



2022 Member Survey Green Valley Recreation, Inc.

Zelos, LLC

Summary Report
January 17, 2023



Purpose of the member survey

Green Valley Recreation, Inc. (GVR) regularly checks in with membership to ensure that the organization is meeting current expectations and anticipating future needs.

History

- Comprehensive survey, 2018
- Strategic plan survey, 2021
- Current survey, 2022

The 2022 survey period

GVR made the 2022 Member Survey available electronically and on paper from **October 17 – November 1, 2022**, for all respondents.

GVR and Zelos provided technical support to members throughout the survey period.

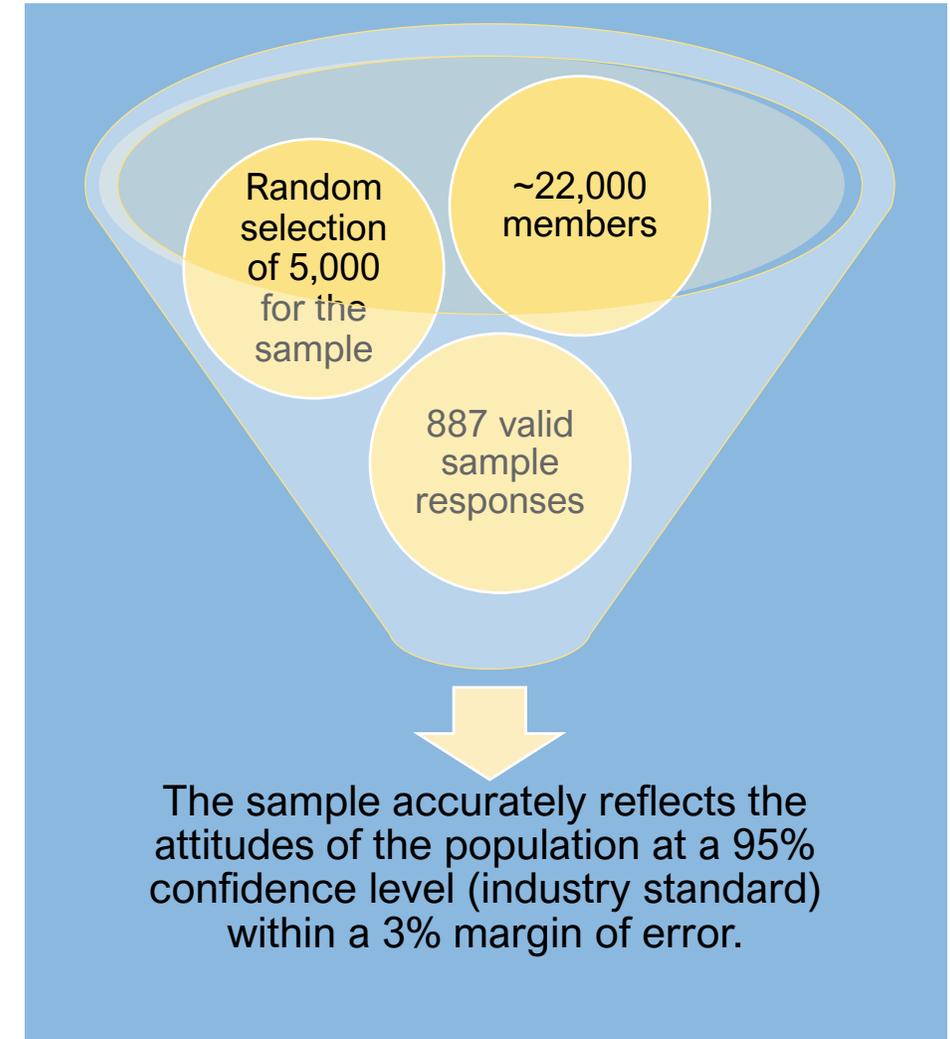
Details about the invitation process

- GVR mailed paper surveys to the sample group on October 7, 2022.
- Zelos emailed custom links to the sample group on October 17, 2022, and throughout the survey period.
- GVR advertised the online survey that was available from October 17 – November 1.
- GVR entered paper responses upon receipt and through November 7.

The survey invitees

During the survey period, any member who could provide their member number could participate in the survey, either electronically or on a paper version.

Simultaneously, GVR **randomly** selected a **sample** for the survey so that it could rely on the accuracy of the results for decision making.



The results in this report

This report includes results only from the respondents who were randomly selected to participate.

The sample response rate was 18%.

Again, GVR achieved the desired confidence level and margin of error to be confident that the attitudes of the sample accurately reflect the attitudes of the population.

History of GVR response rates

- In 2018, the National Research Center (NRC) noted a *typical* response rate for a parks and recreation survey ranged from 12-30%.
- At that time, GVR's member survey yielded a 26% response rate (of the entire member population).
- In 2021, the GVR strategic plan survey yielded a 12% response rate (of the entire member population).

Connection to strategic plan

GVR's 2022-2026 strategic plan includes the Mission, Vision, Goals, and priorities.

Survey questions will help GVR check in on how well it's performing, and in some cases, establish a baseline for the metrics included in the plan.

Mission

- To provide excellent facilities and services that create opportunities for recreation, social activities, and leisure education to enhance the quality of our members' lives.

Vision

- To be a friendly, vibrant community of choice for adults desiring lifelong opportunities for physical, mental, and social engagement.

The 2022 Member Survey results

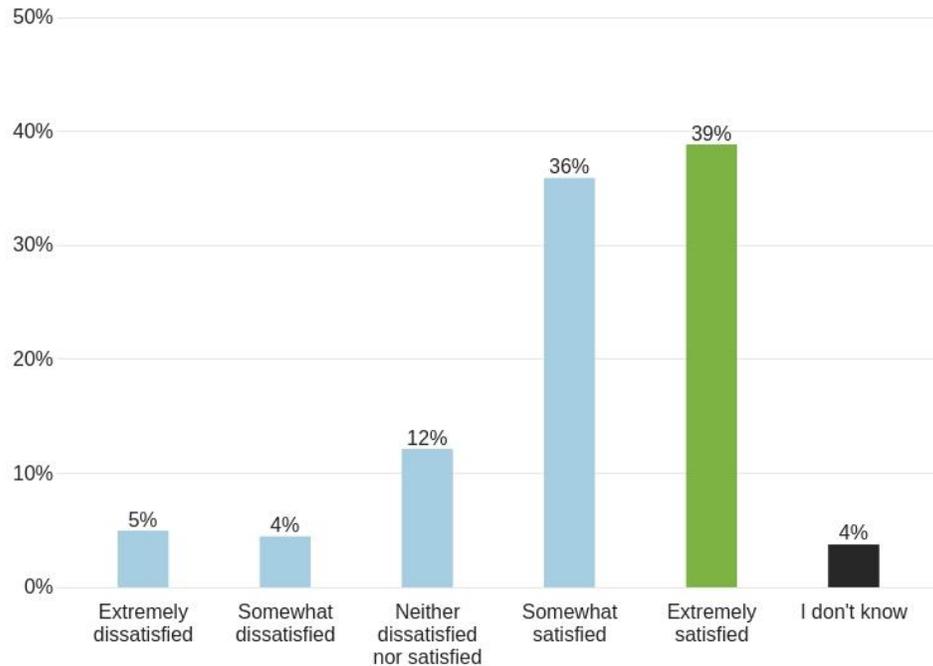
Satisfaction



Overall satisfaction

Overall, how satisfied are you with the services and programs offered at GVR?

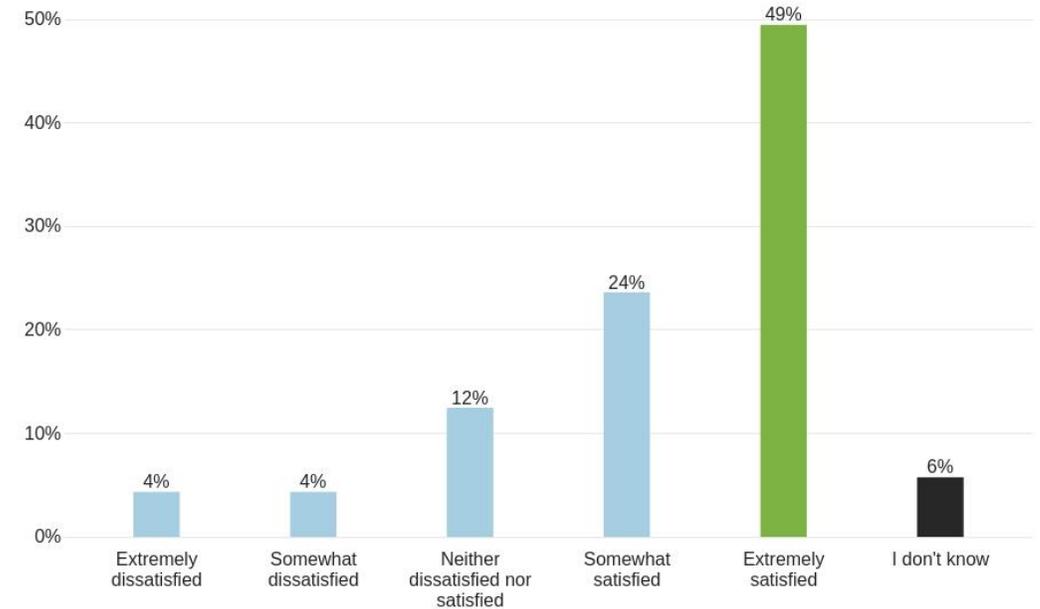
75% of members are satisfied with GVR services and programs.



Analysis: Younger members (under 55 years) tend to report **lower** satisfaction with services and programs than other age groups.

Overall, how satisfied are you with your experience(s) with GVR staff?

73% of members are satisfied with their experiences with staff.

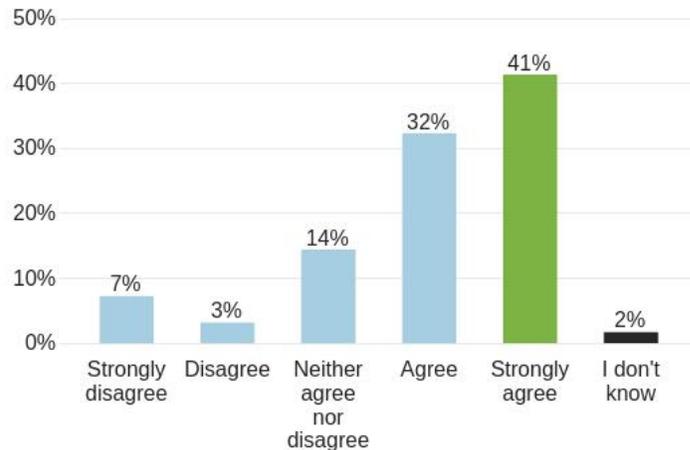


Analysis: Newer members (0-5 years) tend to report **higher** satisfaction with staff than members for more than 20 years.

Quality of life

GVR recreational opportunities enhance my quality of life.

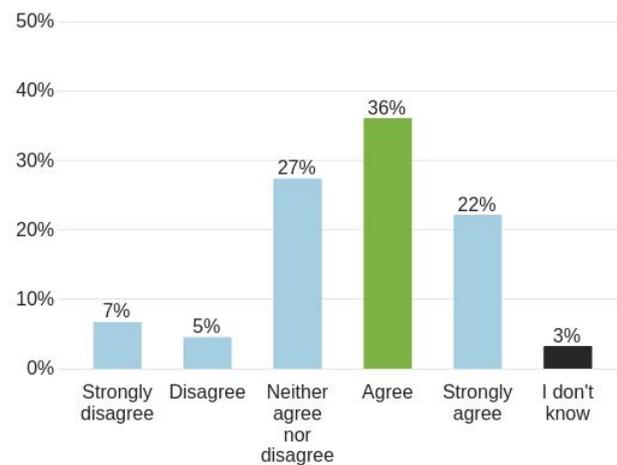
73% agreement



Comparison: In 2021 strategic plan survey, 69% agreement.

GVR social opportunities enhance my quality of life.

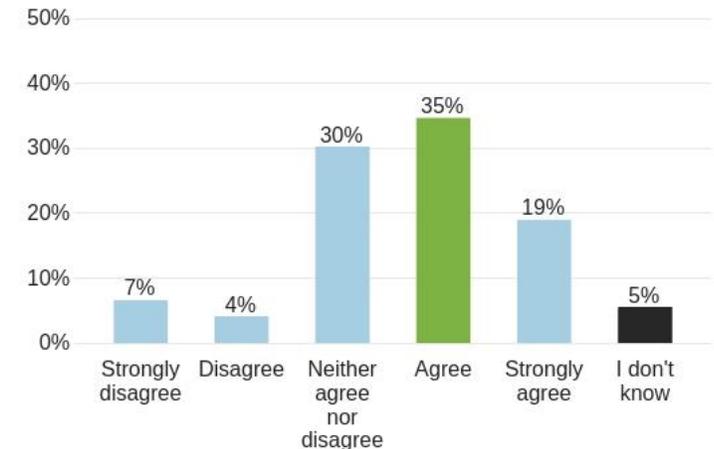
58% agreement



Comparison: In 2021 strategic plan survey, 50% agreement.

GVR leisure education opportunities enhance my quality of life.

