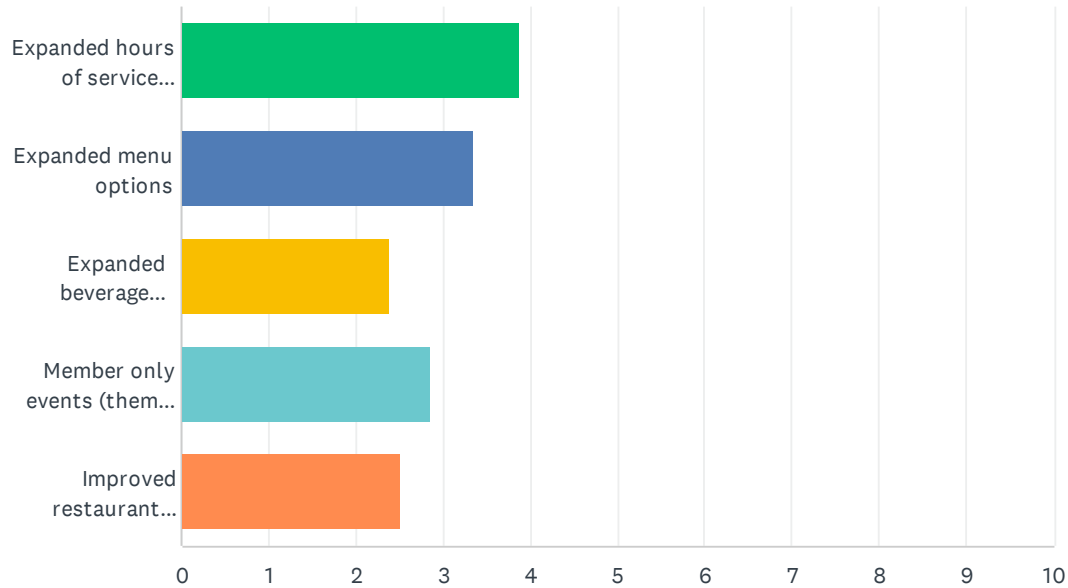
Answered: 96 Skipped: 8



ANSWER CHOICES	RESPONSES	
A seperate space for Members only to enjoy food & beverages (the Lower Deck)	52.08%	50
Enhanced security to ensure member only spaces remained private	53.13%	51
Member only benefits at the Upper Deck	64.58%	62
Members only nights events at the Upper Deck	43.75%	42
Other (please specify)	30.21%	29
Total Respondents: 96		

Q4 If the Upper Deck was to open to the public, which of the following would be most important to you as it relates to the service offered by the restaurateur in the space? Please rank the below in order of importance (you must rank each option)

Answered: 96 Skipped: 8



Regina Beach Yacht Club Membership Survey (2021 Season)

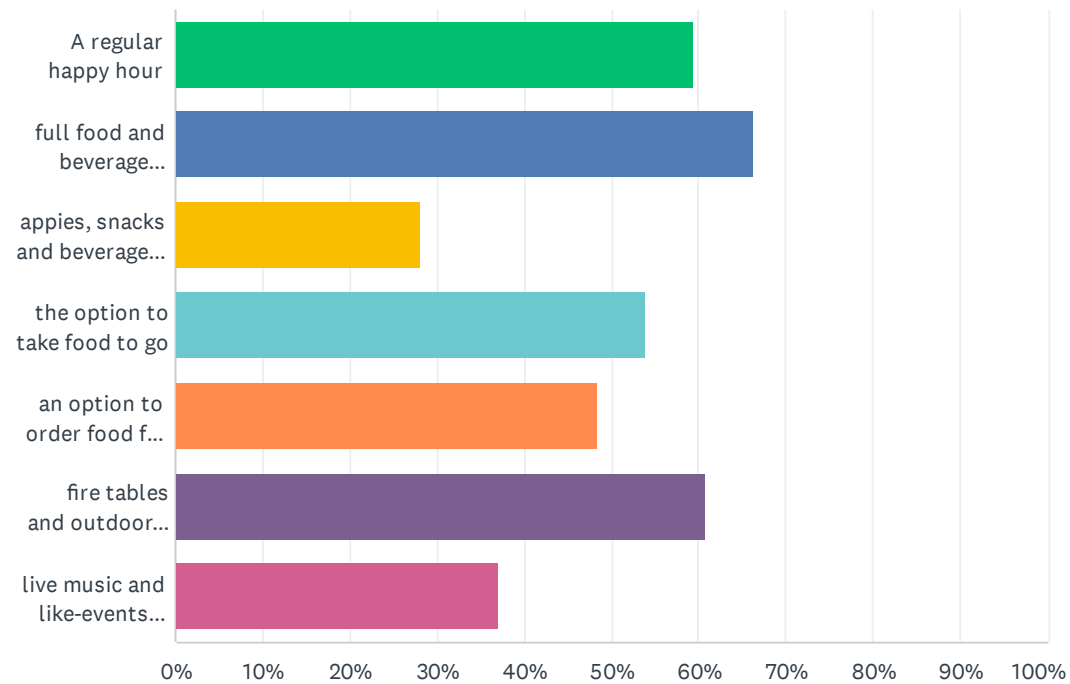
	1	2	3	4	5	TOTAL	SCORE
Expanded hours of service including weekday lunches and evenings	43.75% 42	21.88% 21	19.79% 19	8.33% 8	6.25% 6	96	3.89
Expanded menu options	18.75% 18	29.17% 28	30.21% 29	12.50% 12	9.38% 9	96	3.35
Expanded beverage options	8.33% 8	12.50% 12	17.71% 17	32.29% 31	29.17% 28	96	2.39
Member only events (themed nights, sunday brunch etc)	18.75% 18	21.88% 21	13.54% 13	18.75% 18	27.08% 26	96	2.86
Improved restaurant atmosphere	10.42% 10	14.58% 14	18.75% 18	28.13% 27	28.13% 27	96	2.51

Q5 Knowing the Upper Deck may be open to the public in 2022, please share any comments, recommendations or concerns you may have with this?

Answered: 82 Skipped: 22

Q6 If the Lower Deck was a Members only space, please select which of the following would be important to you.

Answered: 89 Skipped: 15



Regina Beach Yacht Club Membership Survey (2021 Season)

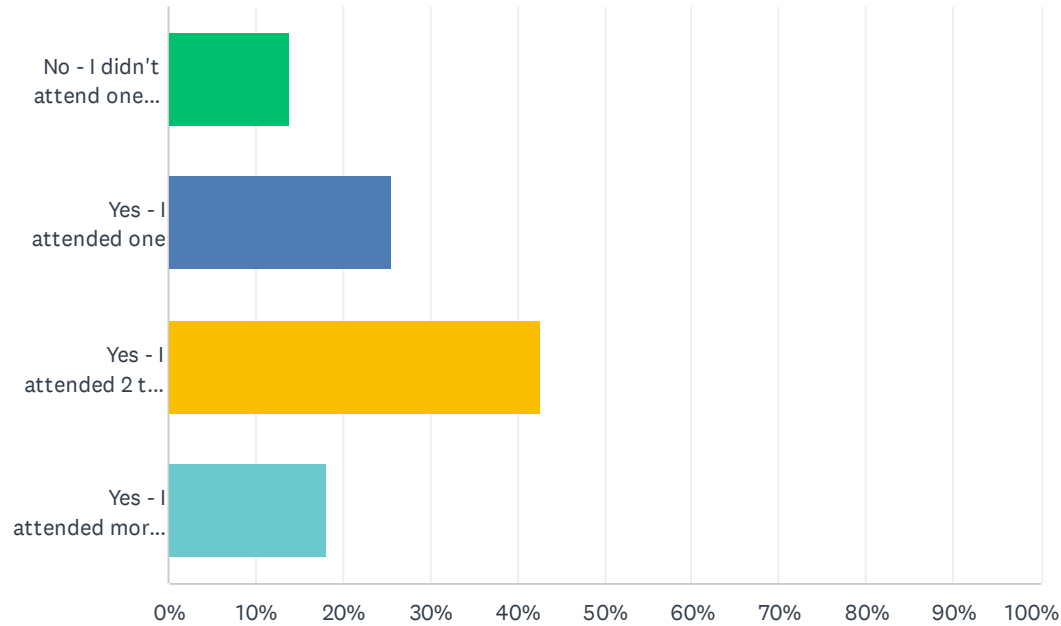
ANSWER CHOICES	RESPONSES	
A regular happy hour	59.55%	53
full food and beverage service	66.29%	59
appies, snacks and beverages only	28.09%	25
the option to take food to go	53.93%	48
an option to order food from your boat	48.31%	43
fire tables and outdoor heaters	60.67%	54
live music and like-events 2-4x a month	37.08%	33
Total Respondents: 89		

Q7 Please share what you'd like to see incorporated in the Lower Deck space! We want to know what's important to you!

