



FEEDBACK, SURVEY PROCESS + CALENDAR

DRAFT

September 2019



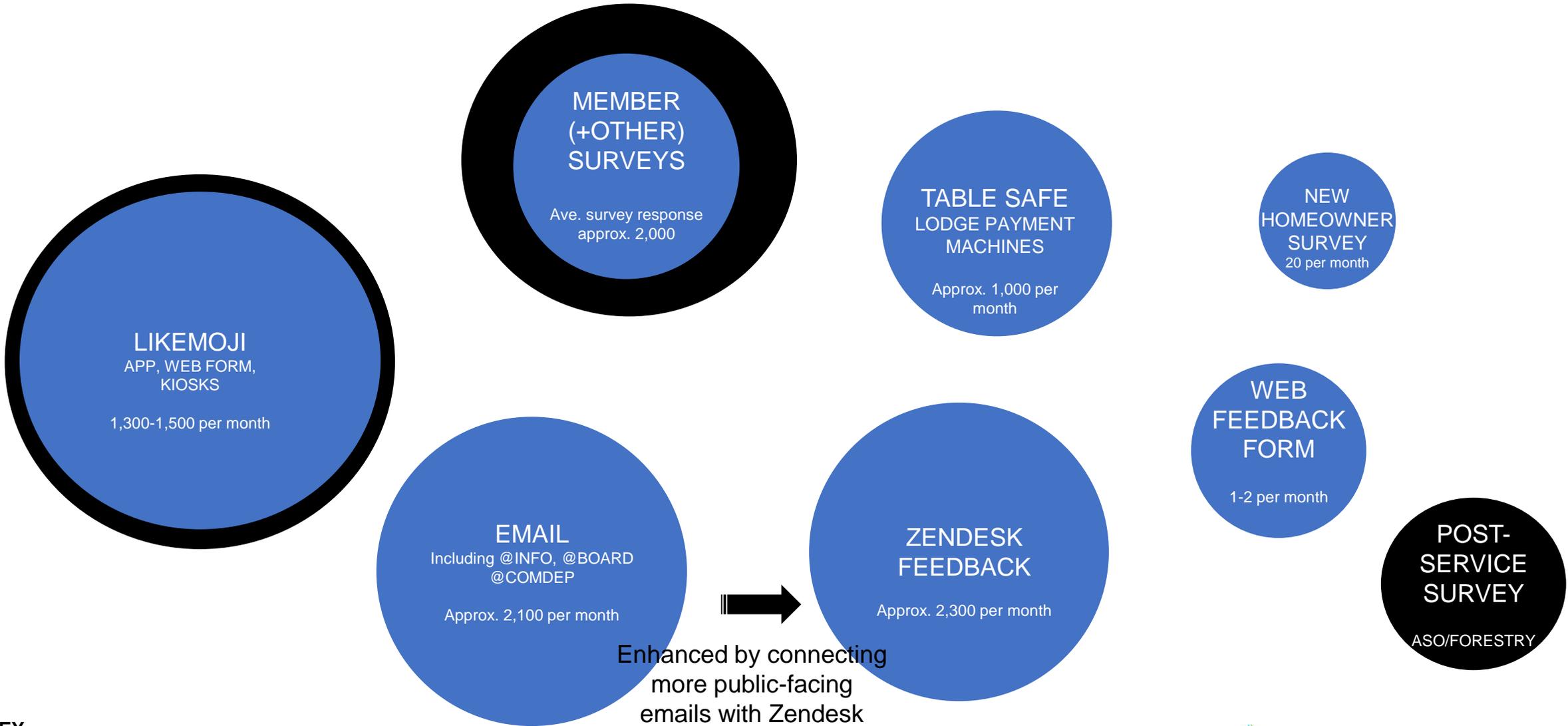
TAHOE DONNER™

PURPOSE

Continually gather data and feedback from the membership and/or key stakeholder groups to help drive informed decisions and program offerings.



WAYS WE COLLECT MEMBER FEEDBACK

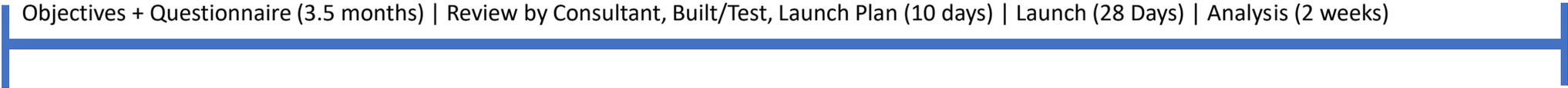


KEY
PLANNED TO INCREASE FEEDBACK IN THIS CHANNEL

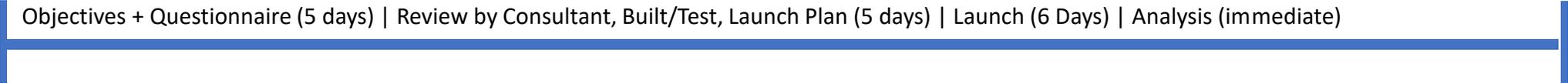
SURVEY PROCESS



Example:
2019 Member Survey
5 months | 20 min. survey



Example:
2019 Election Survey
3 weeks | 2 min. survey



PURPOSED APPROVAL BY SURVEY TYPE

	GREEN SURVEY	YELLOW SURVEY	RED SURVEY
WHAT IS IT?	<p>Simple Data Collection, not political</p> <p>Ex: post-event, operational check-in</p>	<p>More Complex Data Collection, potentially political</p> <p>Ex: Capital Projects</p>	<p>Complex Data Collection, highly political</p> <p>Ex: member survey, financial survey</p>
SURVEY DESIGN + APPROVALS	<p>Designed by staff</p> <p>Approved by GM</p> <p>Board will be notified prior with a test link</p>	<p>Designed by staff and/or stakeholders</p> <p>Approved by GM</p> <p>Board and any key stakeholders will be notified prior with a test link and window to provide feedback</p>	<p>Designed by working group and board, weeks to months of time preparing and socializing, additional consulting</p> <p>Approved by Board</p>

DRAFT SURVEY CALENDAR

JAN	FEB	MARCH	APRIL	MAY	JUNE
<ul style="list-style-type: none"> • Covenants + Neighbor Holiday Impact 	<ul style="list-style-type: none"> • The Lodge + Alder Creek Café Feedback 	<ul style="list-style-type: none"> • TBD 	<ul style="list-style-type: none"> • Green Waste + Recycling 	<ul style="list-style-type: none"> • Member Survey • Winter Operations 	<ul style="list-style-type: none"> • Defensible Space + Fire Safety • Trout Creek Rec Center Feedback
JULY	AUG	SEPT	OCT	NOV	DEC
<ul style="list-style-type: none"> • Elections 	<ul style="list-style-type: none"> • Trails + Open Space • Pizza on the Hill • HR/Staff (internal) 	<ul style="list-style-type: none"> • Priority of 2020 Capital Projects 	<ul style="list-style-type: none"> • Communications Survey • Summer Operations Feedback • TD Budget Process/Treasurers Survey 	<ul style="list-style-type: none"> • Downhill Ski Lodge Need and Funding 	<ul style="list-style-type: none"> • Member Satisfaction: Winter Amenities

KEY

-  Green Survey
-  Yellow Survey
-  Red Survey

ONGOING: New homeowner survey at Member Services (since Dec. 2018)
 Customer Feedback at Amenities (TableSafe, Likemoji), Member Services, ASO + Forestry