

2022-2023 Year End Survey Review

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Introduction

This survey was sent to the Members on June 30 2023 to July 22 2023. For each survey category, the data and comments were summarized, and proposed actions identified. Links to the actual survey data are listed in the References section.

Band Breakdown

The survey was sent to all PNHB members, some who may have been alumni. 108 people completed the survey which is roughly more than 50% of who the survey went to.

Some people play in more than one band and were asked to respond with the highest band they play in. For example, 6 are in Green but others who play in Green may play in other bands.

Highest Band	Number
Allegro	27
Green	6
Jubilee	19
Odyssey	29
Skylark	22
(blank)	5
Grand Total	108

Navy Club

Statistics

Sound Quality

1 = poor and 5 = excellent.

Highest Band	1	2	3	4	5	(blank)	Grand Total
Allegro	1		14	9	2	1	27
Green			1	4	1		6
Jubilee		2	7	9	1		19
Odyssey		3	12	11	3		29
Skylark	1	1	9	8	2	1	22
(blank)						5	5
Grand Total	2	6	43	41	9	7	108
	1.85%	5.56%	39.81%	37.96%	8.33%	6.48%	

Lighting

1 = poor and 5 = excellent.

Highest Band	2	3	4	5	(blank)	Grand Total
Allegro	1	6	12	7	1	27
Green		2	3	1		6
Jubilee		2	11	6		19
Odyssey	1	2	13	13		29
Skylark		2	9	10	1	22
(blank)					5	5
Grand Total	2	14	48	37	7	108
%	1.85%	12.96%	44.44%	34.26%	6.48%	

Temperature

1 = poor and 5 = excellent.

Highest Band	2	3	4	5	(blank)	Grand Total
Allegro		6	11	8	2	27
Green		1	4	1		6
Jubilee	2	3	9	5		19
Odyssey	2	3	15	9		29
Skylark		3	13	5	1	22
(blank)					5	5
Grand Total	4	16	52	28	8	108
	3.70%	14.81%	48.15%	25.93%	7.41%	

Note: nobody gave a 1 response

Parking

1 = poor and 5 = excellent.

Highest Band	1	2	3	4	5	(blank)	Grand Total
Allegro	1	1	5	6	13	1	27
Green				2	4		6
Jubilee			1	9	9		19
Odyssey		1	6	15	7		29
Skylark		1	2	9	9	1	22
(blank)						5	5
Grand Total	1	3	14	41	42	7	108

0.93% 2.78% 12.96% 37.96% 38.89% 6.48%

Summarization of Comments and Statistics

The positive comments were that the Navy Club was adequate, a good location for some, nice not having stairs, good size storage area, nice not to have to bring our own music stand and acoustics were okay.

The negative comments were that it did not provide time or a location for socializing, no kitchen, locations for sectionals were challenging, it was a long walk from the parking lot, snow clearing was not done in a timely manner and the building was not as clean as it could be.

Recommended items to pursue

Find another venue with good parking, accessibility, good acoustics, enough rooms for bands and sectionals, a kitchen and area for socializing.

Information to Communicate to the members

We decided to move to Living Hope because the Navy Club did not cover our needs. The City did not deliver on their promises (eg. second building was supposed to be made available),

Fees

Statistics

Do you consider the current annual fees?

1= too low and 5 = too high

Highest Band	1	2	3	4	5	(blank)	Grand Total
Allegro			24	3			27
Green			5	1			6
Jubilee	1	1	13	3	1		19
Odyssey		1	16	8	4		29
Skylark	1	1	14	4	2		22
(blank)			1			4	5
Grand Total	2	3	73	19	7	4	108

1.85% 2.78% 67.59% 17.59% 6.48% 3.70%

Is the option to pay monthly important to you?

1 = not at all and 5 = very important

Highest Band	1	2	3	4	5	(blank)	Grand Total
Allegro	15	2	8	2			27
Green	3	1	1		1		6
Jubilee	11	6			2		19
Odyssey	21	2	3	1	2		29
Skylark	18	1	2	1			22
(blank)	1					4	5
Grand Total	69	12	14	4	5	4	108
	63.89%	11.11%	12.96%	3.70%	4.63%	3.70%	

Would you be willing to put a credit card on file in an online payment system in order to pay monthly and automatically? (a subscription - eg - \$450 over 9 months is \$50 a month)

Response	Total	%
Maybe	34	31.48%
No	46	42.59%
yes	23	21.30%
(blank)	5	4.63%
Grand Total	108	

Summarization of Comments and Statistics

Most members who responded to the survey appear to feel that our present fees are reasonable. A few commented that fees could be raised while a number of comments indicate fees are currently a challenge for some members and that any increase would be a significant concern and possibly a barrier to participation. This range of comments is to be expected in an organization as diverse as PNHB and reflective of the range of income levels across the membership.

