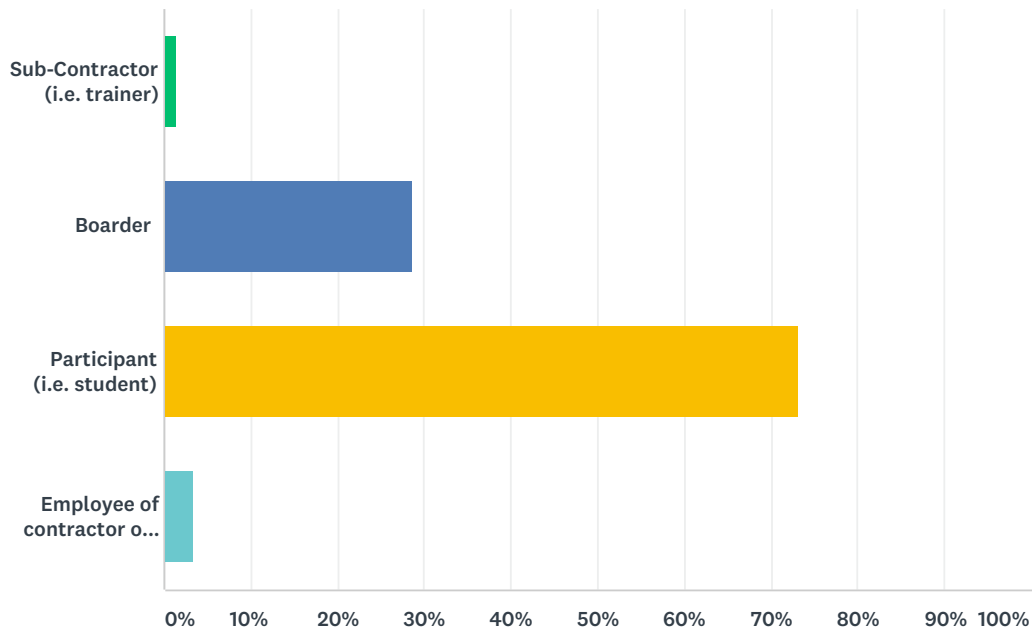


Q1 How would you best describe your user status at the Lakewood Equestrian Center?

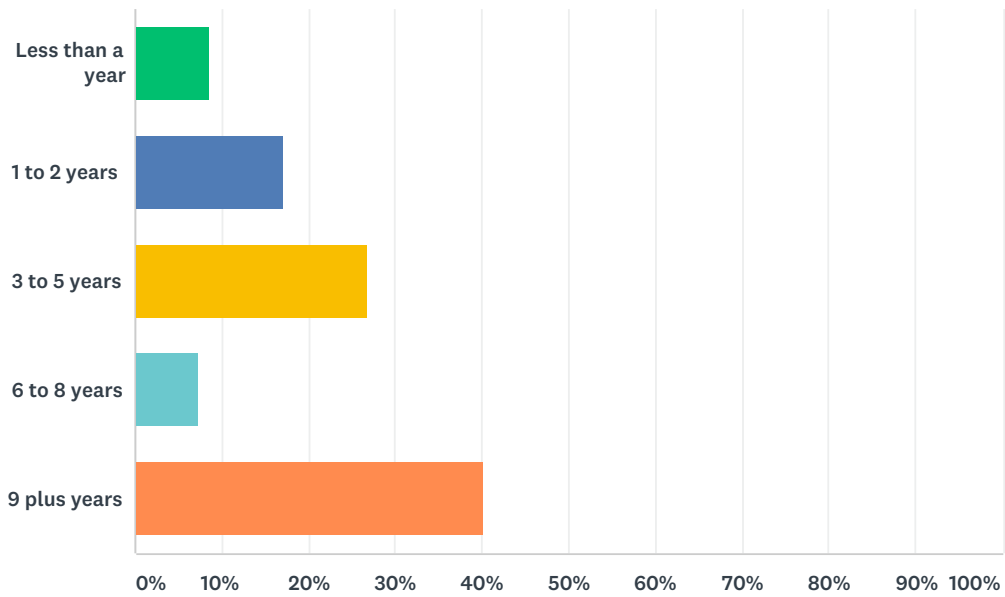
Answered: 261 Skipped: 11



ANSWER CHOICES	RESPONSES	
Sub-Contractor (i.e. trainer)	1.53%	4
Boarder	28.74%	75
Participant (i.e. student)	73.18%	191
Employee of contractor or sub-contractor	3.45%	9
Total Respondents: 261		

Q2 How long have you been involved with or have participated in activities at the Lakewood Equestrian Center?

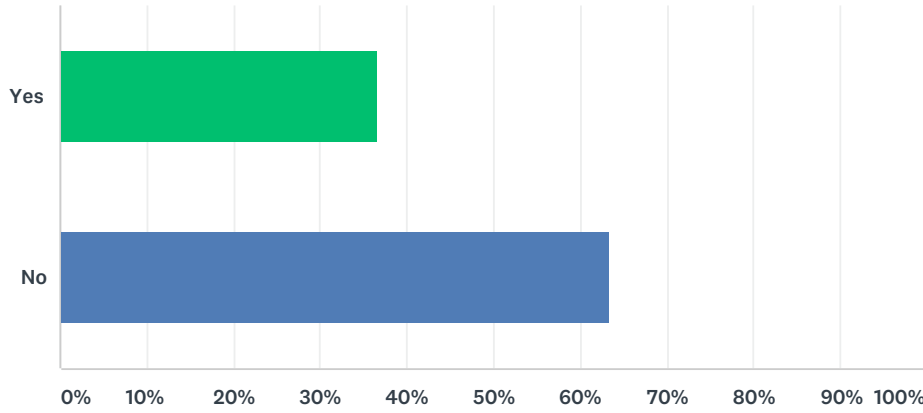
Answered: 257 Skipped: 15



ANSWER CHOICES	RESPONSES	
Less than a year	8.56%	22
1 to 2 years	17.12%	44
3 to 5 years	26.85%	69
6 to 8 years	7.39%	19
9 plus years	40.08%	103
TOTAL		257

Q3 Do you reside in the City of Lakewood?

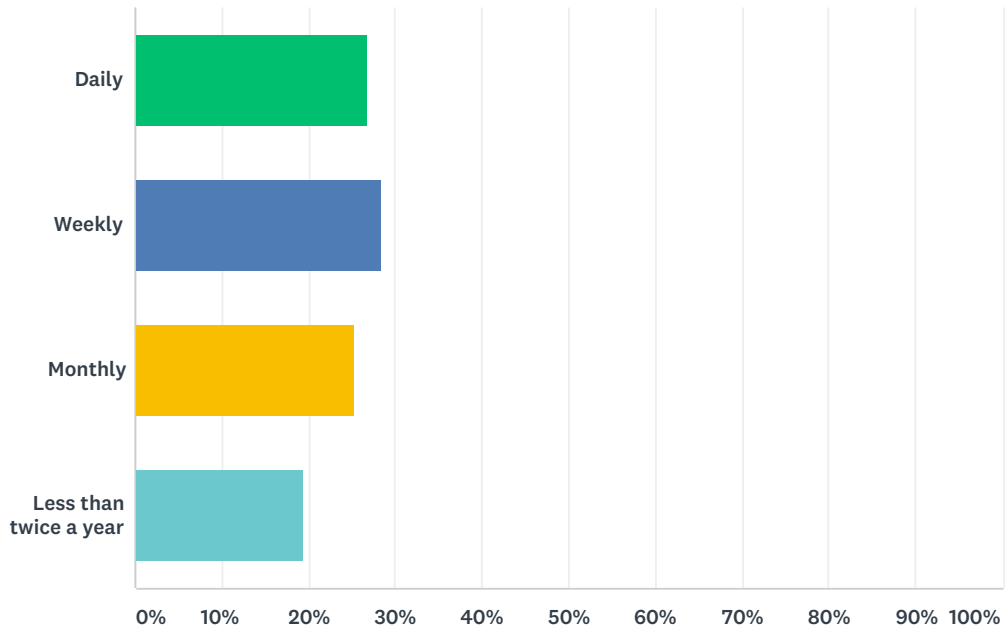
Answered: 268 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	36.57%	98
No	63.43%	170
TOTAL		268

Q4 How often do you visit the equestrian center?

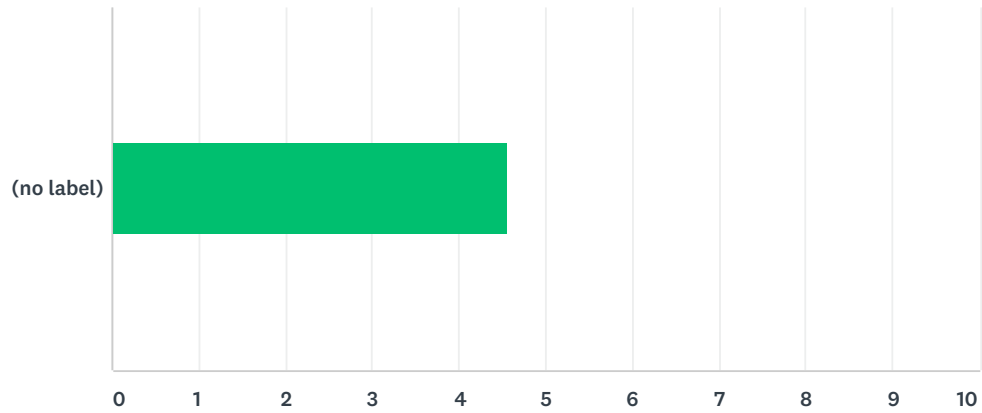
Answered: 268 Skipped: 4



ANSWER CHOICES	RESPONSES	
Daily	26.87%	72
Weekly	28.36%	76
Monthly	25.37%	68
Less than twice a year	19.40%	52
TOTAL		268