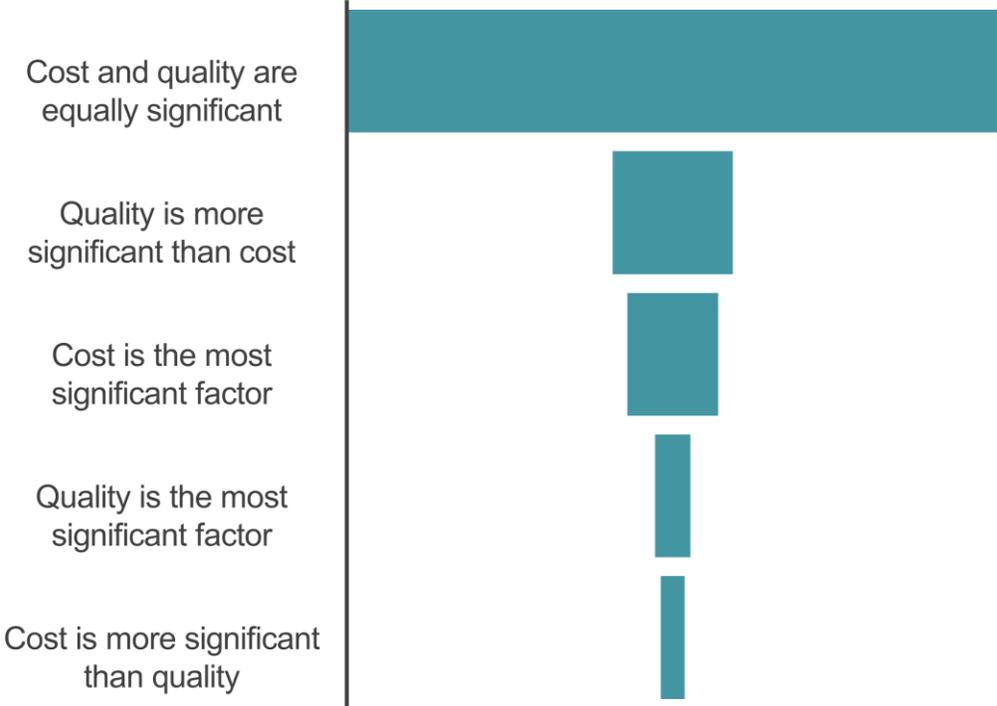
54% agreement



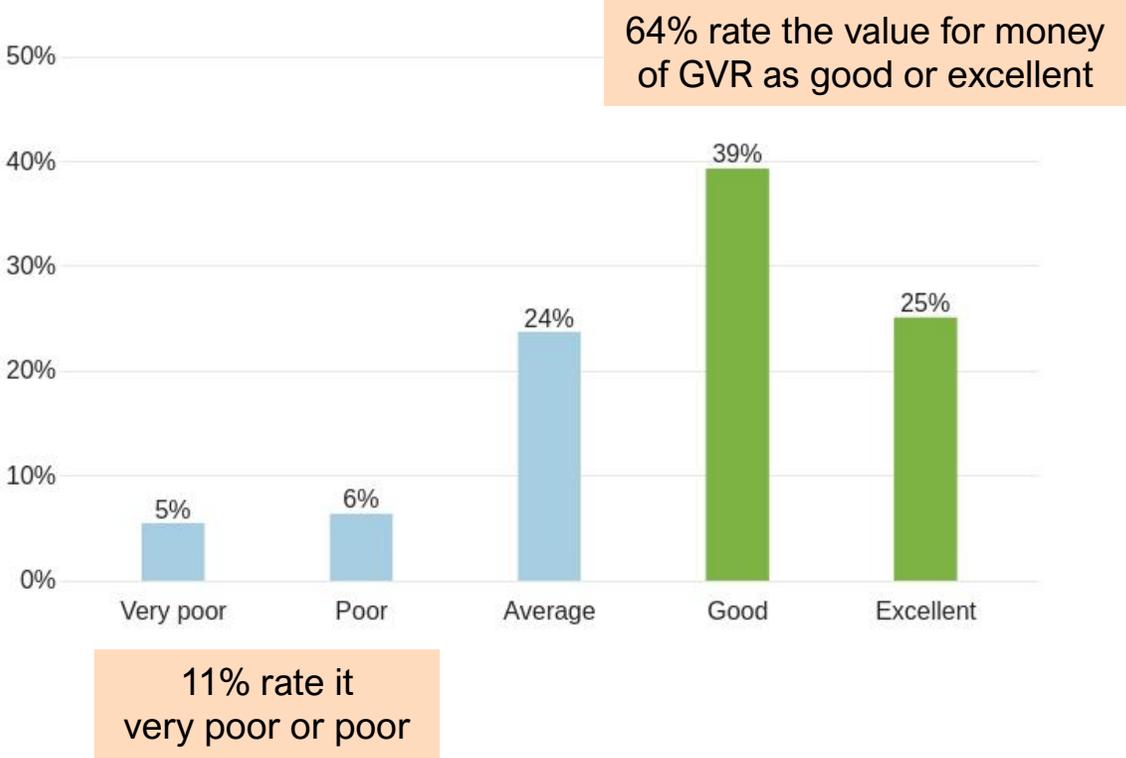
Comparison: In 2021 strategic plan survey, 48% agreement.

GVR value for money

"Value for money" could be viewed in terms of cost, quality, or a combination of both. Which one of the following best describes how you see "value for money"?

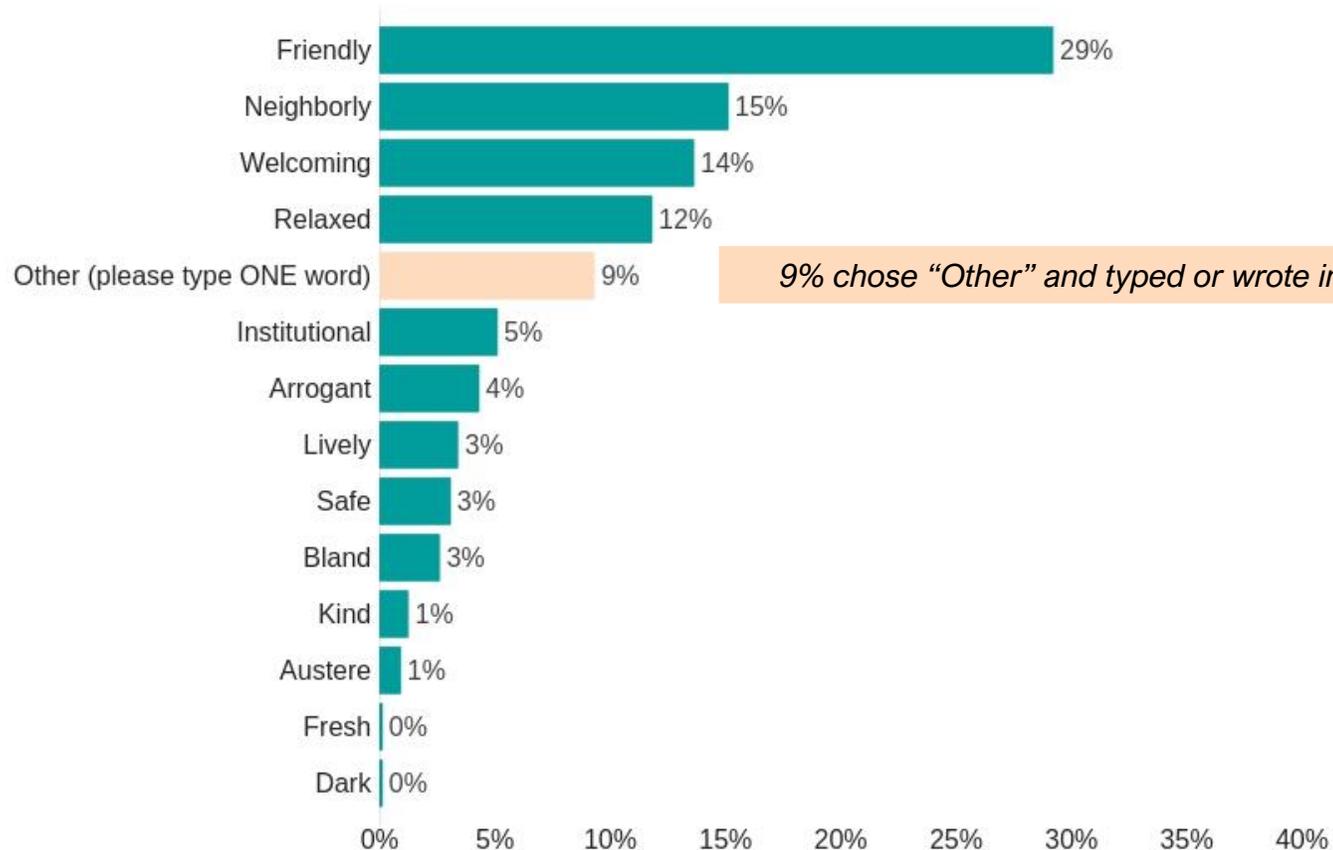


How would you rate the "value for money" of GVR?



One word that describes GVR

One word that most closely describes the character, quality, or atmosphere at GVR. (Choose one.)



9% chose "Other" and typed or wrote in:

Unknown (6)
Available (3)
Expensive (3)

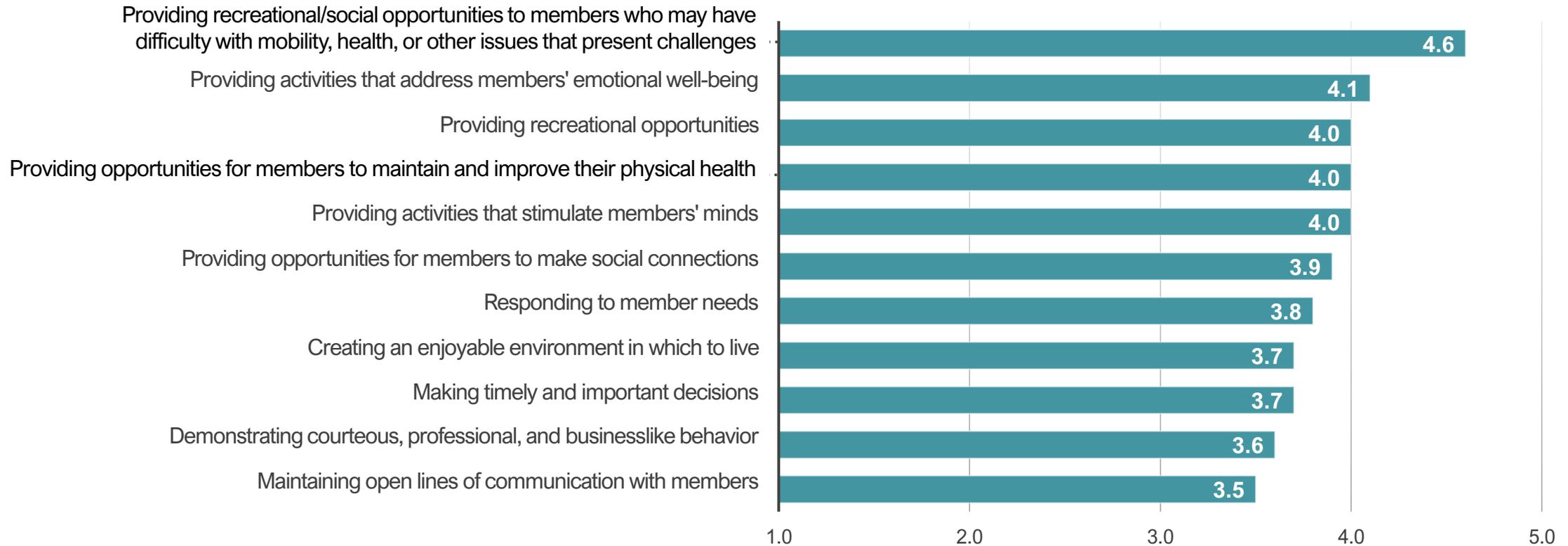
(2 of each) Controlling, Dysfunctional, Entitled, Fun, Snobby/Snobbish, Unfriendly, Variable

(1 of each) Absent, Antagonistic, Arrogant, Beneficial, Chaotic, Clean, Cliquish, Conflicted, Confrontational, Confusing, Convenient, Dictatorial, Disconnected, Discriminatory, Disinterested, Engaging, Entitled, Forced, Greedy, Helpful, Inclusive, Individual, Informative, Irrelevant, Lethargic, Memorable, Mentally stimulating, Mixture, Neighborhoodly, Neutral, Opportunistic, Overwhelming, Peaceful, Political, Politicized, Presumptuous, Regulated, Safe, Social, Surviving, Territorial, Too many rules, Uneven, Unfamiliar, Unhappy, Uninviting, Unnecessary, Unneighborly, Unused, Unwelcoming, Varied, WTF, Zero

GVR effectiveness at mission elements

How effective do you think GVR is at doing each of the following?

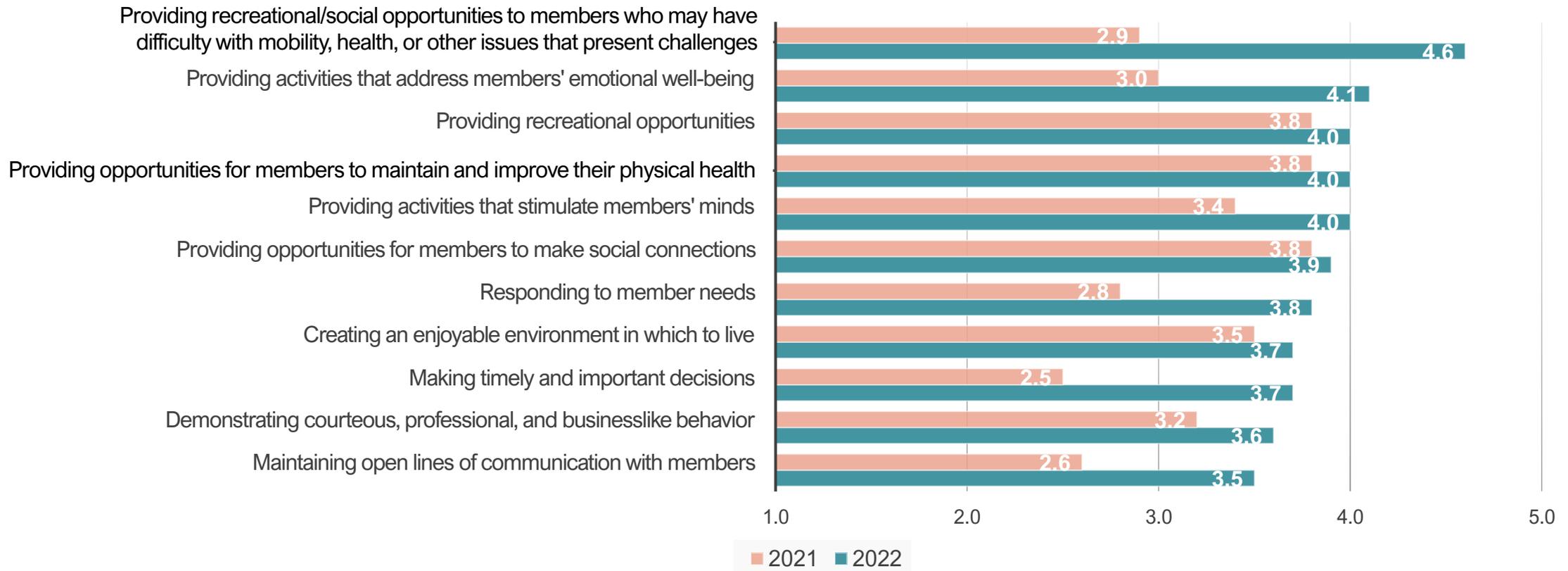
(Reporting the mean of responses, where 1 is *Not effective*, 3 is *Effective*, and 5 is *Extremely effective*.)