The option to pay fees monthly does not appear to be important to many members and would be a significant addition to the workload of those with responsibility for administering the collection and tracking of fees.

Few members indicated a willingness to put a credit card on while for payment of fees. Concerns about security and cyber crime were cited by some. The option to pay by e-transfer appears to be attractive to a significant number of members.

Recommended items to pursue

Attempt to keep fees at present level. Explore other fundraising options to deal with rising costs of running the organization.

Make e-transfer an option for payment of fees.

Information to Communicate to the members

In the past membership fees were calculated based on the revenue required to cover the cost of running the organization including facilities, conductors, coaches, music, storage space, insurance, etc. In the 2023/24 budgeting process, the Board made the decision to try and hold membership fees at current levels in response to some concerns that fees were becoming a barrier to participation by those with limited discretionary income. The Board has made increasing membership numbers a goal recognizing that we have lost a significant number of members compared to our pre covid numbers. The costs of running the organization continues to climb and so increasing membership numbers, exploring other fundraising options for increasing revenues, and ensuring the organization operates as cost efficiently as possible are all priorities of the Board.

The Board has now implemented the option for members to pay fees using e-transfer.

Bingo

Statistics

Would you be willing to volunteer 2.25 hours once a month at Delta Bingo? It pays \$600-\$800 for each 2.25 hour session, and an organization is booked for 1-3 sessions each month, with the opportunity to do special events as well. It requires a minimum of 2 volunteers per session. They recommend having a roster of 8 volunteers.

Highest Band	Maybe	No	Yes	(blank)	Grand Total
Allegro	8	13	6		27
Green	5	1			6
Jubilee	9	3	6	1	19
Odyssey	13	10	6		29
Skylark	12	8	2		22
(blank)	1			4	5
Grand Total	48	35	20	5	108
%	44.44%	32.41%	18.52%	4.63%	

Summarization of Comments and Statistics

A significant number of members indicated a willingness to consider volunteering to help if PNHB pursued participation in Delta Bingo as a revenue generating option to help cover our rising costs. After this survey members were surveyed again to determine how many members were willing to commit to volunteering. The results were very positive with more than enough members committing to volunteer.

Recommended items to pursue

PNHB should pursue a licence for the City of Peterborough and the required approval to participate in running Delta Bingo.

Information to Communicate to the members

An application has been submitted for PNHB to participate in running Delta Bingo. This has the potential to be a significant new source of revenue for PNHB and will assist in covering our increasing operating costs while we attempt to maintain membership fees at current levels.

Social activities

Statistics

How important are social activities?

1 = not important and 5 = very important

Highest Band	1	2	3	4	5	(blank)	Grand Total
Allegro	3	6	6	6	6		27
Green		1	2	2	1		6
Jubilee		2	11	5	1		19
Odyssey	5	7	8	7	2		29
Skylark	2	5	6	5	4		22
(blank)					1	4	5
Grand Total	10	21	33	25	15	4	108
	9.26%	19.44%	30.56%	23.15%	13.89%	3.70%	

How often should we have organized social events?

Highest Band	once per month	once per term	(blank)	Grand Total
Allegro	3	23	1	27
Green	3	3		6
Jubilee	2	17		19
Odyssey	2	24	3	29
Skylark	4	17	1	22
(blank)		1	4	5
Grand Total	14	85	9	108
	12.96%	78.70%	8.33%	

Summarization of Comments and Statistics

Allowing time to mingle during breaks is important, especially for those that don't drive at night, so might not attend evening events. The Social Committee is doing a good job and could use more volunteers. The socializing is good for our mental health. A good number of our members are retired and band is more than playing tunes - it's mingling with others and creating new friendships.

Information to Communicate to the members

One of the key benefits of PNHB is to provide people with a common interest in meeting others and socializing. The move to Living Hope will help facilitate the opportunities to do more. The Social Committee is currently looking at increasing social activities. Please volunteer to be on this committee.

Concerts

Statistics

How important are concerts to you ?