Answered: 65 Skipped: 39

Q8 There were several informal events held for members throughout the season. These events included Lower Deck happy hour & music, kid's activities, fireworks, and events held by the Upper Deck. Did you attend any of these member events this season?

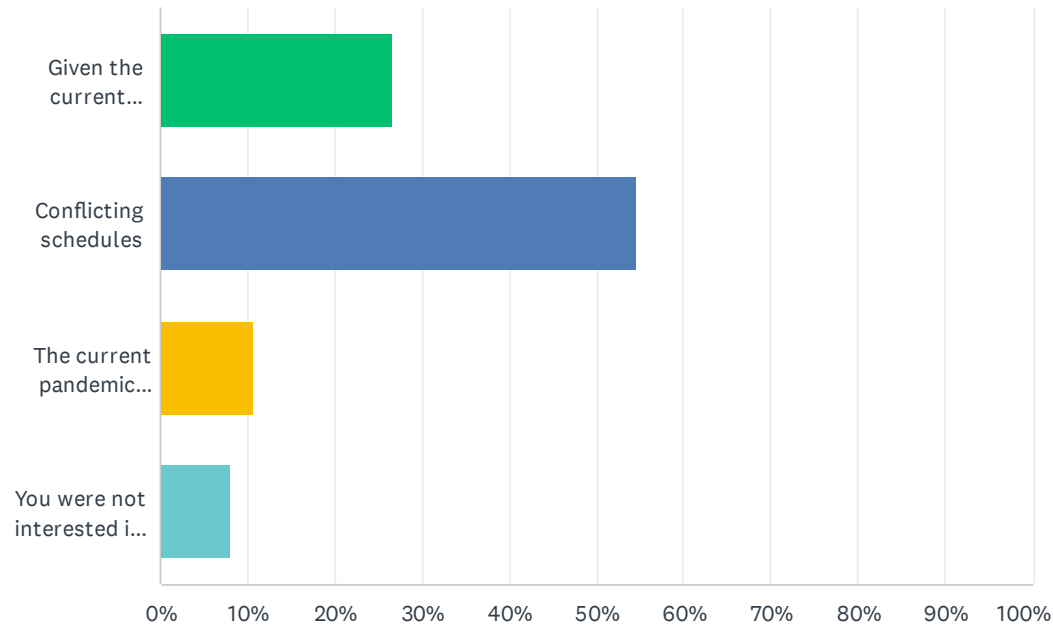
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
No - I didn't attend one event	13.83%	13
Yes - I attended one	25.53%	24
Yes - I attended 2 to 3 events	42.55%	40
Yes - I attended more than 3 events	18.09%	17
TOTAL		94

Q9 If you were unable to attend any of the events this season, please tell us why you were unable to participate?

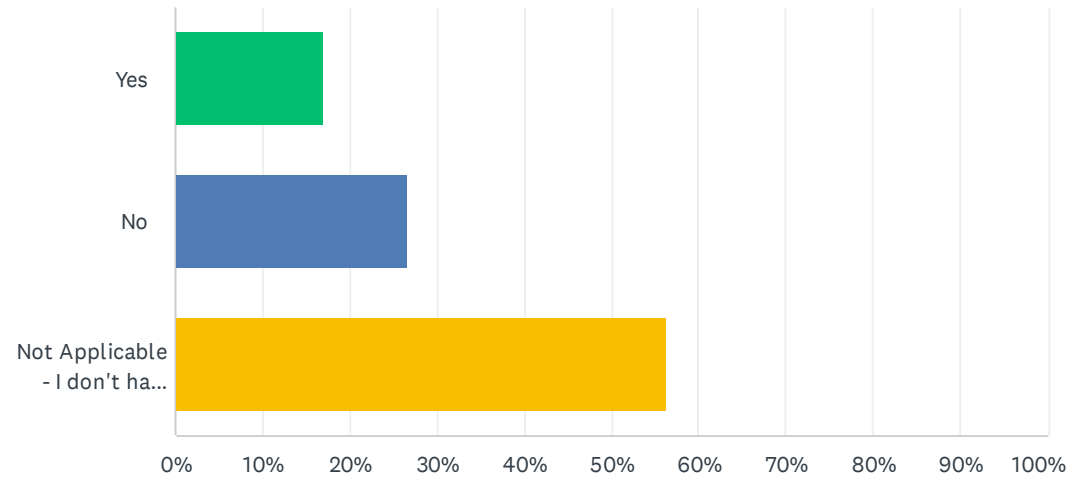
Answered: 75 Skipped: 29



ANSWER CHOICES	RESPONSES	
Given the current pandemic you were not comfortable socializing with people outside of your bubble	26.67%	20
Conflicting schedules	54.67%	41
The current pandemic prevented you from spending time at the Yacht Club (travel restrictions, work arrangements etc)	10.67%	8
You were not interested in the events offered	8.00%	6
TOTAL		75

Q10 Did your children attend any of the Kids Club events organized by Susie?

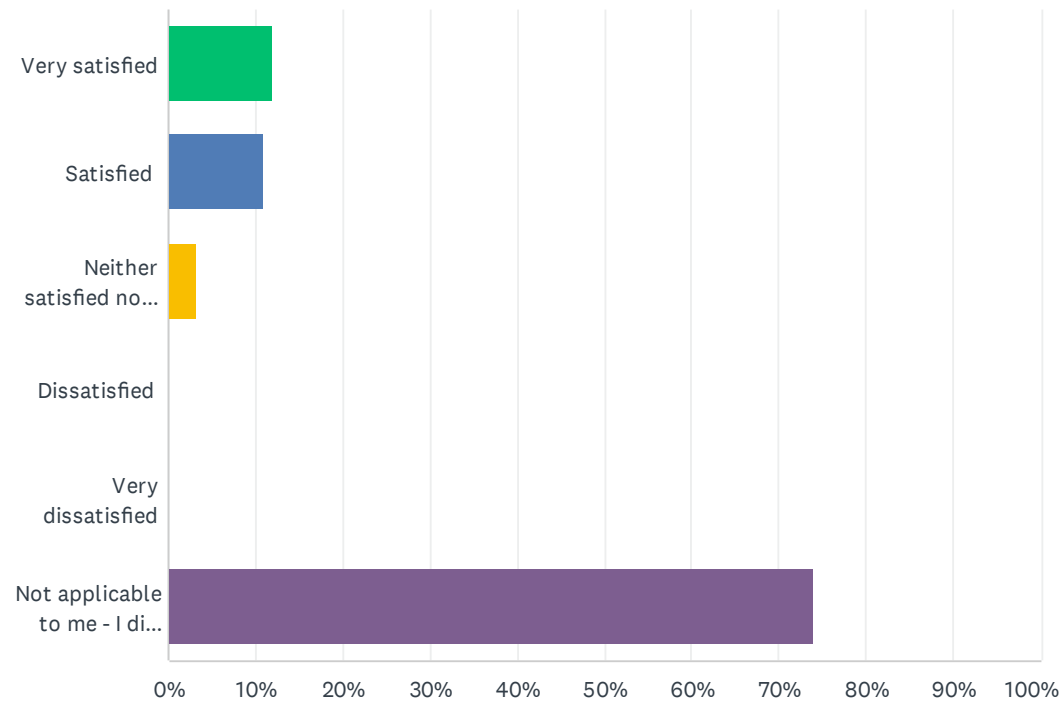
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	17.02%	16
No	26.60%	25
Not Applicable - I don't have children or my children are grown	56.38%	53
TOTAL		94

Q11 Please rate the overall quality of the Kids Club program by telling us how satisfied you were with this service:

Answered: 92 Skipped: 12

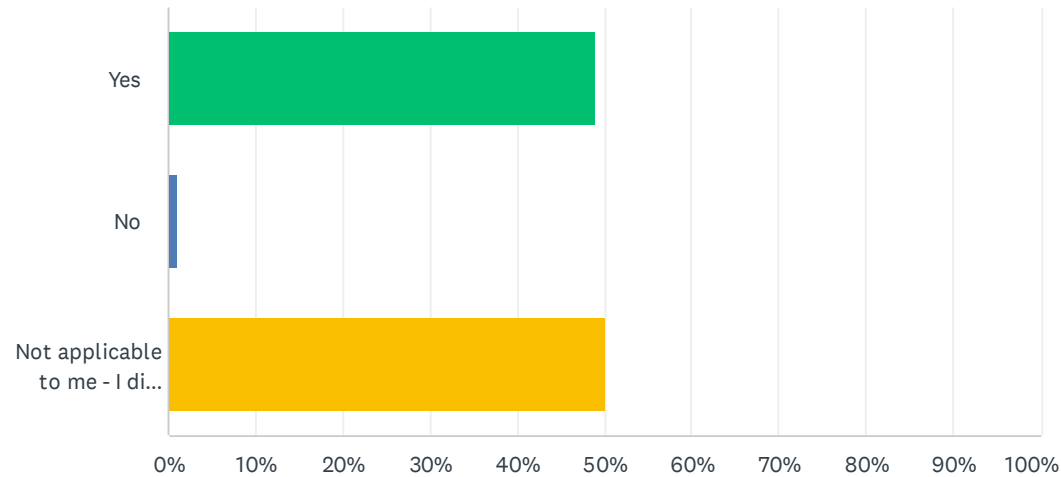


Regina Beach Yacht Club Membership Survey (2021 Season)

ANSWER CHOICES	RESPONSES	
Very satisfied	11.96%	11
Satisfied	10.87%	10
Neither satisfied nor dissatisfied	3.26%	3
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Not applicable to me - I did not utilize this program	73.91%	68
TOTAL		92

Q12 Would you like to see the Kid's Club program offered again?

Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	48.94%	46
No	1.06%	1
Not applicable to me - I did not utilize this program	50.00%	47
TOTAL		94

Q13 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?

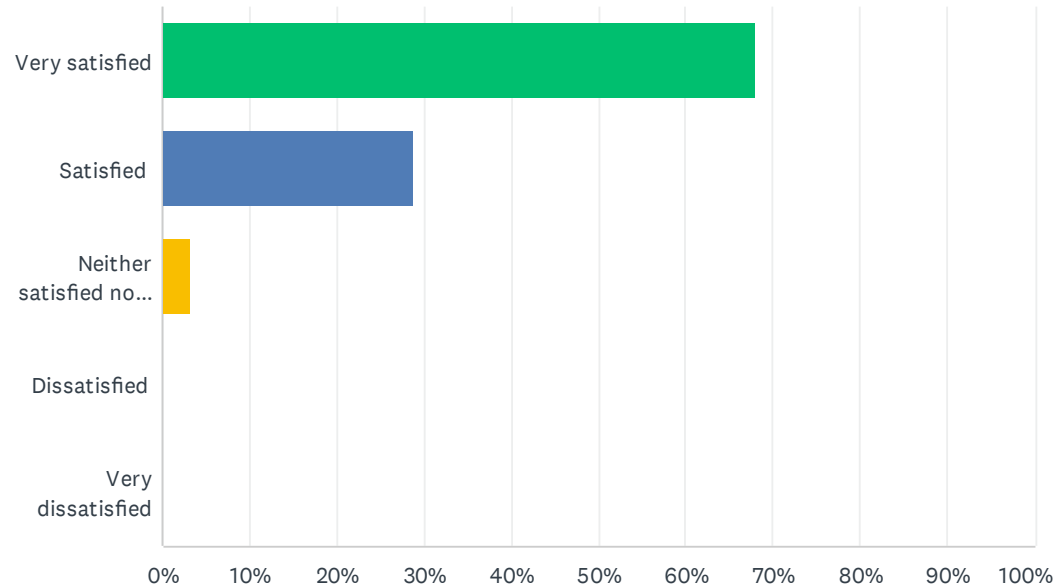
Answered: 59 Skipped: 45

Q14 Assuming 2022 is a more normal season, is there any type of event you'd like to see hosted at the Yacht Club?

Answered: 52 Skipped: 52

Q15 For the 2021 season, the RBYC Board engaged Dan Arsenault & Brady Wilcox to manage the Club. Reflecting back on the boating season, please rate your overall experience in terms of marina services and operations. Would you say that you were...

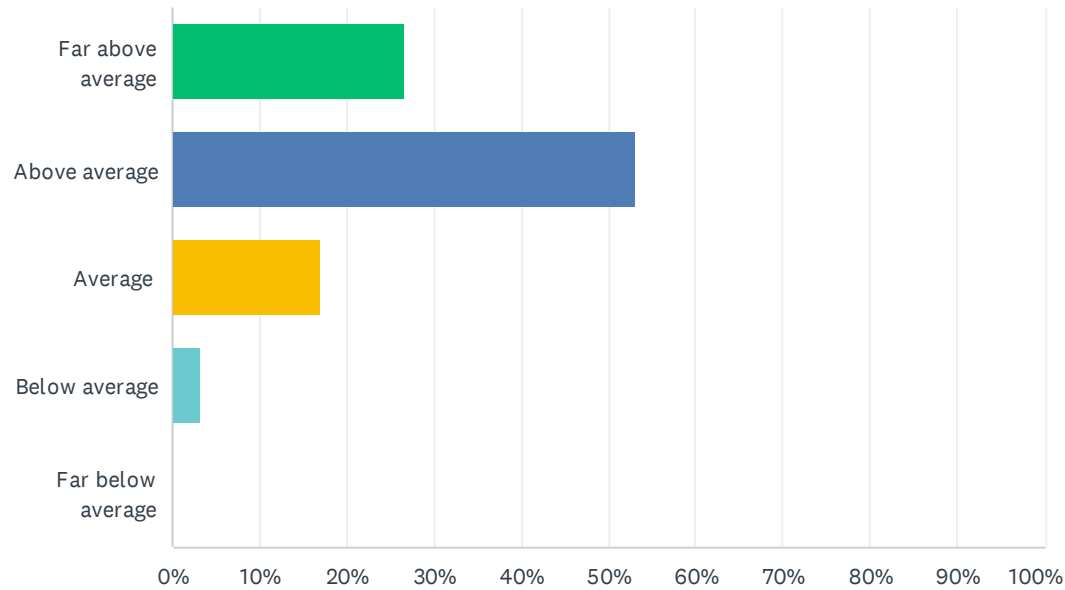
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES
Very satisfied	68.09% 64
Satisfied	28.72% 27
Neither satisfied nor dissatisfied	3.19% 3
Dissatisfied	0.00% 0
Very dissatisfied	0.00% 0
TOTAL	94

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 & Brady)?

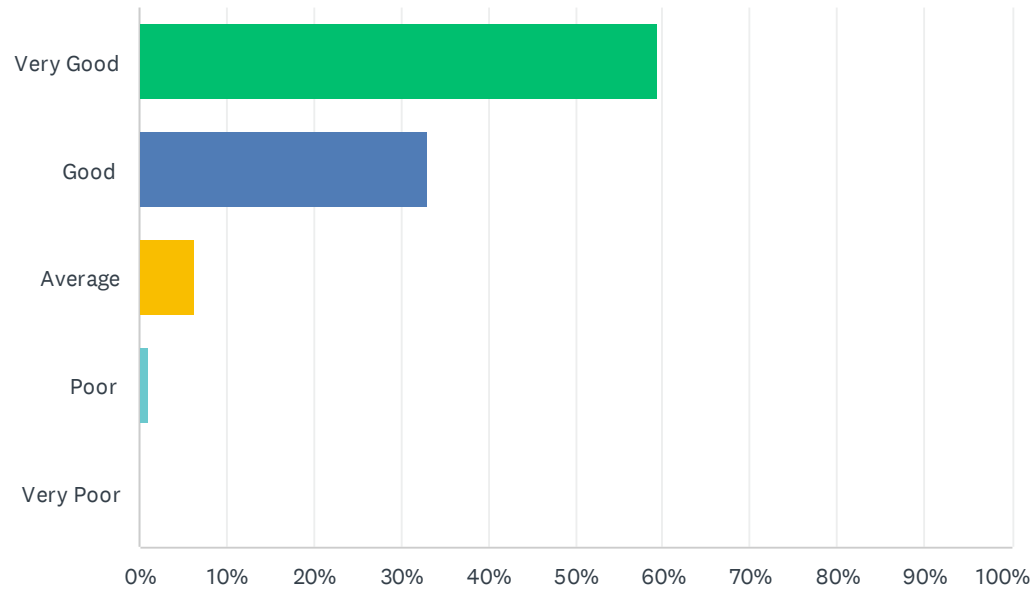
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
Far above average	26.60%	25
Above average	53.19%	50
Average	17.02%	16
Below average	3.19%	3
Far below average	0.00%	0
TOTAL		94

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...