Compared to 2021 survey results

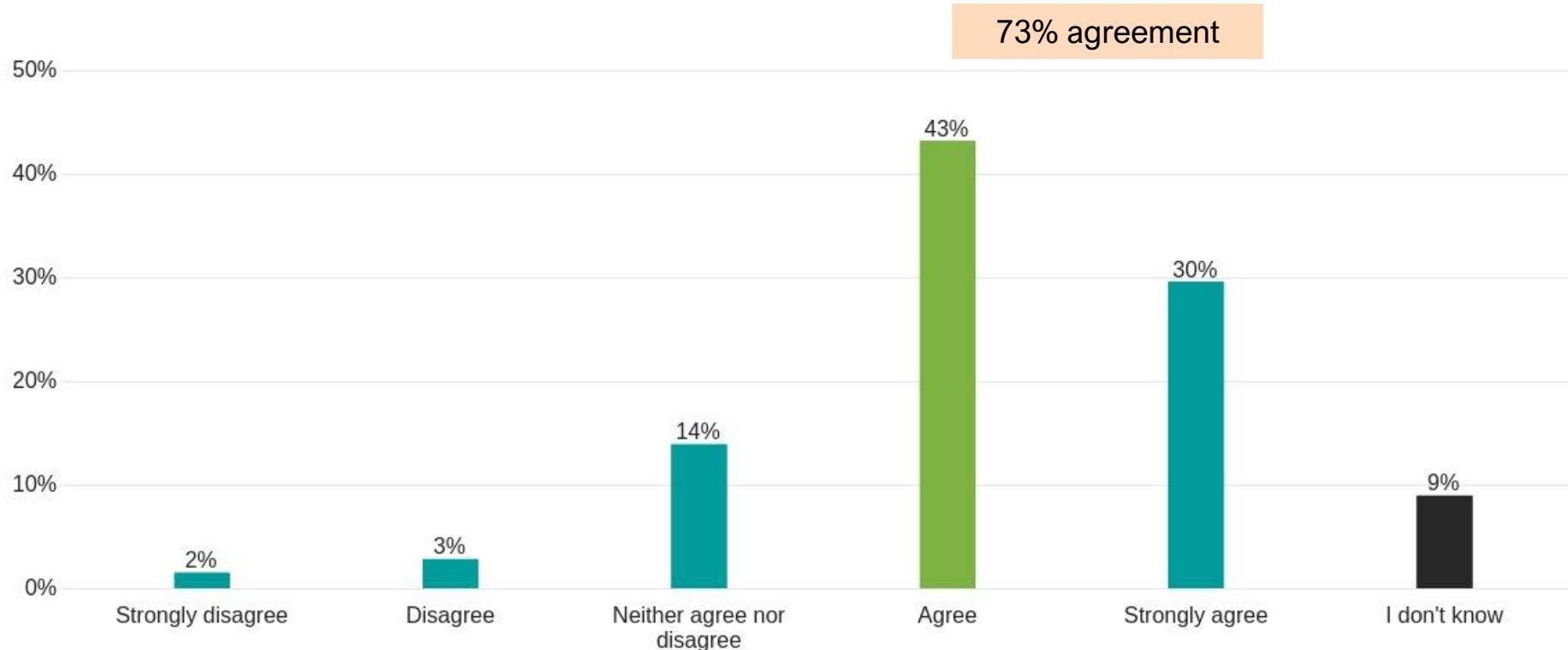
How effective do you think GVR is at doing each of the following?

Ratings improved on all statements between the 2021 strategic plan survey and this survey.



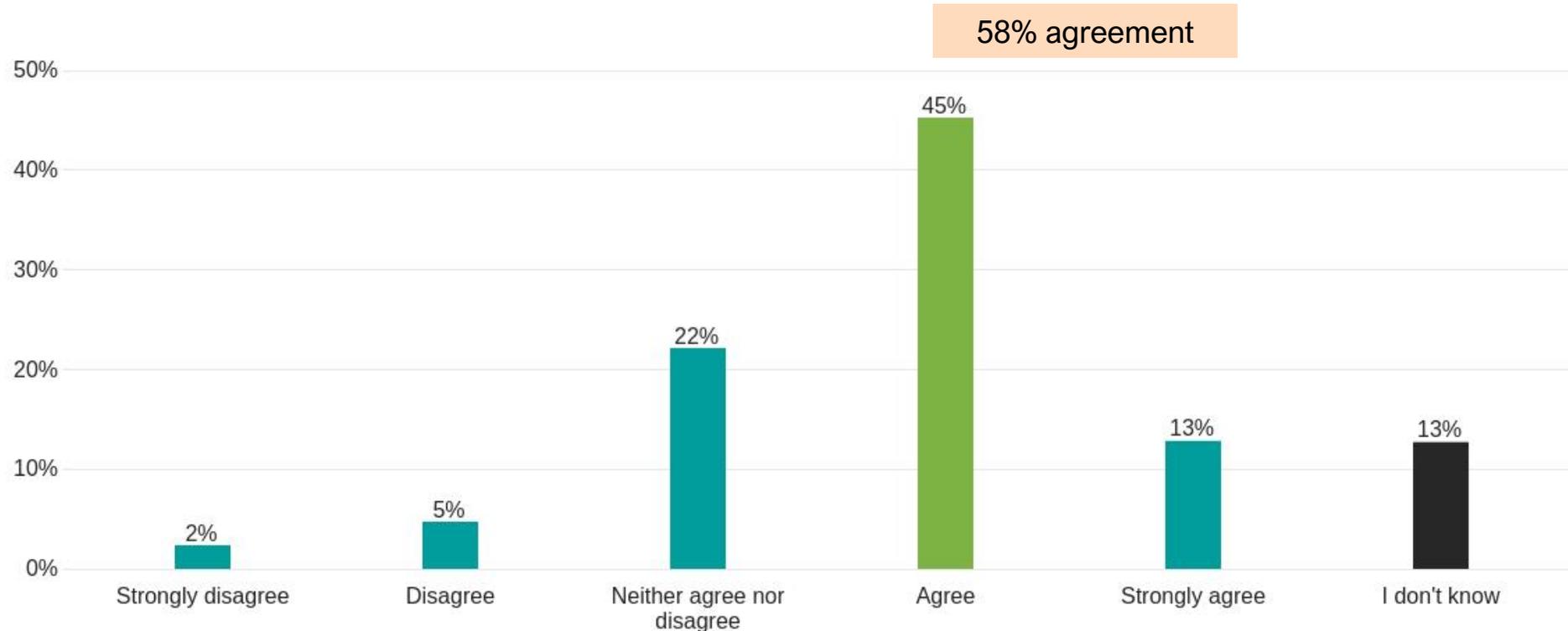
Agreement ratings for mission elements

GVR makes it possible for me to participate in a variety of social opportunities.



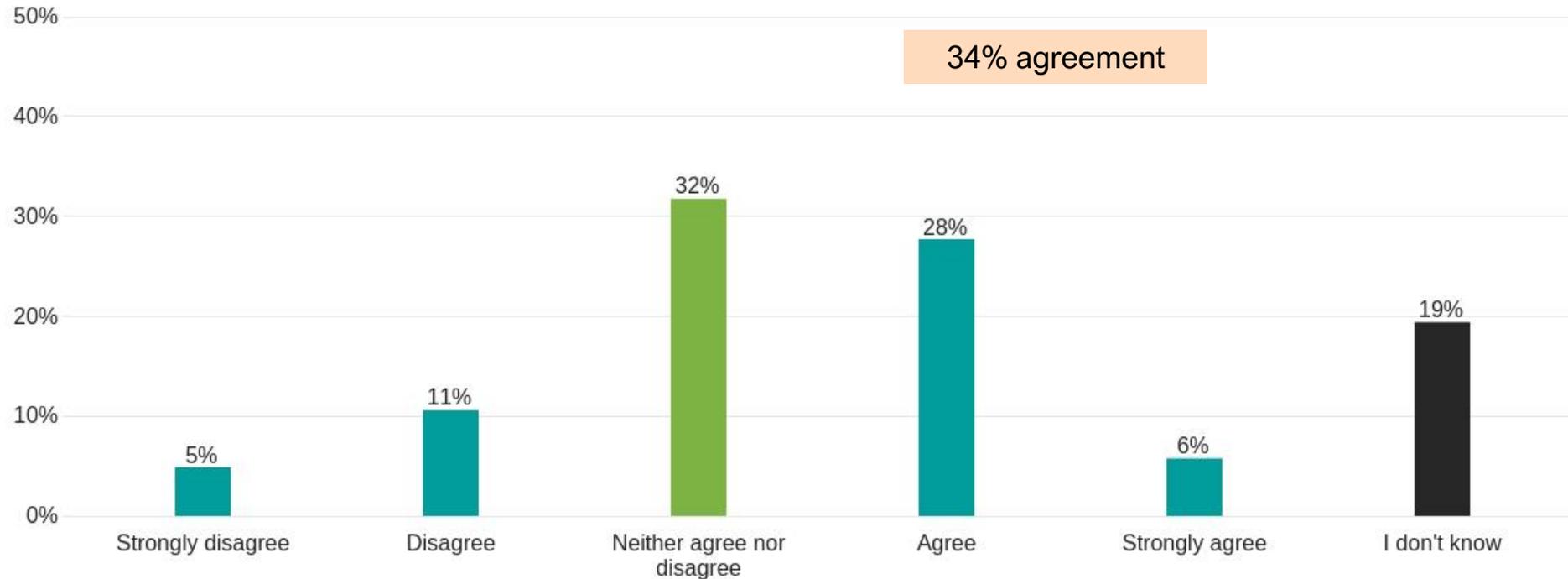
Agreement ratings for mission elements

Communication and information from GVR staff is trustworthy.



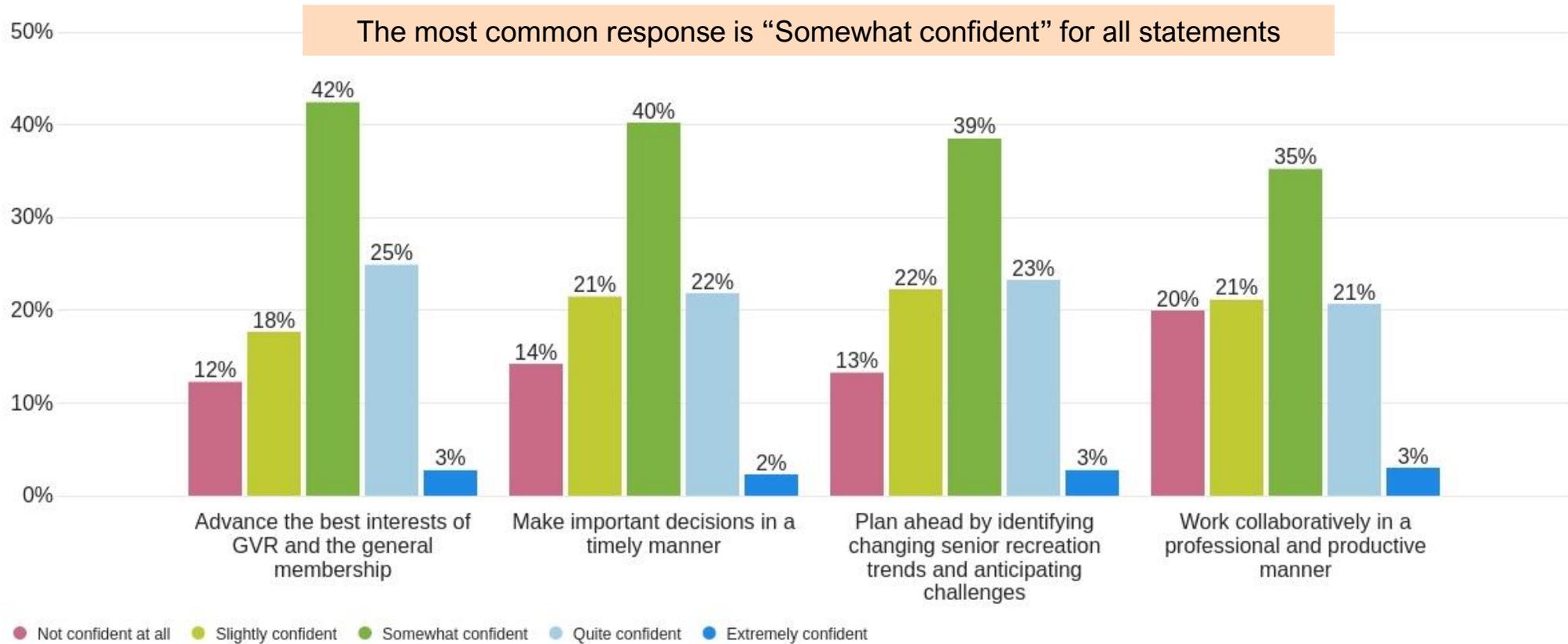
Agreement ratings for mission elements

Communication and information from the GVR Board is trustworthy.



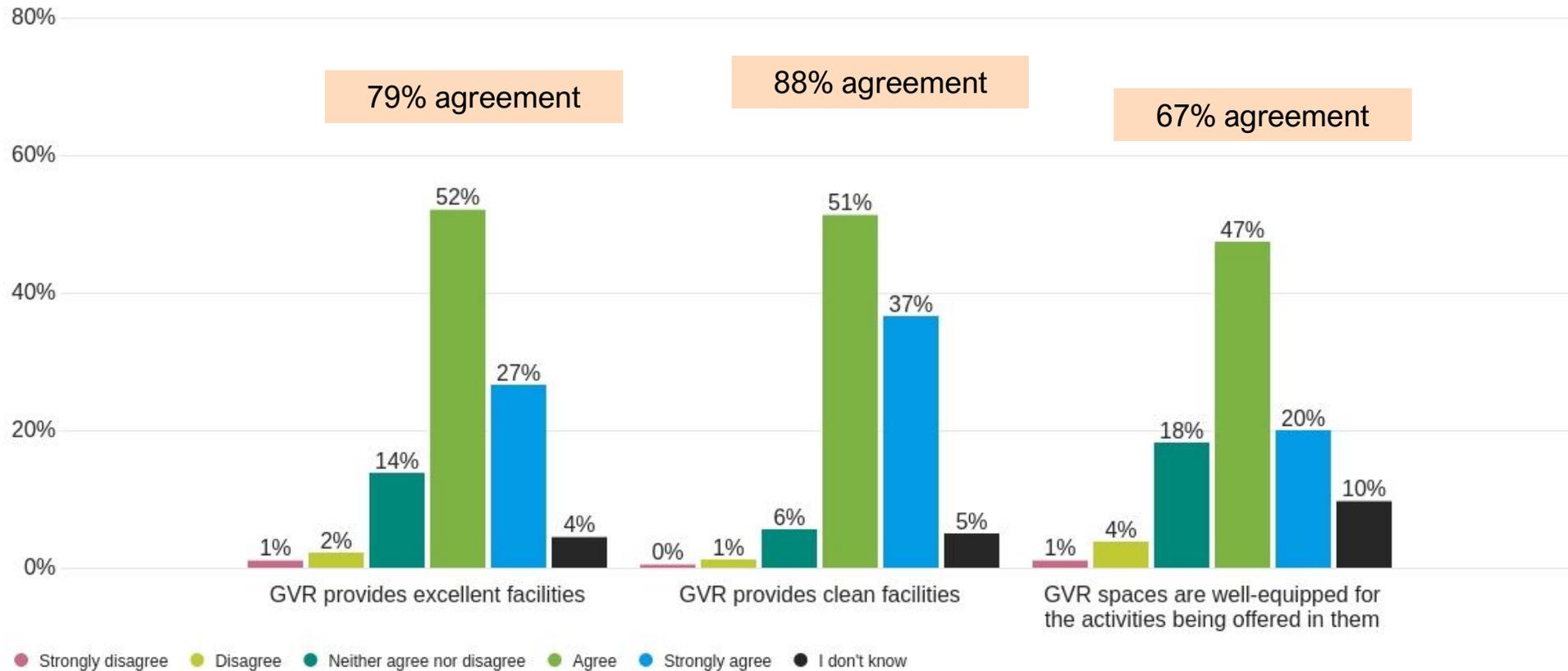
Confidence in the Board

Please rate your confidence in the GVR Board’s ability to...