1 = not important and 5 = very important

Highest Band	1	2	3	4	5	(blank)	Grand Total
Allegro	3	6	6	6	6		27
Green		1	2	2	1		6
Jubilee		2	11	5	1		19
Odyssey	5	7	8	7	2		29
Skylark	2	5	6	5	4		22
(blank)					1	4	5
Grand Total	10	21	33	25	15	4	108
	9.26%	19.44%	30.56%	23.15%	13.89%	3.70%	

Are current concerts ...

Highest Band	just right	too long	(blank)	Grand Total
Allegro	13	14		27
Green	4	2		6
Jubilee	7	12		19
Odyssey	16	13		29
Skylark	4	18		22
(blank)		1	4	5
Grand Total	44	60	4	108
	40.74%	55.56%	3.70%	

How many concerts per year should we have (Sept-May)

Highest Band	one	three	two	zero	(blank)	Grand Total
Allegro	3		22	1	1	27
Green	2		4			6
Jubilee		3	15	1		19
Odyssey	1	3	24	1		29
Skylark	10		11	1		22
(blank)			1		4	5
Grand Total	16	6	77	4	5	108
	14.81%	5.56%	71.30%	3.70%	4.63%	

Based on these statistics, concerts are important, a little too long and 2 per year is preferred.

Summarization of Comments and Statistics

Suggestions in the comments.

Calvary is a very nice venue. Have the concerts on a weekend afternoon, so more family members can attend. Have a concert at the conclusion of every term. Green Band should always go last since the majority of the audience come to the concert to support them and visitors tend to leave after

Green Band plays. It's really frustrating when people leave before the night is over! Every band has worked really hard on their pieces, and it would be nice to have a full audience until the end. Need to improve the band entrance and exits so they are better organized and done in a fast mode. Keep the concerts to 2 hours with maybe a brief (10 min) intermission halfway through.

The balance of the band needs improvement. Music selection and flow not entertaining for the audience, should be more fun, engage the audience. Could we have risers so the back rows can be seen? Playing the same pieces over and over and over to get ready for a concert. Stopping every few bars to correct things. Then the conductor talks and talks when really we are there to play. We just tune out the conductor after awhile. It then becomes not fun. Also we are suppose to have input into the pieces. We don't. Some conductors are much better at picking good pieces than others.

\$15 a ticket is acceptable. We could invite seniors from residences for a discount.

A post review from the Conductors would be helpful. Get their feedback on what went well and what could be improved on. Sometimes I know something wasn't quite right, but just can't figure out what the problem was. Be a good aid towards improvement.

The concerts are important, is a fundraiser, is fun, rewarding, motivational, a social event, helps to build self confidence and is magical when you get the great reaction from the audience.

Bring back Winterlude and maybe do mini performances for each other.

Information to Communicate to the members

The MC and Conductors talk during the concert to allow the band members time to get seated and set up.

The Board and Conductors have discussed the issue of balancing the bands. At the beginning of the season a balanced roster for each band is set up. We have created a band balancing policy and communicated the new process for members to follow when they are moving amongst bands.

The Dialogue committee which is made up of the Conductors and Board representatives meet and the comments regarding music and the length of concerts, have been brought to their attention.

The Concert committee did a post review of the concerts and are addressing these items.

- always on the hunt for other venues that would improve the sight lines and flow on/off the stage. We cannot use risers for the back row due to safety concerns.
- Improve the process of entering and exiting the stage.
- Find cost savings
- Improve the AD process and timing for getting needed information for the concert program.
- Possibly doing a matinee concert on a Sunday instead.
- The survey done at the Spring Concert indicated that it is mostly friends and family that attend, so the Publicity committee will not spend much on advertising these events.

Ensemble

Statistics

Would you join a new ensemble at the Jubilee - Allegro level ? (replacing Music Lab)

Highest Band	Maybe	No	Yes	(blank)	Grand Total
Allegro	14	7	6		27
Green	2	1	3		6
Jubilee	8	4	6	1	19
Odyssey	4	23	1	1	29
Skylark	5	13	4		22
(blank)			1	4	5
Grand Total	33	48	21	6	108
	30.56%	44.44%	19.44%	5.56%	

Information to Communicate to the members

This question was for information to guide whether to pursue this. The Ensemble Music Works was formed.

Sectionals

Statistics

What do you think of sectionals?

