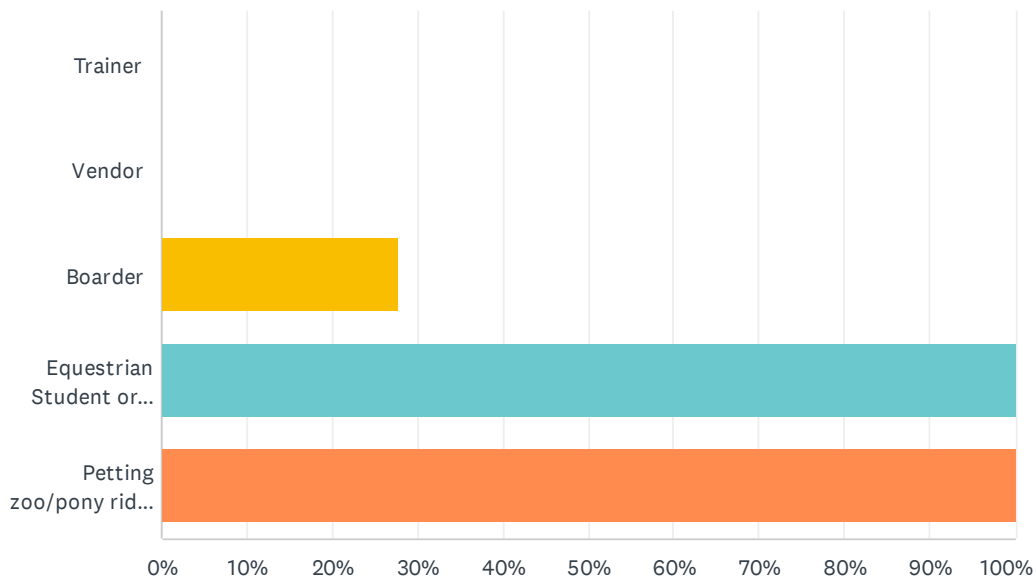


# Q1 How would you best describe your user status at the Lakewood Equestrian Center? Check all that apply.

Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Trainer	0.00%	0
Vendor	0.00%	0
Boarder	27.78%	5
Equestrian Student or Parent of Student	100.00%	18
Petting zoo/pony ride customer	100.00%	18
Total Respondents: 18		

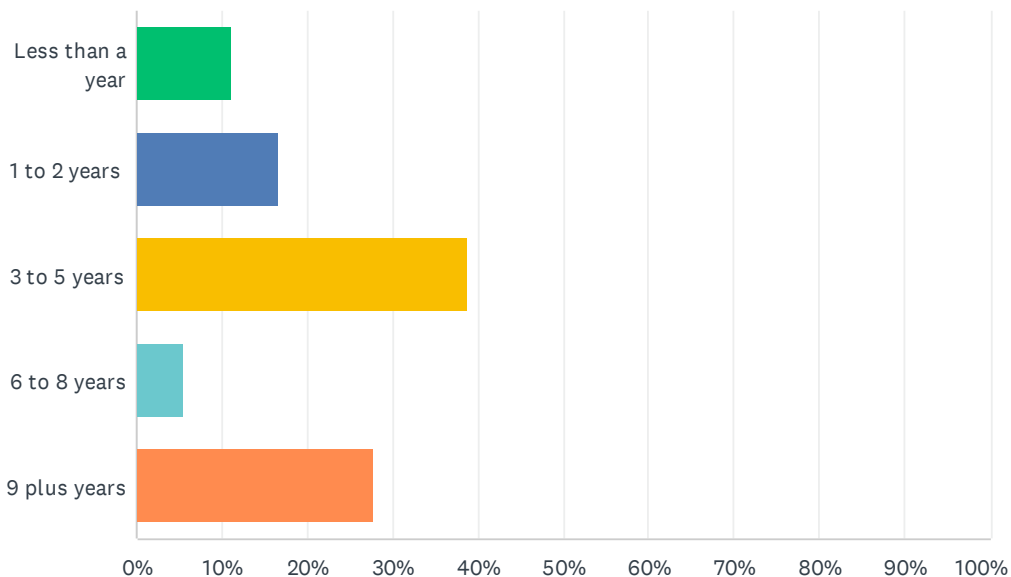
#	IF EQUESTRIAN STUDENT, WHAT TYPE OF LESSONS DO YOU TAKE?	DATE
1	English, dressage, western	3/31/2023 9:50 AM
2	Western	3/31/2023 8:40 AM
3	Western style riding	3/30/2023 3:29 PM
4	Dressage	3/27/2023 6:23 PM
5	Western pleasure	3/18/2023 10:51 AM
6	Western pleasure	3/17/2023 5:27 PM
7	English	3/17/2023 6:14 AM
8	English riding	3/13/2023 7:59 PM
9	English	3/13/2023 7:48 PM
10	Horse riding lessons once a week	3/13/2023 2:04 PM

## Lakewood Equestrian Center User Survey (March 2023)

11	Dressage	3/10/2023 10:50 PM
12	Western	3/10/2023 7:02 PM
13	Western	3/10/2023 7:01 PM
14	western	3/10/2023 5:52 PM
15	Western	3/10/2023 4:21 PM
16	Riding lessons	3/10/2023 3:36 PM

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

Answered: 18 Skipped: 0

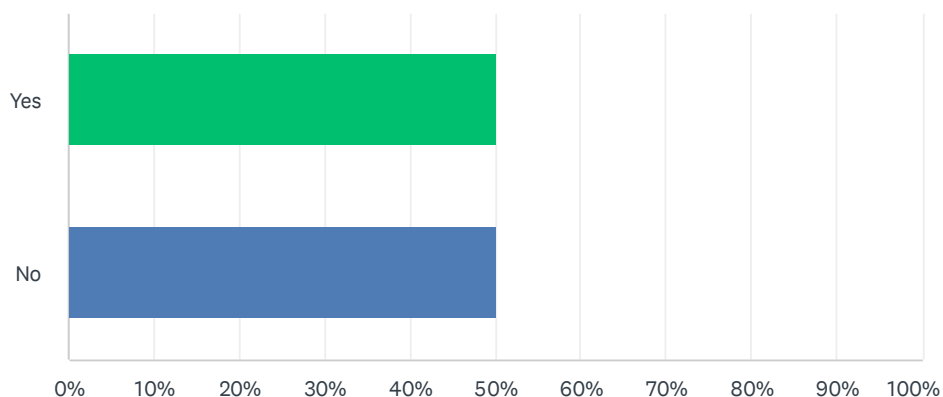


ANSWER CHOICES	RESPONSES
Less than a year	11.11% 2
1 to 2 years	16.67% 3
3 to 5 years	38.89% 7
6 to 8 years	5.56% 1
9 plus years	27.78% 5
<b>TOTAL</b>	<b>18</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	I've grown up visiting the stables and did lessons as a child. My kids now do the same!	3/30/2023 3:29 PM

### Q3 Do you reside in the City of Lakewood?

Answered: 18 Skipped: 0

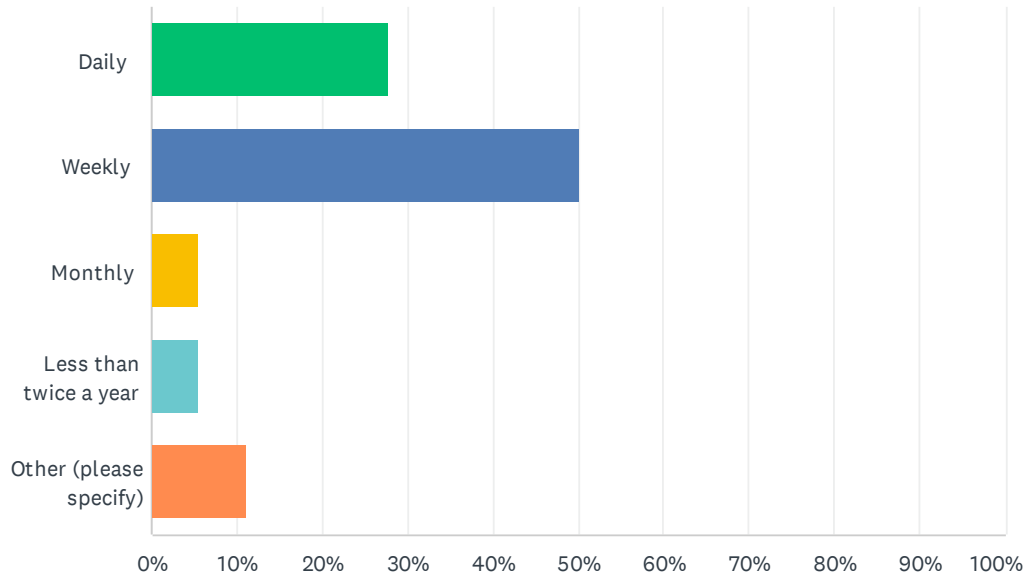


ANSWER CHOICES	RESPONSES
Yes	50.00% 9
No	50.00% 9
<b>TOTAL</b>	<b>18</b>

#	IF NO, IN WHAT CITY DO YOU RESIDE?	DATE
1	Long Beach	3/31/2023 9:50 AM
2	Long Beach	3/30/2023 3:29 PM
3	Los Alamitos	3/17/2023 5:27 PM
4	Whittier	3/17/2023 6:14 AM
5	Buena Park	3/13/2023 7:59 PM
6	Long Beach	3/10/2023 10:50 PM
7	Los Alamitos	3/10/2023 7:02 PM
8	Long Beach	3/10/2023 7:01 PM
9	Long Beach	3/10/2023 4:21 PM

## Q4 How often do you visit the Lakewood Equestrian Center?

Answered: 18 Skipped: 0

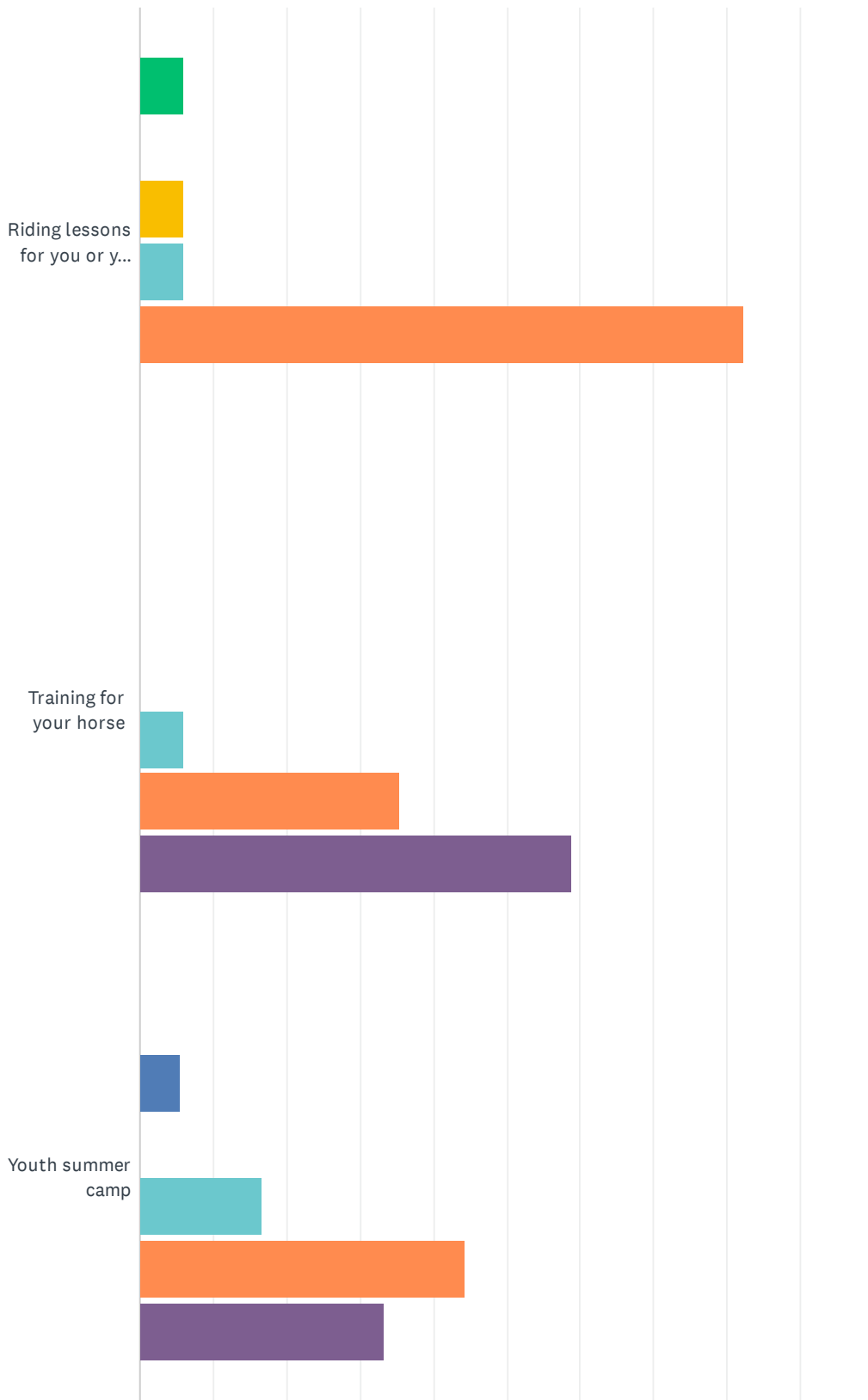


ANSWER CHOICES	RESPONSES	
Daily	27.78%	5
Weekly	50.00%	9
Monthly	5.56%	1
Less than twice a year	5.56%	1
Other (please specify)	11.11%	2
<b>TOTAL</b>		<b>18</b>