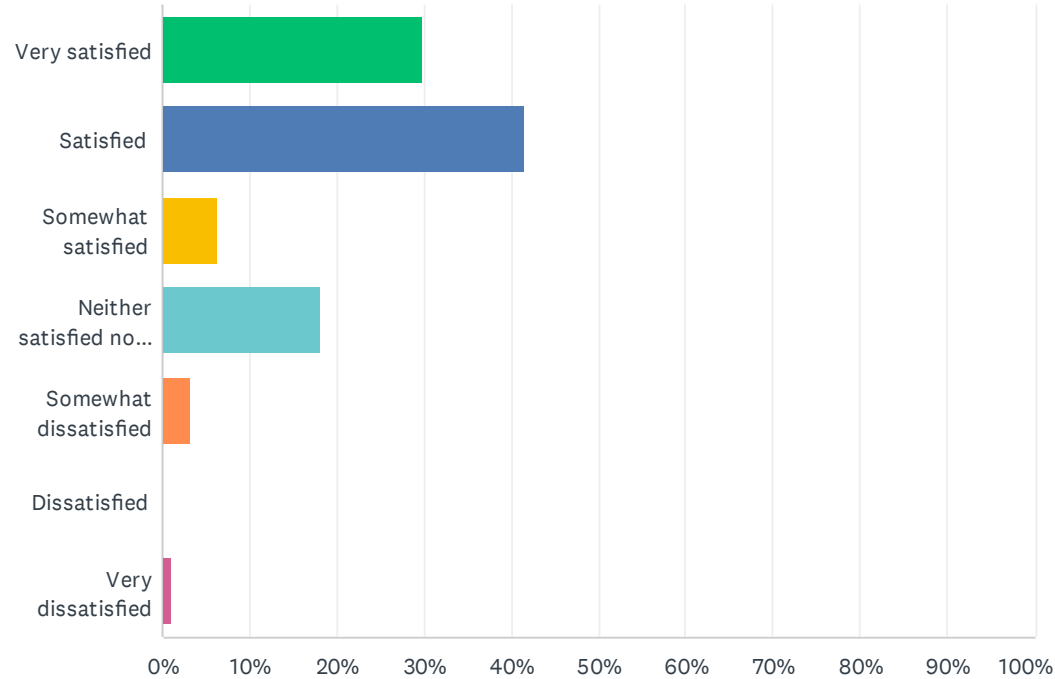
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very Good	59.57%	56
Good	32.98%	31
Average	6.38%	6
Poor	1.06%	1
Very Poor	0.00%	0
TOTAL		94

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 this seasons Board of Directors this season?

Answered: 94 Skipped: 10



Regina Beach Yacht Club Membership Survey (2021 Season)

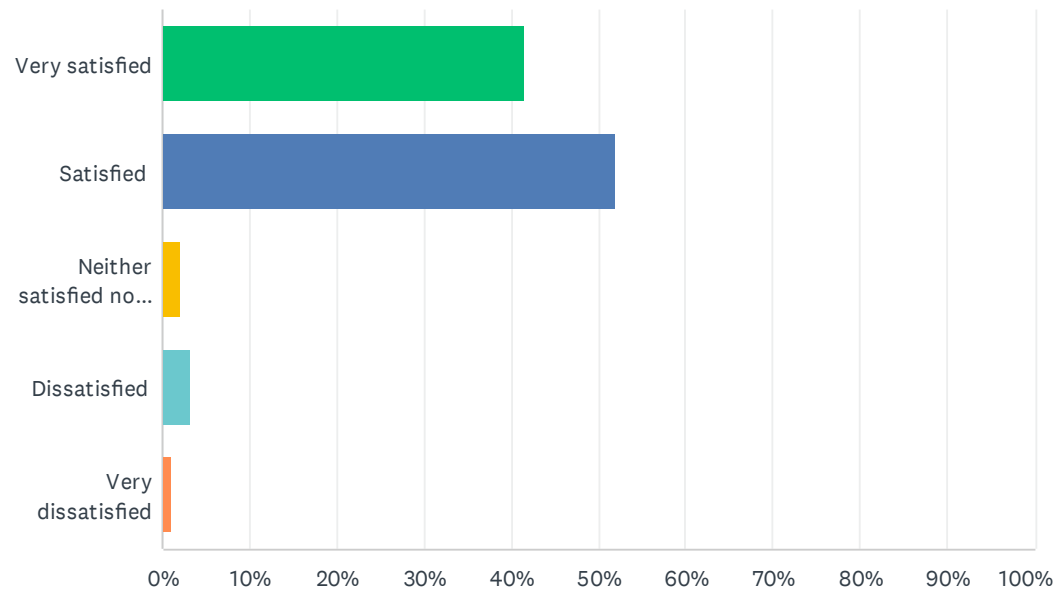
ANSWER CHOICES	RESPONSES	
Very satisfied	29.79%	28
Satisfied	41.49%	39
Somewhat satisfied	6.38%	6
Neither satisfied nor dissatisfied	18.09%	17
Somewhat dissatisfied	3.19%	3
Dissatisfied	0.00%	0
Very dissatisfied	1.06%	1
TOTAL	94	

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 2021 season below:

Answered: 50 Skipped: 54

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

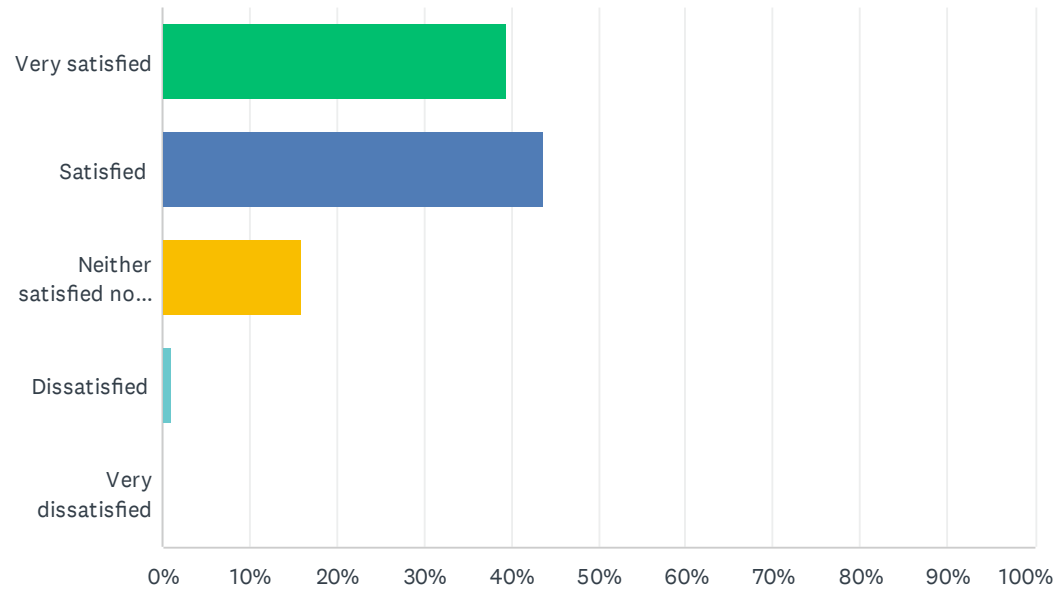
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very satisfied	41.49%	39
Satisfied	52.13%	49
Neither satisfied nor dissatisfied	2.13%	2
Dissatisfied	3.19%	3
Very dissatisfied	1.06%	1
TOTAL		94

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

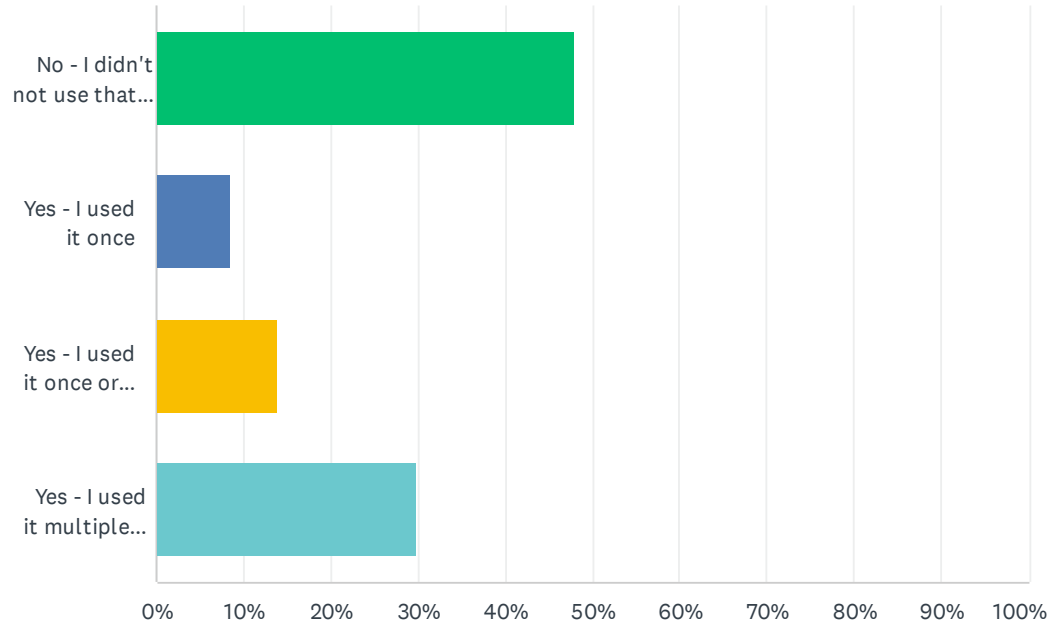
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very satisfied	39.36%	37
Satisfied	43.62%	41
Neither satisfied nor dissatisfied	15.96%	15
Dissatisfied	1.06%	1
Very dissatisfied	0.00%	0
TOTAL		94