Q5 Riding lessons for you

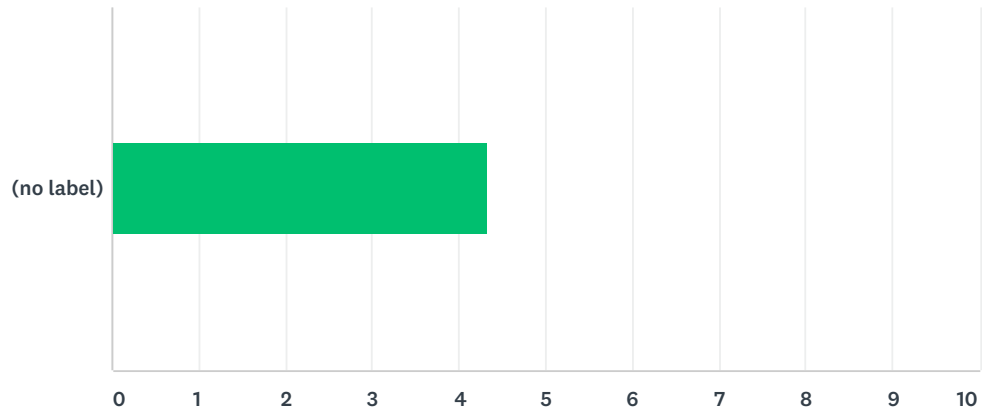
Answered: 270 Skipped: 2



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	3.33% 9	1.11% 3	2.59% 7	7.41% 20	51.85% 140	33.70% 91	270	4.56

Q6 Lessons for your horse

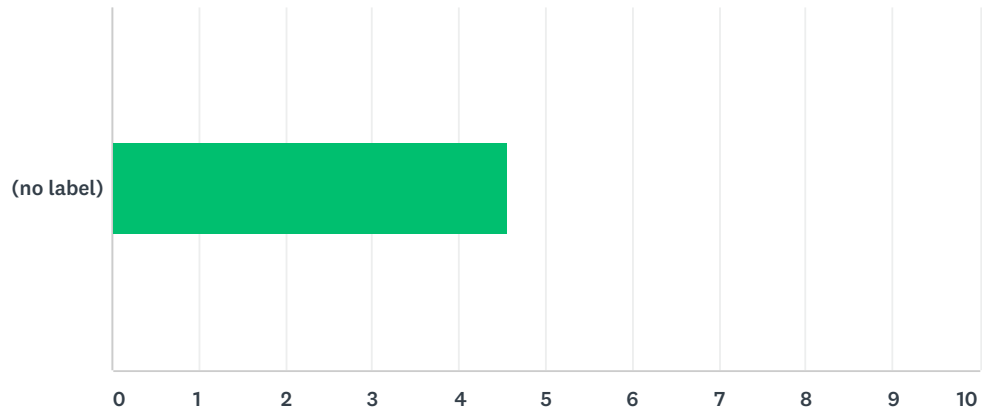
Answered: 267 Skipped: 5



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.12% 11	0.75% 2	0.37% 1	4.12% 11	25.84% 69	64.79% 173	267	4.33

Q7 Youth Summer Camp

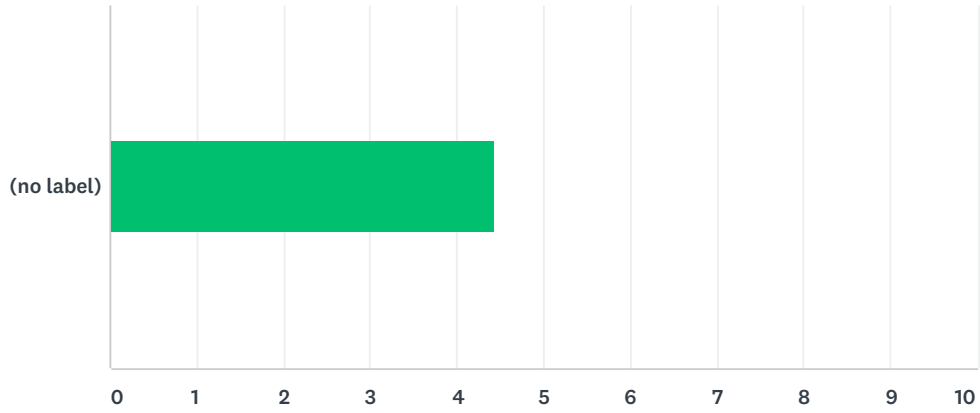
Answered: 269 Skipped: 3



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	2.60% 7	1.12% 3	0.00% 0	3.72% 10	33.46% 90	59.11% 159	269	4.57

Q8 Petting Zoo

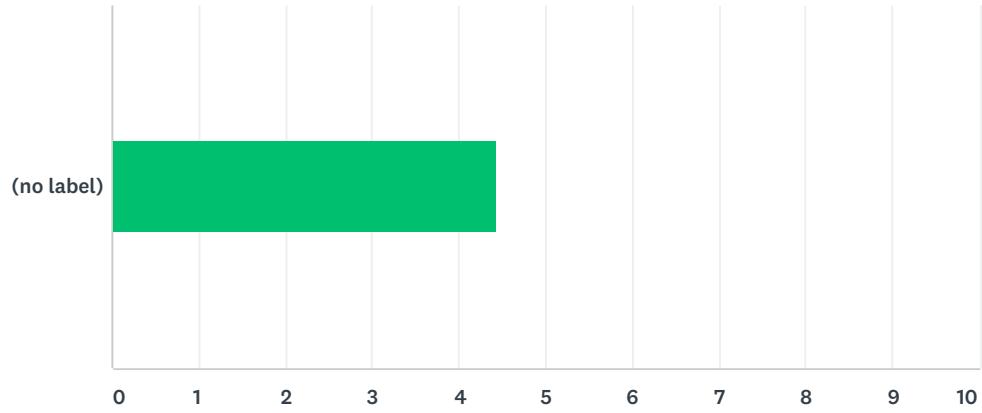
Answered: 267 Skipped: 5



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.12% 11	3.00% 8	4.87% 13	8.24% 22	56.55% 151	23.22% 62	267	4.43

Q9 Horse Therapy

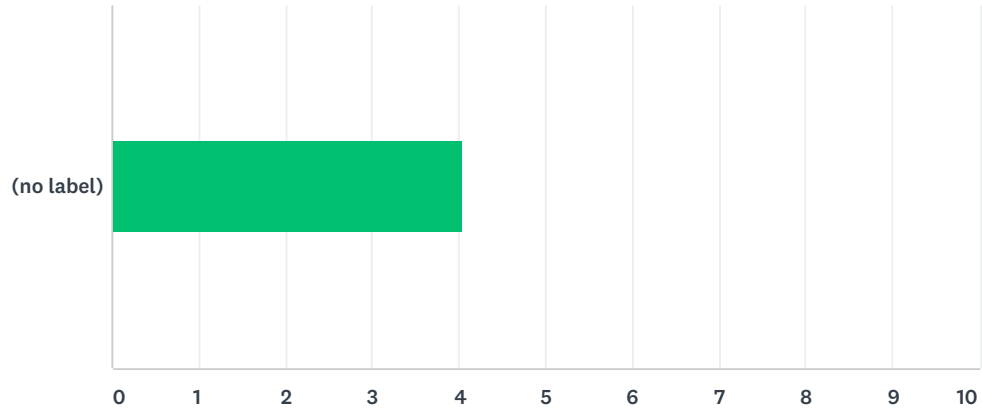
Answered: 271 Skipped: 1



	NOT SATISFIED- 1	2	3	4	COMPLETELY SATISFIED- 5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	2.58% 7	0.37% 1	2.21% 6	2.21% 6	24.72% 67	67.90% 184	271	4.44

Q10 Horse Boarding and Feeding

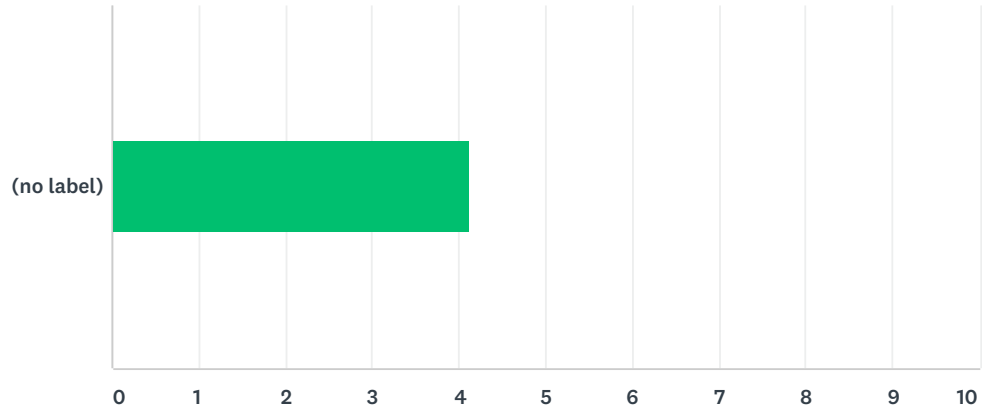
Answered: 268 Skipped: 4



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.85% 13	2.99% 8	5.60% 15	8.96% 24	27.61% 74	50.00% 134	268	4.03

Q11 Other

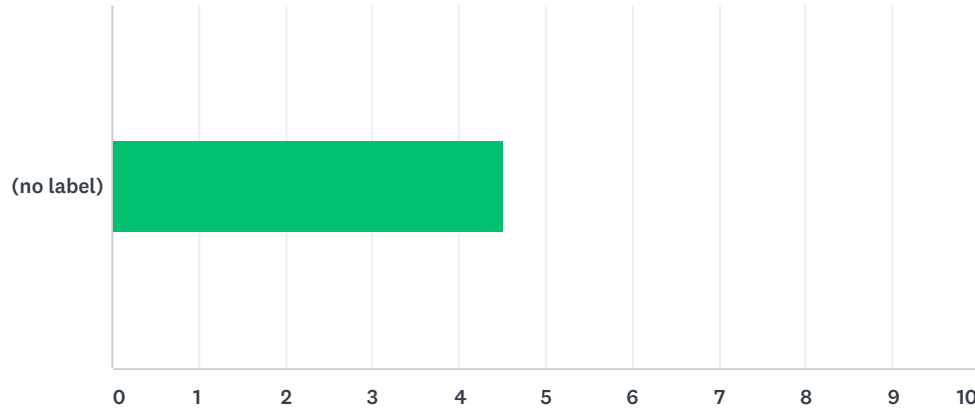
Answered: 231 Skipped: 41



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	9.09% 21	2.16% 5	3.90% 9	2.16% 5	42.86% 99	39.83% 92	231	4.12