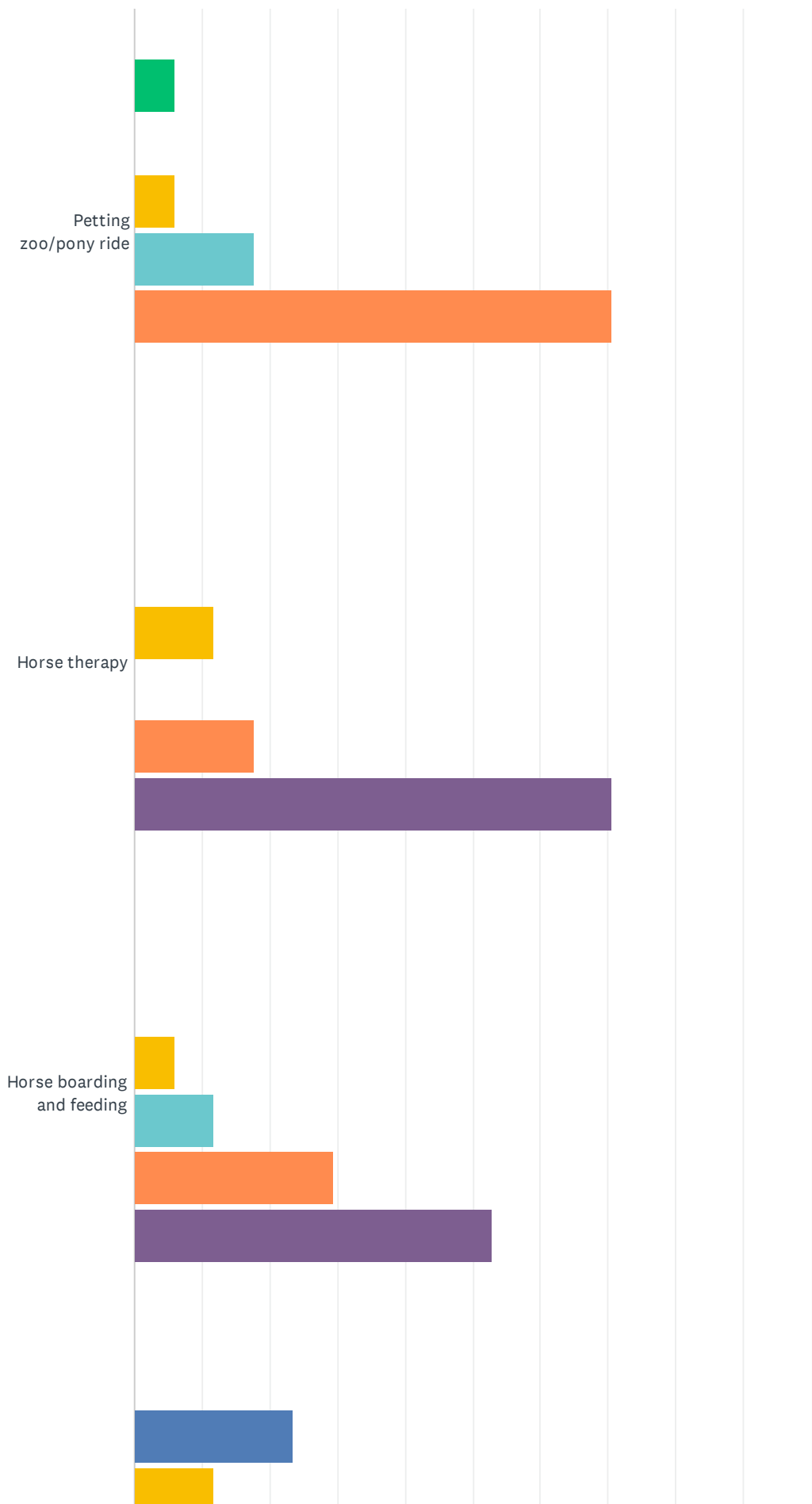
#	OTHER (PLEASE SPECIFY)	DATE
1	Was weekly, but now I would say monthly	3/30/2023 3:29 PM
2	No longer visit due to conflicts with staff and lack of staff knowledge related to the care and training of equine!	3/12/2023 7:44 PM

### Q5 Rate your satisfaction with each experience you have been involved with at the Lakewood Equestrian Center.

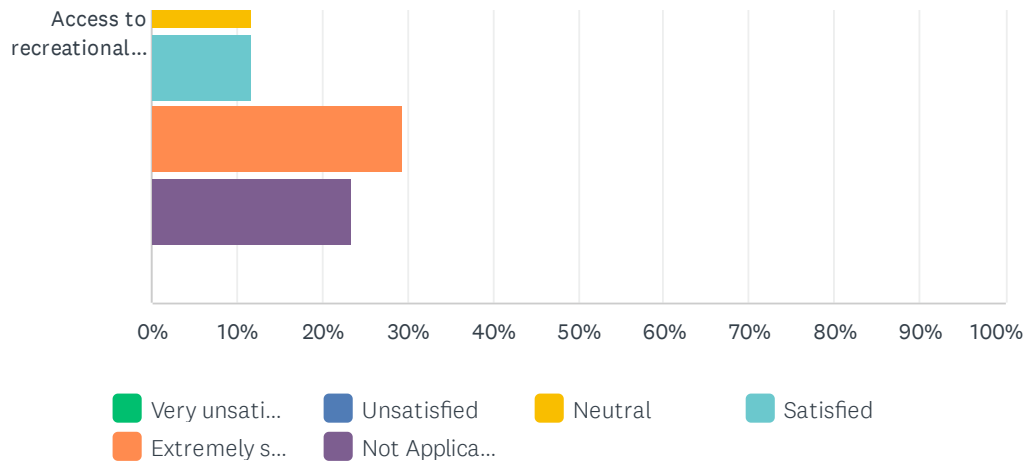
Answered: 18 Skipped: 0



# Lakewood Equestrian Center User Survey (March 2023)



## Lakewood Equestrian Center User Survey (March 2023)



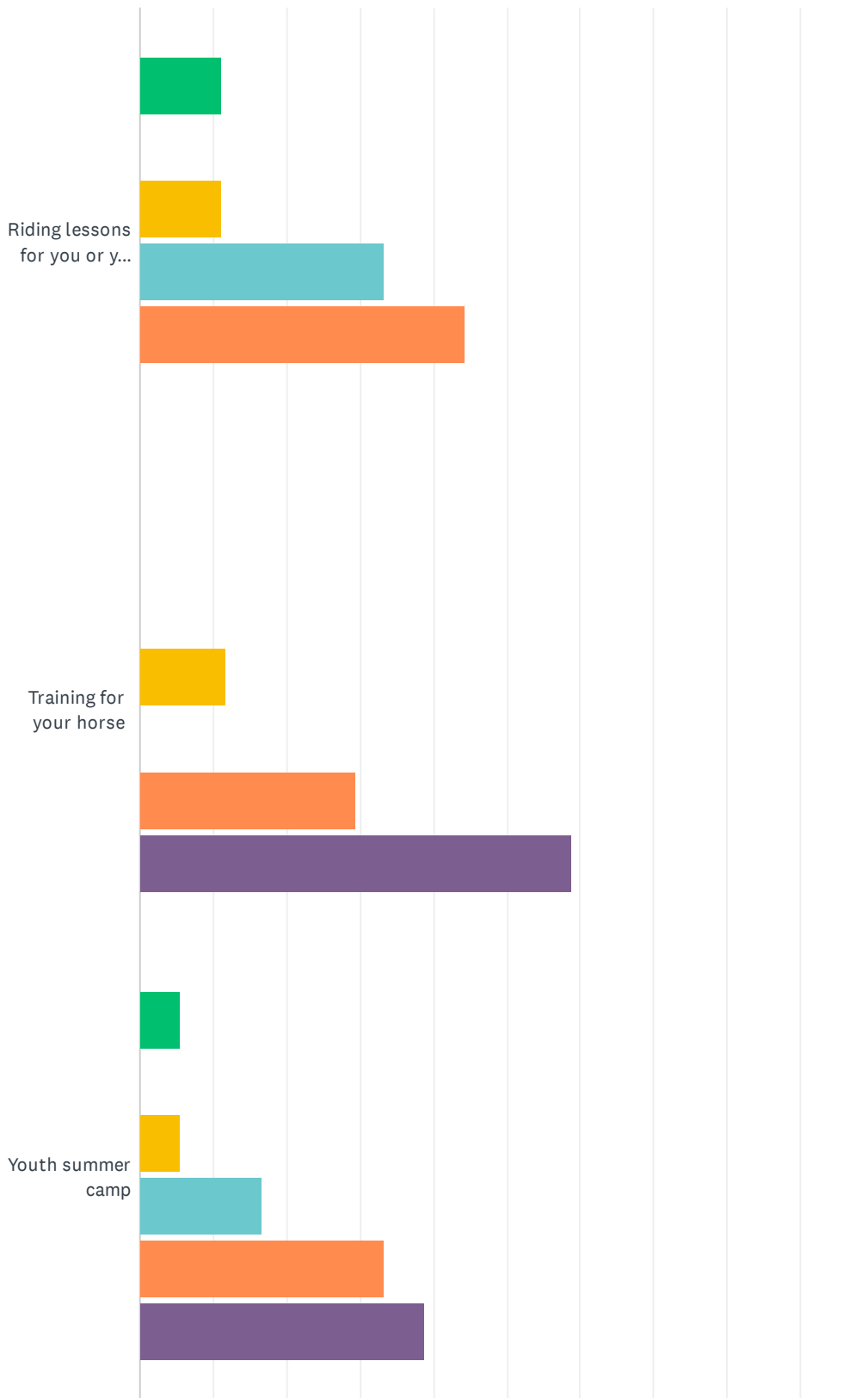
	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	EXTREMELY SATISFIED	NOT APPLICABLE	TOTAL
Riding lessons for you or your child	5.88% 1	0.00% 0	5.88% 1	5.88% 1	82.35% 14	0.00% 0	17
Training for your horse	0.00% 0	0.00% 0	0.00% 0	5.88% 1	35.29% 6	58.82% 10	17
Youth summer camp	0.00% 0	5.56% 1	0.00% 0	16.67% 3	44.44% 8	33.33% 6	18
Petting zoo/pony ride	5.88% 1	0.00% 0	5.88% 1	17.65% 3	70.59% 12	0.00% 0	17
Horse therapy	0.00% 0	0.00% 0	11.76% 2	0.00% 0	17.65% 3	70.59% 12	17
Horse boarding and feeding	0.00% 0	0.00% 0	5.88% 1	11.76% 2	29.41% 5	52.94% 9	17
Access to recreational riding	0.00% 0	23.53% 4	11.76% 2	11.76% 2	29.41% 5	23.53% 4	17

#	PLEASE LET US KNOW YOUR REASON, IF YOU RATED ANY OF THE ABOVE WITH A 1 OR 2.	DATE
1	No trails	3/31/2023 8:40 AM
2	Loss of the trail when the dog park took this part of the trail over. Despite several other available lots. However, there were NO other trail accesses provided for the horse community.	3/27/2023 6:23 PM
3	I'm assuming 1 or 2 are the negative ratings. I no longer visit the facility due to staff management being rude and inconsiderate. The facility has no direction or leadership to help my child grow in the sport. Also, the new pony operators horses are unsafe and quite honestly a liability because there not good around small children. My child was almost bit and stepped on by a pony. I often took my children to ride the po idea under the previous owners and never had an issue with the ponies being unsafe. When I inquired about having my children lesson the trainers were very green and seemed to have a Monopoly on the arenas preventing even residents from using them. Trainers claimed they belonged to them and if you didn't pay for lessons the arenas were not to be used. I have been forced to have my children train elsewhere despite the LEC being only minutes away from my home!! Very disappointed with how facility is maintained also condition of the facility.	3/12/2023 7:44 PM
4	Installation of dog park at and of trail shortened an already very short trail.	3/10/2023 7:02 PM