1 = not necessary and 5 = totally necessary

Highest Band	1	2	3	4	5	(blank)	Grand Total
Allegro	4	2	6	6	9		27
Green			1	2	3		6
Jubilee		2	5	5	6	1	19
Odyssey	6	5	3	7	7	1	29
Skylark	5	3	3	5	5	1	22
(blank)		1				4	5
Grand Total	15	13	18	25	30	7	108
	13.89%	12.04%	16.67%	23.15%	27.78%	6.48%	

Summarization of Statistics

Green band members felt that sectionals are important.

Most members, whose highest band is Jubilee or Allegro, believe that sectionals are important.

Members in Odyssey and Skylark are split between members who do not feel sectionals are important and those that do.

When surveying Odyssey to find out if they were willing to give up sectionals for the fall season, 87 percent responded in favour of doing so to help us keep within our budget.

Summarization of Comments

Sectionals are very necessary for individuals learning to play and read music but should focus largely on technical aspects of the instrument and some time spent on "tricky bits". At the upper band levels more time on how to practise, ways to improve individual challenges, and ensemble playing in

addition to technique as it applies to the repertoire are more important. Better use of band time is needed, more playing less talking.

Recommended items to pursue

Keep regular sectionals for Green Band, Jubilee and Allegro. Reduce the number of sectionals for Odyssey and Skylark or change the format to make it more valuable.

Suggestions to consider:

- Have a sectional available to all groups during the winter term (NHB rhythm work on line...)
- Provide some “technique” sectionals where Jubilee and Allegro can be paired, and Odyssey and Sky Lark can be paired (breathing techniques, How to attain higher notes, scales....) or musical education that is applicable for all.

Information to Communicate to the members

Member feedback regarding sectionals has been discussed by the Board and with the Conductors. We are currently reviewing ways to provide what the members want/need and do it in a cost-effective manner.

PNHB Leadership

Statistics

How would you rate PNHb leadership ?

Highest Band	Satisfactory	Good	Excellent	(blank)	Grand Total
Allegro	2	9	15	1	27
Green		1	5		6
Jubilee	2	8	9		19
Odyssey	1	11	17		29
Skylark	3	5	13	1	22
(blank)		1		4	5
Grand Total	8	35	59	6	108
	7.41%	32.41%	54.63%	5.56%	

Summarization of Comments and Statistics

Could we have a web-based group forum? Some do not use social media so if it were a choice between email and Facebook (or similar), email is preferred.

The Conductors and Coaches are great, patient and helpful. We are so lucky to have that level of talent available to us. Each conductor has their own style, their own preferences for music so the variety is great. A few members would like to see some changes in regard to music selections. The Board and conductors put in a lot of time to make sure the bands run well and listen to participants needs. Their commitment is appreciated. the PNHb leadership has done a great job holding the PNHb together particularly over the period of the pandemic and then the ramp up to return to 'normal' operations. I find them keeping us all well informed. It would be nice if there were email groups though so only people in Allegro would get email for Allegro for example. That's easy enough to set up. There is a disconnect between the Board and members that could be rectified by sending out regular news briefs about what is happening behind the scenes at Board meetings i.e. decisions that have been made, policy updates etc.

The volunteers who form the committees are fantastic.

Recommended items to pursue

Review if we can set up email groups by band and committees.

Review what other method we can use to communicate to the members.

Information to Communicate to the members

The Board meets regularly and are active in other committees. Minutes from the board meetings are posted on the website, so you can see what they are working on and what decisions were made. The board also sends emails to members to keep them informed of key items. We are sometimes selective on what is emailed because we don't want to overload the members with lots of long emails.

There is a Dialogue Committee composed of representatives of Conductors and the Board. They discuss member concerns and comments, and work together to come up with solutions.

The Communication Chair is currently doing trials on software that would provide better people management and other functions.

Music

Summarization of Comments

With regards to comments made about music here are the results and wants:

Highest band Green:

The two people who answered in this category loved the music they played.

Highest band Jubilee:

Fifteen people commented in this category. There is a general satisfaction with the music that they have been playing and many have indicated that they like to play a variety of different music. There is wide range of requests for different styles of music to be added to the repertoire (holiday selections, classical, easy listening, contemporary, pop, theme pieces...) Some people have also requested that the music not be overly challenging.

Highest band Allegro:

Eighteen people commented in this section. Most feel that the music that the conductors have selected is fine. Many have stressed that having a variety of styles is important and a few have suggested that "latest pop", Jazz and classical music be added to the mix.