Q12 Riding lessons for you

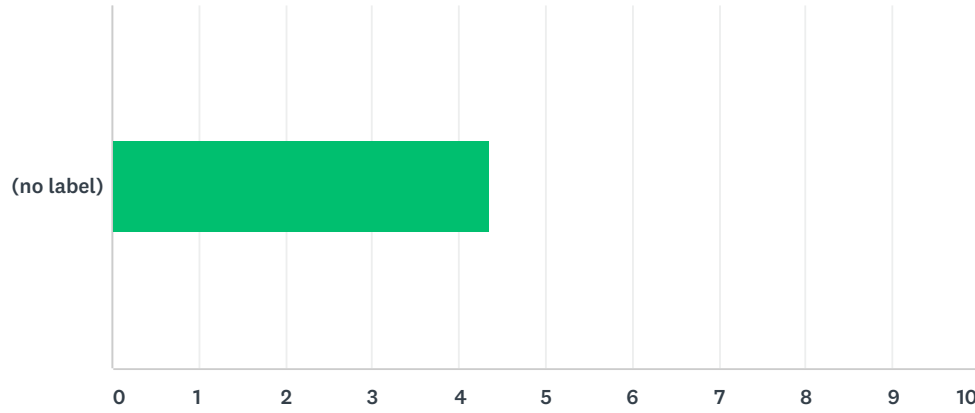
Answered: 268 Skipped: 4



	POOR-1	2	3	4	EXCELLENT-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.48%	0.37%	4.10%	7.46%	54.10%	29.48%	268	4.51
	12	1	11	20	145	79		

Q13 Lessons for your horse

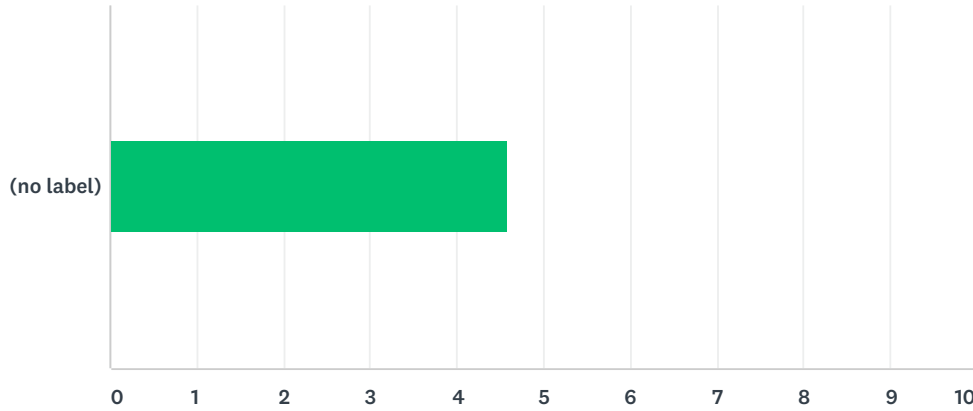
Answered: 267 Skipped: 5



	POOR-1	2	3	4	EXCELLENT-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	3.75%	0.75%	1.87%	4.49%	28.09%	61.05%	267	4.35
	10	2	5	12	75	163		

Q14 Youth Summer Camp

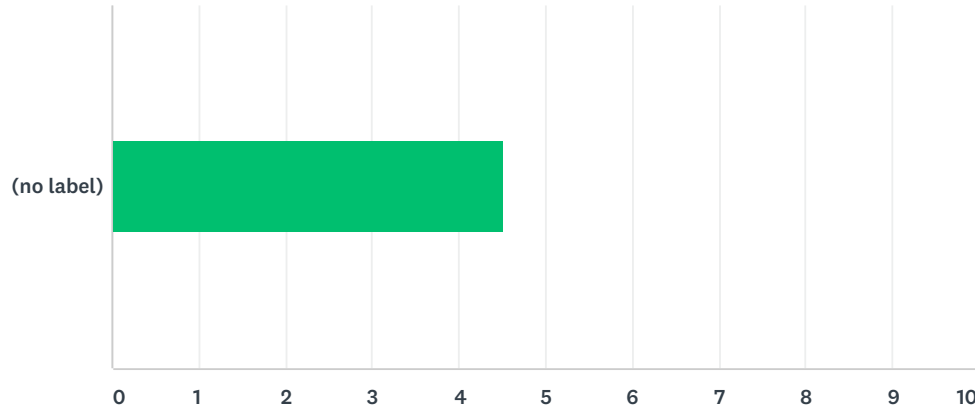
Answered: 268 Skipped: 4



	POOR-1	2	3	4	EXCELLENT-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	2.24%	1.12%	0.37%	4.10%	33.21%	58.96%		
	6	3	1	11	89	158	268	4.58

Q15 Petting Zoo

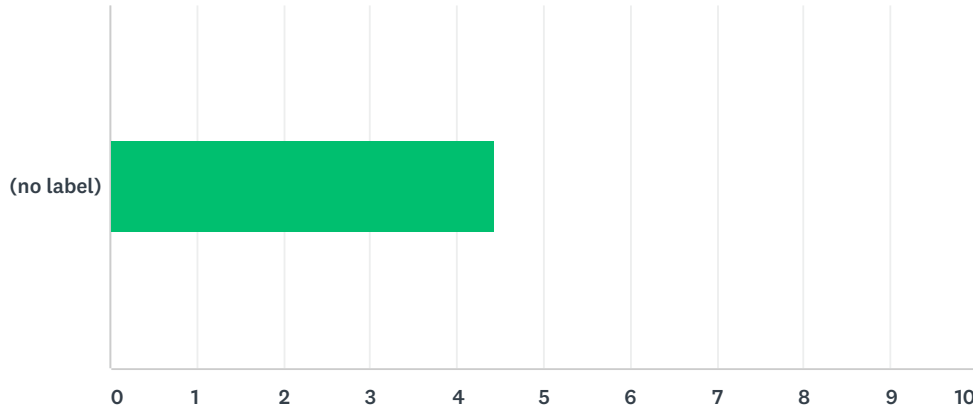
Answered: 268 Skipped: 4



	POOR-1	2	3	4	EXCELLENT-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	2.99%	1.49%	3.73%	11.57%	53.73%	26.49%	268	4.52
	8	4	10	31	144	71		

Q16 Horse Therapy

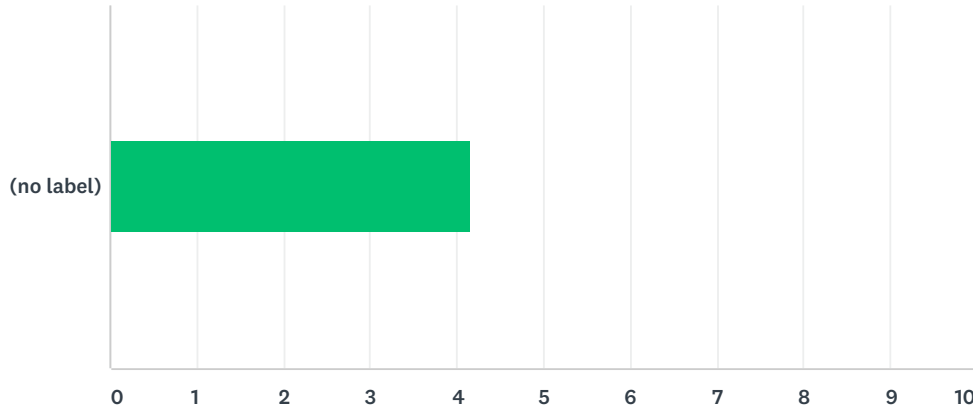
Answered: 268 Skipped: 4



	POOR-1	2	3	4	EXCELLENT-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	2.61% 7	0.37% 1	1.49% 4	3.36% 9	23.51% 63	68.66% 184	268	4.43

Q17 Horse Boarding and Feeding

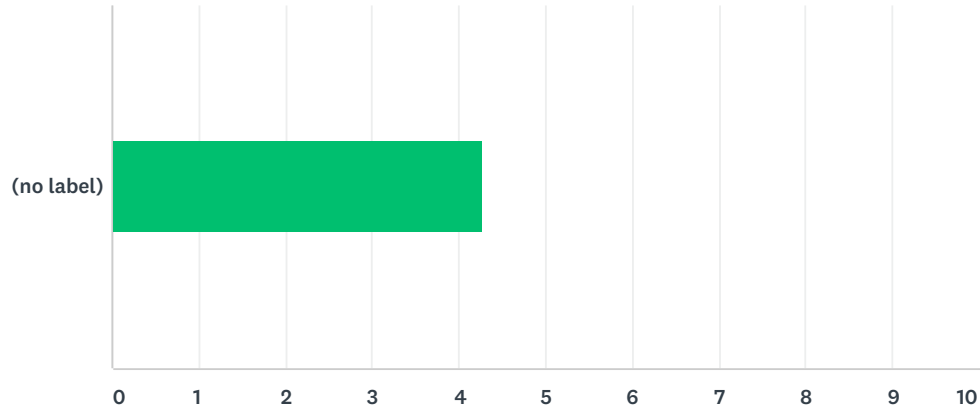
Answered: 265 Skipped: 7



	POOR-1	2	3	4	EXCELLENT-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	3.02% 8	3.40% 9	4.91% 13	10.57% 28	28.68% 76	49.43% 131	265	4.16

Q18 Other

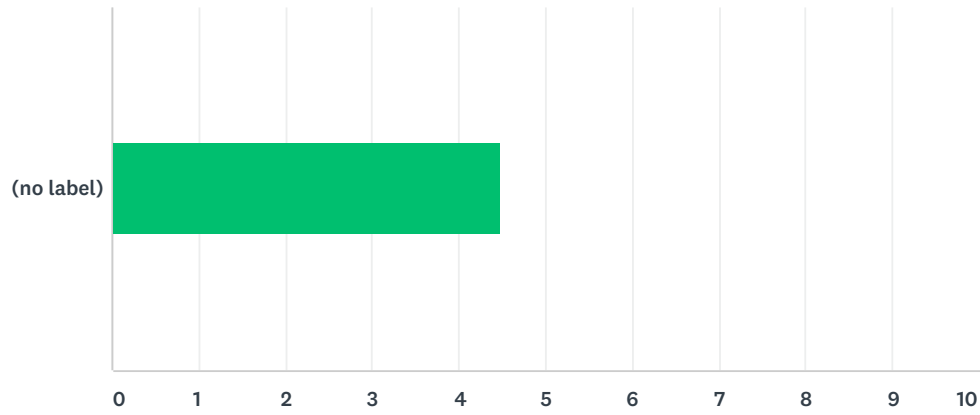
Answered: 219 Skipped: 53



	POOR-1	2	3	4	EXCELLENT-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	5.48% 12	0.46% 1	2.28% 5	3.65% 8	30.59% 67	57.53% 126	219	4.26

Q19 How satisfied were you with the expertise of the staff?