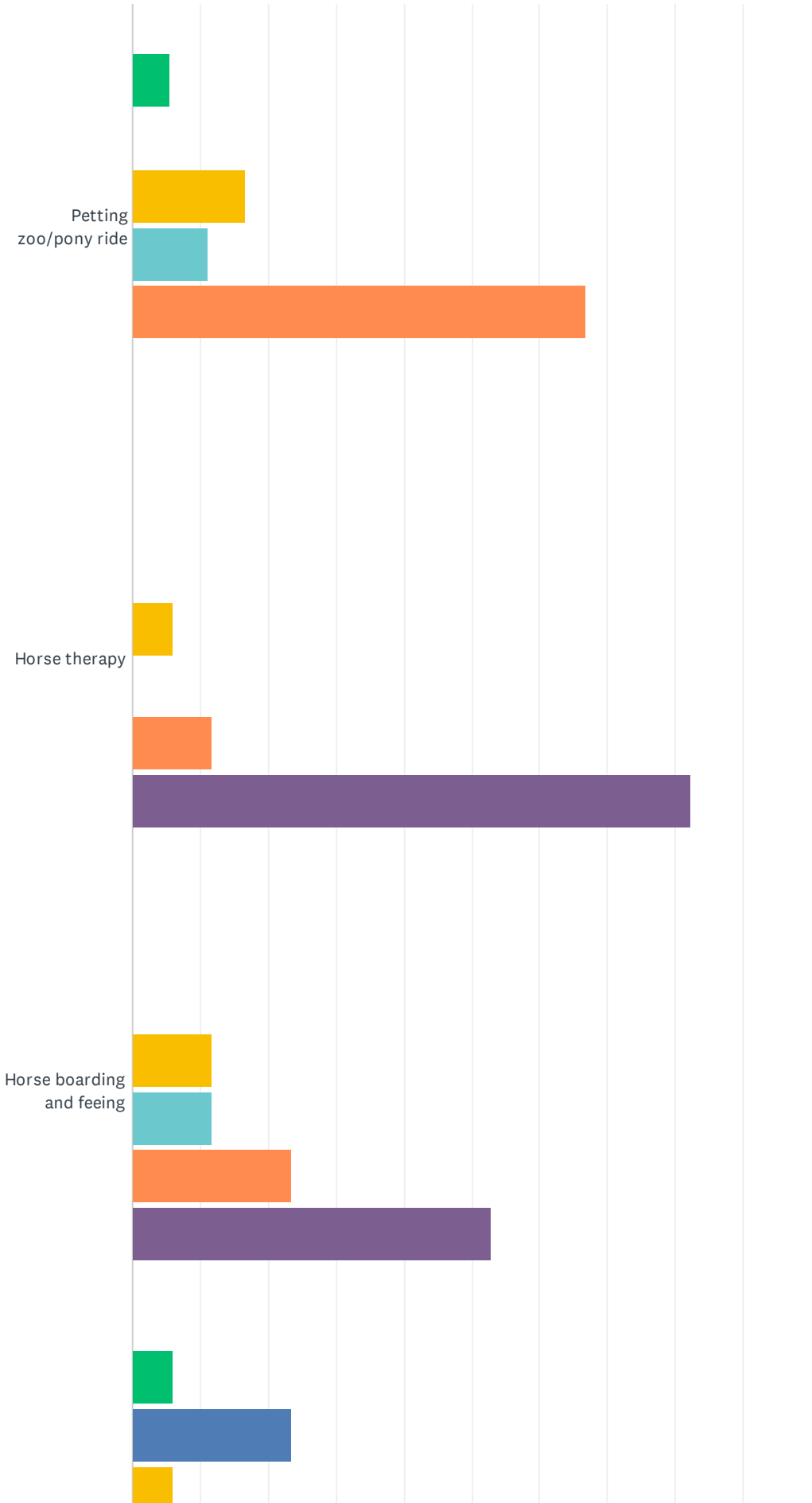


### Q6 During your visits for the following services, how would you rate the quality of the service provider for the cost of the service?

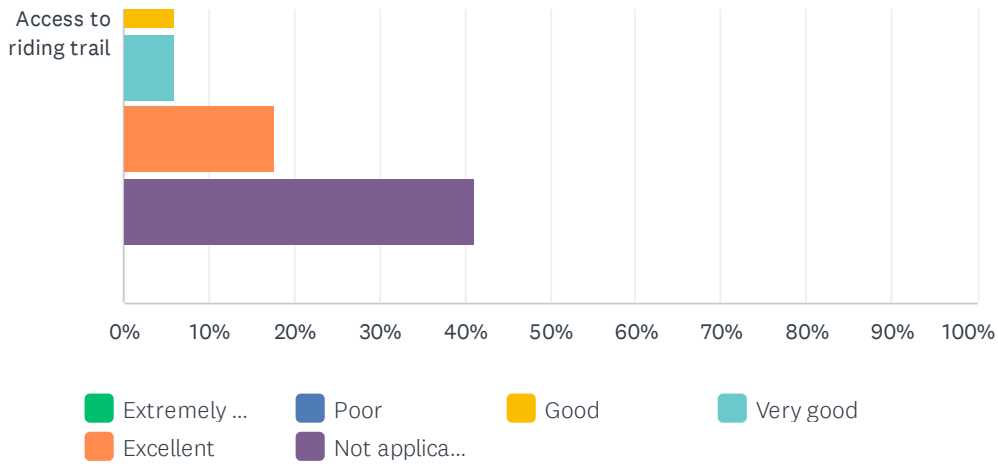
Answered: 18 Skipped: 0



# Lakewood Equestrian Center User Survey (March 2023)



## Lakewood Equestrian Center User Survey (March 2023)

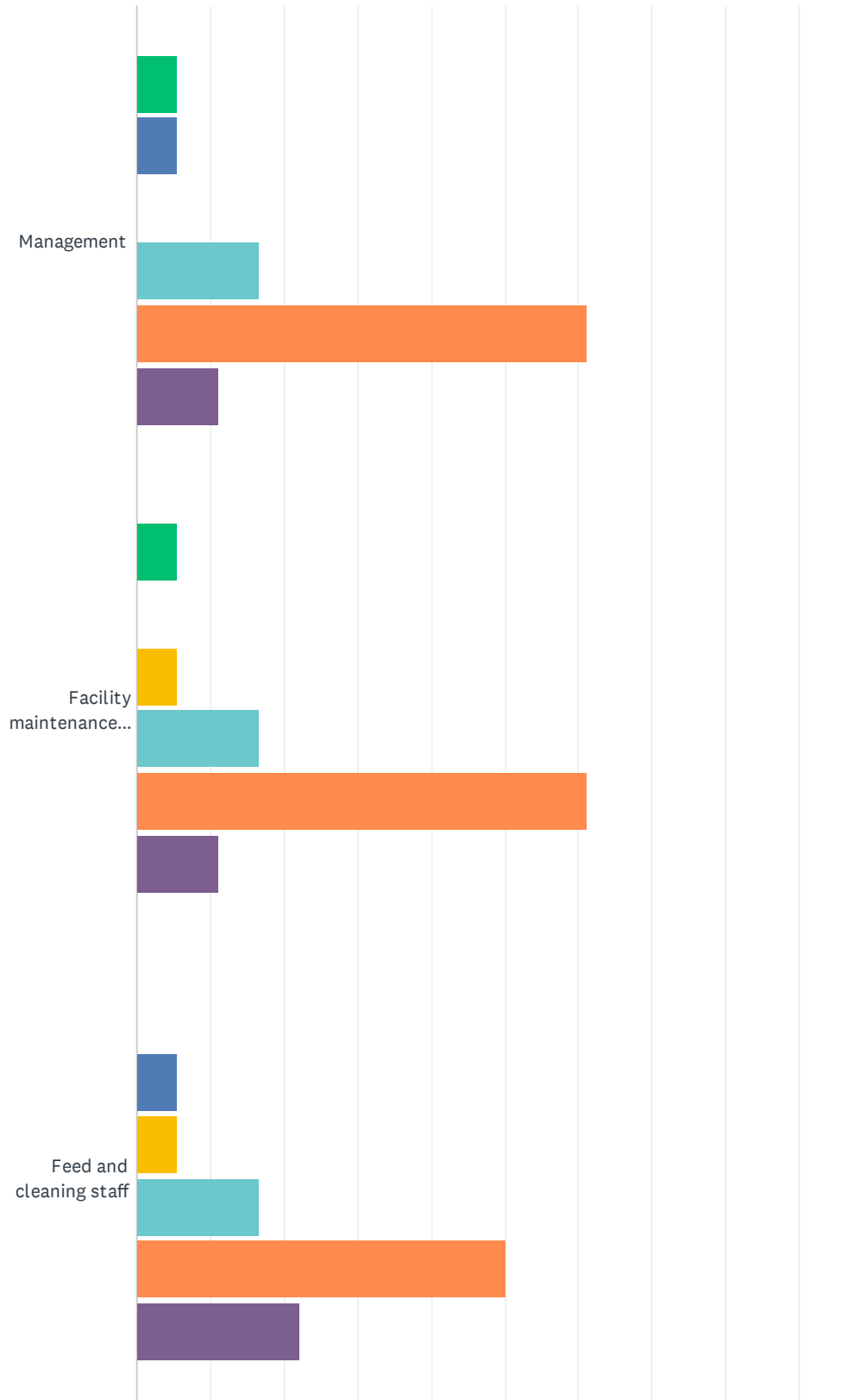


	EXTREMELY POOR	POOR	GOOD	VERY GOOD	EXCELLENT	NOT APPLICABLE	TOTAL
Riding lessons for you or your child	11.11% 2	0.00% 0	11.11% 2	33.33% 6	44.44% 8	0.00% 0	18
Training for your horse	0.00% 0	0.00% 0	11.76% 2	0.00% 0	29.41% 5	58.82% 10	17
Youth summer camp	5.56% 1	0.00% 0	5.56% 1	16.67% 3	33.33% 6	38.89% 7	18
Petting zoo/pony ride	5.56% 1	0.00% 0	16.67% 3	11.11% 2	66.67% 12	0.00% 0	18
Horse therapy	0.00% 0	0.00% 0	5.88% 1	0.00% 0	11.76% 2	82.35% 14	17
Horse boarding and feeding	0.00% 0	0.00% 0	11.76% 2	11.76% 2	23.53% 4	52.94% 9	17
Access to riding trail	5.88% 1	23.53% 4	5.88% 1	5.88% 1	17.65% 3	41.18% 7	17