Quality of the facilities

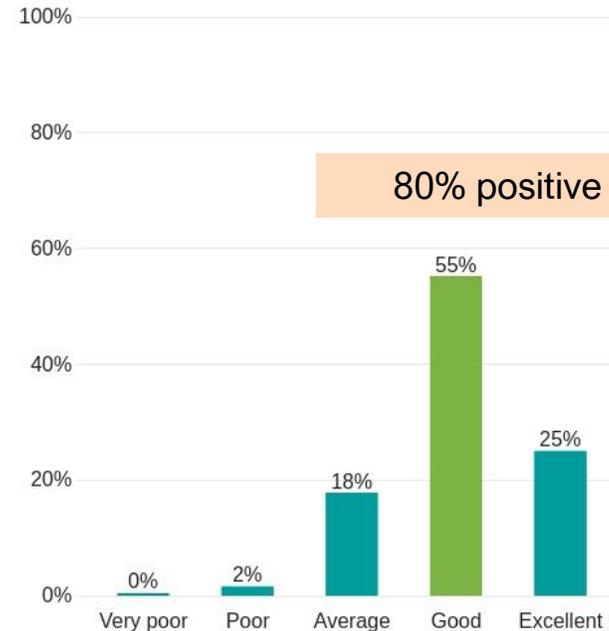
Please rate your agreement with these statements...



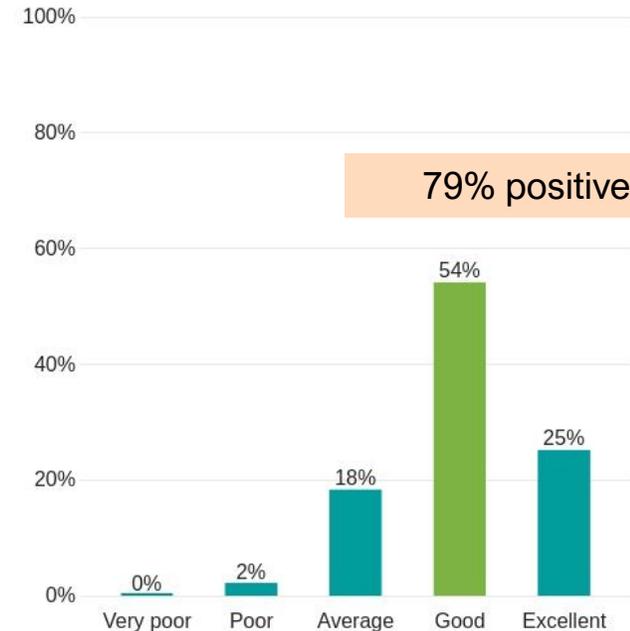
Quality of specific facility features

Thinking about the facilities that you use, rate the following features:

Flooring



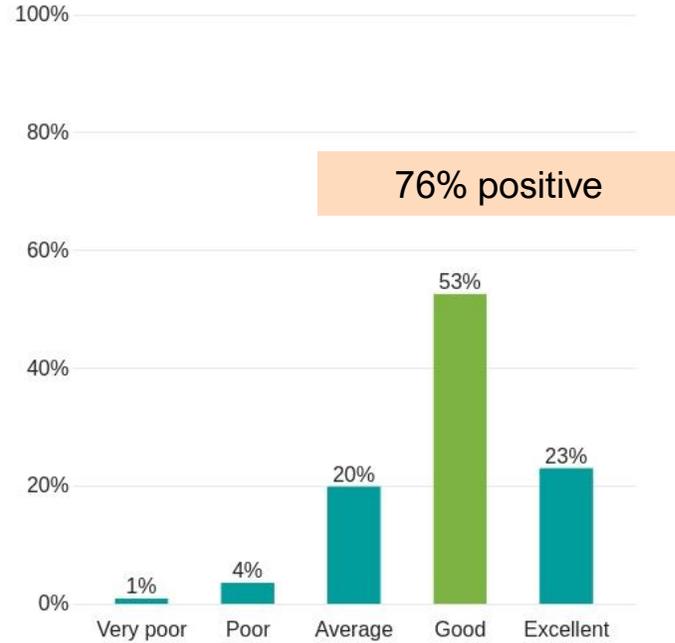
Lighting



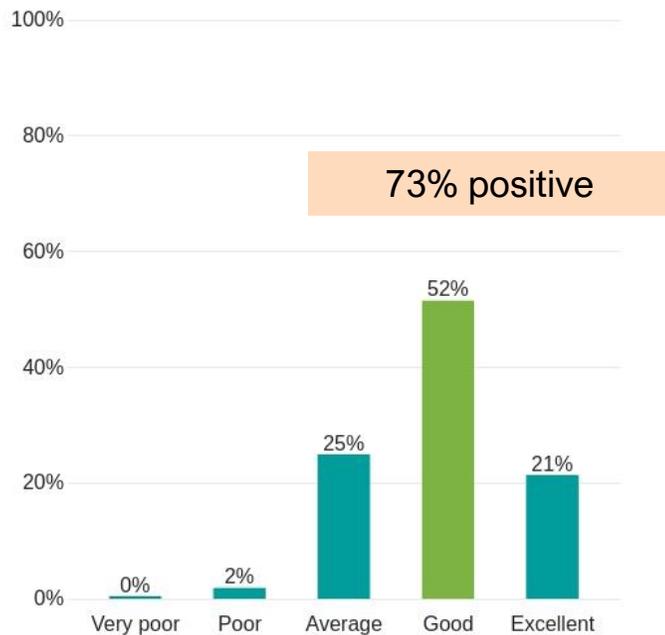
Quality of specific facility features, cont.

Thinking about the facilities that you use, rate the following features:

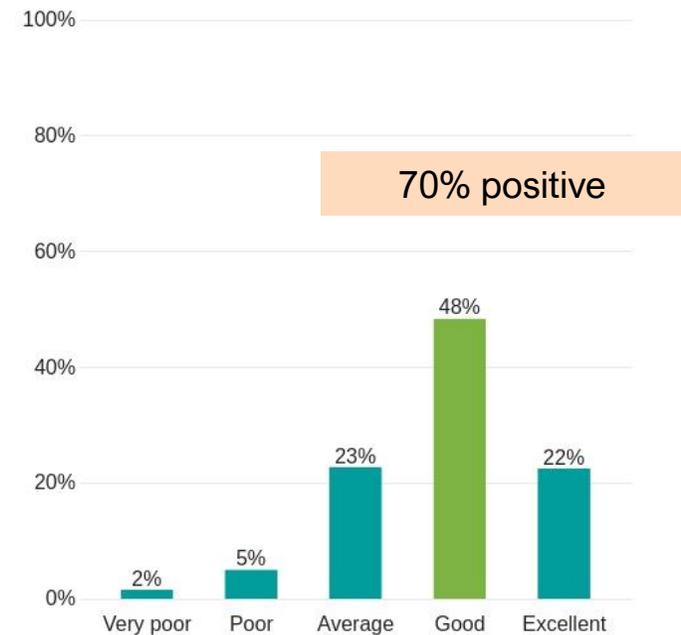
Ventilation



Furnishings



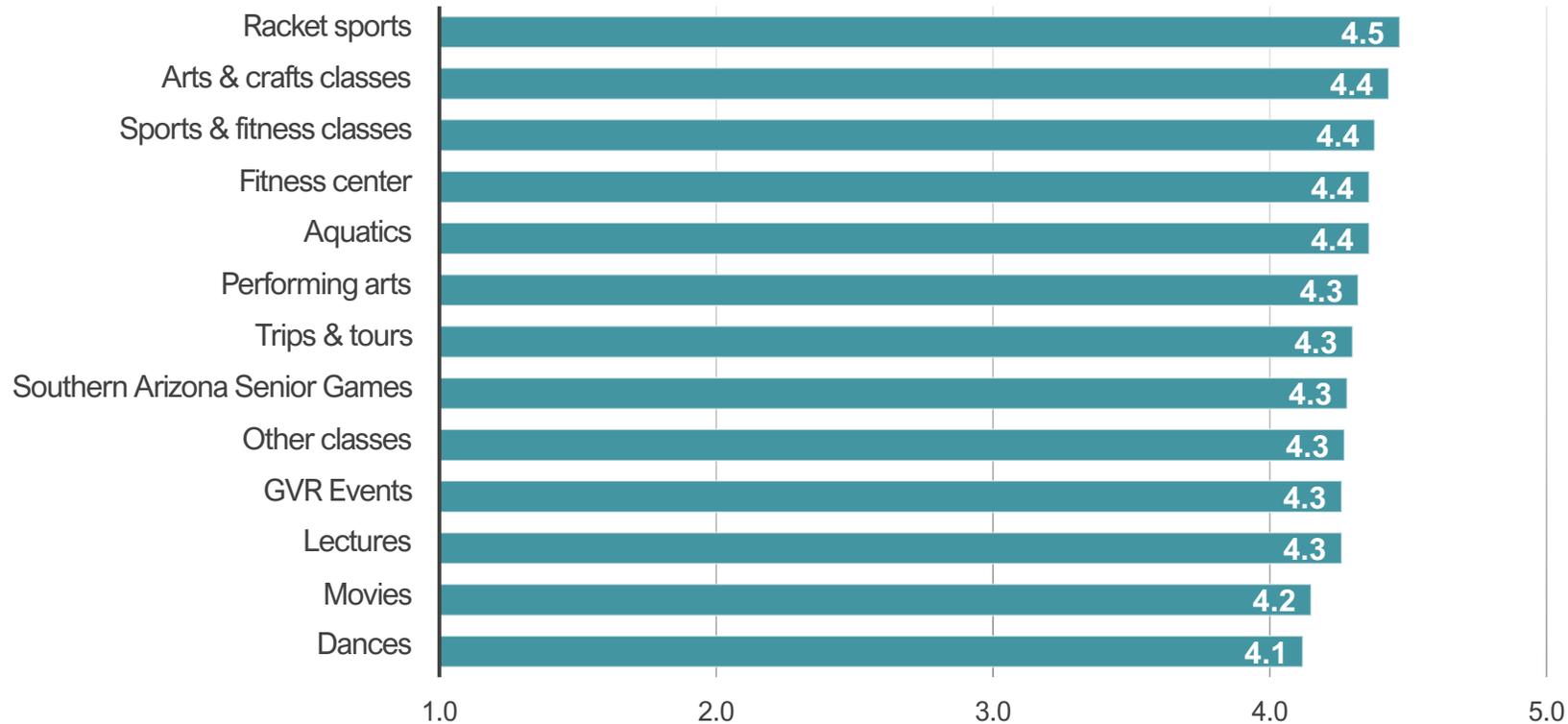
Audio / Visual



Agreement ratings for services and programs

Rate your most recent overall experience with each activity.

(Reporting the mean of responses, where 1 is *Very poor*, 2 is *Poor*, 3 is *Average*, 4 is *Good*, and 5 is *Excellent*.)

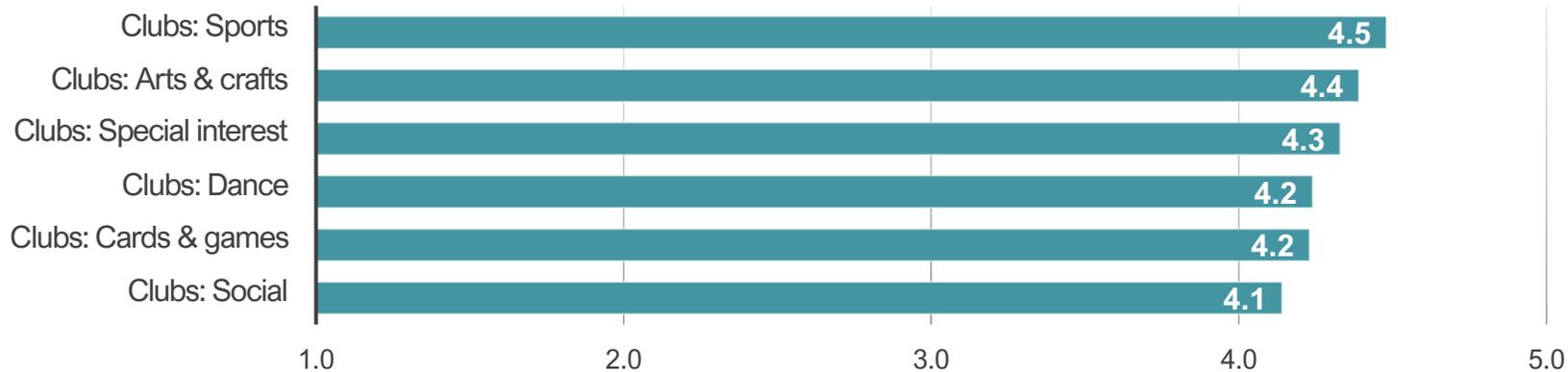


Comparison: Like in the 2021 strategic planning survey, all activities achieved a 4.0 or better rating—again indicating GVR strengths.

Agreement ratings for services and programs

Rate your most recent overall experience with each activity.