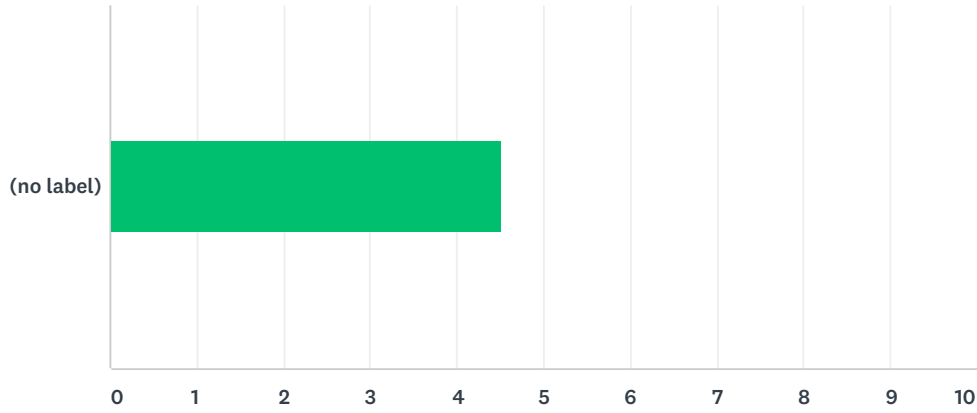
Answered: 267 Skipped: 5



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.12% 11	3.00% 8	6.37% 17	13.11% 35	70.79% 189	2.62% 7	267	4.47

Q20 How satisfied were you with the expertise of the trainers?

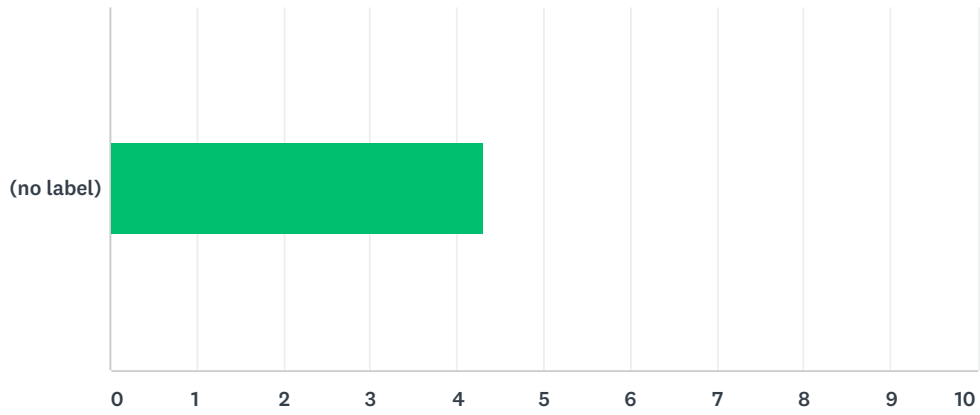
Answered: 268 Skipped: 4



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	3.73% 10	1.87% 5	4.85% 13	5.97% 16	59.33% 159	24.25% 65	268	4.52

Q21 How satisfied were you with the expertise of the sub-contractors?

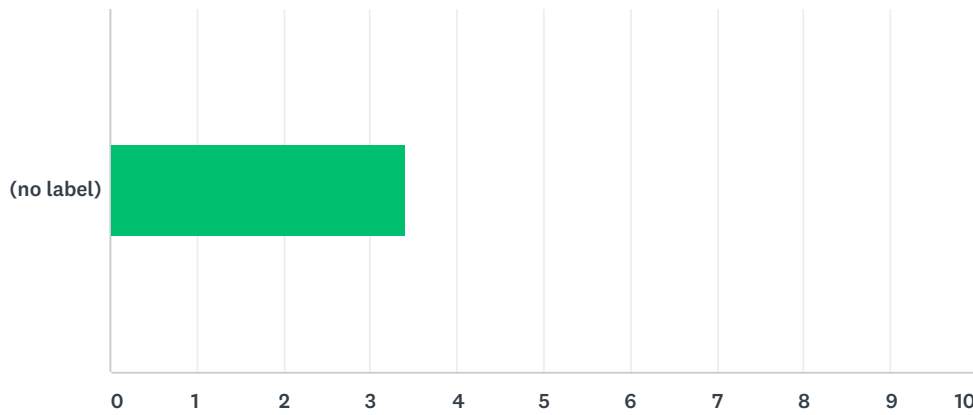
Answered: 267 Skipped: 5



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	3.37% 9	0.75% 2	4.12% 11	5.24% 14	28.46% 76	58.05% 155	267	4.30

Q22 General aesthetics (i.e. landscaping, directional signage, orderliness, etc.)

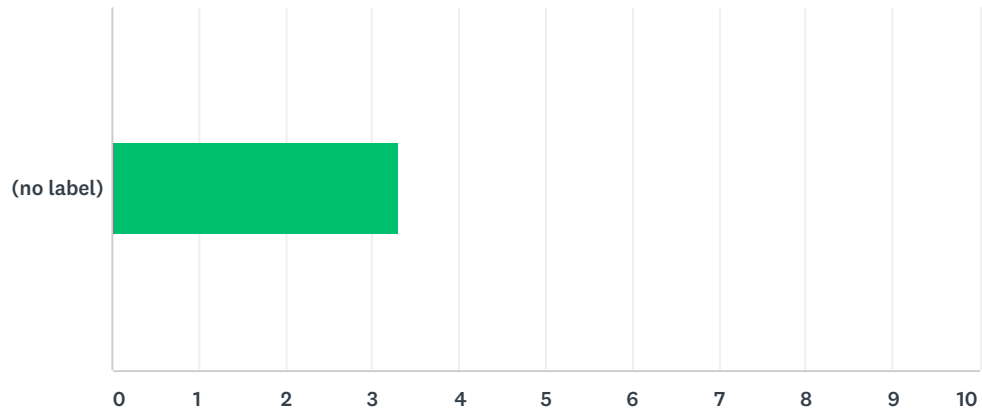
Answered: 269 Skipped: 3



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	TOTAL	WEIGHTED AVERAGE
(no label)	16.73%	11.90%	15.24%	24.54%	31.60%	269	3.42
	45	32	41	66	85		

Q23 Cleanliness, Safety and Security (i.e. lighting, fencing, security plan)

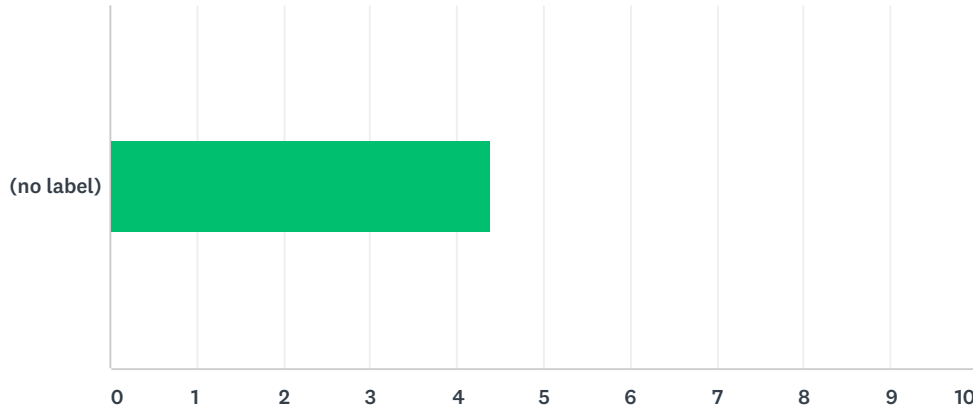
Answered: 270 Skipped: 2



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	TOTAL	WEIGHTED AVERAGE
(no label)	21.48%	12.22%	15.19%	17.41%	33.70%		
	58	33	41	47	91	270	3.30

Q24 Hours of operation

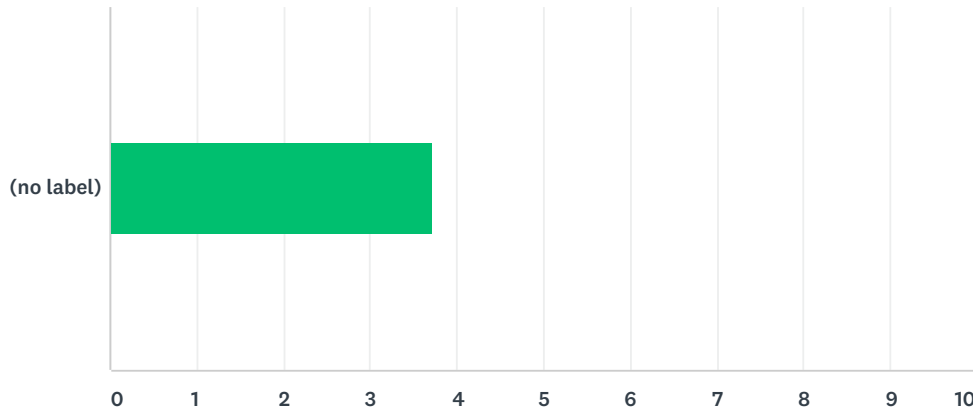
Answered: 269 Skipped: 3



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	TOTAL	WEIGHTED AVERAGE
(no label)	3.72%	1.12%	10.04%	22.68%	62.45%	269	4.39
	10	3	27	61	168		

Q25 Property amenities (i.e. barns, petting zoos, rings, tack rooms, parking)

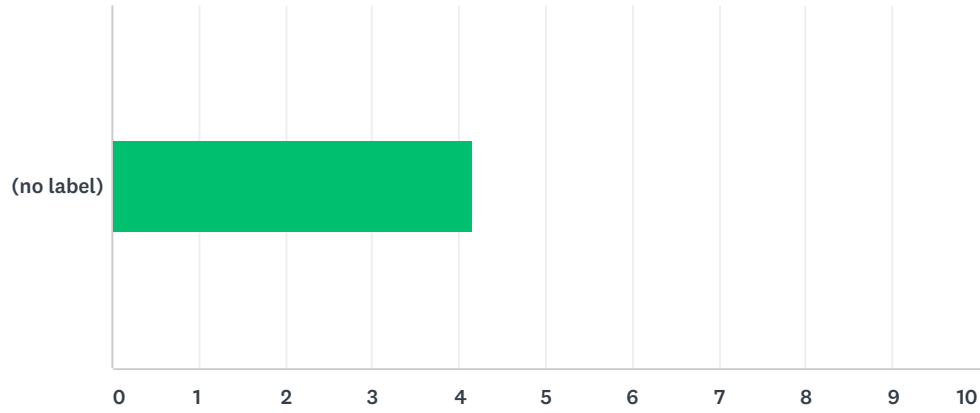
Answered: 270 Skipped: 2



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	TOTAL	WEIGHTED AVERAGE
(no label)	9.26%	10.00%	19.26%	22.59%	38.89%	270	3.72
	25	27	52	61	105		