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

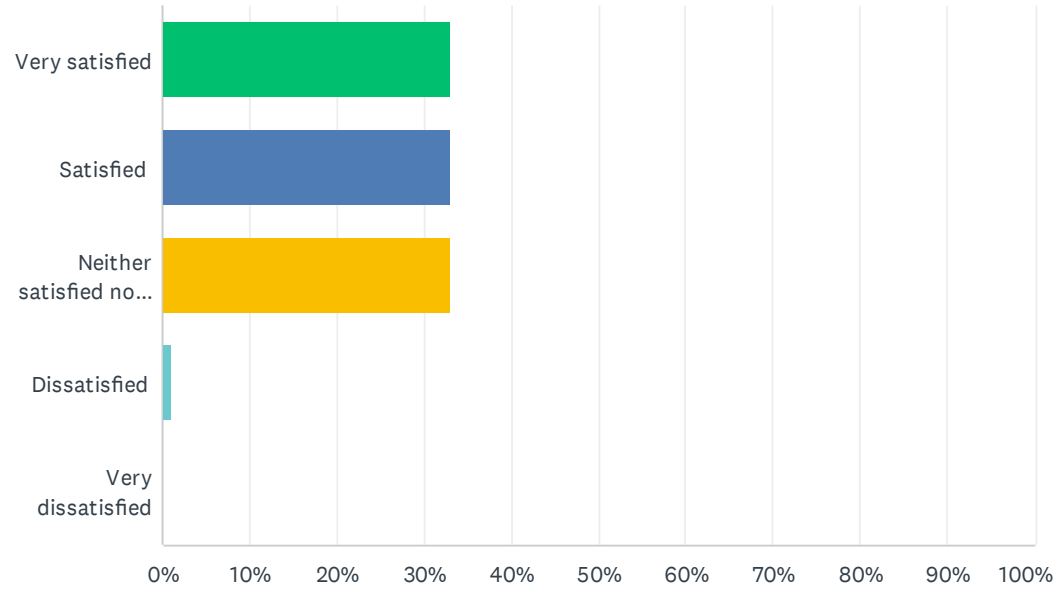
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
No - I didn't not use that area	47.87%	45
Yes - I used it once	8.51%	8
Yes - I used it once or twice	13.83%	13
Yes - I used it multiple times	29.79%	28
TOTAL		94

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

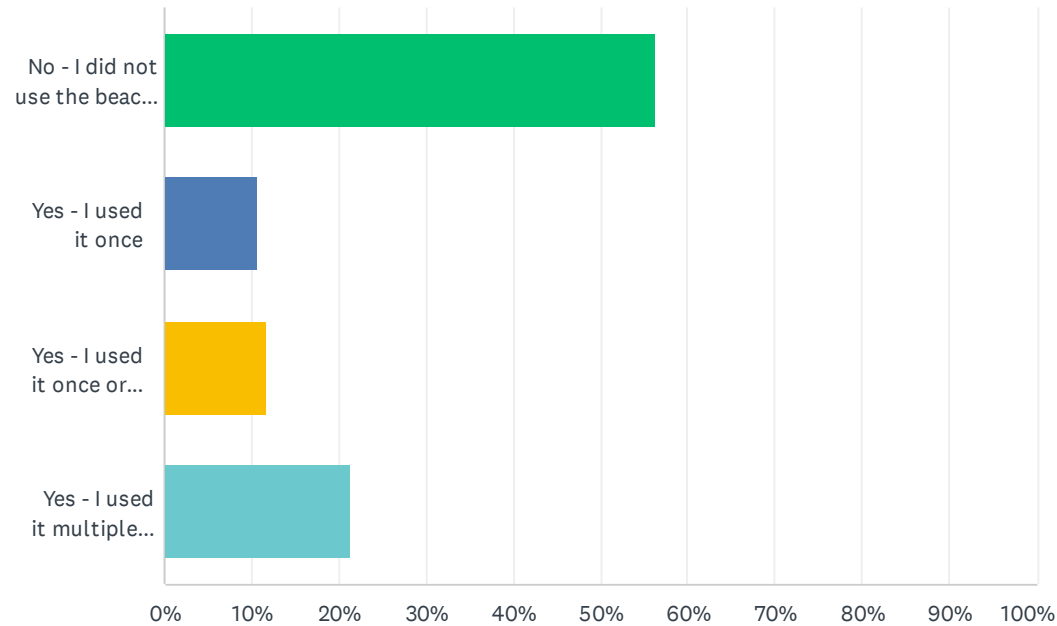
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very satisfied	32.98%	31
Satisfied	32.98%	31
Neither satisfied nor dissatisfied	32.98%	31
Dissatisfied	1.06%	1
Very dissatisfied	0.00%	0
TOTAL		94

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

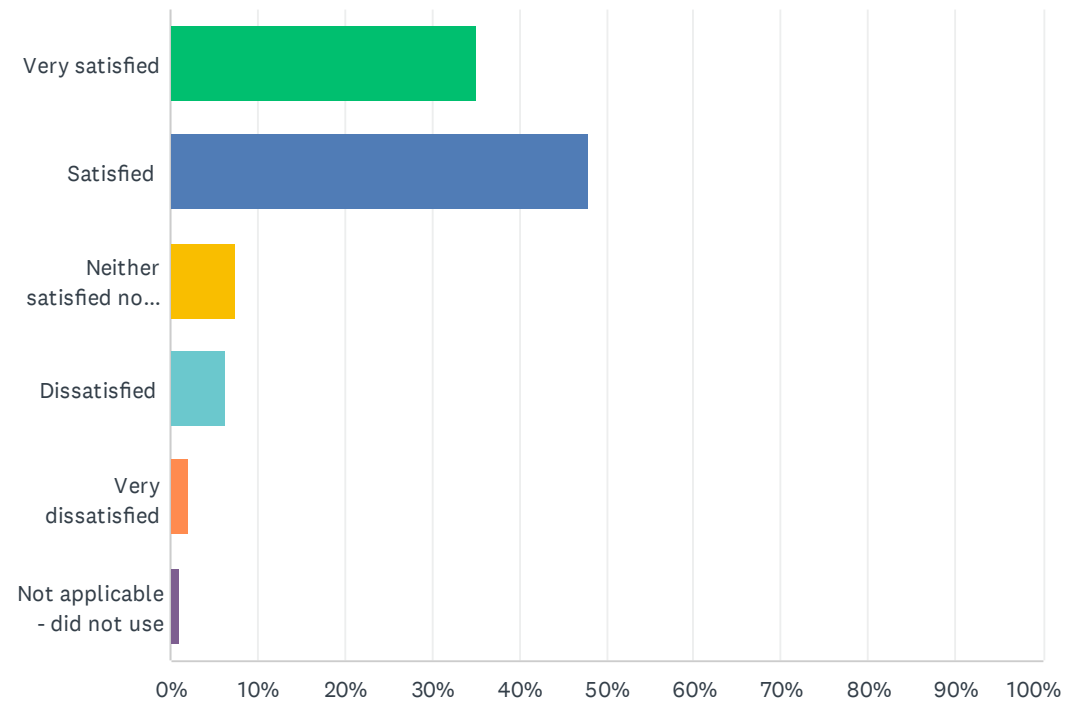
Answered: 94 Skipped: 10



ANSWER CHOICES	RESPONSES	
No - I did not use the beach area	56.38%	53
Yes - I used it once	10.64%	10
Yes - I used it once or twice	11.70%	11
Yes - I used it multiple times	21.28%	20
TOTAL		94

Q25 Please rate your satisfaction with the state and cleanliness of the washroom facilities during the 2021 Season:

Answered: 94 Skipped: 10

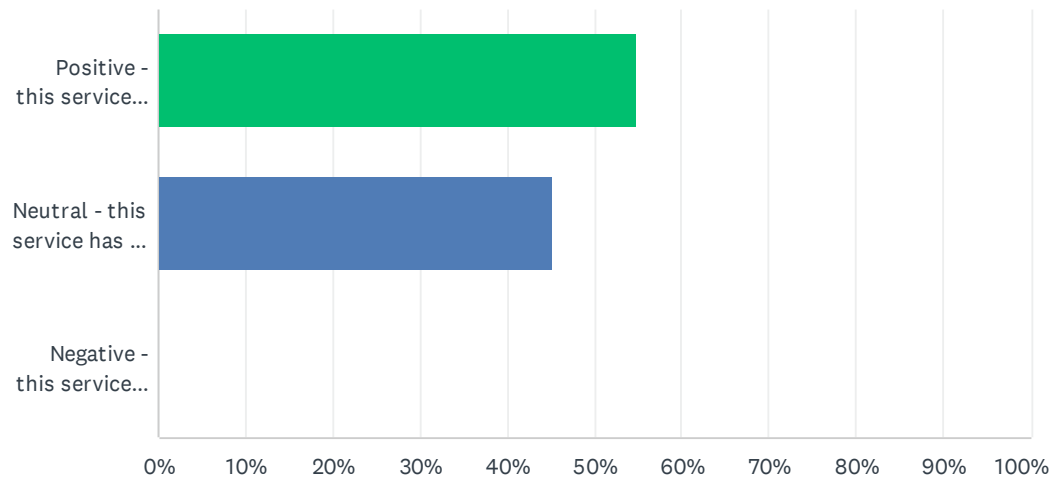


Regina Beach Yacht Club Membership Survey (2021 Season)

ANSWER CHOICES	RESPONSES	
Very satisfied	35.11%	33
Satisfied	47.87%	45
Neither satisfied nor dissatisfied	7.45%	7
Dissatisfied	6.38%	6
Very dissatisfied	2.13%	2
Not applicable - did not use	1.06%	1
TOTAL	94	

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.