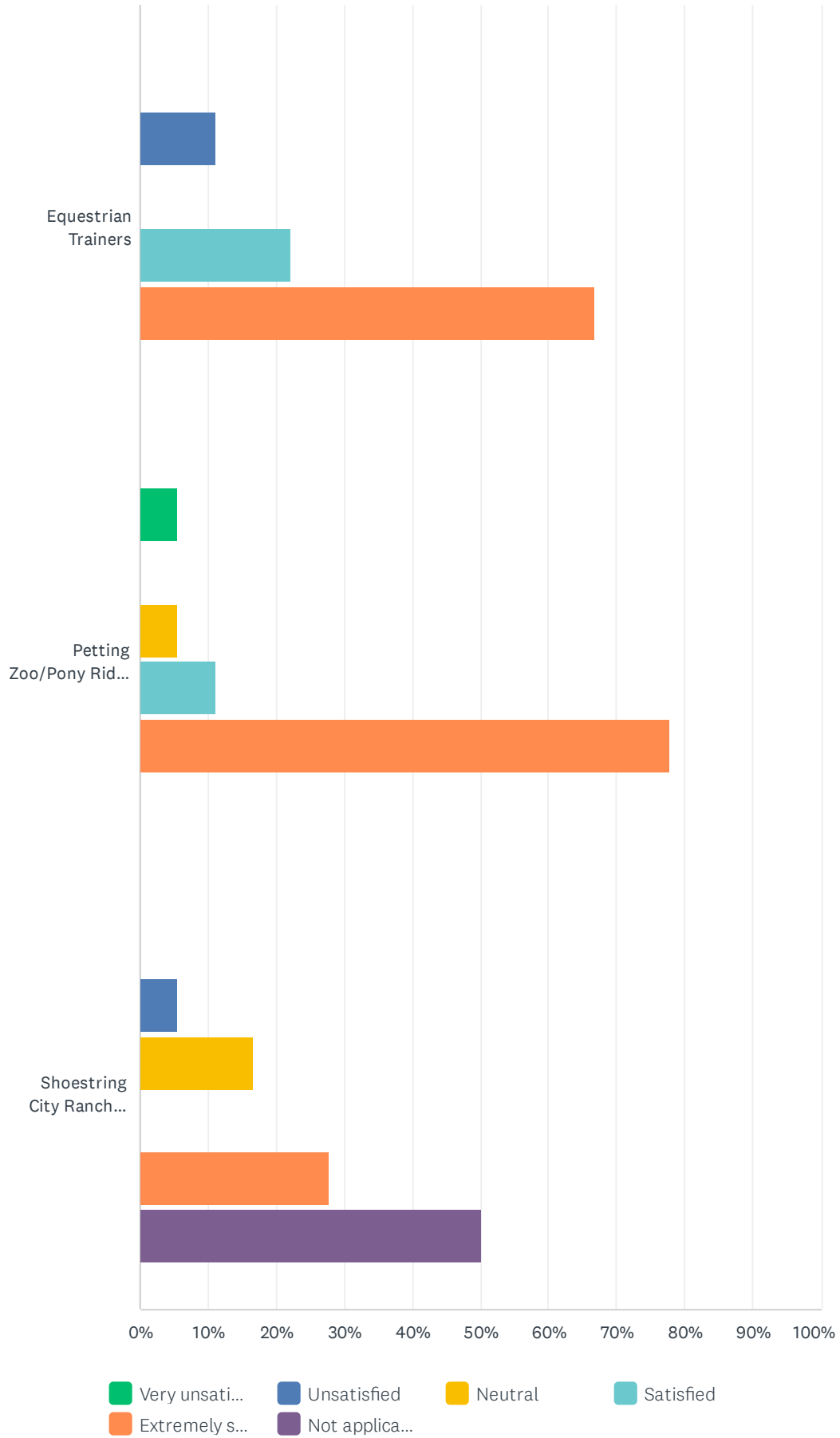
#	PLEASE LET US KNOW YOUR REASON, IF YOU RATED ANY OF THE ABOVE WITH A 1 OR 2.	DATE
1	No trails	3/31/2023 8:40 AM
2	Cutting off our trail took away our ability to safely go down the trail. Now, we have to ride up on the riverbed next to speeding motorized bikes and vehicles that are no longer kept away from this once protected area.	3/27/2023 6:23 PM
3	Not really any trails to ride on. There's one, but it's very limited and short.	3/13/2023 7:48 PM
4	Service is almost nonexistent. Managers can never be found. Staff is rude and do not listen to customer/resident needs. Sonia has no knowledge or very little knowledge of how an equine facility should be operated.	3/12/2023 7:44 PM
5	Just not enough trail	3/10/2023 7:02 PM

### Q7 How satisfied are you with the level of knowledge and expertise of the following facility personnel?

Answered: 18 Skipped: 0



# Lakewood Equestrian Center User Survey (March 2023)

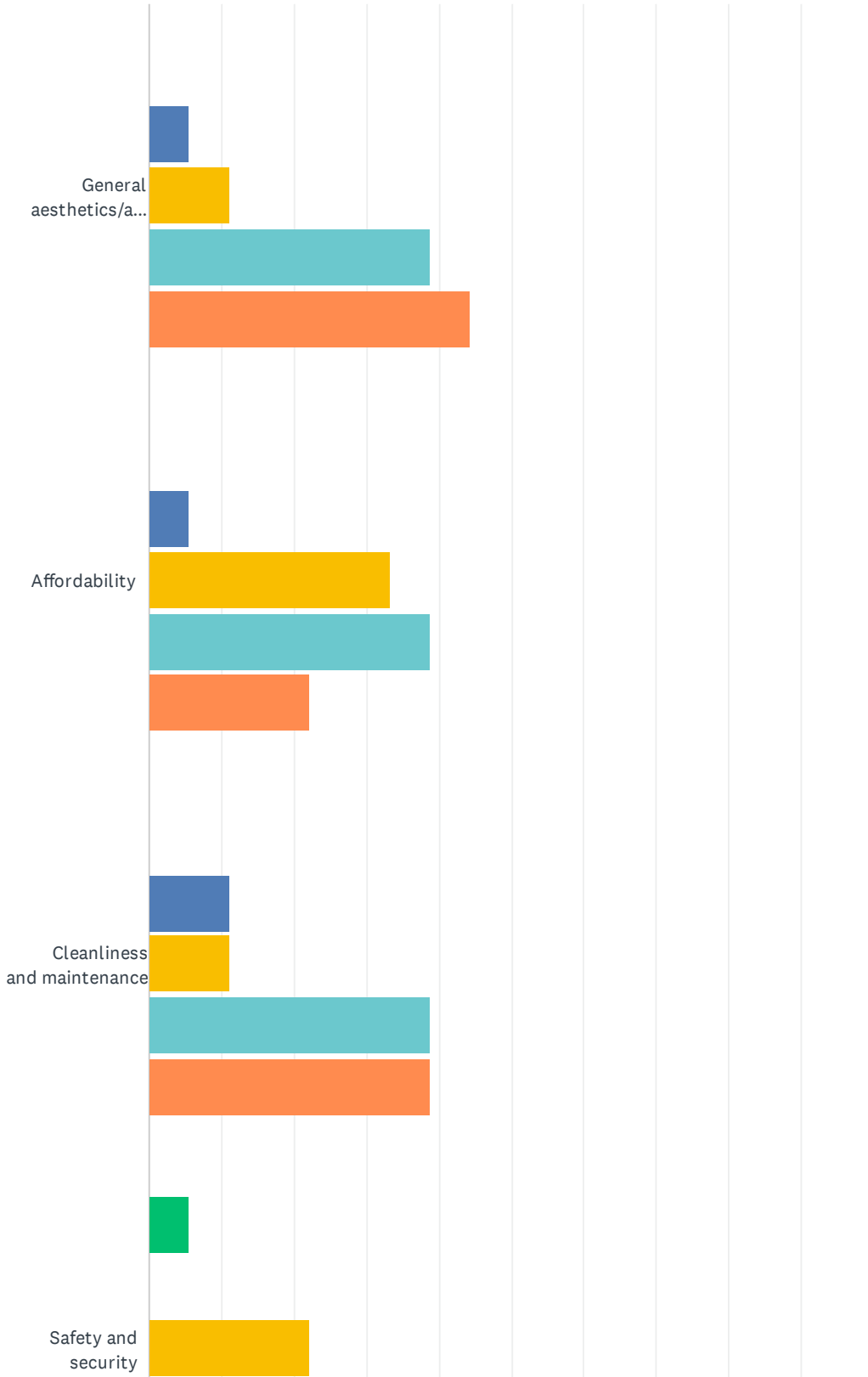


Lakewood Equestrian Center User Survey (March 2023)

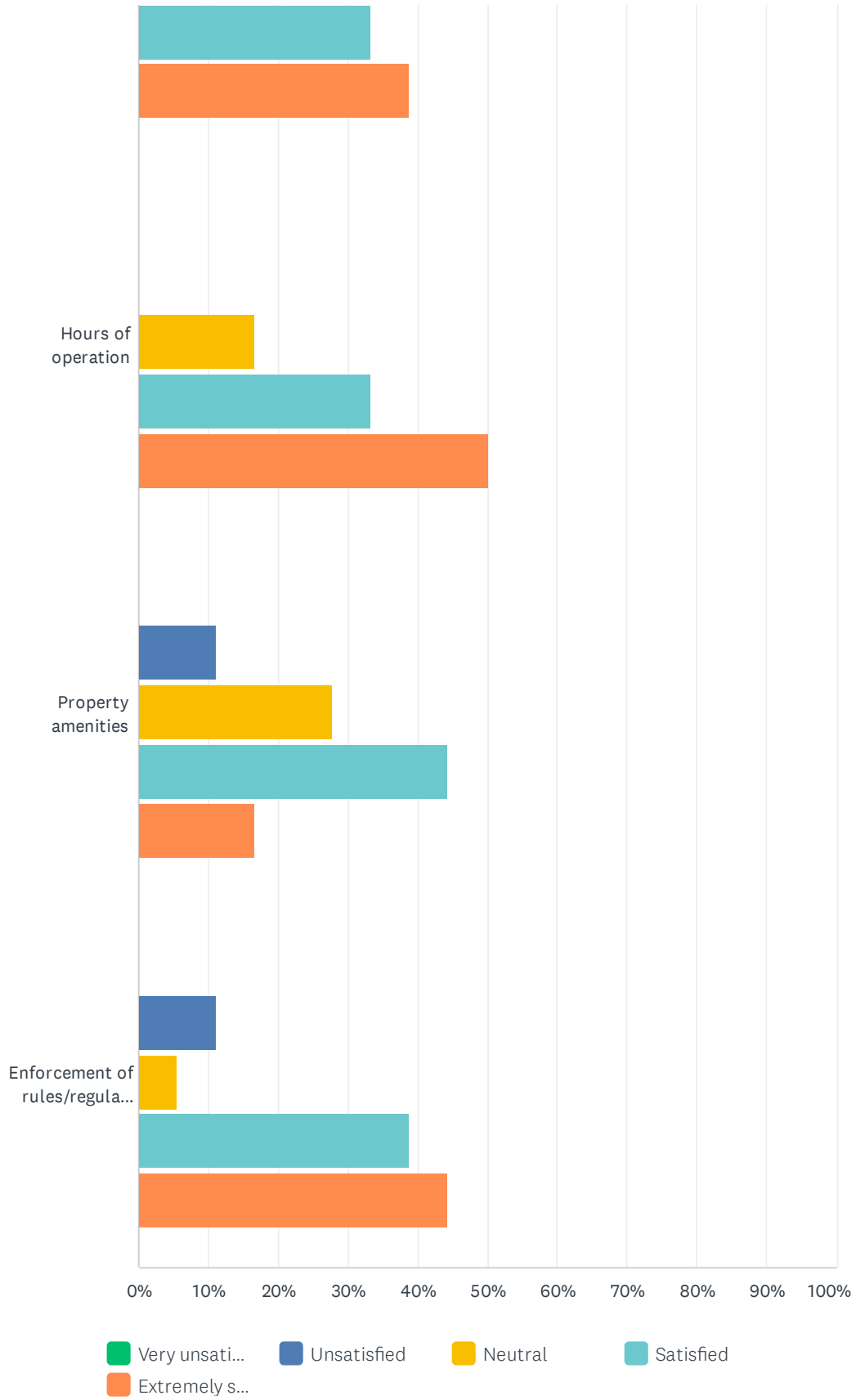
	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	EXTREMELY SATISFIED	NOT APPLICABLE	TOTAL
Management	5.56% 1	5.56% 1	0.00% 0	16.67% 3	61.11% 11	11.11% 2	18
Facility maintenance staff	5.56% 1	0.00% 0	5.56% 1	16.67% 3	61.11% 11	11.11% 2	18
Feed and cleaning staff	0.00% 0	5.56% 1	5.56% 1	16.67% 3	50.00% 9	22.22% 4	18
Equestrian Trainers	0.00% 0	11.11% 2	0.00% 0	22.22% 4	66.67% 12	0.00% 0	18
Petting Zoo/Pony Ride Operation	5.56% 1	0.00% 0	5.56% 1	11.11% 2	77.78% 14	0.00% 0	18
Shoestring City Ranch Non-profit	0.00% 0	5.56% 1	16.67% 3	0.00% 0	27.78% 5	50.00% 9	18

### Q8 Rate your overall satisfaction with the Lakewood Equestrian Center facility in each of the following areas:

Answered: 18 Skipped: 0



# Lakewood Equestrian Center User Survey (March 2023)



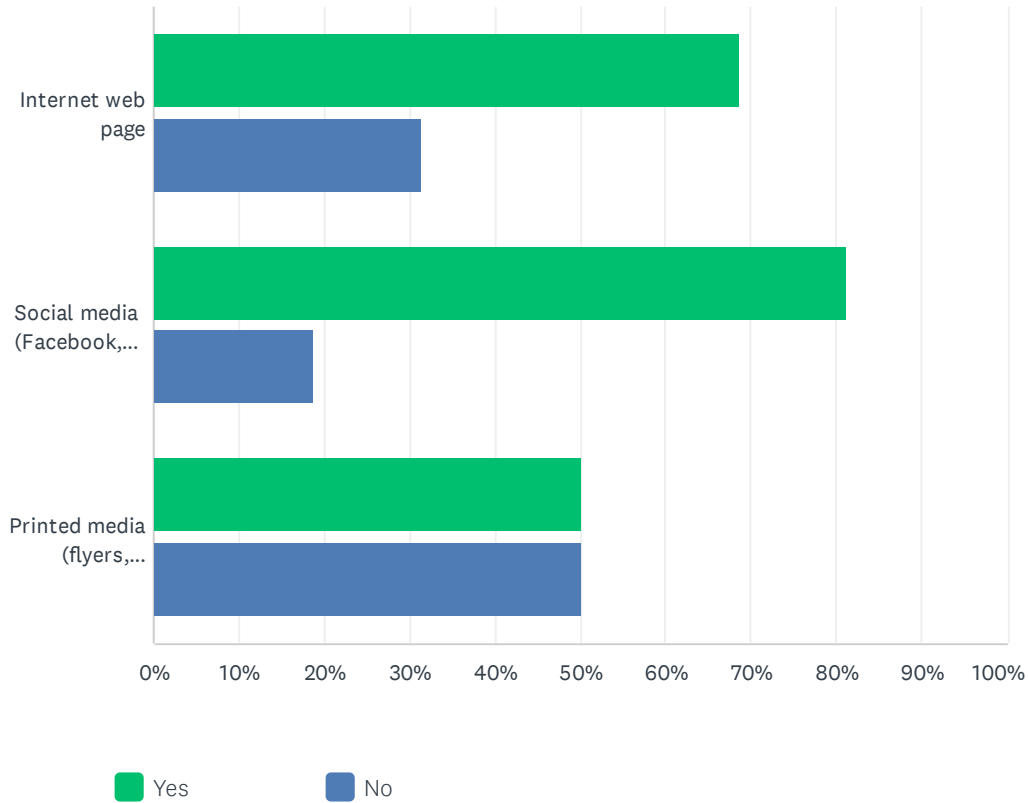


Lakewood Equestrian Center User Survey (March 2023)