Q26 Enforcement of rules/regulations

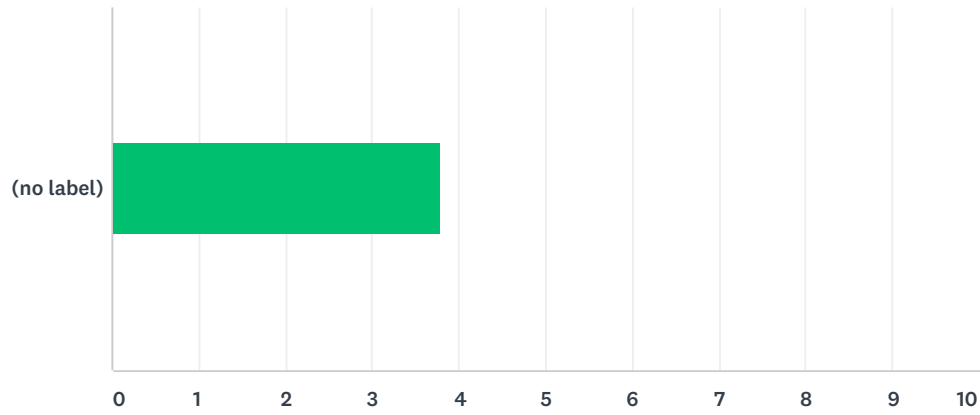
Answered: 267 Skipped: 5



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	TOTAL	WEIGHTED AVERAGE
(no label)	4.49%	5.62%	12.73%	22.47%	54.68%	267	4.17
	12	15	34	60	146		

Q27 Relationship with owner/concessionaire

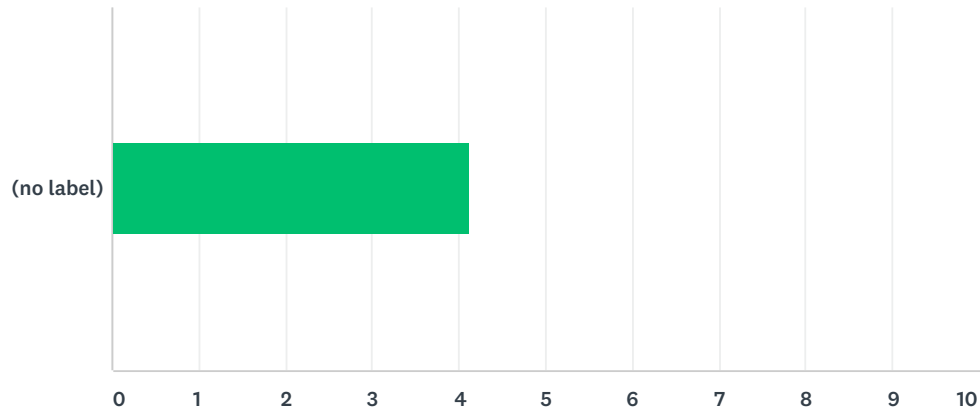
Answered: 249 Skipped: 23



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.82% 12	3.61% 9	6.83% 17	6.43% 16	19.68% 49	58.63% 146	249	3.79

Q28 Care of horses (feeding, stall cleaning and bedding)

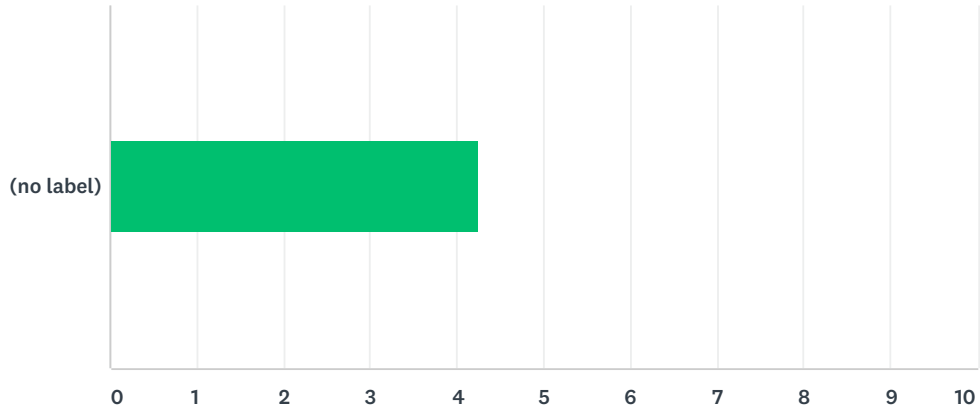
Answered: 248 Skipped: 24



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	3.63% 9	2.42% 6	4.03% 10	9.68% 24	25.00% 62	55.24% 137	248	4.12

Q29 Availability of exercise rings/turnouts

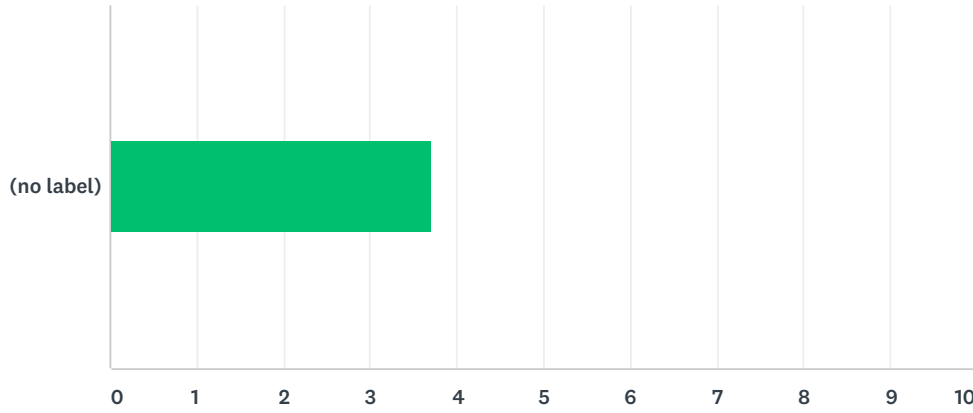
Answered: 247 Skipped: 25



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	2.02% 5	0.81% 2	5.26% 13	12.15% 30	23.48% 58	56.28% 139	247	4.24

Q30 Price for services (basic and add-ons)

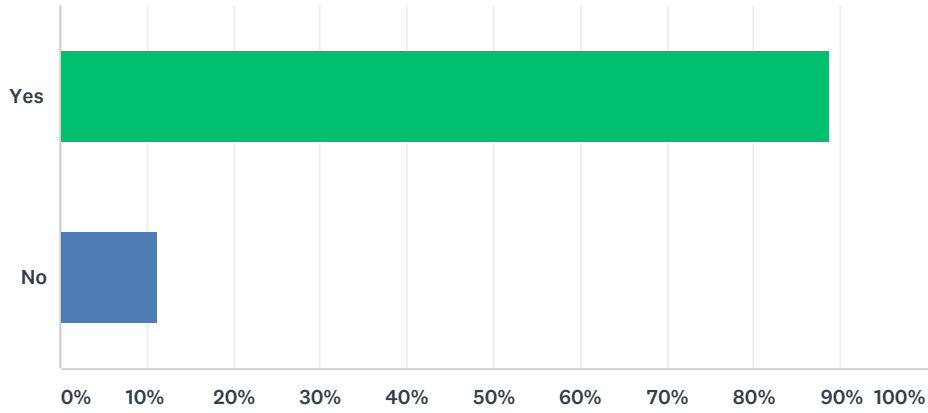
Answered: 248 Skipped: 24



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	5.65% 14	5.65% 14	6.45% 16	8.06% 20	20.97% 52	53.23% 132	248	3.71

Q31 Would you recommend the facility?

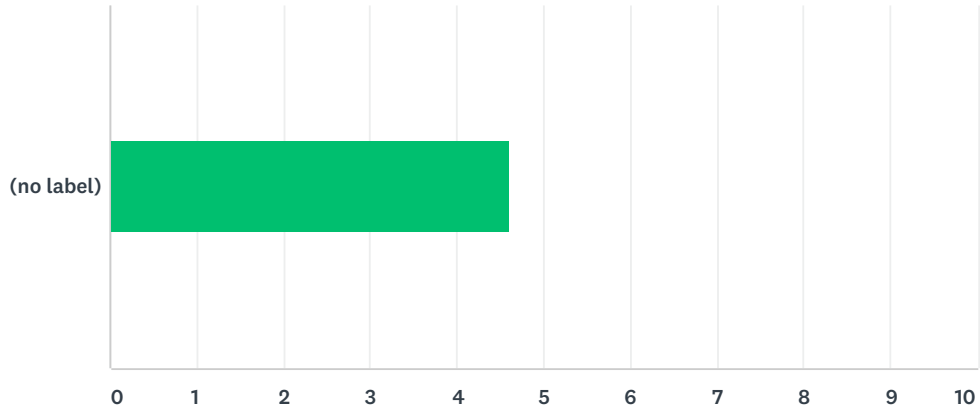
Answered: 247 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	88.66%	219
No	11.34%	28
TOTAL		247

Q32 Relationship with trainer

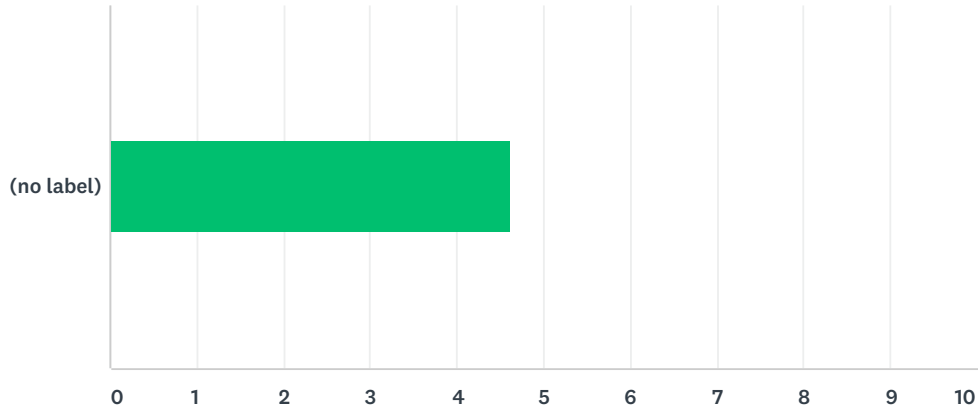
Answered: 249 Skipped: 23



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	1.61% 4	0.80% 2	4.42% 11	4.42% 11	45.78% 114	42.97% 107	249	4.61