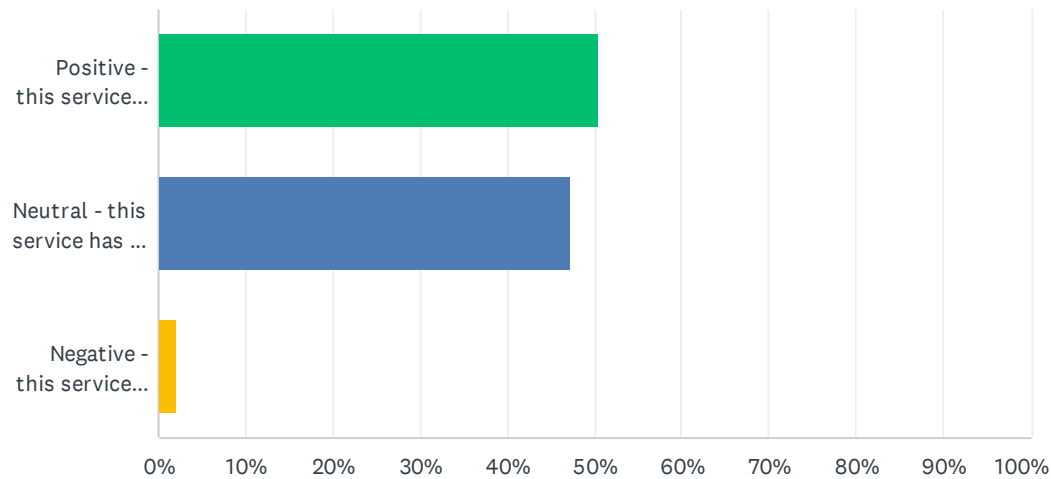
Answered: 93 Skipped: 11



ANSWER CHOICES	RESPONSES	
Positive - this service makes RBYC more appealing for existing and potential members	54.84%	51
Neutral - this service has no impact on the value of my membership	45.16%	42
Negative - this service detracts from the member experience	0.00%	0
TOTAL		93

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.

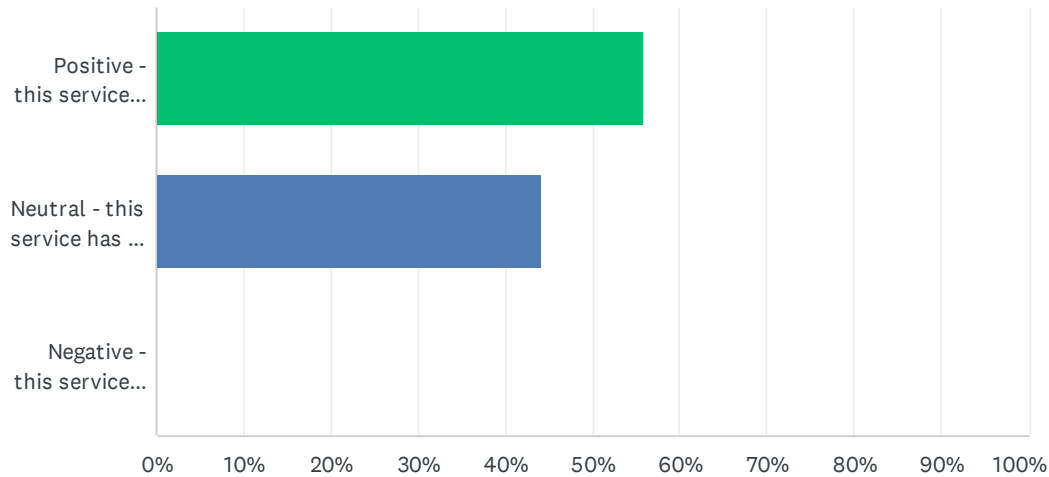
Answered: 93 Skipped: 11



ANSWER CHOICES	RESPONSES	
Positive - this service makes RBYC more appealing for existing and potential members	50.54%	47
Neutral - this service has no impact on the value of my membership	47.31%	44
Negative - this service detracts from the member experience	2.15%	2
TOTAL		93

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.