	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	EXTREMELY SATISFIED	TOTAL
General aesthetics/accessibility	0.00% 0	5.56% 1	11.11% 2	38.89% 7	44.44% 8	18
Affordability	0.00% 0	5.56% 1	33.33% 6	38.89% 7	22.22% 4	18
Cleanliness and maintenance	0.00% 0	11.11% 2	11.11% 2	38.89% 7	38.89% 7	18
Safety and security	5.56% 1	0.00% 0	22.22% 4	33.33% 6	38.89% 7	18
Hours of operation	0.00% 0	0.00% 0	16.67% 3	33.33% 6	50.00% 9	18
Property amenities	0.00% 0	11.11% 2	27.78% 5	44.44% 8	16.67% 3	18
Enforcement of rules/regulations	0.00% 0	11.11% 2	5.56% 1	38.89% 7	44.44% 8	18

## Q9 Should the Lakewood Equestrian Center increase its presence in the following areas?

Answered: 16 Skipped: 2



	YES	NO	TOTAL	WEIGHTED AVERAGE
Internet web page	68.75% 11	31.25% 5	16	1.31
Social media (Facebook, Instagram, Twitter, Nextdoor)	81.25% 13	18.75% 3	16	1.19
Printed media (flyers, poster, print ads)	50.00% 7	50.00% 7	14	1.50

#	DO YOU HAVE A RECOMMENDATION TO INCREASE MARKETING?	DATE
1	No	3/27/2023 6:23 PM
2	The Lakewood center is a great place for lessons. The staff is knowledgeable and so nice. I greatly enjoy the lessons that they give. The center is very welcoming and while I'm there I feel like a part of the family.	3/17/2023 5:27 PM
3	Satisfied with each area	3/13/2023 7:59 PM
4	Post and tag photos to be entered into a chance to win a free pony ride or a free cup of feed etc.	3/13/2023 2:04 PM
5	Yes. How about getting someone who knows how to run the facility and operate it as the other better known facilities are run and operated. If you have competent people running the facility word of mouth will draw people to the facility. No reason why we can have a better run	3/12/2023 7:44 PM

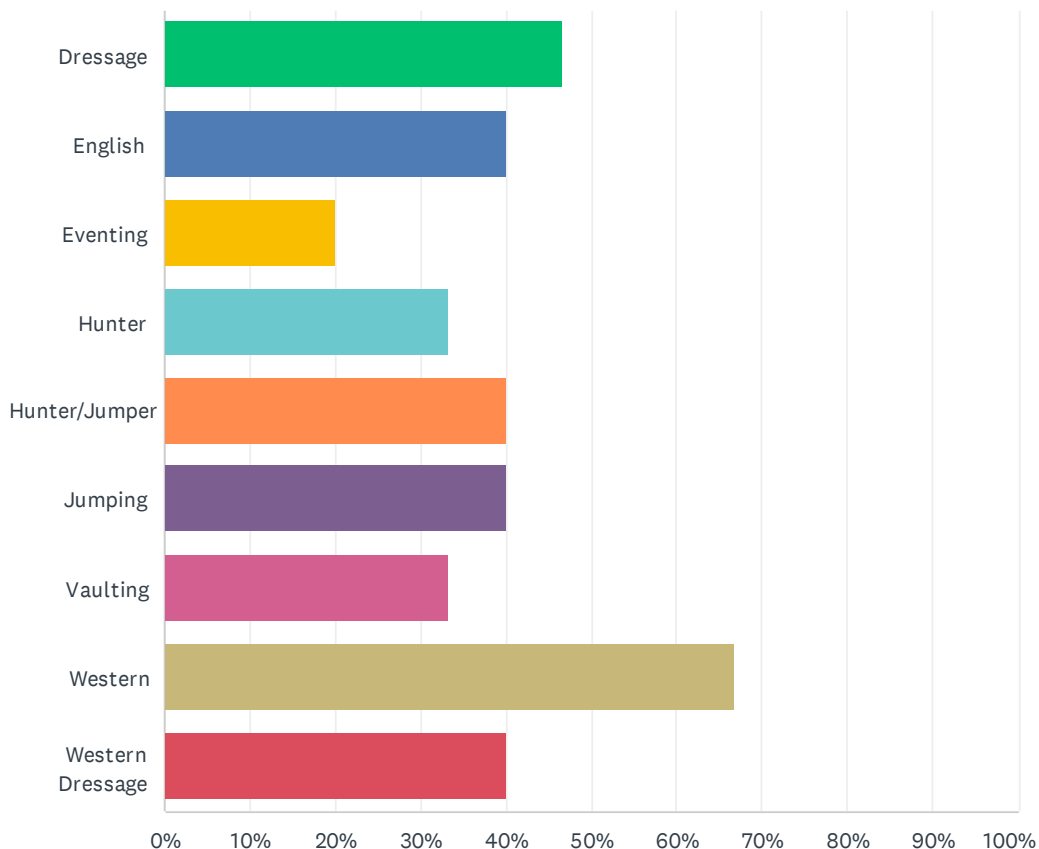
## Lakewood Equestrian Center User Survey (March 2023)

program. The facility seems to run for the benefit of a few members as I've learned friends, boyfriends are family members are running the facility instead of qualified/ trained professional personnel.

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Q10 What type of equestrian training disciplines would you like maintained and/or added at the Lakewood Equestrian Center? Check all that apply.

Answered: 15 Skipped: 3



ANSWER CHOICES	RESPONSES
Dressage	46.67% 7
English	40.00% 6
Eventing	20.00% 3
Hunter	33.33% 5
Hunter/Jumper	40.00% 6
Jumping	40.00% 6
Vaulting	33.33% 5
Western	66.67% 10
Western Dressage	40.00% 6
Total Respondents: 15	

#	OTHER (PLEASE SPECIFY)	DATE
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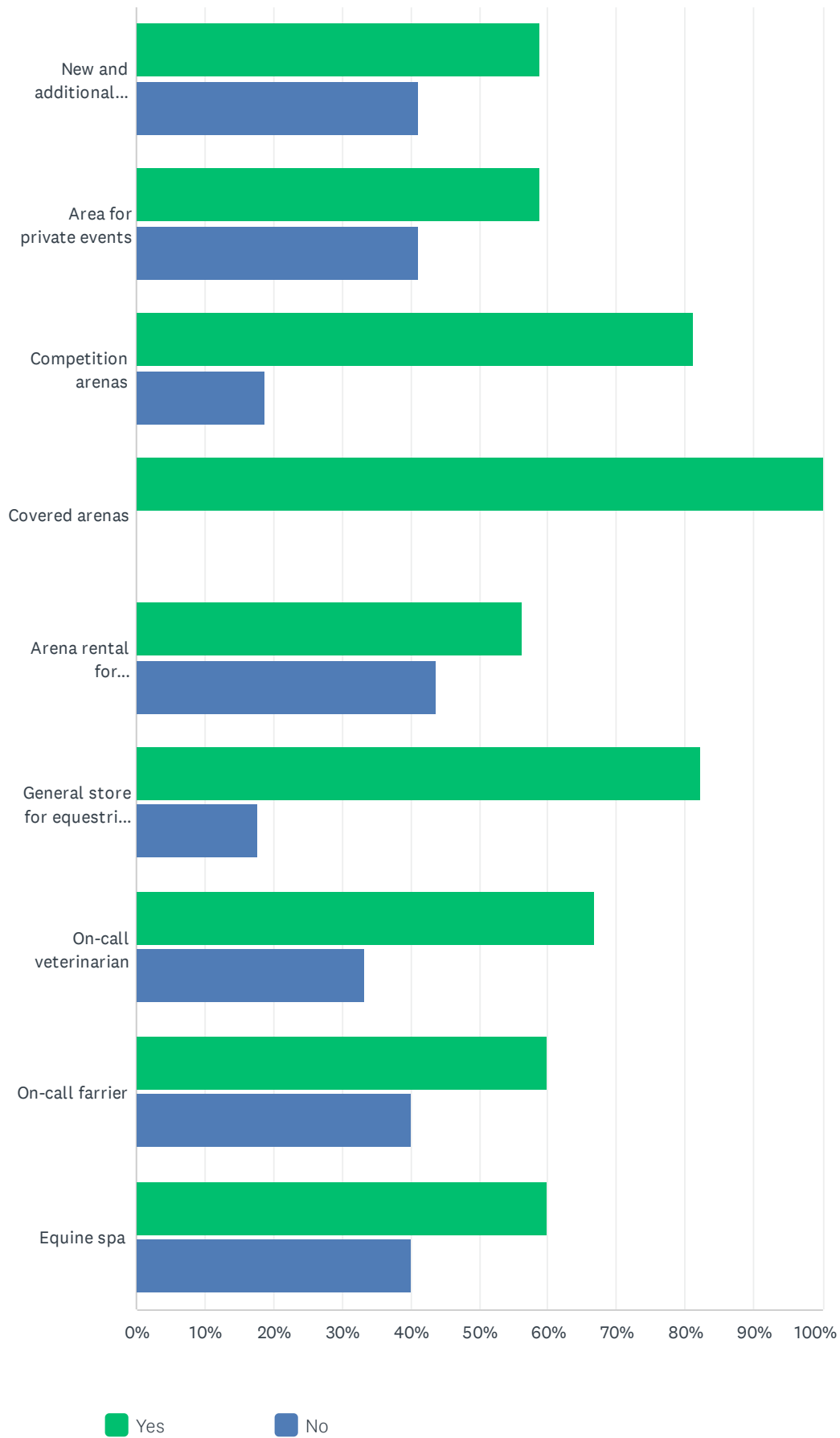
There are no responses.

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**Q11 Would you like to see any of the following new amenities and user opportunities offered at the Lakewood Equestrian Center?**

Answered: 18 Skipped: 0

# Lakewood Equestrian Center User Survey (March 2023)



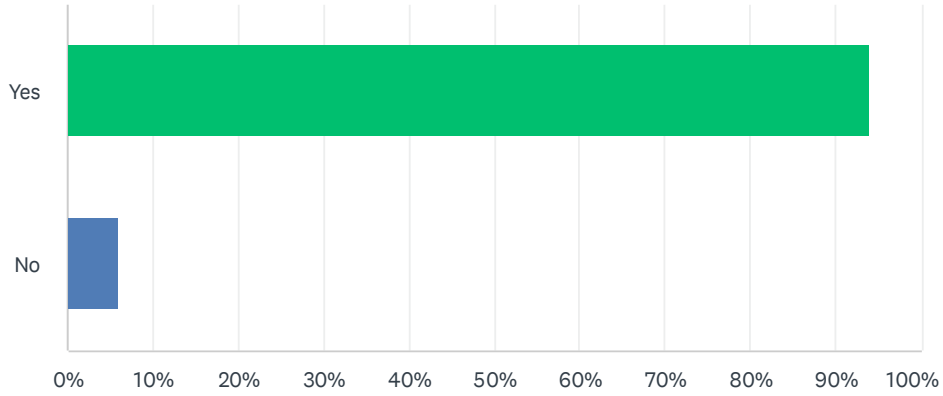
## Lakewood Equestrian Center User Survey (March 2023)

	YES	NO	TOTAL	WEIGHTED AVERAGE
New and additional picnic areas	58.82% 10	41.18% 7	17	1.41
Area for private events	58.82% 10	41.18% 7	17	1.41
Competition arenas	81.25% 13	18.75% 3	16	1.19
Covered arenas	100.00% 17	0.00% 0	17	1.00
Arena rental for non-boarders	56.25% 9	43.75% 7	16	1.44
General store for equestrian supplies, snacks and refreshments	82.35% 14	17.65% 3	17	1.18
On-call veterinarian	66.67% 10	33.33% 5	15	1.33
On-call farrier	60.00% 9	40.00% 6	15	1.40
Equine spa	60.00% 9	40.00% 6	15	1.40



## Q12 Should the Lakewood Equestrian Center increase its access to the public by hosting community special events and private events?