Q33 Knowledge and experience of trainer

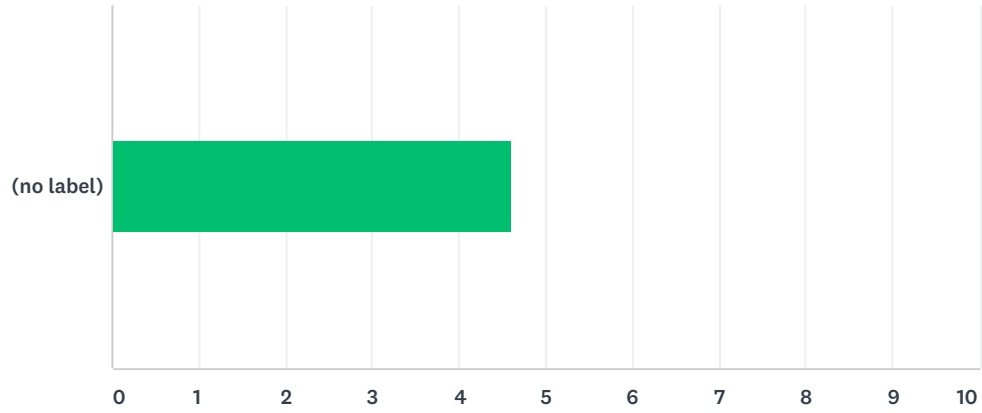
Answered: 248 Skipped: 24



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	2.02% 5	0.81% 2	3.63% 9	4.84% 12	48.39% 120	40.32% 100	248	4.62

Q34 Availability of trainer

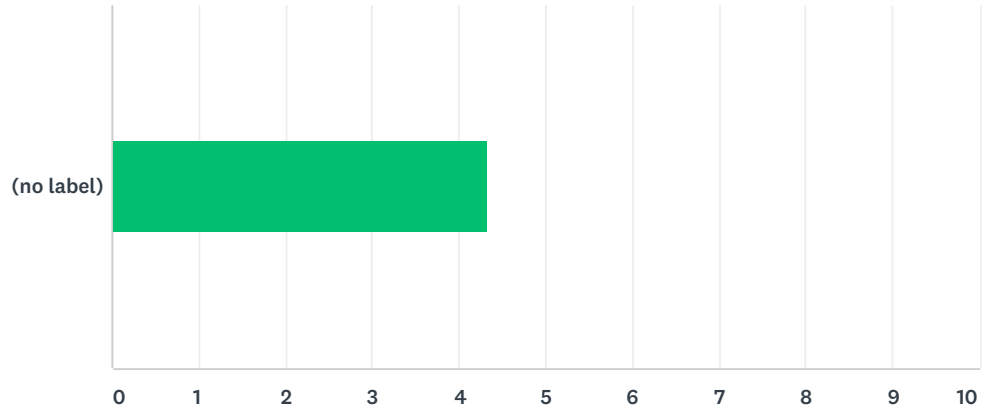
Answered: 247 Skipped: 25



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	1.21% 3	0.81% 2	2.83% 7	10.53% 26	43.32% 107	41.30% 102	247	4.60

Q35 Price for lessons

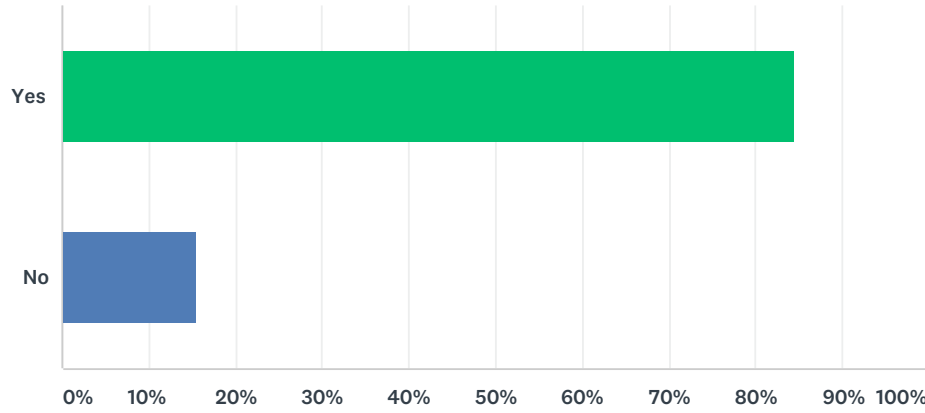
Answered: 246 Skipped: 26



	NOT SATISFIED-1	2	3	4	COMPLETELY SATISFIED-5	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	3.25% 8	2.44% 6	4.88% 12	10.16% 25	39.02% 96	40.24% 99	246	4.33

Q36 Would you recommend your trainer?

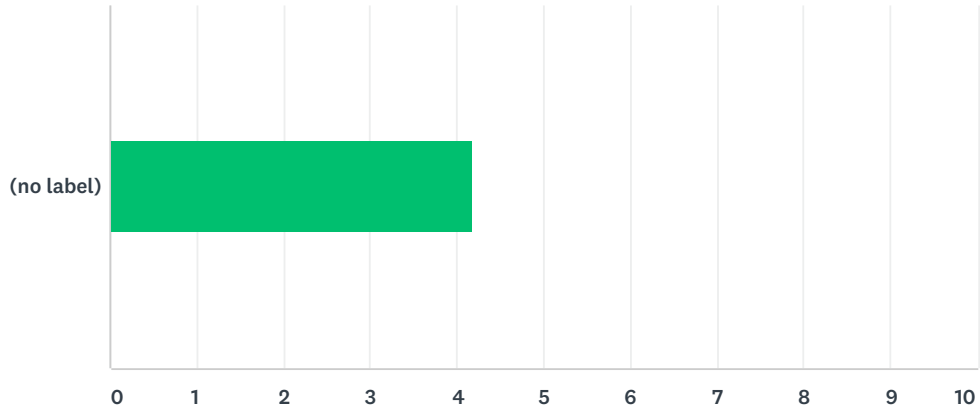
Answered: 214 Skipped: 58



ANSWER CHOICES	RESPONSES	
Yes	84.58%	181
No	15.42%	33
TOTAL		214

Q37 Internet web page

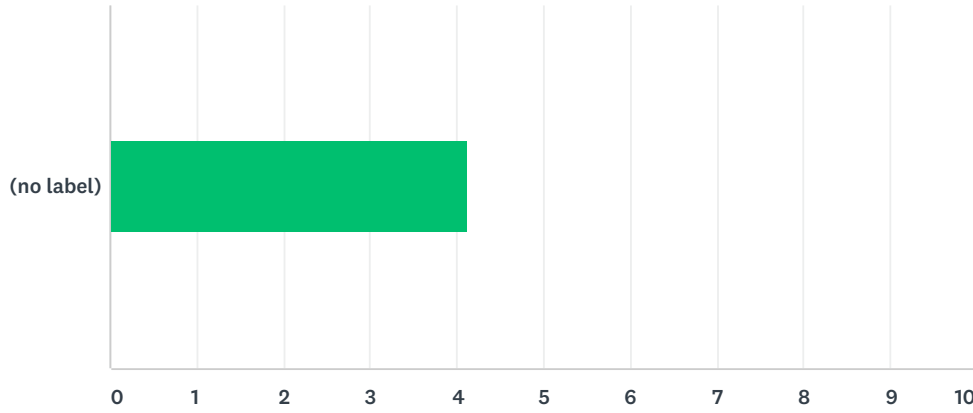
Answered: 262 Skipped: 10



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	4.58% 12	1.15% 3	20.23% 53	19.47% 51	54.58% 143	262	4.18

Q38 Social media (Facebook, Instagram, Twitter)

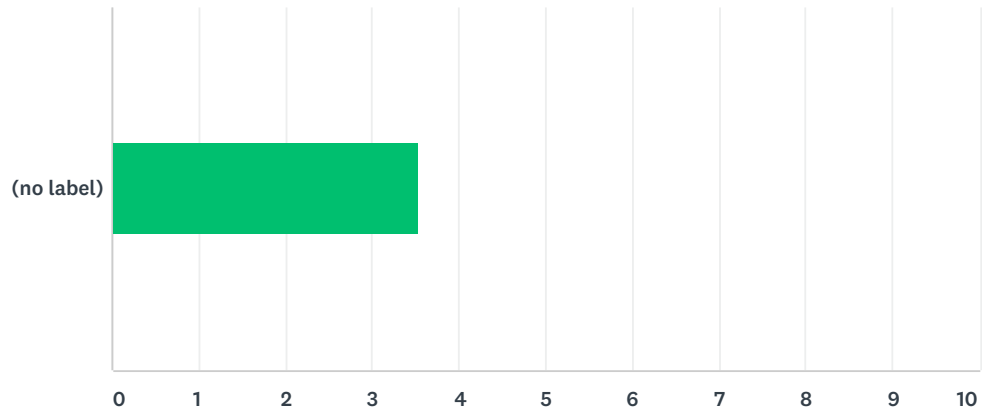
Answered: 260 Skipped: 12



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	4.23% 11	3.08% 8	21.92% 57	18.46% 48	52.31% 136	260	4.12

Q39 Printed Media (Flyers, Posters, In-Print Ads)

Answered: 259 Skipped: 13



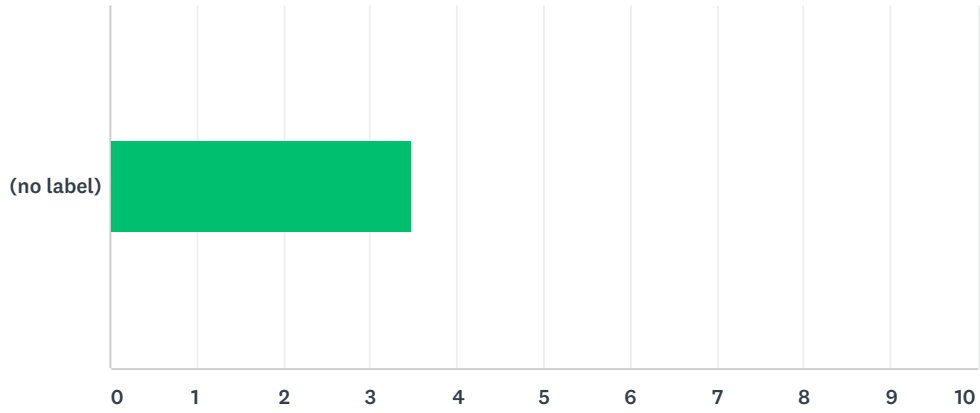
	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	12.74% 33	9.27% 24	27.03% 70	14.67% 38	36.29% 94	259	3.53

Q40 Other areas to increase presence:

Answered: 105 Skipped: 167

Q41 New/Additional Picnic Areas

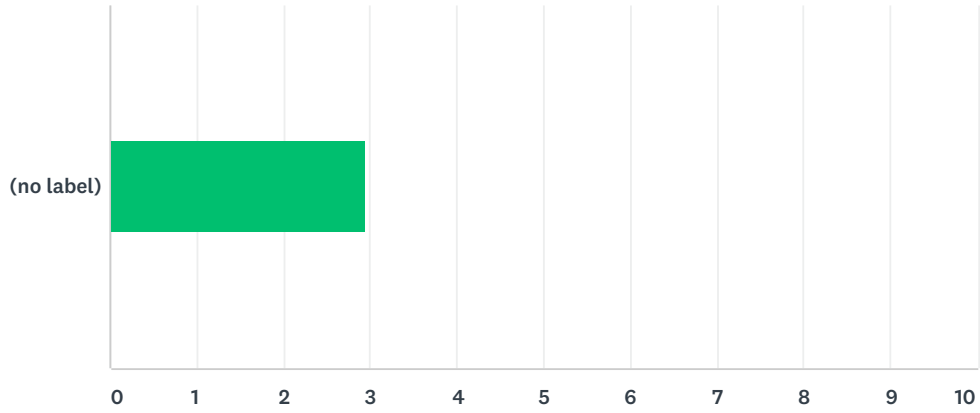
Answered: 264 Skipped: 8



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	17.05%	9.09%	21.21%	14.02%	38.64%	264	3.48
	45	24	56	37	102		

Q42 Banquet Room/Event Facility

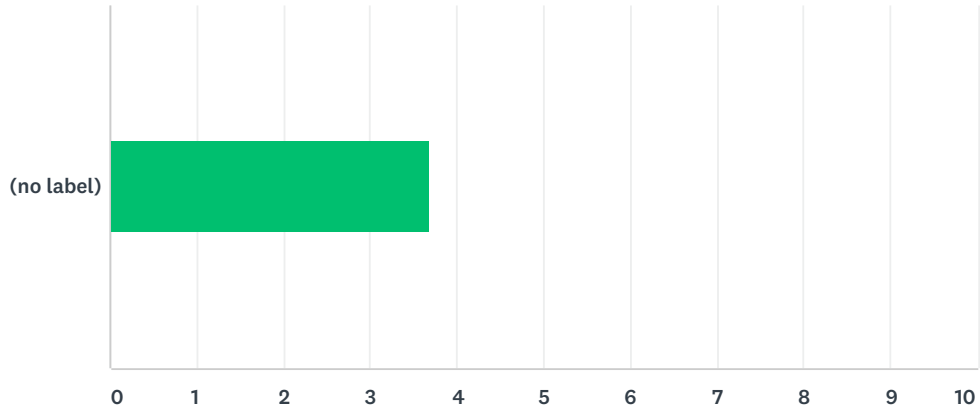
Answered: 265 Skipped: 7



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	29.81% 79	7.55% 20	24.91% 66	13.21% 35	24.53% 65	265	2.95

Q43 Competition Arena(s)

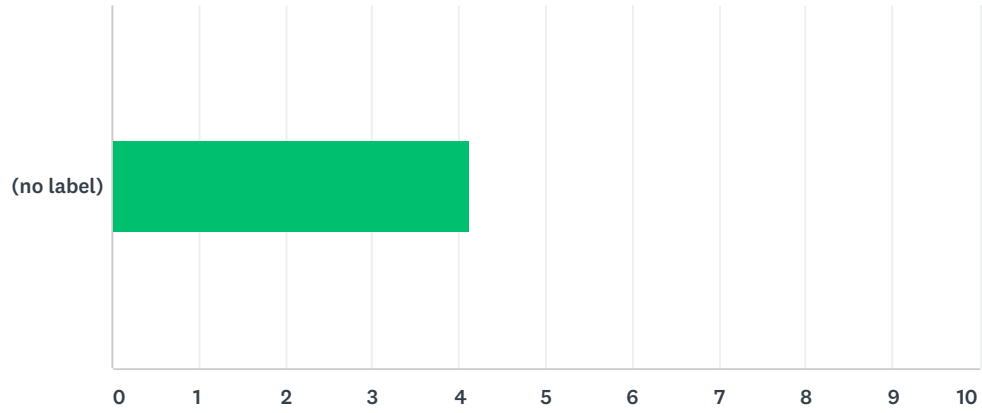
Answered: 263 Skipped: 9



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	9.51% 25	6.08% 16	26.24% 69	22.43% 59	35.74% 94	263	3.69

Q44 Covered Arenas

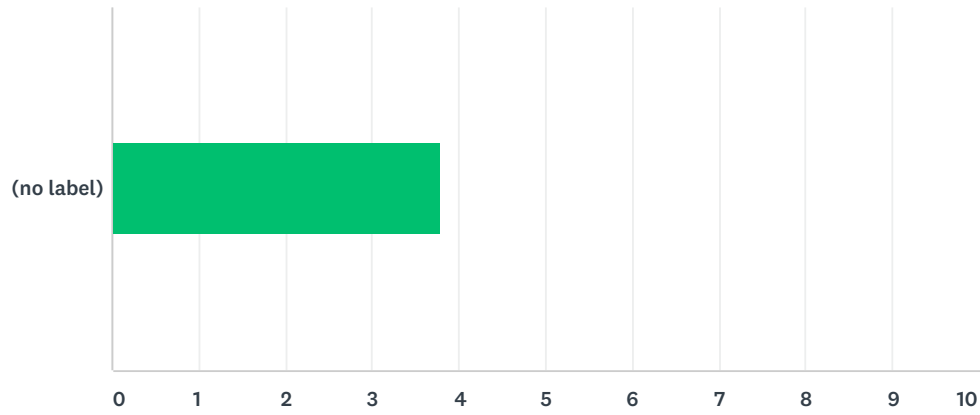
Answered: 259 Skipped: 13



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	5.41% 14	4.25% 11	18.15% 47	16.99% 44	55.21% 143	259	4.12

Q45 General Store for Equestrian Supplies

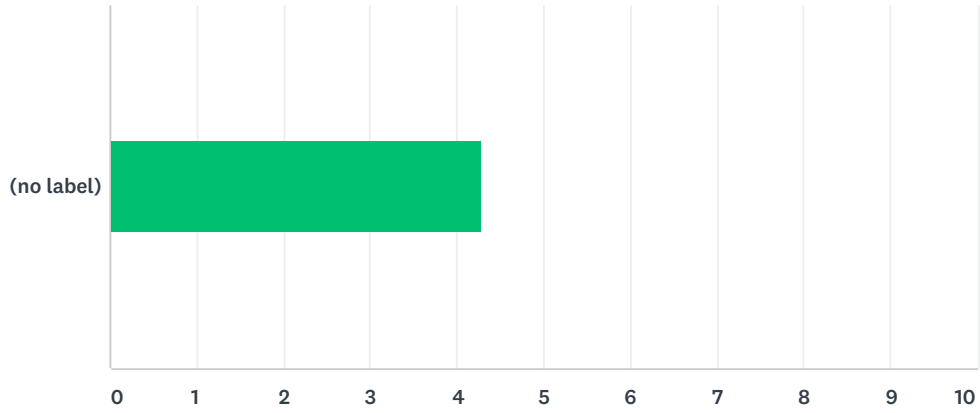
Answered: 260 Skipped: 12



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	8.46% 22	4.62% 12	27.69% 72	17.69% 46	41.54% 108	260	3.79

Q46 Online Boarding Payments

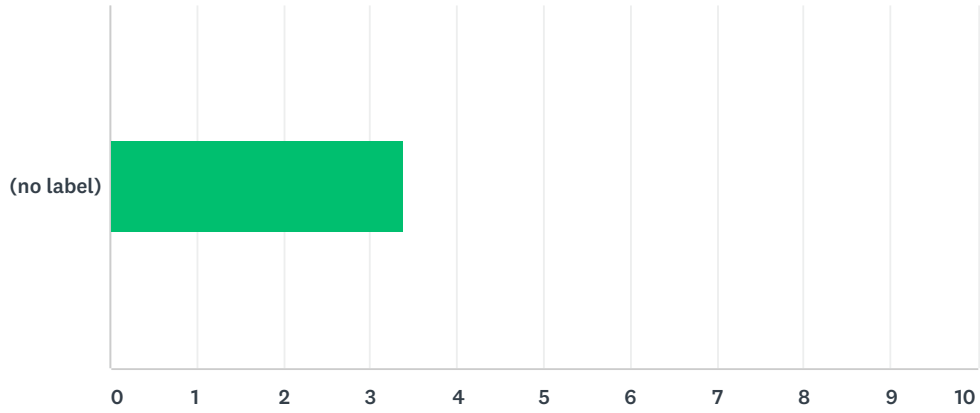
Answered: 234 Skipped: 38



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	4.70% 11	1.28% 3	17.09% 40	15.38% 36	61.54% 144	234	4.28

Q47 Online Arena Reservations

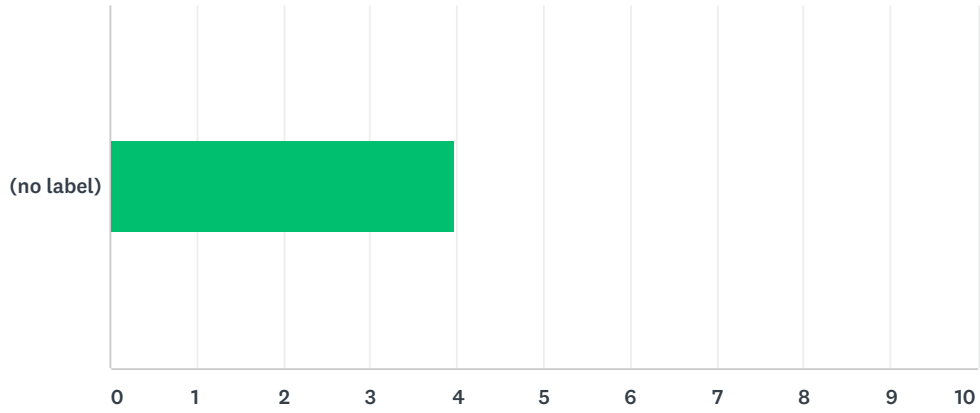
Answered: 235 Skipped: 37



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	26.81% 63	3.83% 9	15.32% 36	12.77% 30	41.28% 97	235	3.38