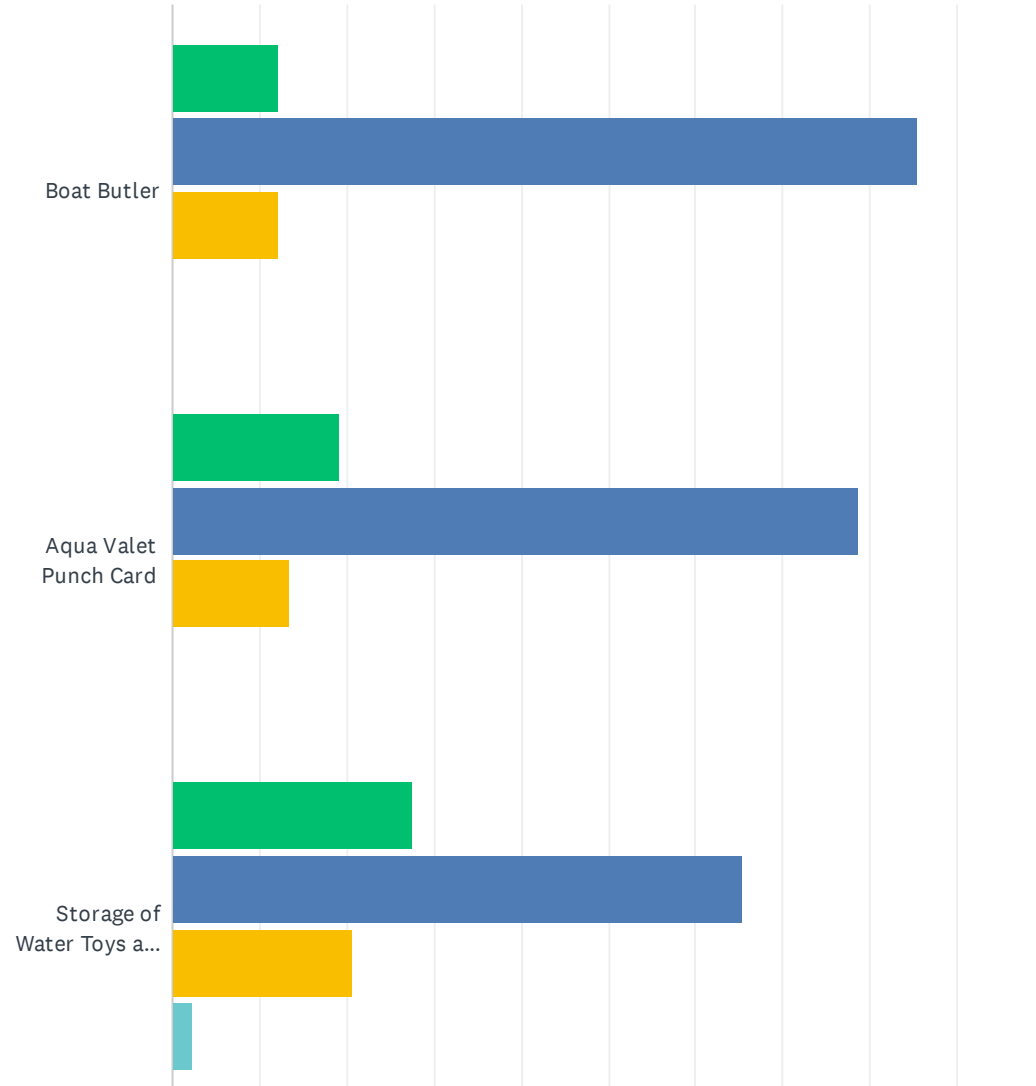
Answered: 93 Skipped: 11



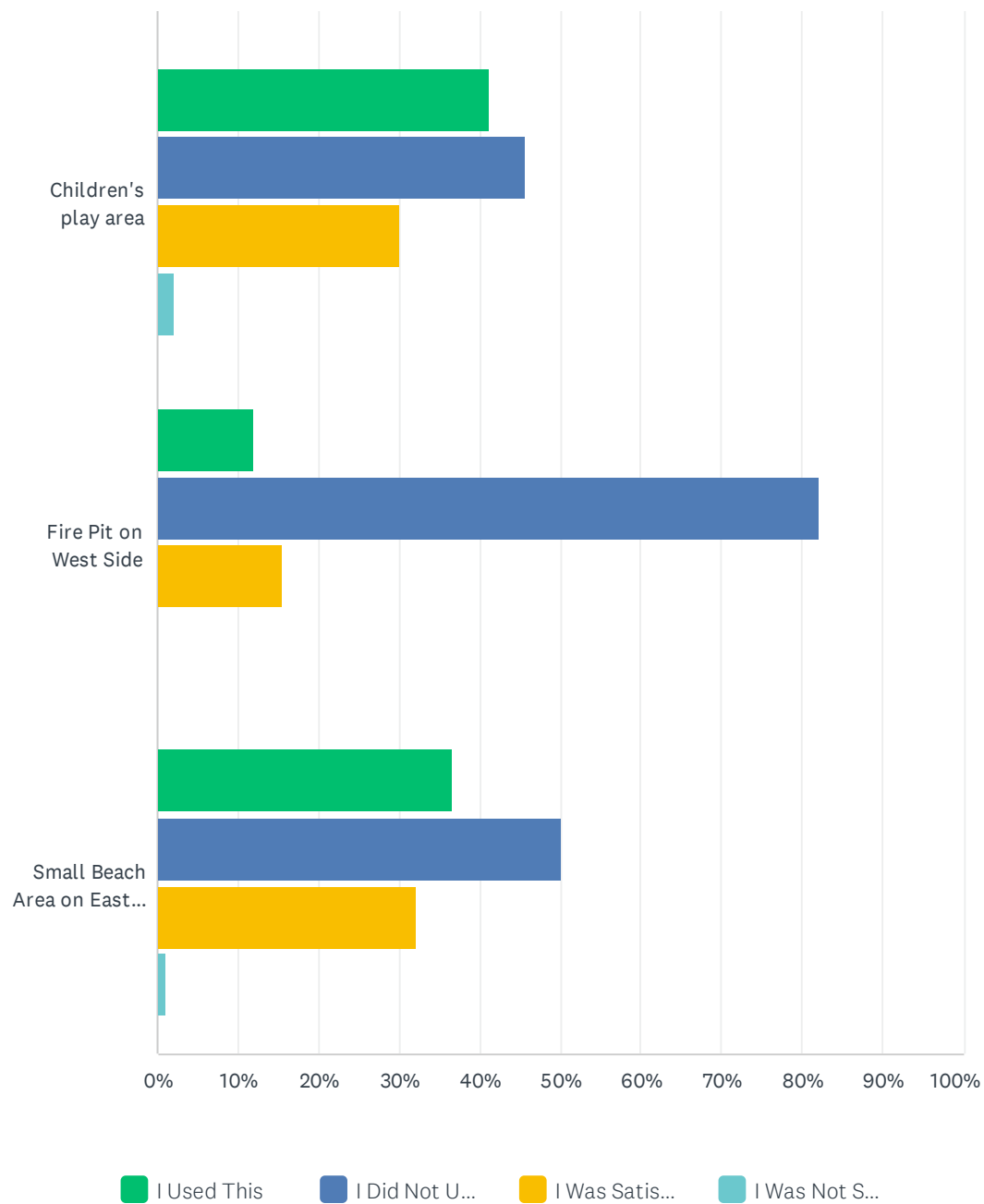
ANSWER CHOICES	RESPONSES	
Positive - this service makes RBYC more appealing for existing and potential members	55.91%	52
Neutral - this service has no impact on the value of my membership	44.09%	41
Negative - this service detracts from the member experience	0.00%	0
TOTAL		93

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: 93 Skipped: 11



Regina Beach Yacht Club Membership Survey (2021 Season)



Regina Beach Yacht Club Membership Survey (2021 Season)

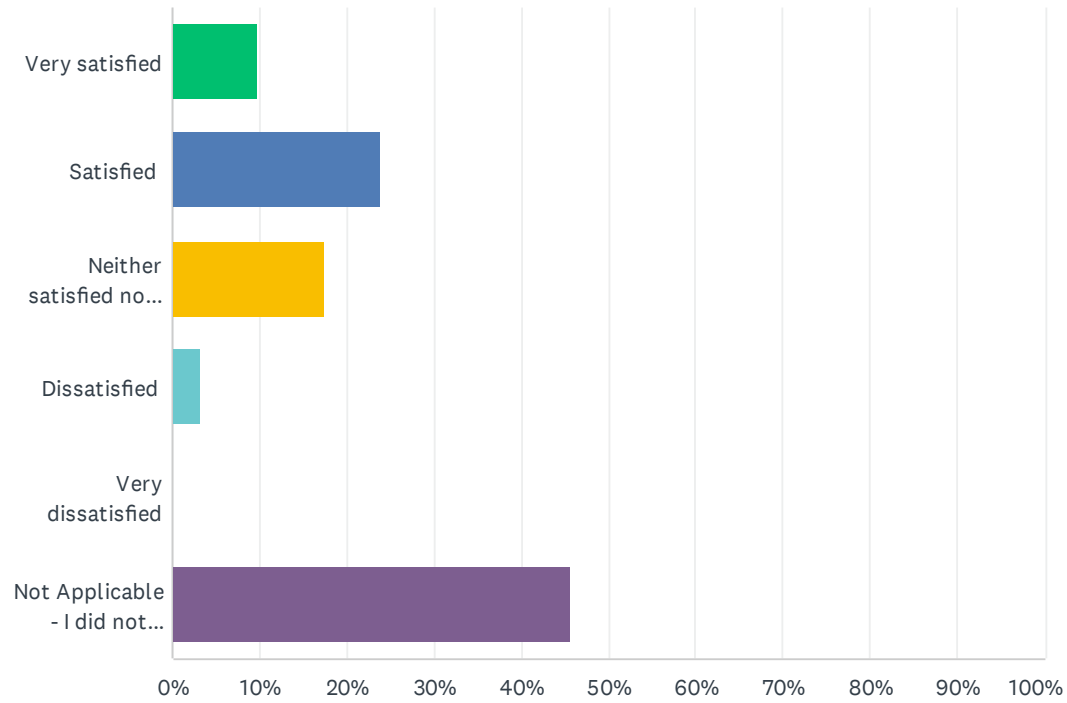
	I USED THIS	I DID NOT USE THIS	I WAS SATISFIED	I WAS NOT SATISFIED	TOTAL RESPONDENTS
Boat Butler	12.22% 11	85.56% 77	12.22% 11	0.00% 0	90
Aqua Valet Punch Card	19.10% 17	78.65% 70	13.48% 12	0.00% 0	89
Storage of Water Toys at Marina	27.59% 24	65.52% 57	20.69% 18	2.30% 2	87
Children's play area	41.11% 37	45.56% 41	30.00% 27	2.22% 2	90
Fire Pit on West Side	11.90% 10	82.14% 69	15.48% 13	0.00% 0	84
Small Beach Area on East Side	36.67% 33	50.00% 45	32.22% 29	1.11% 1	90

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: 41 Skipped: 63

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

Answered: 92 Skipped: 12

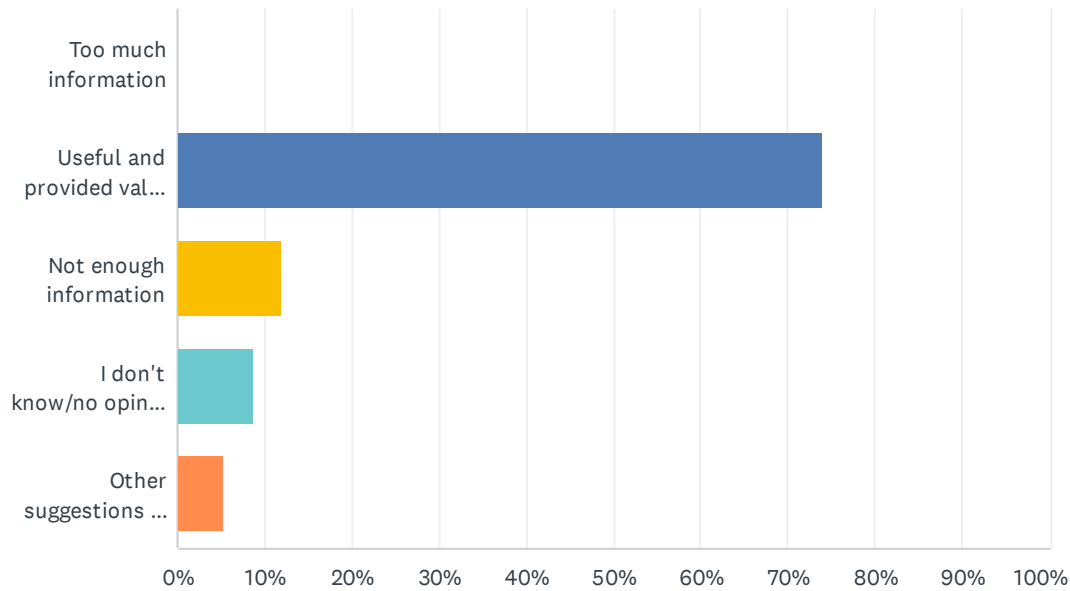


Regina Beach Yacht Club Membership Survey (2021 Season)