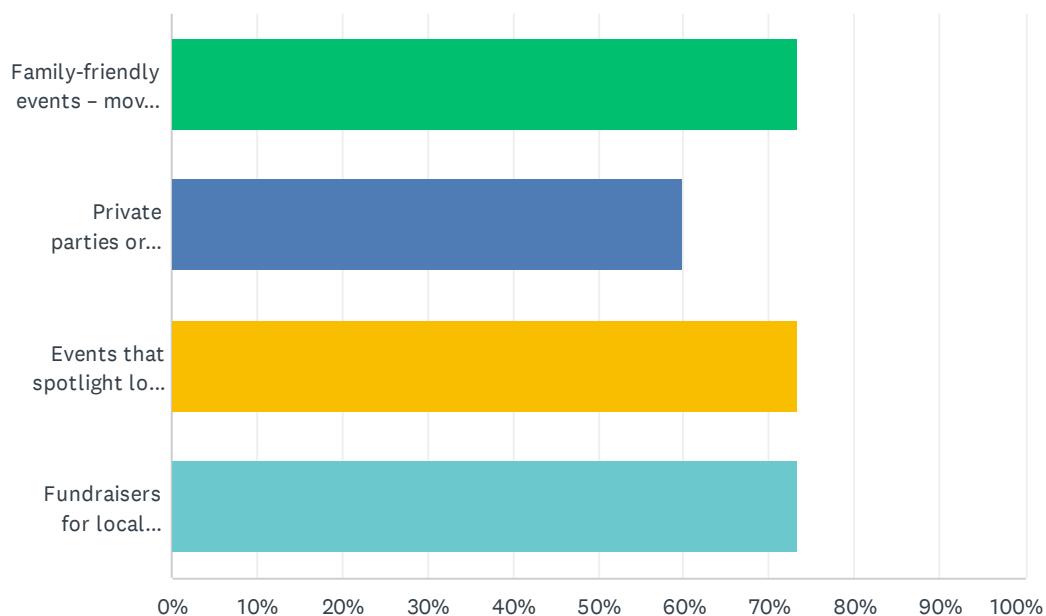
Answered: 17 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	94.12%	16
No	5.88%	1
TOTAL		17

### Q13 In what types of events would you participate? Check all that apply.

Answered: 15 Skipped: 3

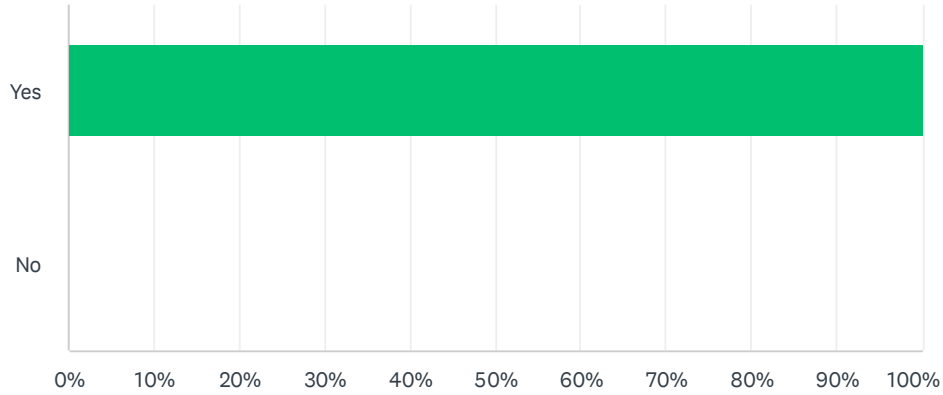


ANSWER CHOICES	RESPONSES	
Family-friendly events – movie nights, holiday festivities, etc.	73.33%	11
Private parties or celebrations – birthday parties, weddings, etc.	60.00%	9
Events that spotlight local vendors – farmers' markets, crafts fairs, etc.	73.33%	11
Fundraisers for local nonprofit organizations	73.33%	11
Total Respondents: 15		

#	OTHER (PLEASE SPECIFY)	DATE
1	Horse shows/competitions and horse expositions	3/27/2023 6:24 PM
2	If I'm participating in an equine facility only those events related to the sport.	3/12/2023 7:45 PM

### Q14 Do you think the Lakewood Equestrian Center would benefit from the establishment of a nonprofit organization to support equestrian activities and facility improvements on the property?

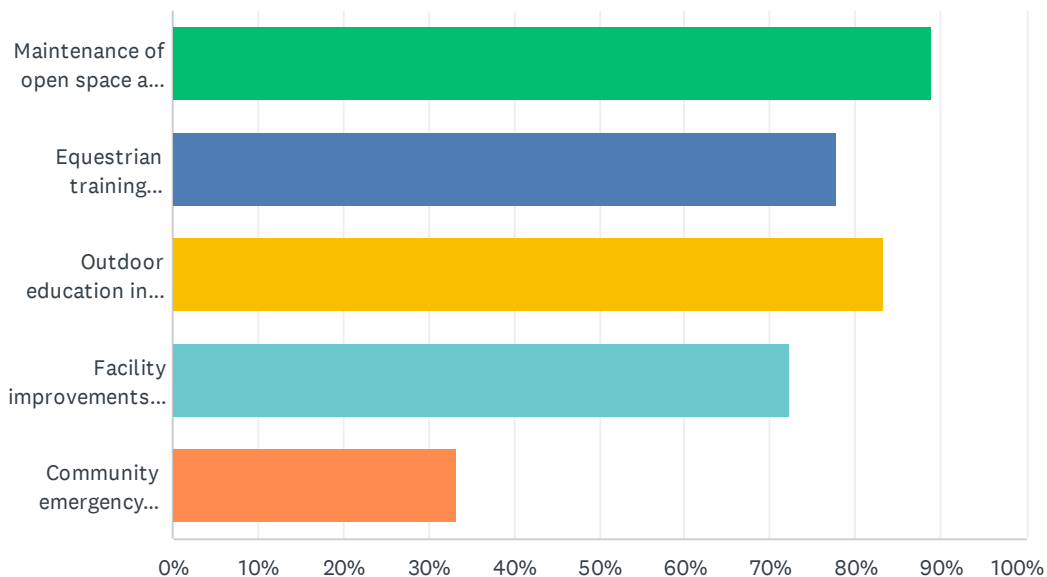
Answered: 17 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	17
No	0.00%	0
<b>TOTAL</b>		<b>17</b>

### Q15 What would you like to see, as part of the nonprofit's mission? Check all that apply.

Answered: 18 Skipped: 0

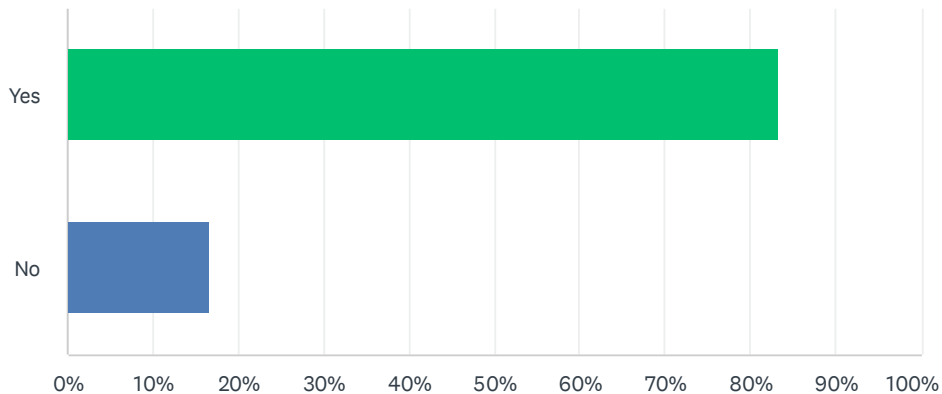


ANSWER CHOICES	RESPONSES	
Maintenance of open space and recreation for equestrians	88.89%	16
Equestrian training opportunities for low-income families	77.78%	14
Outdoor education in animal care and nature for school-age children	83.33%	15
Facility improvements (building construction, landscaping, etc.)	72.22%	13
Community emergency preparedness and response	33.33%	6
Total Respondents: 18		

#	OTHER (PLEASE SPECIFY)	DATE
1	For sure road improvements	3/13/2023 8:00 PM
2	Electricity in back, proper fencing on back arena, improved tie rails in back	3/10/2023 7:04 PM