Q48 Online Training Appointments

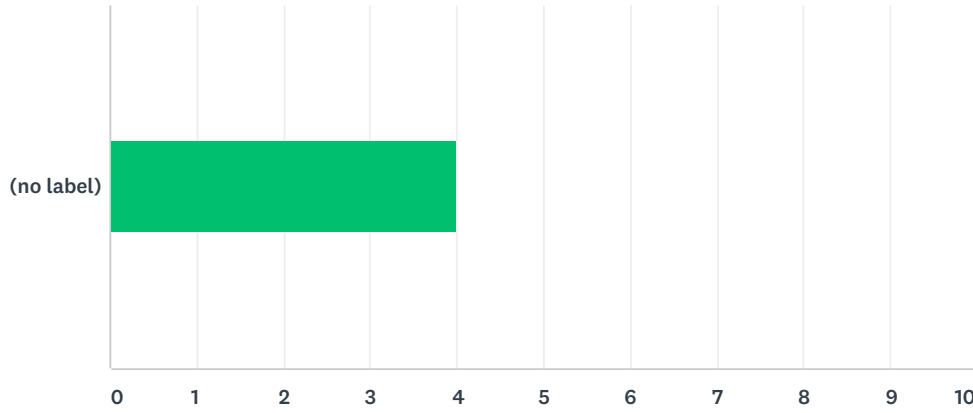
Answered: 238 Skipped: 34



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	9.24% 22	3.36% 8	18.91% 45	18.49% 44	50.00% 119	238	3.97

Q49 Online Service Requests (grooming, feeding)

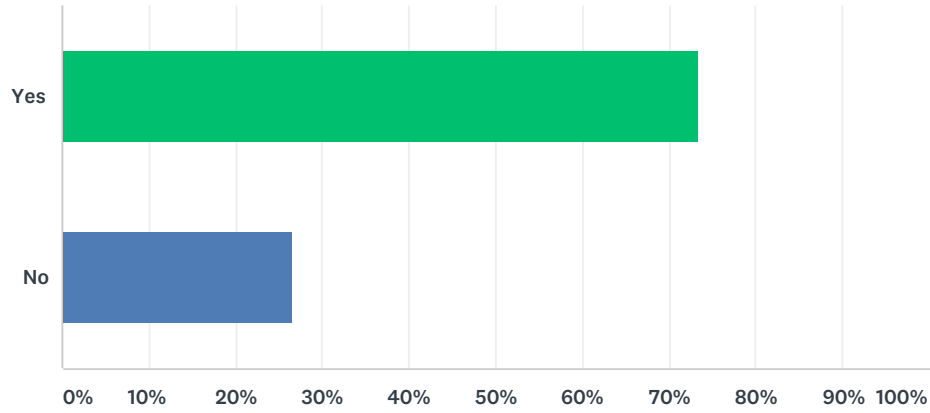
Answered: 234 Skipped: 38



	NOT RECOMMENDED-1	2	3	4	HIGHLY RECOMMENDED-5	TOTAL	WEIGHTED AVERAGE
(no label)	8.12% 19	2.14% 5	20.51% 48	19.66% 46	49.57% 116	234	4.00

Q50 Increase by 6%?

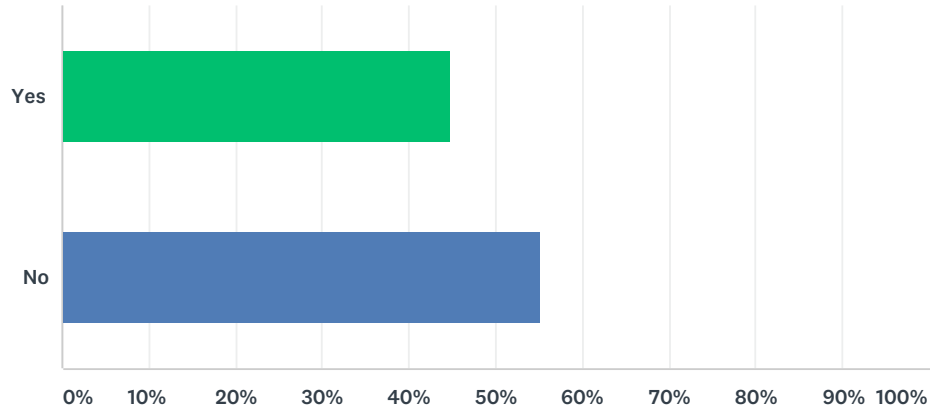
Answered: 252 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	73.41%	185
No	26.59%	67
TOTAL		252

Q51 Increase by 9%?

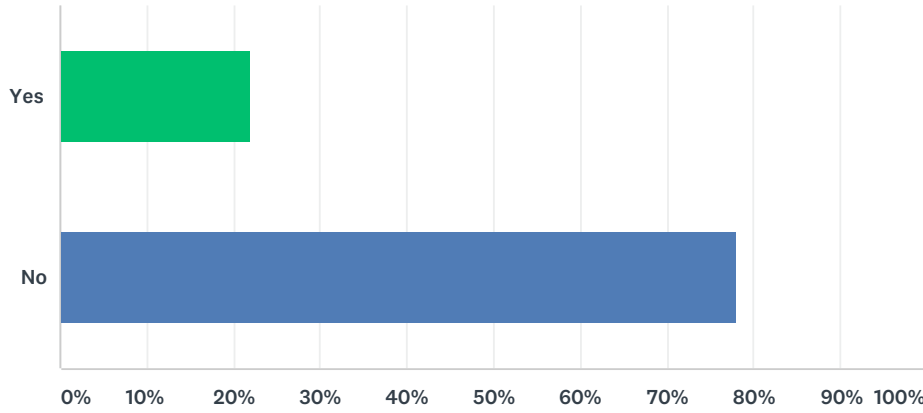
Answered: 252 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	44.84%	113
No	55.16%	139
TOTAL		252

Q52 Increase by 12%?

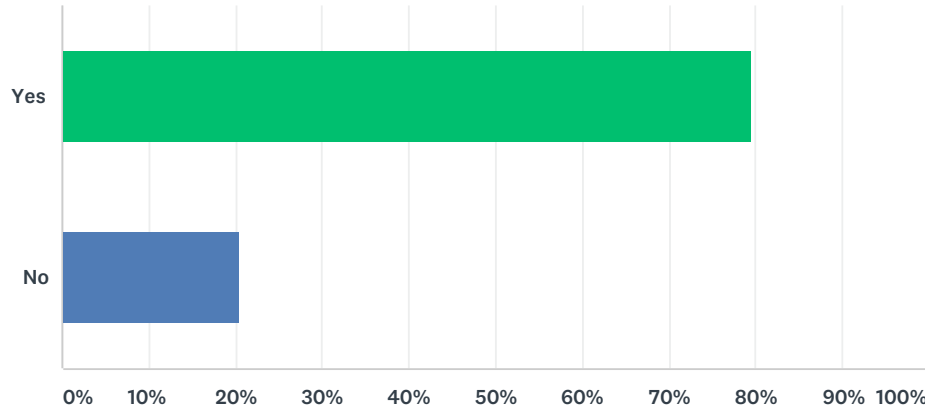
Answered: 251 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	21.91%	55
No	78.09%	196
TOTAL		251

Q53 Increase by 6%?

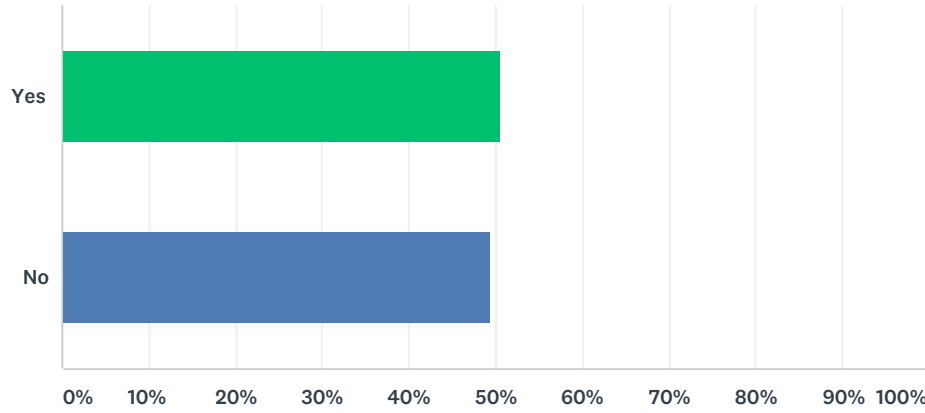
Answered: 249 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	79.52%	198
No	20.48%	51
TOTAL		249

Q54 Increase by 9%?

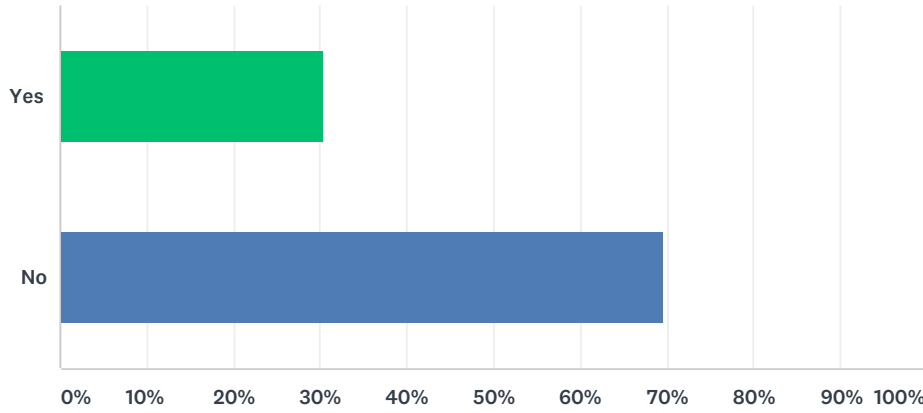
Answered: 249 Skipped: 23



ANSWER CHOICES	RESPONSES	
Yes	50.60%	126
No	49.40%	123
TOTAL		249

Q55 Increase by 12%?

Answered: 248 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	30.24%	75
No	69.76%	173
TOTAL		248

Q56 This survey attempted to identify the current level of satisfaction amongst existing users of the Lakewood Equestrian Center and to determine facility improvements for which to plan in the future. Is there anything more you would like to share?

Answered: 159 Skipped: 113

Q57 If you would like to be contacted regarding your opinions and observations, please provide your name and contact information below.

Answered: 76 Skipped: 196

ANSWER CHOICES	RESPONSES	
Name	93.42%	71
Company	9.21%	7
Address	68.42%	52
Address 2	2.63%	2
City/Town	78.95%	60
State/Province	78.95%	60
ZIP/Postal Code	80.26%	61
Country	50.00%	38
Email Address	82.89%	63
Phone Number	60.53%	46