ANSWER CHOICES	RESPONSES	
Very satisfied	9.78%	9
Satisfied	23.91%	22
Neither satisfied nor dissatisfied	17.39%	16
Dissatisfied	3.26%	3
Very dissatisfied	0.00%	0
Not Applicable - I did not attend	45.65%	42
TOTAL		92

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: 92 Skipped: 12

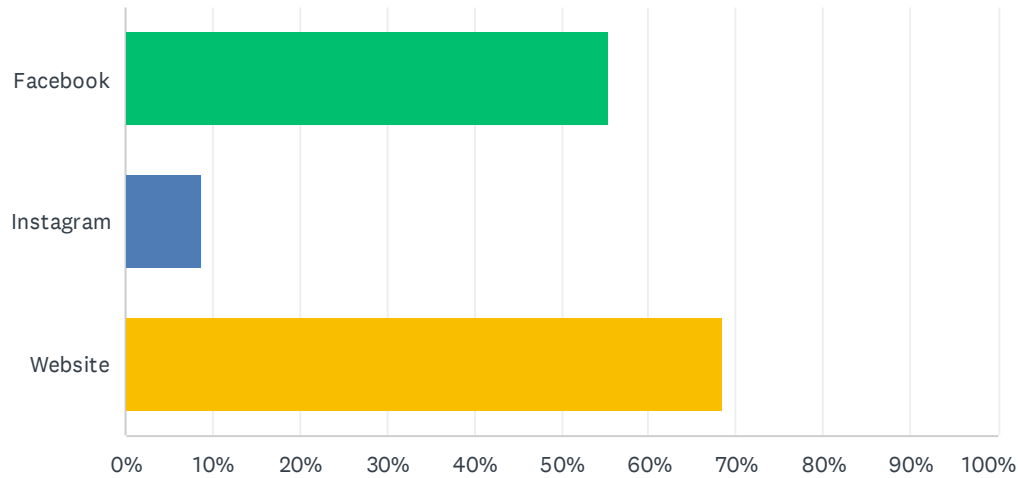


Regina Beach Yacht Club Membership Survey (2021 Season)

ANSWER CHOICES	RESPONSES	
Too much information	0.00%	0
Useful and provided value to myself and my family	73.91%	68
Not enough information	11.96%	11
I don't know/no opinion on this	8.70%	8
Other suggestions to improve member communications	5.43%	5
TOTAL		92

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):

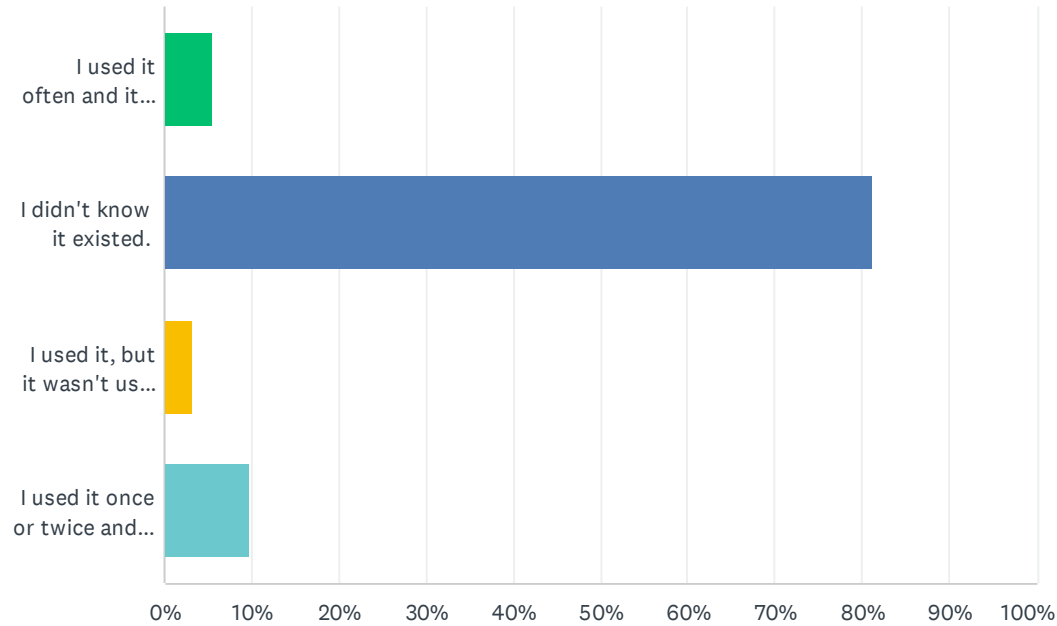
Answered: 92 Skipped: 12



ANSWER CHOICES	RESPONSES	
Facebook	55.43%	51
Instagram	8.70%	8
Website	68.48%	63
Total Respondents: 92		

Q34 In 2021 we installed a weather station at the Yacht Club which allowed us to provide a real-time weather update to members directly on our website or via a mobile app. Please select the most applicable answer to you.

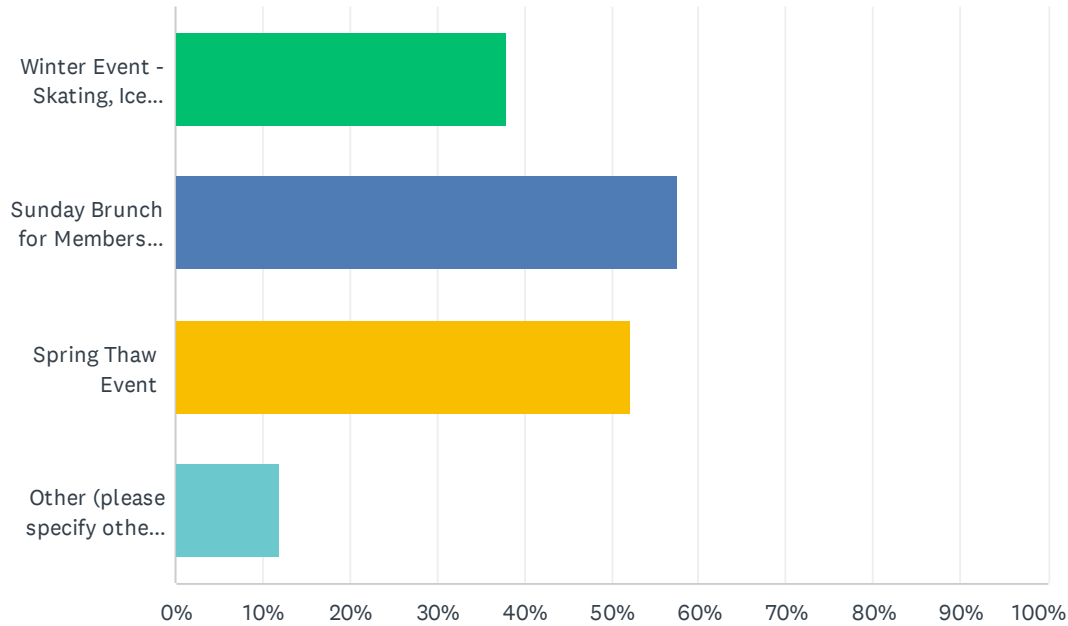
Answered: 91 Skipped: 13



ANSWER CHOICES	RESPONSES	
I used it often and it was great!	5.49%	5
I didn't know it existed.	81.32%	74
I used it, but it wasn't user friendly or I had an issue with the app or website	3.30%	3
I used it once or twice and it worked, but I didn't find myself using it often.	9.89%	9
TOTAL		91

Q35 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: 92 Skipped: 12



ANSWER CHOICES	RESPONSES	
Winter Event - Skating, Ice Fishing, Hot Chocolate etc	38.04%	35
Sunday Brunch for Members throughout the season	57.61%	53
Spring Thaw Event	52.17%	48
Other (please specify other events you'd like to see in the winter months):	11.96%	11
Total Respondents: 92		

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: 45 Skipped: 59

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

Answered: 28 Skipped: 76