### Q16 Are you a boarder, equestrian student or parent of an equestrian student at the Lakewood Equestrian Center?

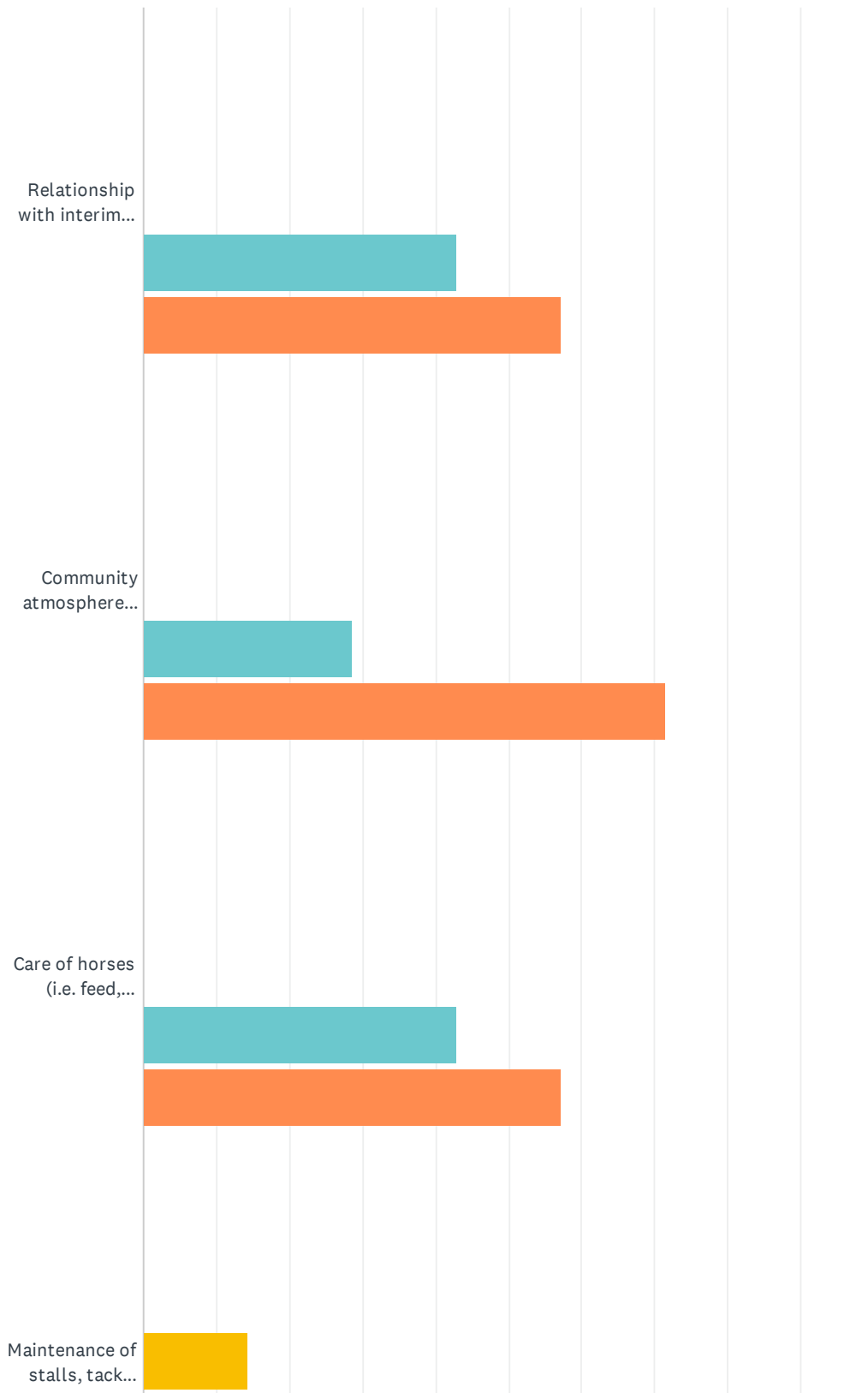
Answered: 18 Skipped: 0



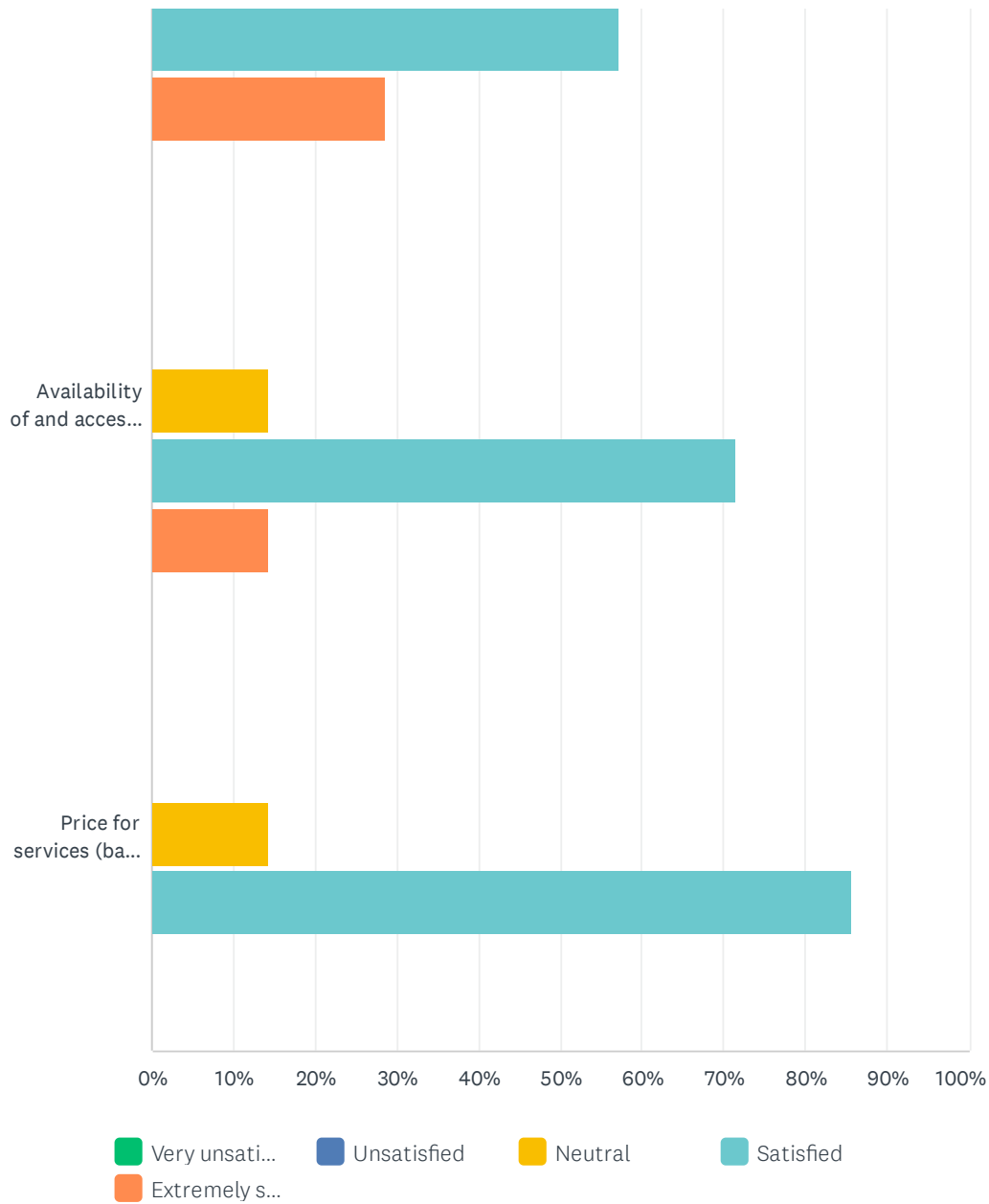
ANSWER CHOICES	RESPONSES	
Yes	83.33%	15
No	16.67%	3
TOTAL		18

### Q17 If you board your horse at the Lakewood Equestrian Center, please rate your satisfaction as a boarder.

Answered: 7 Skipped: 11



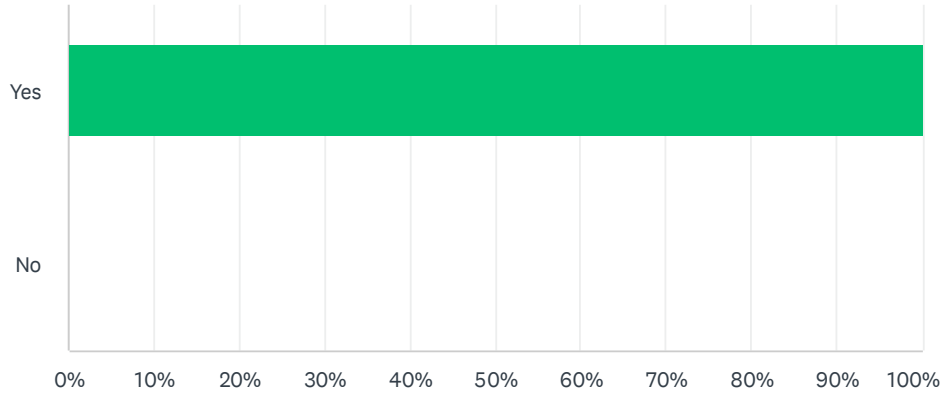
## Lakewood Equestrian Center User Survey (March 2023)



	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	EXTREMELY SATISFIED	TOTAL
Relationship with interim caretaker	0.00% 0	0.00% 0	0.00% 0	42.86% 3	57.14% 4	7
Community atmosphere amongst users	0.00% 0	0.00% 0	0.00% 0	28.57% 2	71.43% 5	7
Care of horses (i.e. feed, stall cleaning, bedding, access to emergency services)	0.00% 0	0.00% 0	0.00% 0	42.86% 3	57.14% 4	7
Maintenance of stalls, tack rooms, wash racks, etc.	0.00% 0	0.00% 0	14.29% 1	57.14% 4	28.57% 2	7
Availability of and access to exercise rings/turnouts	0.00% 0	0.00% 0	14.29% 1	71.43% 5	14.29% 1	7
Price for services (basic and add-ons)	0.00% 0	0.00% 0	14.29% 1	85.71% 6	0.00% 0	7

