

MINUTES

SURVEY AD HOC MEMBER SUBCOMMITTEE

May 8, 2018

Posting Approved by Sandra Thornton Saturday, May 12, 2018 3:12pm
Pending Committee Approval

The first business of the Underserved subcommittee was to define “underserved”. NRC, the company that did the member survey for GVR, identifies the underserved primarily as members who have physical limitations, an annual income of \$25,000 or less, and are 85 years old or older. To this definition we have added the survey population who indicated they were not getting fair value for their GVR dues.

Next, we reviewed the list of six “Troublesome Issues” identified in the Survey Committee meeting on 4/25/18. Today we discussed the underserved issues of: accessibility to GVR facilities/activities for those with physical limitations; provision of recreation opportunities; non-electronic communication; and transportation. Suggestions for obtaining information from members with accessibility issues about their concerns included an article in GVR Now asking for their input, and providing survey boxes/cards at GVR facilities so members can report issues. A suggestion for recreation activities was more evening classes. It was noted that members in the upper age ranges might desire geriatric-type fitness equipment or a therapy pool. Non-electronic communication could include putting copies of GVR Now in retail spaces. The Sun Shuttle is available to provide transportation, although 98% of the respondents to the Survey indicate they are able to drive.

A goal of this subcommittee is to develop a profile of the “underserved” and to identify what they feel are issues of concern as well as what they appreciate about GVR. We have requested more detailed survey data from NRC for the two groups we have identified as underserved.