

## 2006 CID Membership Survey Results

Dear Members,

A few months ago we (CID Board) mailed to you a thirty question/statement membership Survey. As we promised, we would like to share with you a short summary of the results of this Survey.

I would like to first thank those members that took the time to fill out and return this Survey. We know that it was not easy with a total of thirty questions to respond to.

Why did we create and send out this Survey? The Purpose of this Survey was to better assess the needs, likes/dislikes and what might be changed or improved in how the Central Indiana Division operates, conducts its business and serves its members. This Survey also solicited feedback from the Membership regarding their feelings towards the NMRA in general and towards the CID Division.

Our Goal was to have at least 10% or greater Surveys returned from the Membership and that all of the Data would be analyzed, and results with recommendations for change/improvements be returned to the Membership by the beginning of 2007.

Now to the Survey itself. First some general statistics surrounding the Survey--

- ❖ Total number of respondents was 41
- ❖ This represents > than 13% of the Membership in the CID Division.
- ❖ 27 out of 41 members wrote additional comments.
- ❖ There were a total of 2460 possible responses (thirty questions with two possible responses per question x 41 returned Surveys).
- ❖ The majority of Responses to the Survey came from inside Indiana i.e. Indianapolis, Fishers, Carmel, Anderson, Muncie and Lafayette represented 73% with Bloomington at 11% and Terre Haute at 8%. The remaining 8% came from Kentucky and one from Tampa FL.

78% of the Members surveyed, had greater than 6 years as members of the NMRA. 39% have been Members for more than 20 years.

The Survey questions/statements were actually designed

to create four categories, Allegiance to the NMRA/CID, Communication from National and from the CID to the Membership, General Capabilities of the NMRA and the CID and finally Mutual Trust & Respect towards the Membership.

The Survey results ranked the four categories as follows: 1. Mutual Trust & Respect, 2. Communications, 3. General Capabilities and 4. Allegiance. Note overall the CID received higher marks than the NMRA in all but one question.

The Statement that best summarizes the feelings of the Membership that responded was Statement number 30.

“Taking into consideration your own experiences as well as what you may have heard or read, how would you rate the overall quality of the NMRA/CID”. The response was as follows:

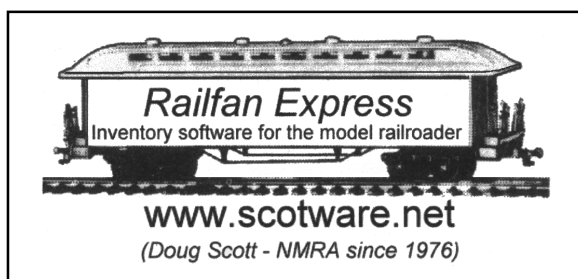
	Excellent	Very Good	Good	Fair	Poor
NMRA	28%	40%	25%	8%	0%
CID	44%	34%	20%	0%	2%

98% of the respondents indicated that we are doing OK as the CID Division and 93% indicated that the NMRA is doing OK!

We were further able to identify from the Survey and the written comments, 10 areas of interest or concern from the respondents. They are:

1. The CID is not servicing the entire division adequately.
2. The members are looking for more varied venues.
3. New Members are not seeing a lot of initial contact from the Leadership of the Division.
4. Finding better ways to promote the value of the NMRA/CID
5. Being good Ambassadors to the membership for the Hobby.
6. Finding better ways to interact with the membership on a more regular base.
7. Improvement of communications in general.
8. More and varied activities.
9. Revised Train Meet and show content.
10. Create a Membership directory.

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