## Q18 Would you recommend the Lakewood Equestrian Center for boarding horses?

Answered: 9 Skipped: 9

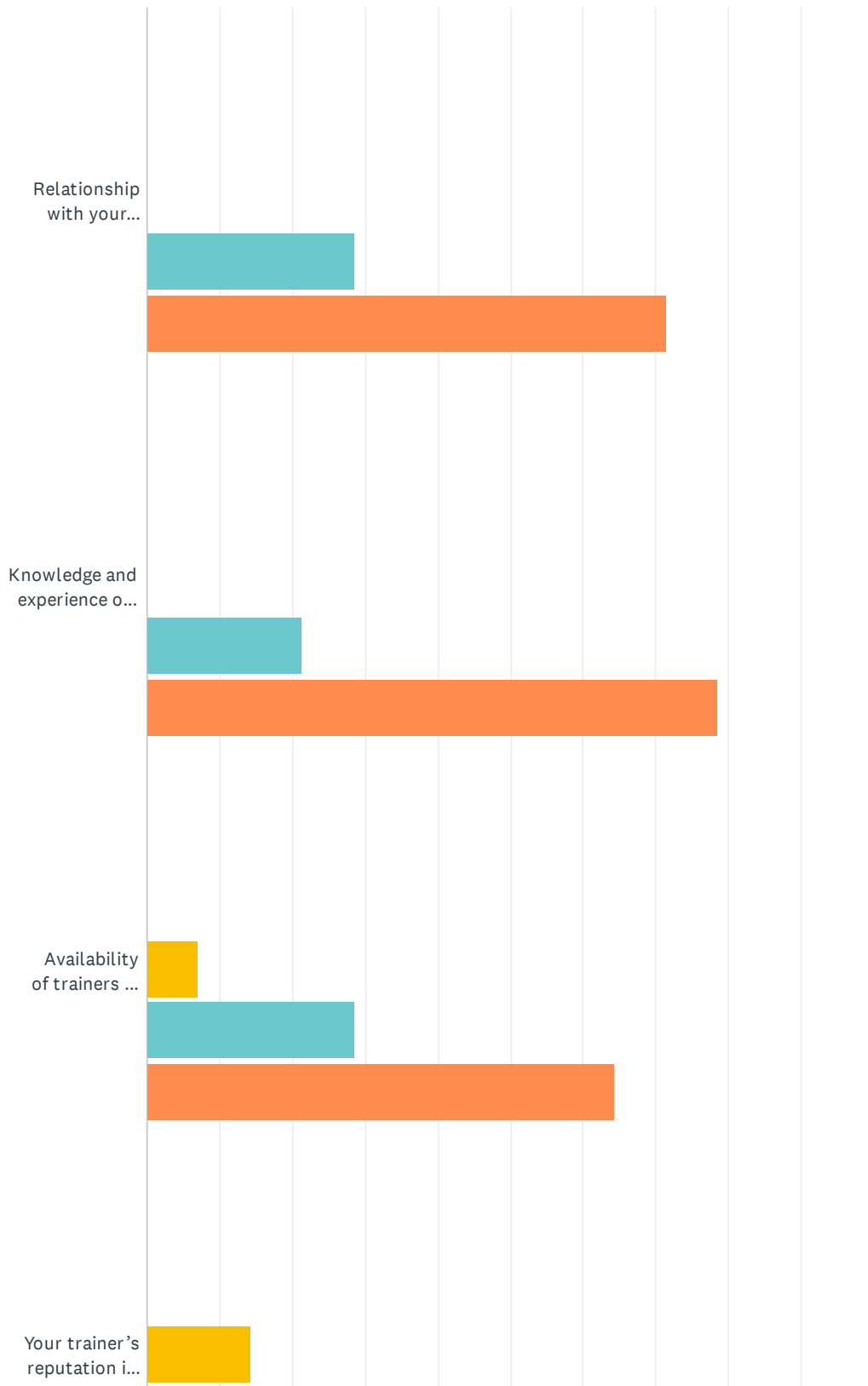


ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
<b>TOTAL</b>		<b>9</b>

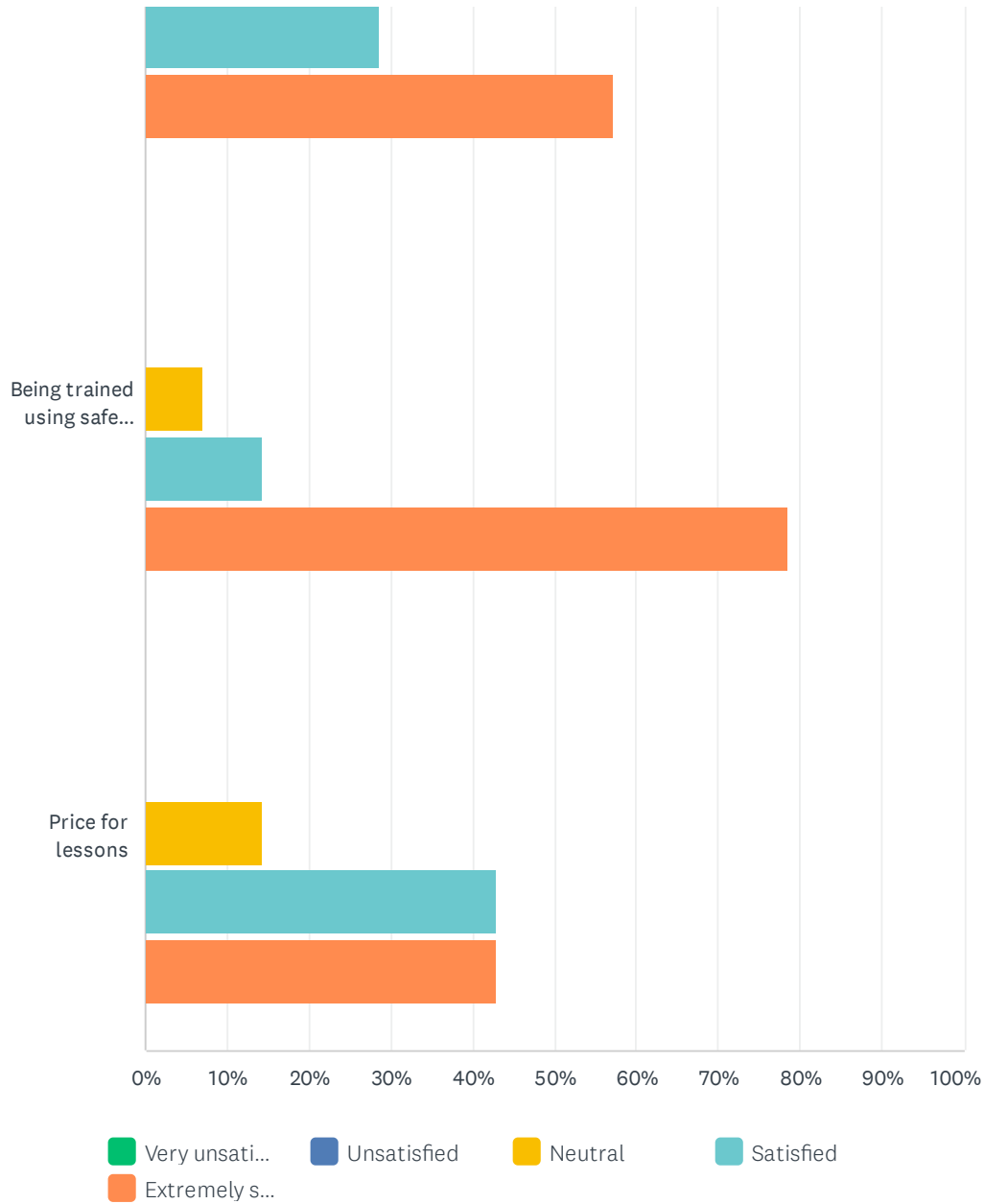


### Q19 If you take riding lessons at the Lakewood Equestrian Center, please rate your satisfaction as a student.

Answered: 14 Skipped: 4



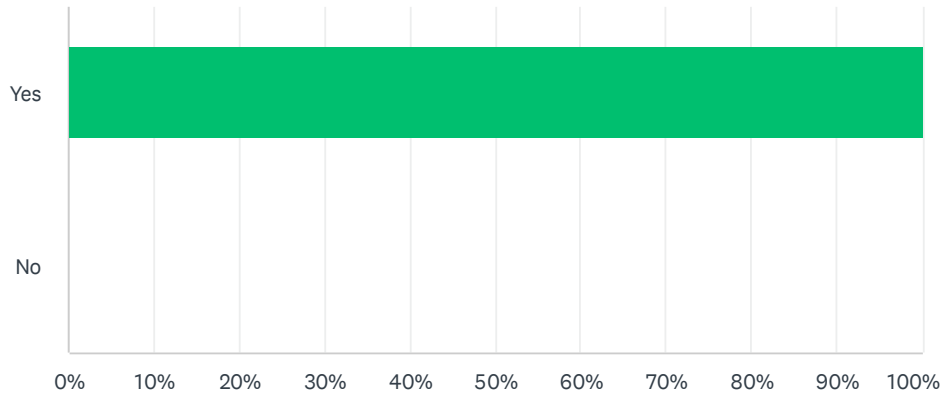
## Lakewood Equestrian Center User Survey (March 2023)



	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	EXTREMELY SATISFIED	TOTAL
Relationship with your trainer	0.00% 0	0.00% 0	0.00% 0	28.57% 4	71.43% 10	14
Knowledge and experience of trainer	0.00% 0	0.00% 0	0.00% 0	21.43% 3	78.57% 11	14
Availability of trainers in varied disciplines	0.00% 0	0.00% 0	7.14% 1	28.57% 4	64.29% 9	14
Your trainer's reputation in the field	0.00% 0	0.00% 0	14.29% 2	28.57% 4	57.14% 8	14
Being trained using safe riding practices	0.00% 0	0.00% 0	7.14% 1	14.29% 2	78.57% 11	14
Price for lessons	0.00% 0	0.00% 0	14.29% 2	42.86% 6	42.86% 6	14

## Q20 Would you recommend your trainer?

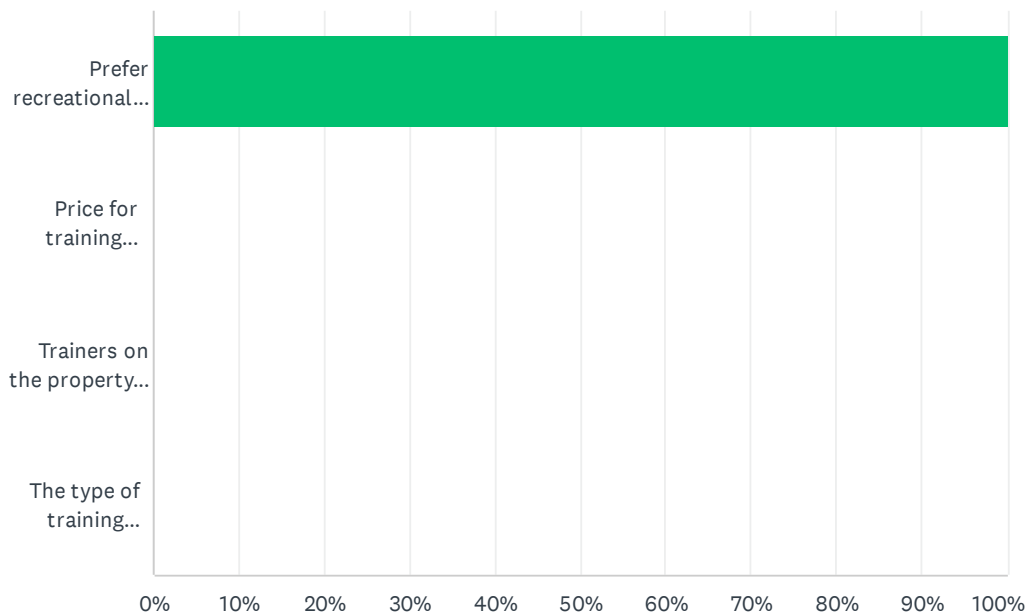
Answered: 14 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	100.00%	14
No	0.00%	0
TOTAL		14

### Q21 If you are a boarder and do not take lessons, what is your reason for not taking lessons on property? Check all that apply.

Answered: 1 Skipped: 17

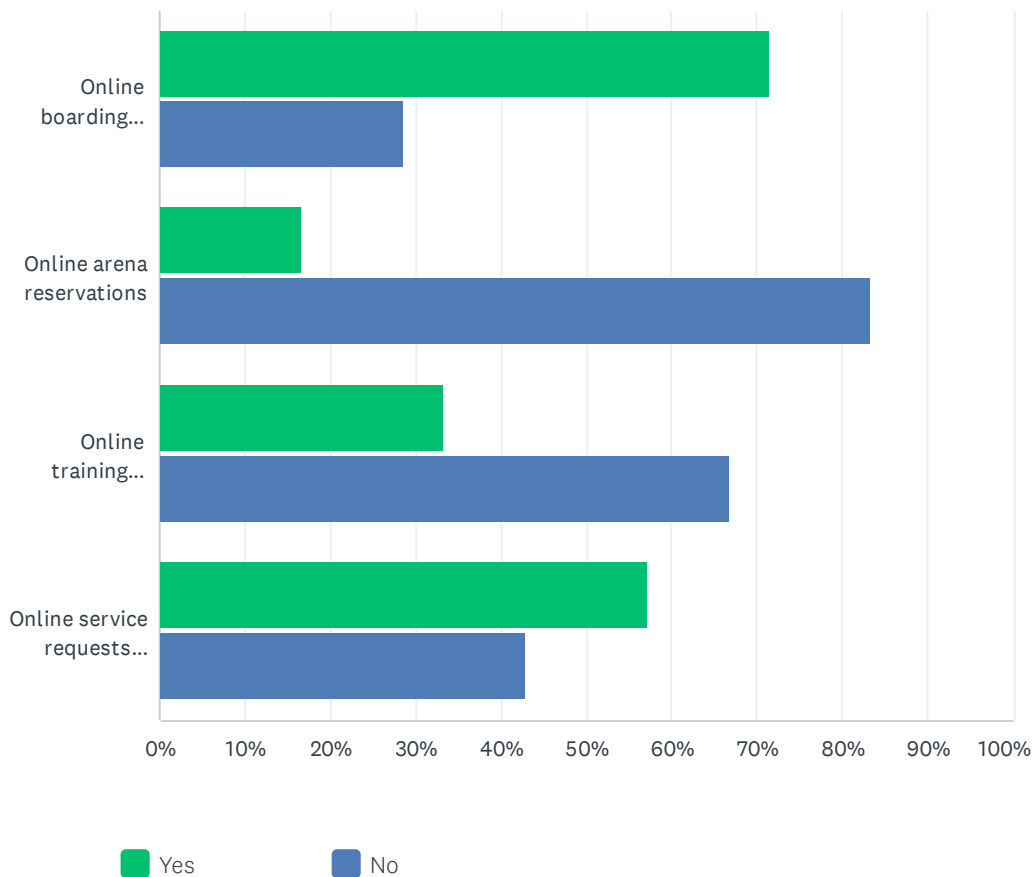


ANSWER CHOICES	RESPONSES	
Prefer recreational riding only	100.00%	1
Price for training lessons	0.00%	0
Trainers on the property do not have the appropriate skill/knowledge	0.00%	0
The type of training discipline of interest to me is not available on property	0.00%	0
Total Respondents: 1		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

## Q22 Would you like to see the Lakewood Equestrian Center provide online opportunities for boarders?

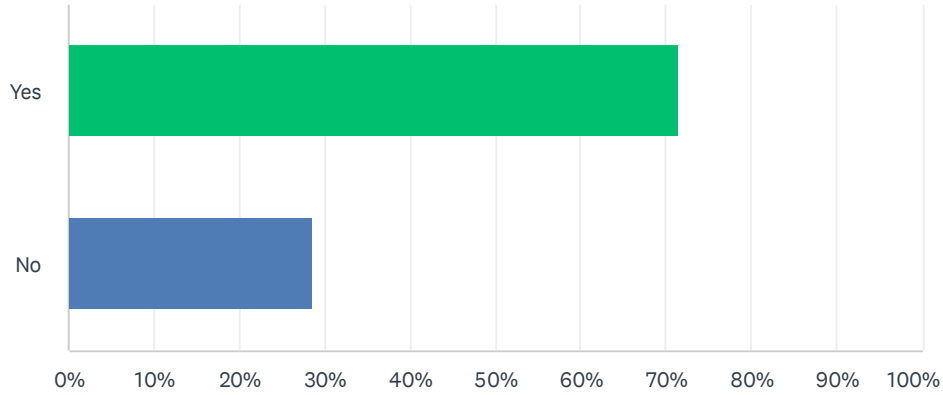
Answered: 7 Skipped: 11



	YES	NO	TOTAL
Online boarding payment processing	71.43% 5	28.57% 2	7
Online arena reservations	16.67% 1	83.33% 5	6
Online training appointments	33.33% 2	66.67% 4	6
Online service requests (grooming, feeding, maintenance)	57.14% 4	42.86% 3	7

## Q23 If reasonable fee increases supported facility improvements that directly benefited boarders, would you continue to board your horse at the Lakewood Equestrian Center?

Answered: 7 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	71.43%	5
No	28.57%	2
TOTAL		7

**Q24 This survey attempts to identify the current level of satisfaction amongst existing users of the Lakewood Equestrian Center and to determine improvements to plan for in the future. Is there anything more you would like to share?**

Answered: 7 Skipped: 11

#	RESPONSES	DATE
1	No	3/31/2023 6:21 AM
2	I don't think we've EVER had a better manager than Sonya J Equest running this place. I hope that we can support her future here	3/27/2023 6:29 PM
3	Very satisfied	3/17/2023 5:31 PM
4	All of my experiences with staff, trainers and also with the pony/petting area have been extremely positive. Everyone is always welcoming, very informative and friendly. My only suggestion would be for repairs on entry roads as they have major pot holes. The homeless situation surrounding the equestrian center is sometimes very sketchy and is hopefully a priority for safety needs for all staff, guests and boarders. Overall it is a great place!! Would highly recommend!	3/13/2023 8:08 PM
5	I left the facility after the last management change. The person I. Charge now has no business running such a facility. It's detrimental to the animals, boarders and the equine world! I and others left because of all the above mentioned reasons and have no plans of returning unless there is some change in management/staff!!!	3/12/2023 7:49 PM
6	Owning a horse in the city is expensive, I'm desperate to keep my horse near me but the cost is a huge factor. I have been happy at LEC and appreciate all the hard work you all put in. The guys who take care of the stalls and feed as well as those grooming the arenas and maintaining the property. With the current cost increases in everything I'm so grateful LEC has tried to stay financially sensitive. I understand the possibility of fee increases. I'm just scared I will be pushed passed my ability to be fiscally responsible	3/10/2023 7:13 PM
7	I am currently a riding student as well as two of my children. We would love to see a covered arena for riding on days (summertime) when it's too hot. We love LEC and will continue to take lessons for years to come!	3/10/2023 4:26 PM