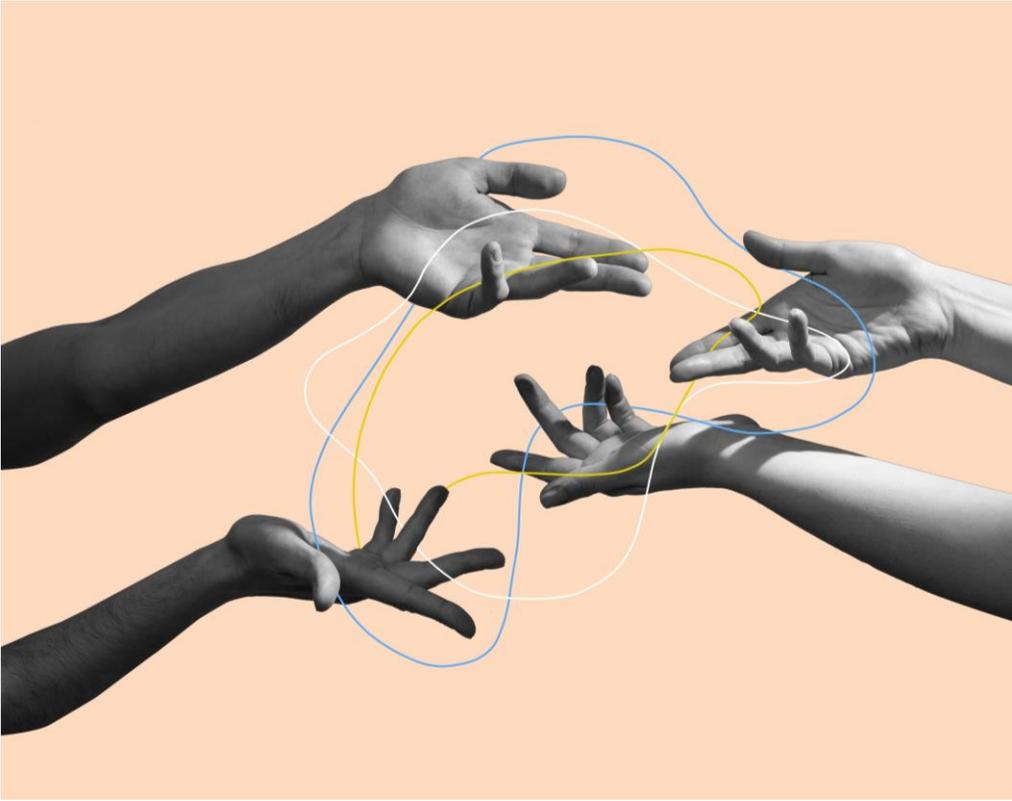
(Reporting the mean of responses, where 1 is *Very poor*, 2 is *Poor*, 3 is *Average*, 4 is *Good*, and 5 is *Excellent*.)



Comparison: Like in the 2021 strategic planning survey, all activities achieved a 4.0 or better rating—again indicating GVR strengths.

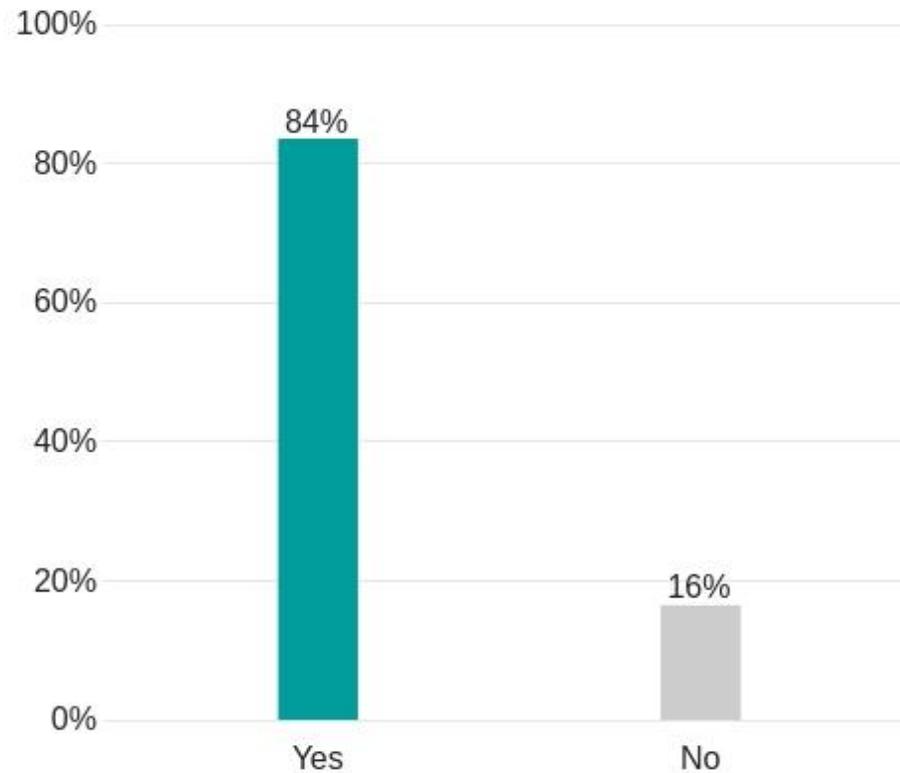
The 2022 Member Survey results

Participation



Participation in any activity in past 3 years

84% of people have participated in any activity at GVR (used the facilities or attended a class or event) in the past 3 years.



Analysis: Members who have been with GVR for 1-5 years are **more likely** to have participated in an activity in the last 3 years than other groups (89% of members in this group participated).

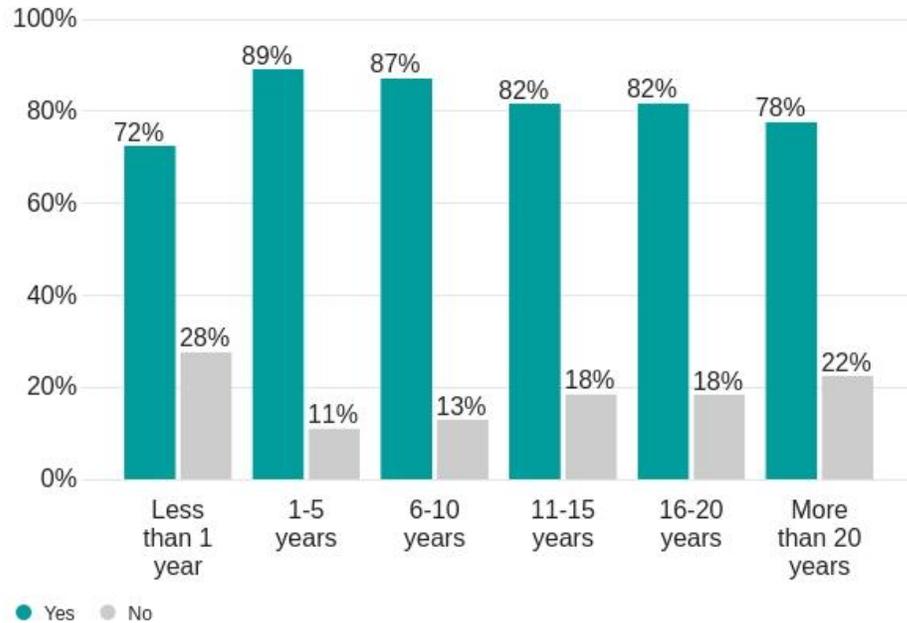
But only 72% of the newest members (less than 1 year) participated and only 78% of the members for more than 20 years participated.

See next slide for more detail.

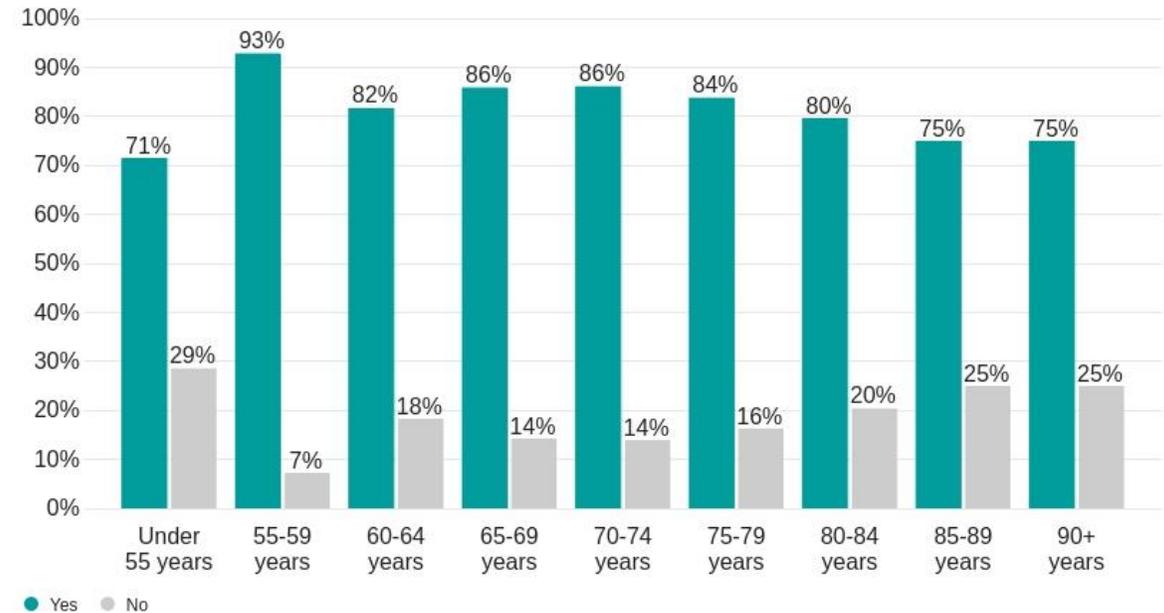
Comparison: In the 2021 strategic planning survey, 85% of respondents had participated in any activity.

Participation in an activity in past 3 years

The group with the highest participation rates have been GVR members for 1-5 years.

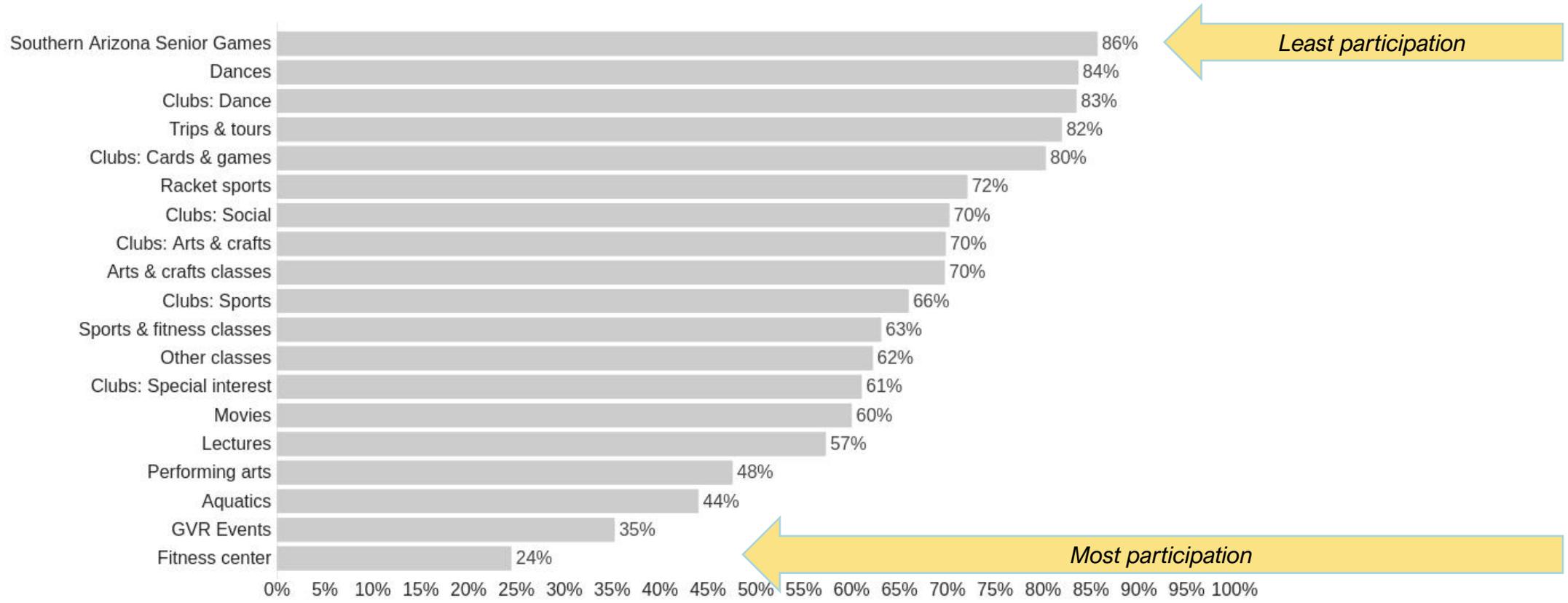


The age group with the highest participation rates is 55-59 years.



Participation in activities

Percent who selected “I have never done this” for these specific activities:



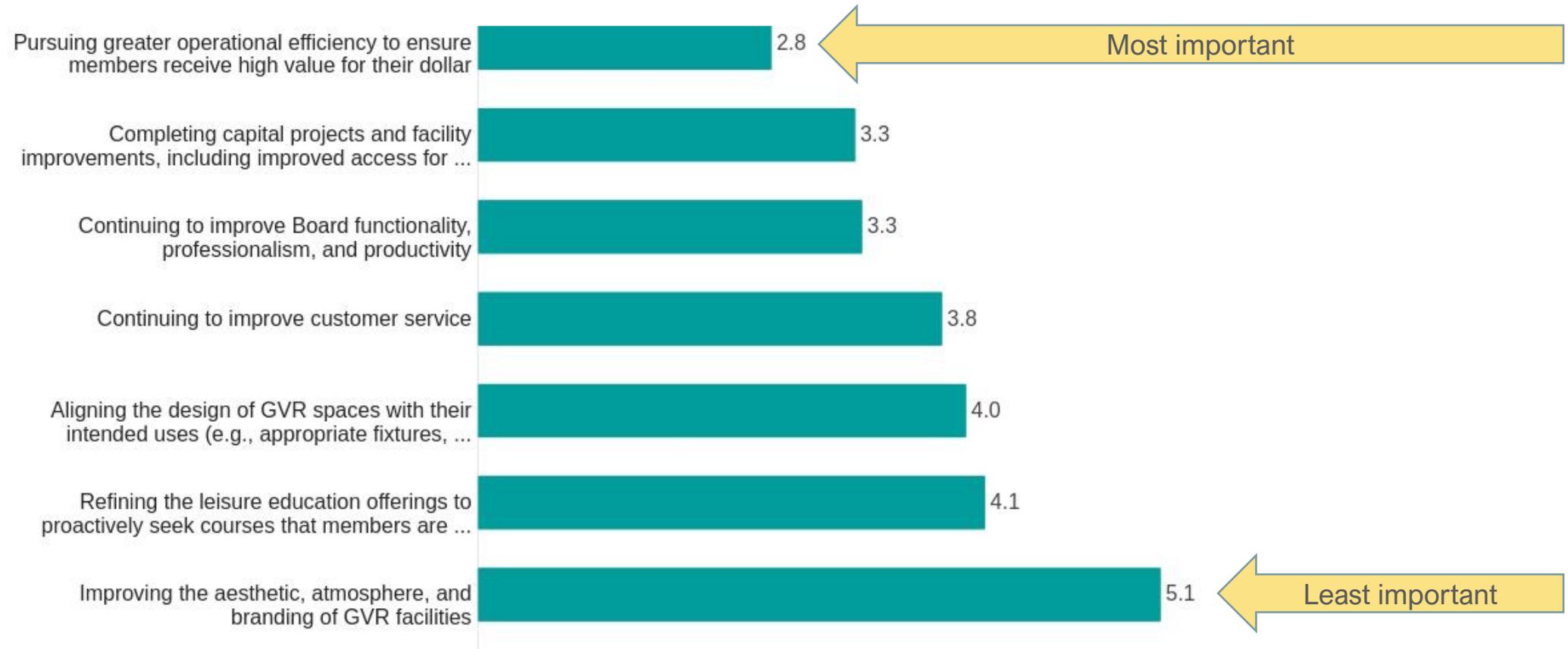
The 2022 Member Survey results

Looking forward



Prioritized strategic planning initiatives

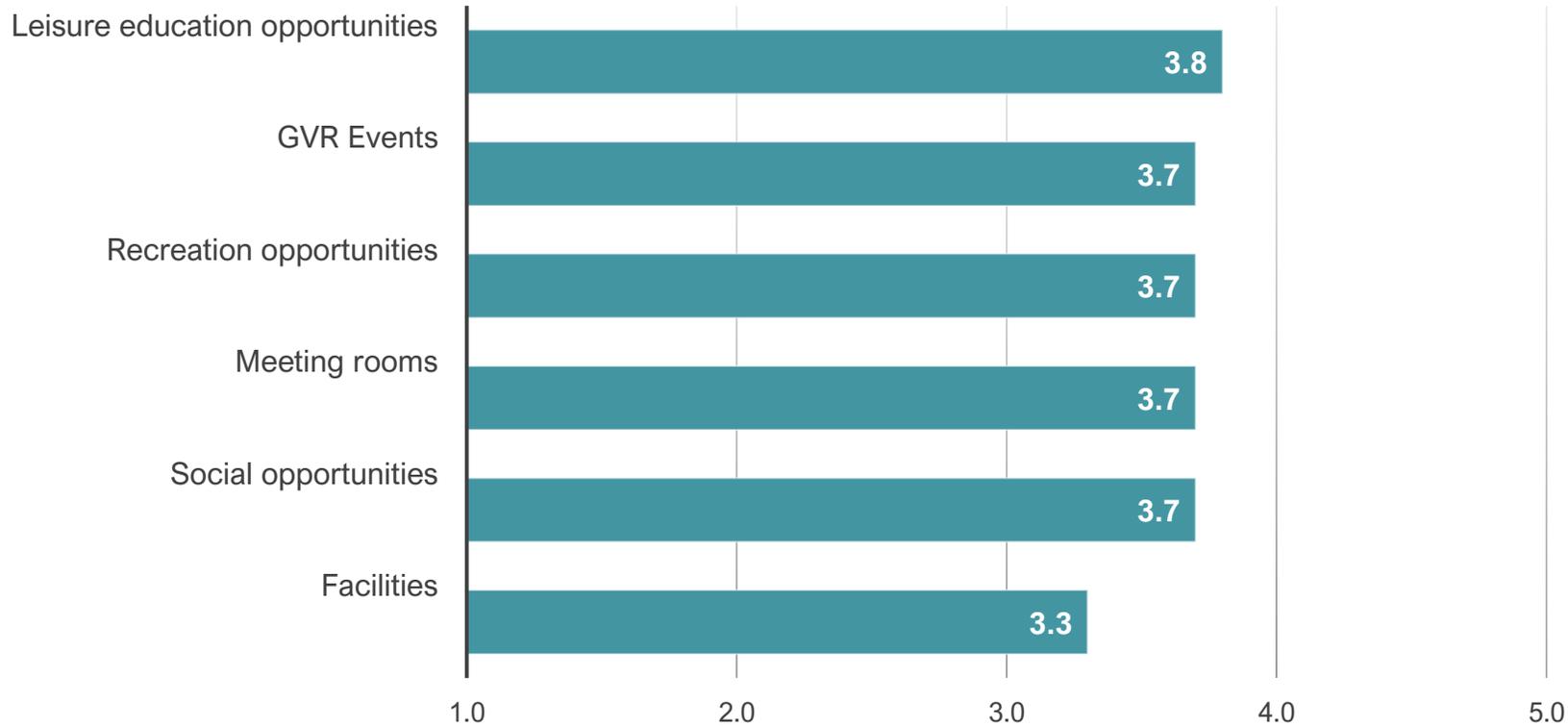
(Respondents ranked these options in order of importance, 1 through 7.
The initiatives that are **most important** are at the **top**, with the lowest average rating.)



Future activities

I would like to see more...

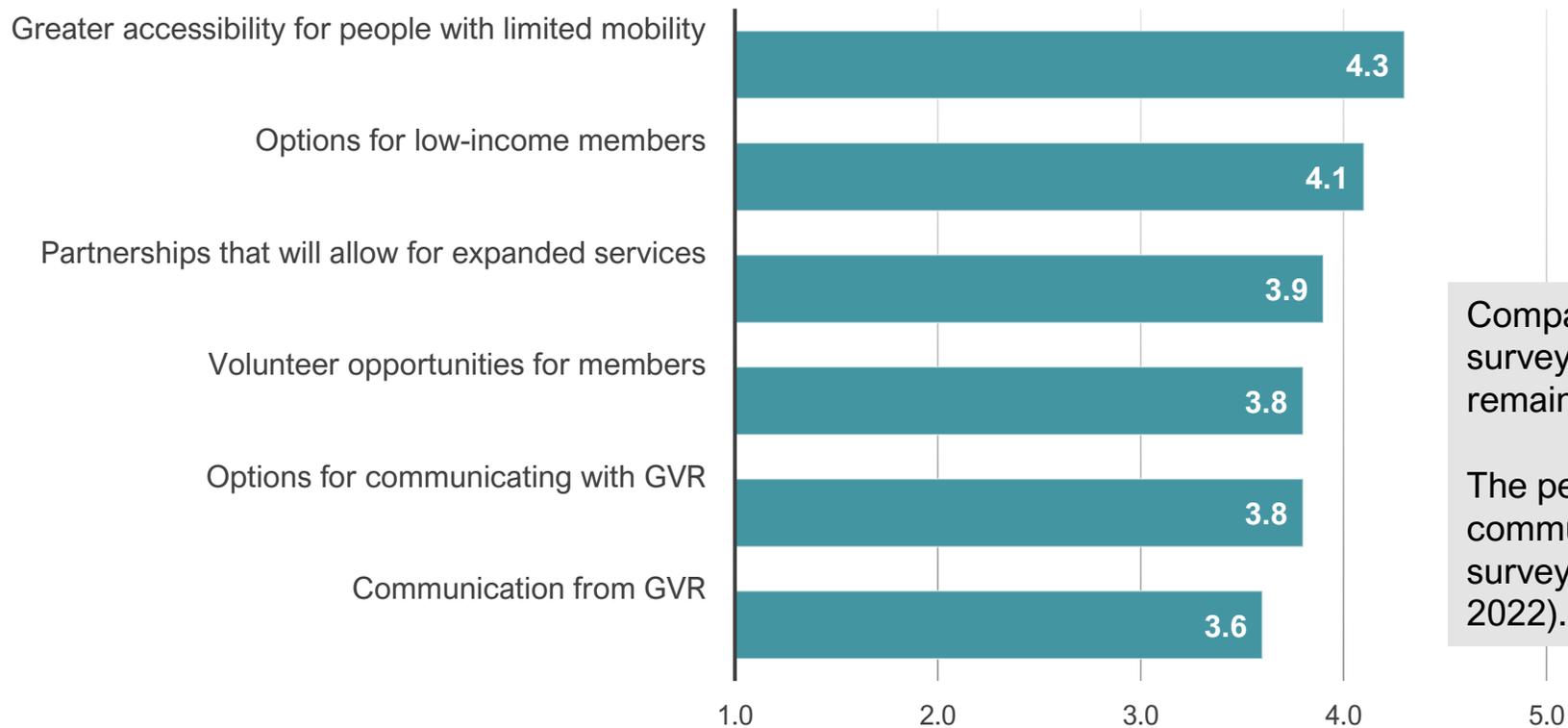
(Reporting the mean of responses, where 1 is *Strongly disagree*, 3 is *Neither agree nor disagree*, and 5 is *Strongly agree*.)



Future needs for programs and strategies

I would like to see more...

(Reporting the mean of responses, where 1 is *Strongly disagree*, 3 is *Neither agree nor disagree*, and 5 is *Strongly agree*.)

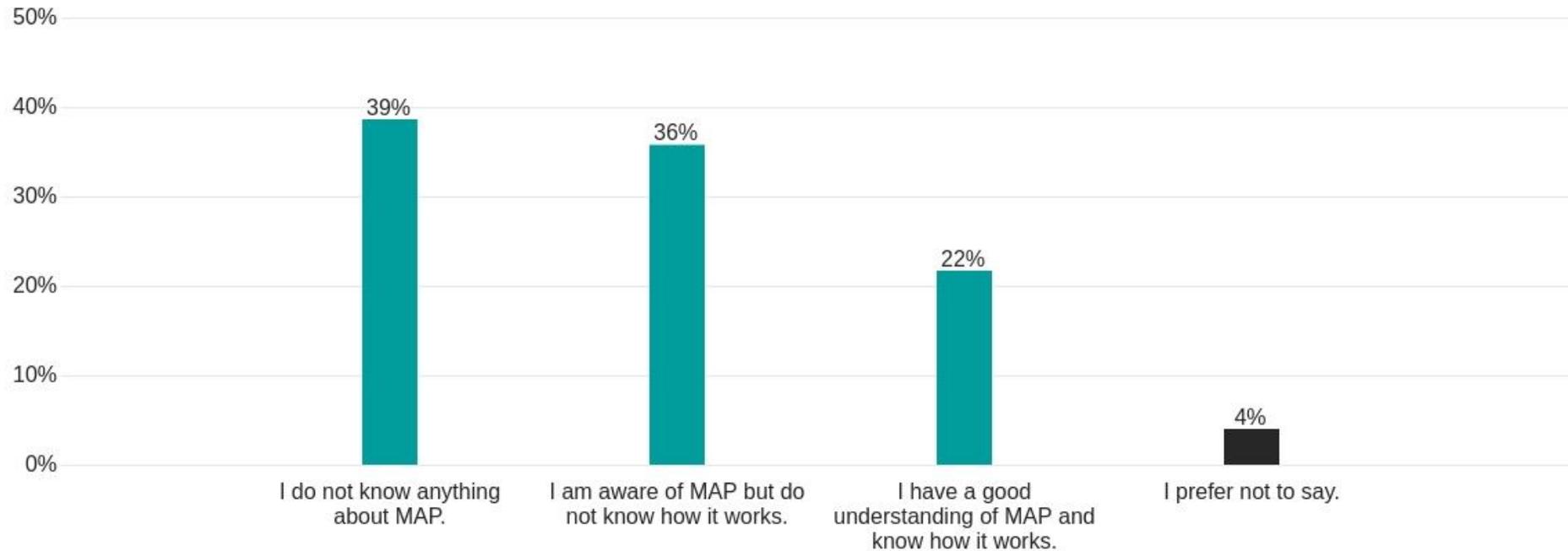


Comparison: As in the 2021 strategic plan survey, options for low-income members remains a priority.

The percent of people requesting more communication from GVR declined in this survey by 10% (from 52% in 2021 to 42% in 2022).

Specifically: the MAP Program

Which of the following statements best describes what you know about GVR's Member Assistance Program (MAP)?



Comparison: The percent of members who don't know anything about MAP increased slightly, from 35% to 39%, compared to the 2021 strategic planning survey.