Highest Band Sky Lark:

Thirteen people commented in this section. On the whole, they are less satisfied with the music they have been playing. Many would like to have a say in what types of music they play. Some have indicated that they would like shorter pieces, some would like more challenging ones (but not to the point of being frustrating) while others have asked for easier, "more satisfying" popular music such as music from popular artists (Beetles, Queen, Taylor Swift, Andrew Lloyd Webber...), hits from the 50s, 60s,, 70s, 80,...

Highest band Odyssey:

Twenty people commented in this category. Most seem to be reasonably happy with the music they have been playing. They enjoy playing a great variety of pieces but would like to have some input in the choices of pieces they work on. There are some requests as well that many different people get chances to do solos. Some members have asked for more upbeat music and some have indicated

that they would like a little more of a challenge. It was also mentioned that sight reading, and playing pieces all the way through before picking them apart would be more enjoyable. Many have expressed a concern about the pieces that are chosen to be played at the concert. There is a feeling that choices of music for concerts should lean toward more familiar upbeat tunes in order to keep the audience interest.

Recommended items to pursue

Conductors each need to pick a wide variety of music for the members of each band to play during the term including pop, Broadway, Jazz, Classical ... Some pieces just for sight reading and some to improve upon to play at a concert. For the concerts, pick tunes that are audience friendly and give the members of the upper bands especially, some choice.

Have more opportunities for members to play for each other - at lunch time (Christmas carols....), in house informal recital (music other bands may appreciate) Possibly having a themed concert for members / the public (Christmas sing along, Broadway hits/ Beatle Mania...)

Information to Communicate to the members

Suggestions provided in the survey have been passed on to the Conductors.

Future Surveys

Doing a survey at the end of year in June, has provided the Board with feedback to help us manage the organization and plan for the future.

Recommendations for future year end surveys

Create a standard year end survey that will enable comparison year over year. Some of the questions were specific topics at that time and not a 'year end' kind of goal (eg. Bingo & ensemble question)

Be sure that

- the objectives of the survey are clear up front.
- The survey questions are developed to gather input relevant to the objectives.
- The wording of survey questions should be clear, objective, neutral, and non-leading.
- The survey results help the Board to develop and or update a five -year Strategic Plan.

Suggested questions for the next year end survey

These are just suggestions as we were looking this over. Should create a committee to develop the next survey.

- Suggestions for ways to conduct the operations of PNHB more cost efficiently.
- Volunteering. Are you presently volunteering? What roles do you currently volunteer in? What motivates you to volunteer? What keeps you from volunteering?
- Education. What are you currently doing to improve your musical abilities? What would you like to see PNHB provide more training/education in ?
- Value. Questions related to what members value most about PNHB? What do you consider to be PNHB's strengths?
- Improvements. What do you think PNHB needs to work on improving? What do you consider PNHB's weaknesses to be?
- Questions related to the future directions of PNHB. Looking ahead what threats do you see facing PNHB? Looking ahead what opportunities do you see for PNHB?

- Questions related to membership recruitment. What suggestions do you have for how PNHB could increase its membership?
- Communication. Method of communication preferred. email, newsletter, website, announcements, social media (name which one), APP, other, not in the loop

References

The survey documents are here.

https://docs.google.com/spreadsheets/d/1hChKD1YUTCmw3Dob0A4TJTk5_7oF3jQ22gWoc8Xpn7M/edit?usp=sharing

[July 2 2023 survey graph results with 96 respondents - Google Docs](#)

<https://docs.google.com/document/d/1b8xxq52vqWW0G7S7OIr64DWK6oU4gbqIYQxCWbcpNQc/edit?usp=sharing>

<https://docs.google.com/document/d/1wuPJlLovRsrCyskYNYqs3wviiE-VYtcHHfC1xHEQ9PE/edit?usp=sharing>

<https://docs.google.com/document/d/1d6PQcKtK4NgEmROKZsIVJpnId5iVmueP8TCm2otRBL8/edit?usp=sharing>

<https://docs.google.com/document/d/1HK0xybNx-oBH0h5VEcjOyFwdPXe3FTneHcdursQJ-9E/edit?usp=sharing>

https://docs.google.com/document/d/1RqGsk0wULafNLqqOrFADwotY_5SL26cR8FOoLNN8A1g/edit?usp=sharing

https://docs.google.com/document/d/1WG72INdefawYTAPf-kgAv-KjtYgtsfiegtTG_QqqQHY/edit?usp=sharing