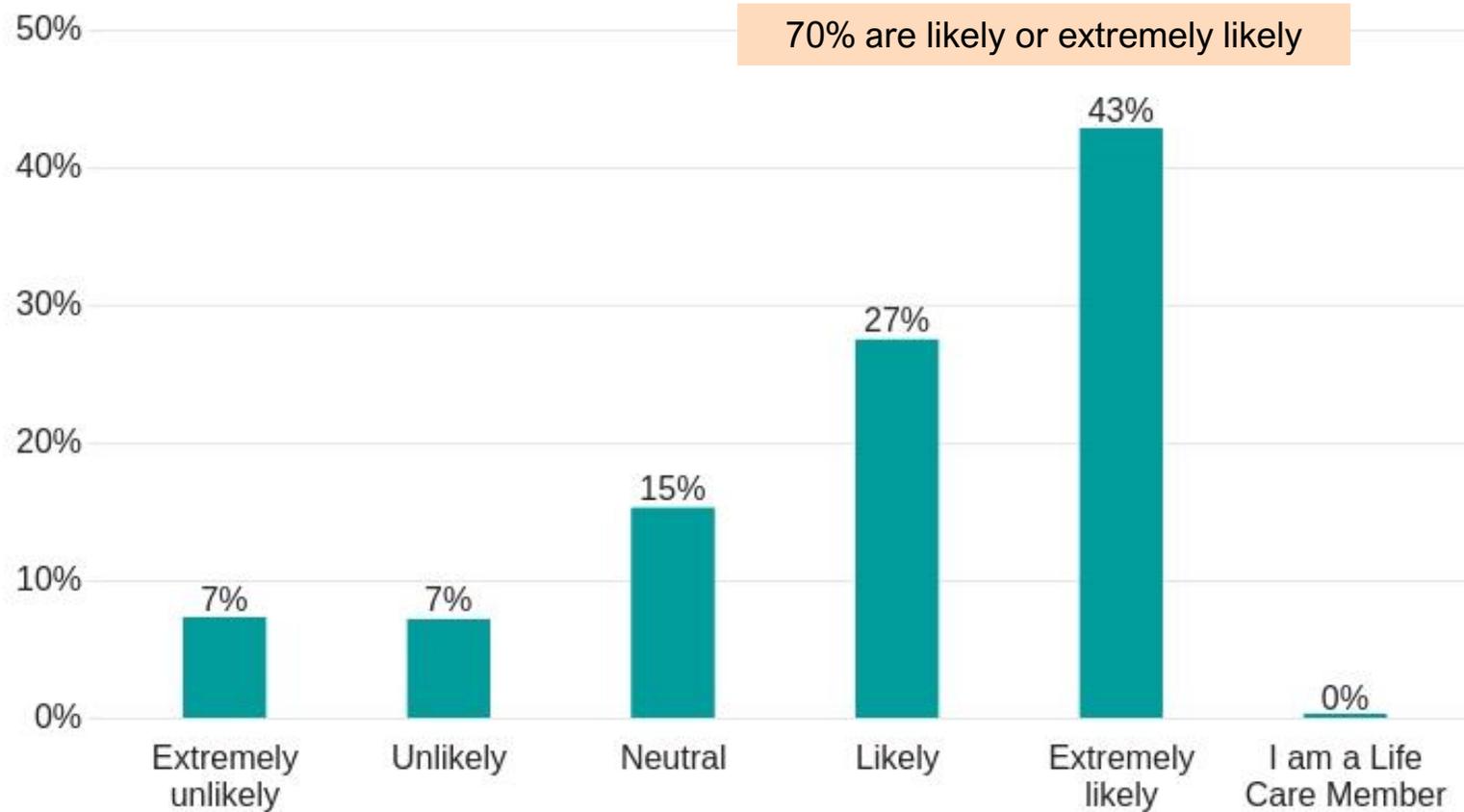
The 2022 Member Survey results

Involvement



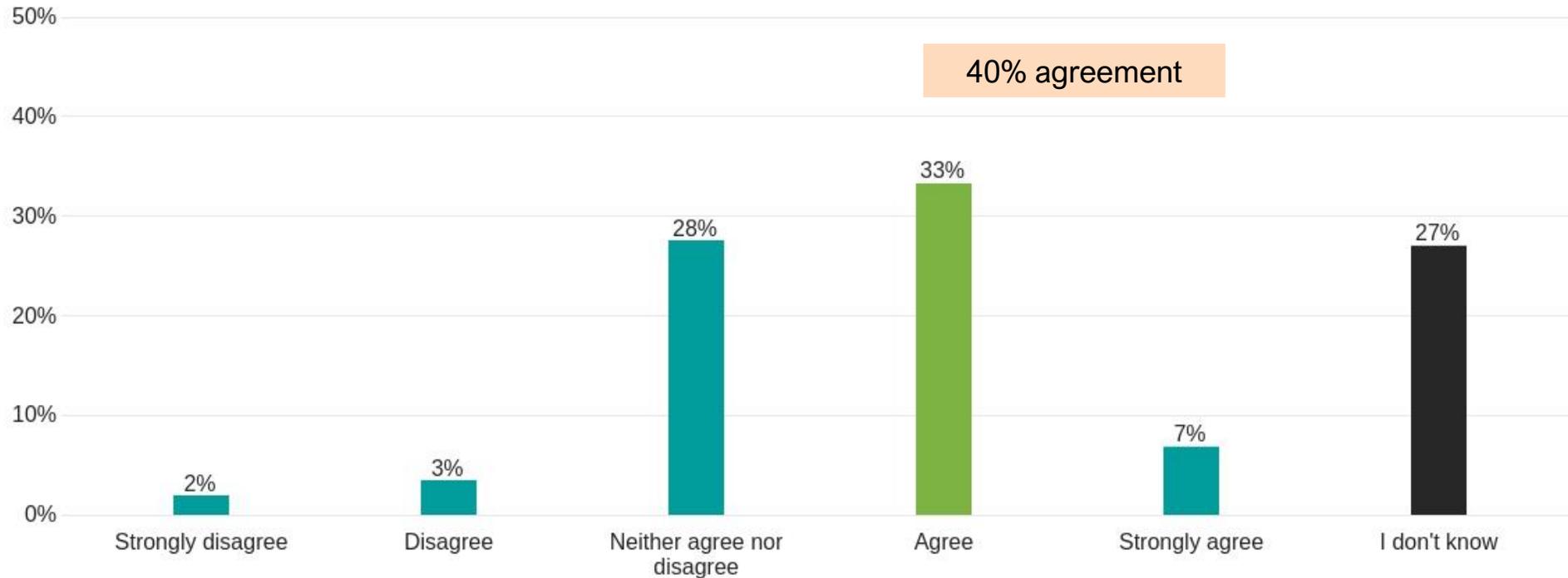
Likely to vote in next Board election

How likely are you to vote in the upcoming GVR Board election?



Attendance at Board meetings

I can attend Board and Board committee meetings in the way that I want to attend.



The 2022 Member Survey results

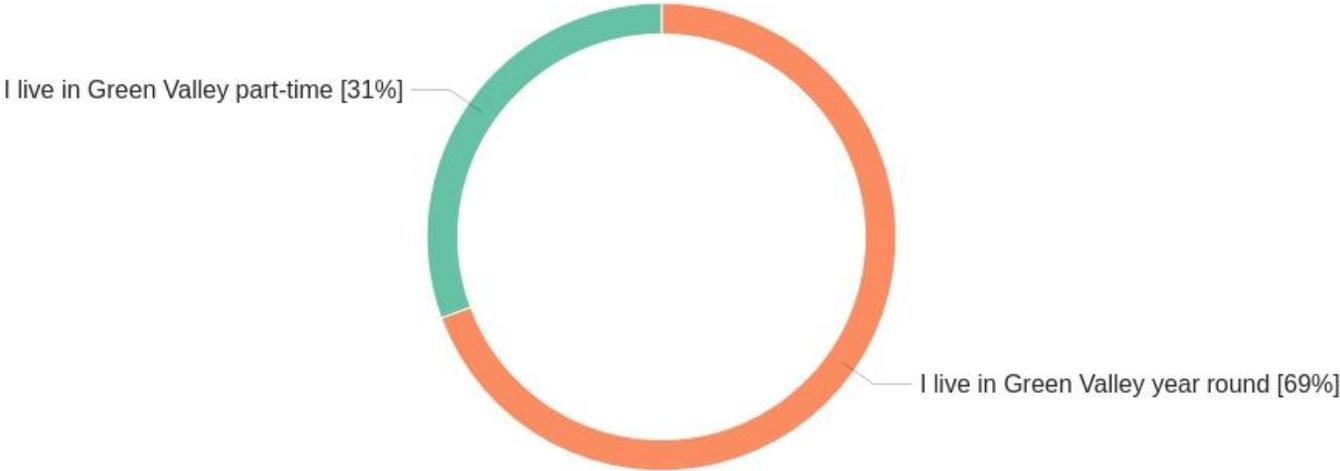
About the respondents
in the random sample



About respondents

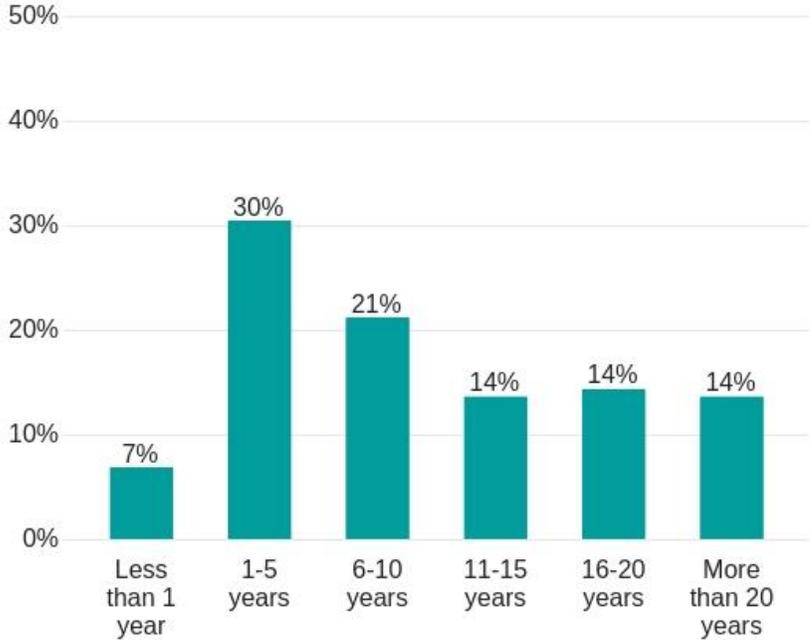
Which of the following best describes you?

852 Responses



How long have you been a GVR member?

851 Responses

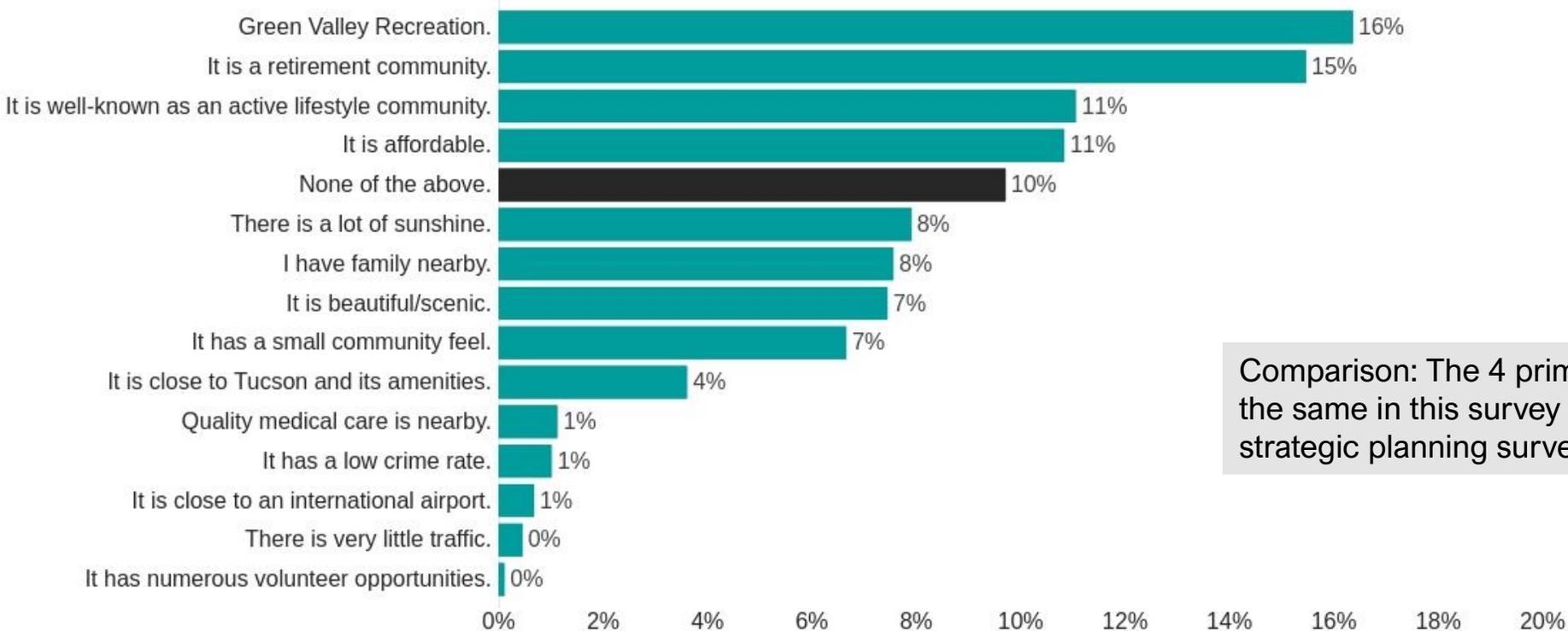


Comparison: In the 2021 strategic planning project, 75% of respondents lived in Green Valley year-round.

About respondents

The primary reason that I chose to buy GVR property is...

886 Responses

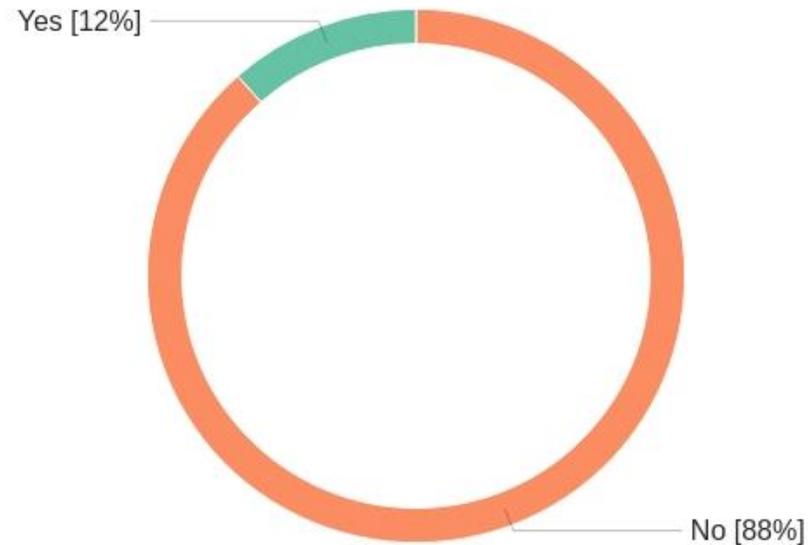


Comparison: The 4 primary reasons at the top are the same in this survey as they were in the 2021 strategic planning survey.

About respondents

Do you own more than one GVR property?

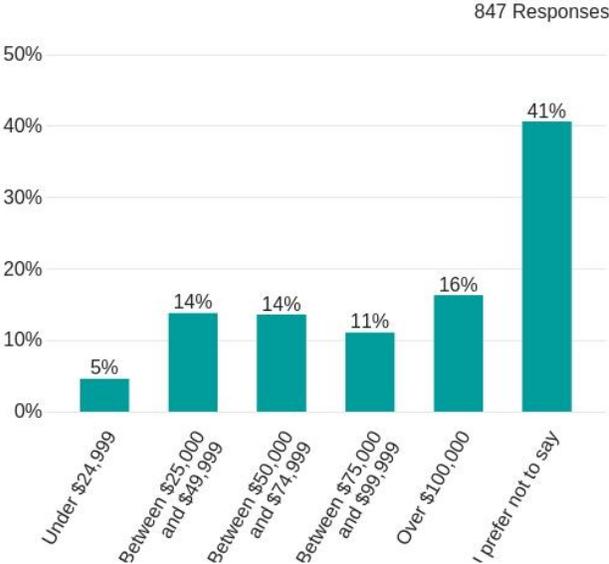
850 Responses



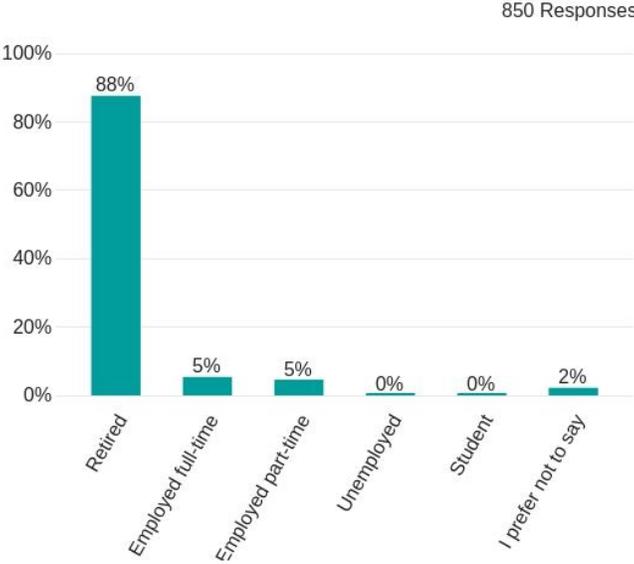
Comparison: In the 2021 strategic planning survey, 8% of respondents reported that they owned more than one GVR property.

About respondents

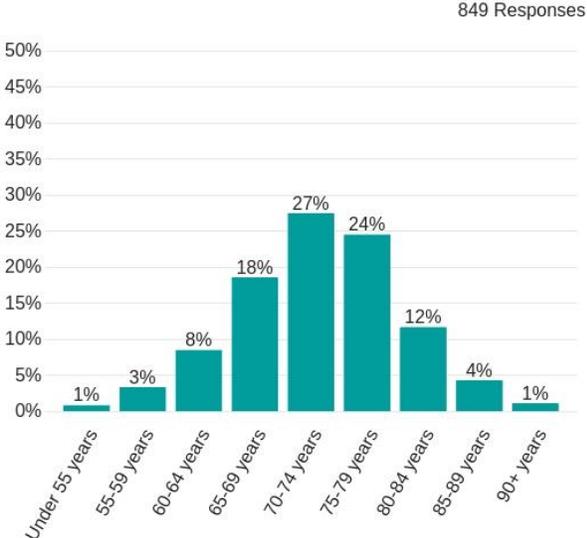
What is your annual household income?



What is your current professional status?



What is your age?



The 2022 Member Survey results

Differences between responses from people in the random sample versus people who self-selected



Comparing responses between groups

We tested for statistically significant differences between the sample group and the non-sample group on all questions. We found slight differences on only 4 questions, indicating that the self-selecting respondents tend to be *more involved and more positive about GVR's value for money. Their responses are consistent with the sample group's responses on every other question.*

1. Self-selecting respondents are more likely to have participated in any activity at GVR in the last 3 years (90.8%, compared to 83.5%).
2. Self-selecting respondents tend to rate the value for money of GVR higher (3.89, compared to 3.71).
3. Self-selecting respondents are more likely to vote in the upcoming GVR Board election (4.33, compared to 3.92).
4. Self-selecting respondents are more likely to know about the Member Assistance Program (72.4%, compared to 57%).

thank you



Thank you

We've included additional details about the survey methodology and a copy of the survey questions in the appendices.

Zelos, LLC

Stacia C. Aylward, CEO
Terrie Glass, Director of Leadership Development

info@zelosllc.com

Appendix 1. Project approach



Planning and creating

Aug – Sept 2022



Distributing and monitoring

Oct 2022



Analyzing and reporting

Nov – Dec 2022



Presenting to the Board

Jan 2023



Developing the content

1. GVR established its purpose in its request for proposals.
2. Zelos drafted the communications and questions.
 1. Started with 2018 and 2021 surveys to identify questions we wanted to follow-up on to evaluate improvement
 2. Added new questions to measure GVR's progress on strategic plan goals and objectives
 3. Included demographic questions to help us understand more about our membership over time
 4. Created communications for email, mail, sample, and non-sample survey instruments
3. Zelos reviewed draft content for clarity, conciseness, and relevance with GVR staff team and finalized all materials based on their feedback.

Details about survey content

- 19 survey questions
- Plus, 6 demographic questions
- Member ID required for validation
- For a total of 25 questions

Inviting participants

1. GVR requested random sampling to ensure that the results obtained from the sample would approximate what would be obtained if the entire population had been surveyed.
2. GVR provided Zelos the master member list—using main, second, and assigned members—of 22,306 members.
3. Zelos selected a random sample of 5,000, expecting that it would allow us to reach a target number of responses for both confidence level (95%) and margin of error (between 3-4%).
4. Zelos distributed custom email invitations to members with email addresses, while GVR mailed custom paper versions to the sample members without email addresses.
5. Both Zelos and GVR provided technical support and conducted multiple follow-ups to encourage participation from the sample.
6. Zelos also provided a URL for members who were not part of the sample to complete the survey upon request; those responses were maintained separately in the results.

Characteristics of the sample

- 82% of the sample included an email address
- 88% of the sample had Arizona mailing addresses

Incentivizing participation

1. So that GVR could reach targets for both confidence level (95%) and margin of error (between 3-4%), it offered two (2) sets of incentives for members who completed their surveys:
 1. For invited participants in the sample, GVR randomly selected one member in a raffle to receive a 2023 dues waiver.
 2. For participants outside of the sample, for whom we were able to validate Member IDs, GVR randomly selected five (5) members to receive a \$100 credit to activity accounts.
2. At the conclusion of the survey period, Zelos provided GVR a list of Member IDs for completed responses without including any other individual survey information.
3. GVR managed the raffle and member notification process.



Appendix 2: The Survey

The following slides show the paper version for the sample.

All questions in all other formats (e.g., non-sample paper, various electronic versions in Qualtrics) are the same, even if the instructions varied slightly in the electronic version. For example, you will see in the paper version, we added instructions such as “please place an X or a checkmark,” but these types of instructions were not needed in the electronic version.





[First Name] [Last Name]
 [Street Address]
 [City], [State] [Zip Code]
 [Member ID]

[Greeting line],

Congratulations! You have been selected to complete our 2022 Member Survey. To ensure that we can rely on our survey results, we ask that you—the person to whom this survey is addressed—and only you complete the survey.

This Member Survey will be available from October 17–31, 2022.

If we receive your completed survey by November 4, 2022, you will be entered into a raffle to win the grand prize of a 2023 dues waiver. Please return your completed survey using the self-addressed and stamped envelope or drop it off at the Administrative Offices.

You received this invitation by mail because we do not have your email address on file. If you have an email address and can complete the survey electronically, we would be able to reduce our data entry costs and see your input more quickly. If you have an email address that we could use, please email us at hotline@gvrec.org to request your electronic survey link.

We anticipate that this survey will take you approximately 13–24 minutes. If you have any questions or concerns, please contact hotline@gvrec.org. We look forward to hearing from you!

Green Valley Recreation (GVR) 2022 Member Survey

1. Please enter your GVR member number by writing one digit in each box below. Please enter it carefully; we will validate it and will not be able to use your responses if we cannot validate. *Note: Your individual responses will not be associated with your GVR member number.*

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2. Please place an X or a checkmark in the box next to your selection to complete the following sentence: The primary reason that I chose to buy GVR property is... [Please select only ONE.]

- | | |
|---|---|
| <input type="checkbox"/> Green Valley Recreation. | <input type="checkbox"/> There is very little traffic. |
| <input type="checkbox"/> It is affordable. | <input type="checkbox"/> There is a lot of sunshine. |
| <input type="checkbox"/> I have family nearby. | <input type="checkbox"/> Quality medical care is nearby. |
| <input type="checkbox"/> It has a low crime rate. | <input type="checkbox"/> It has numerous volunteer opportunities. |
| <input type="checkbox"/> It is a retirement community. | <input type="checkbox"/> It is close to Tucson and its amenities. |
| <input type="checkbox"/> It is beautiful/scenic. | <input type="checkbox"/> It has a small community feel. |
| <input type="checkbox"/> It is well-known as an active lifestyle community. | <input type="checkbox"/> None of the above. |
| <input type="checkbox"/> It is close to an international airport. | |

3. Please place an X or a checkmark in the box which best rates your agreement with each of the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I don't know
GVR <u>recreational</u> opportunities enhance my quality of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GVR <u>social</u> opportunities enhance my quality of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GVR <u>leisure education</u> opportunities enhance my quality of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



[First Name] [Last Name]
 [Street Address]
 [City], [State] [Zip Code]
 [Member ID]

4. Please place an X or a checkmark in the box next to your selection for the one word that most closely describes the character, quality, or atmosphere at GVR. [Select only ONE.]

- | | | | |
|-----------------------------------|--|-------------------------------------|--|
| <input type="checkbox"/> Arrogant | <input type="checkbox"/> Fresh | <input type="checkbox"/> Lively | <input type="checkbox"/> Welcoming |
| <input type="checkbox"/> Austere | <input type="checkbox"/> Friendly | <input type="checkbox"/> Neighborly | <input type="checkbox"/> Other: [Please write ONE word.] |
| <input type="checkbox"/> Bland | <input type="checkbox"/> Institutional | <input type="checkbox"/> Relaxed | |
| <input type="checkbox"/> Dark | <input type="checkbox"/> Kind | <input type="checkbox"/> Safe | |

5. In the past 3 years, have you participated in any activity at GVR (used the facilities or attended a class or an event)?

- Yes
 No

6. Thinking about the most recent times you've participated in the following activities, please place an X or a checkmark in the box which best rates your overall experience with each activity.

	Very poor	Poor	Average	Good	Excellent	I don't remember	I have never done this
Aquatics	<input type="checkbox"/>						
Arts & crafts classes	<input type="checkbox"/>						
Clubs: Arts & crafts	<input type="checkbox"/>						
Clubs: Cards & games	<input type="checkbox"/>						
Clubs: Dance	<input type="checkbox"/>						
Clubs: Social	<input type="checkbox"/>						
Clubs: Special interest	<input type="checkbox"/>						
Clubs: Sports	<input type="checkbox"/>						
Dances	<input type="checkbox"/>						
Fitness center	<input type="checkbox"/>						
GVR Events	<input type="checkbox"/>						
Lectures	<input type="checkbox"/>						
Movies	<input type="checkbox"/>						
Other classes	<input type="checkbox"/>						
Performing arts	<input type="checkbox"/>						
Racket sports	<input type="checkbox"/>						
Southern Arizona Senior Games	<input type="checkbox"/>						
Sports & fitness classes	<input type="checkbox"/>						
Trips & tours	<input type="checkbox"/>						



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 [Member ID]

7. Please place an X or a checkmark in the box which best describes how effective you think GVR is at doing each of the following...

	Not effective	Somewhat effective	Effective	Very effective	Extremely effective	I don't know
Creating an enjoyable environment in which to live	<input type="checkbox"/>					
Demonstrating courteous, professional, and businesslike behavior	<input type="checkbox"/>					
Maintaining open lines of communication with members	<input type="checkbox"/>					
Making timely and important decisions	<input type="checkbox"/>					
Providing activities that address members' emotional well-being	<input type="checkbox"/>					
Providing activities that stimulate members' minds	<input type="checkbox"/>					
Providing opportunities for members to maintain and improve their physical health	<input type="checkbox"/>					
Providing opportunities for members to make social connections	<input type="checkbox"/>					
Providing recreational opportunities	<input type="checkbox"/>					
Providing recreational/social opportunities to members who may have difficulty with mobility, health, or other issues that present challenges	<input type="checkbox"/>					
Responding to member needs	<input type="checkbox"/>					

8. Please place an X or a checkmark in the box which best rates your agreement with each of the following endings to this sentence: I would like to see more...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I don't know
Communication from GVR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greater accessibility for people with limited mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GVR Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure education opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Options for communicating with GVR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Options for low-income members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partnerships that will allow for expanded services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer opportunities for members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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9. Below is a list of 7 strategic planning initiatives for the coming year. Please note these are simply listed in alphabetical order with no implied hierarchy. We want to hear how YOU would prioritize these initiatives. Please rank them in order of importance to you by writing a number 1 through 7 in the box next to each initiative, where 1 is the most important/highest priority and 7 is the least important/lowest priority. Please only use each number one time. If you do not think that an item on this list is important, leave the box blank.

<input type="text"/>	Aligning the design of GVR spaces with their intended uses (e.g., appropriate fixtures, flooring, lighting, etc. for the typical activity)
<input type="text"/>	Completing capital projects and facility improvements, including improved access for members with limited mobility
<input type="text"/>	Continuing to improve Board functionality, professionalism, and productivity
<input type="text"/>	Continuing to improve customer service
<input type="text"/>	Improving the aesthetic, atmosphere, and branding of GVR facilities
<input type="text"/>	Pursuing greater operational efficiency to ensure members receive high value for their dollar
<input type="text"/>	Refining the leisure education offerings to proactively seek courses that members are looking for, offered by qualified instructors

10. What is your most important priority as a GVR member? [Please tell us in a few words or in one sentence.]

11. Thinking about the facilities that you use, please place an X or a checkmark in the box which best represents how you would rate the following features:

	Very poor	Poor	Average	Good	Excellent	I don't remember	I don't know
Audio/visual	<input type="checkbox"/>						
Flooring	<input type="checkbox"/>						
Furnishings	<input type="checkbox"/>						
Lighting	<input type="checkbox"/>						
Ventilation	<input type="checkbox"/>						



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12. Please place an X or a checkmark in the box which best represents your agreement with each of the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I don't know
GVR provides excellent facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GVR provides clean facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GVR makes it possible for me to participate in a variety of social opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GVR spaces are well-equipped for the activities being offered in them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication and information from GVR staff is trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication and information from the GVR Board is trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can attend Board and Board committee meetings in the way that I want to attend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Please place an X or a checkmark in the box which best represents your confidence in the GVR Board's ability to...

	Not confident at all	Slightly confident	Somewhat confident	Quite confident	Extremely confident
Advance the best interests of GVR and the general membership	<input type="checkbox"/>				
Make important decisions in a timely manner	<input type="checkbox"/>				
Plan ahead by identifying changing senior recreation trends and anticipating challenges	<input type="checkbox"/>				
Work collaboratively in a professional and productive manner	<input type="checkbox"/>				

Please turn the page over to continue—there is just one more page!



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14. Overall, how satisfied are you with the services and programs offered at GVR?

- Extremely dissatisfied
- Somewhat dissatisfied
- Neither dissatisfied nor satisfied
- Somewhat satisfied
- Extremely satisfied
- I don't know

15. Overall, how satisfied are you with your experience(s) with GVR staff?

- Extremely dissatisfied
- Somewhat dissatisfied
- Neither dissatisfied nor satisfied
- Somewhat satisfied
- Extremely satisfied
- I don't know

16. How likely are you to vote in the upcoming GVR Board election?

- Extremely unlikely
- Unlikely
- Neutral
- Likely
- Extremely likely
- I am a Life Care Member

17. "Value for money" could be viewed in terms of cost, quality, or a combination of both. Which one of the following best describes how you see "value for money"? [Please select only ONE.]

- Cost is the most significant factor
- Cost is more significant than quality
- Cost and quality are equally significant
- Quality is more significant than cost
- Quality is the most significant factor

18. How would you rate the "value for money" of GVR?

- Very poor
- Poor
- Average
- Good
- Excellent

19. Which of the following statements best describes what you know about GVR's Member Assistance Program (MAP)? [Please select only ONE.]

- I have a good understanding of MAP and know how it works.
- I am aware of MAP but do not know how it works.
- I do not know anything about MAP.
- I prefer not to say.

About You

20. Which of the following best describes you?

- I live in Green Valley year round
- I live in Green Valley part-time

21. What is your annual household income?

- Under \$24,999
- Between \$25,000 and \$49,999
- Between \$50,000 and \$74,999
- Between \$75,000 and \$99,999
- Over \$100,000
- I prefer not to say

22. Do you own more than one GVR property?

- Yes
- No

23. How long have you been a GVR member?

- Less than 1 year
- 1-5 years
- 6-10 years
- 11-15 years
- 16-20 years
- More than 20 years

24. What is your current professional status?

- Retired
- Employed part-time
- Employed full-time
- Student
- Unemployed
- I prefer not to say

25. What is your age?

- Under 55 years
- 55-59 years
- 60-64 years
- 65-69 years
- 70-74 years
- 75-79 years
- 80-84 years
- 85-89 years
- 90+ years

Thank You

Thank you so much for your input. It will help us understand what your current expectations and future desires are. If you have additional input to share with us, please put your comments in the suggestion boxes placed around GVR Centers or send an email to hotline@gvrec.org. Staff will be happy to review any additional feedback you have.