

Notes & Analysis

Community Association Profile Survey

Here are the results from the Community Association Profile Survey conducted in June. A special thank-you to all the volunteers who found the time to complete the survey and for the many thoughtful answers they provided.

The good news from the survey, as indicated by the responses to questions 8, 9 and 20, is that there is a core of dedicated volunteers who work hard to make our communities a better living space for all. The not-so-good news is reflected in the responses to question 7 which indicates how few people appear to be actively engaged in doing this important work.

However, as noted in a discussion at a meeting of the FCA executive, whenever there are serious issues that affect the community, many more people can be, and often are, mobilized. This was described as "when they are needed, they are, or will be there" approach to community associations..

This has certainly proven to be the case in many communities. But this means that a CA is only important when there are important local (or sub-local) issues at stake? The question that arises is whether this is an acceptable norm and whether healthy CAs are sustainable under those conditions.

Question 23 asks whether CAs have a designated position responsible of recruiting or managing volunteers. You will see the majority answered "No.". But clearly for some communities, the task is to get more people engaged.

Does size matter?

Another query raised during the discussion at the executive meeting was whether size was a factor. One can quickly see when comparing the presence of volunteer recruiters to community size (p.12 of summary), that the smallest grouping (less than a 1,000 households) had one of the lowest percentages (16%). That seems reasonable given the size of the community, however, the third largest grouping of communities (400 - 7000 households) had the lowest percentage.(14%) .

Overall, among all the categories and responses, there was no strong correlation of community size to any of the variable. In other words, knowing the size of the community was not a good predictor of the response to any question.

Which brings us to the most important, but not surprising finding, namely there is no common profile of a community association. We are as different as the age and composition of communities we serve and in some cases, seek to preserve. But clearly, there are many similarities in where we devote our time and effort. Because we are in some ways so similar and in other ways so diverse, it is clear that there is benefit in seeing how others do things differently and much that we can learn from each other.

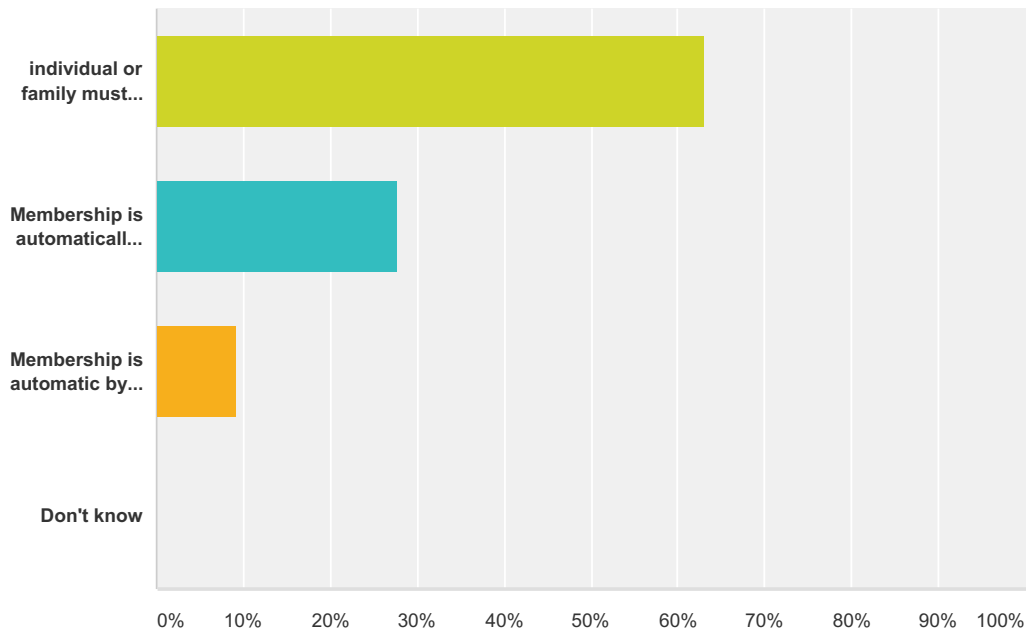
I hope these results provide useful input to the plans and aspirations of your association. If you have suggestions for follow-up surveys or suggestions on how the FCA can help your association become more vibrant and effective, please let me know.

John Chenier
Co-Chair, Communications

Survey Data

Q1 How is membership defined or obtained in your association?

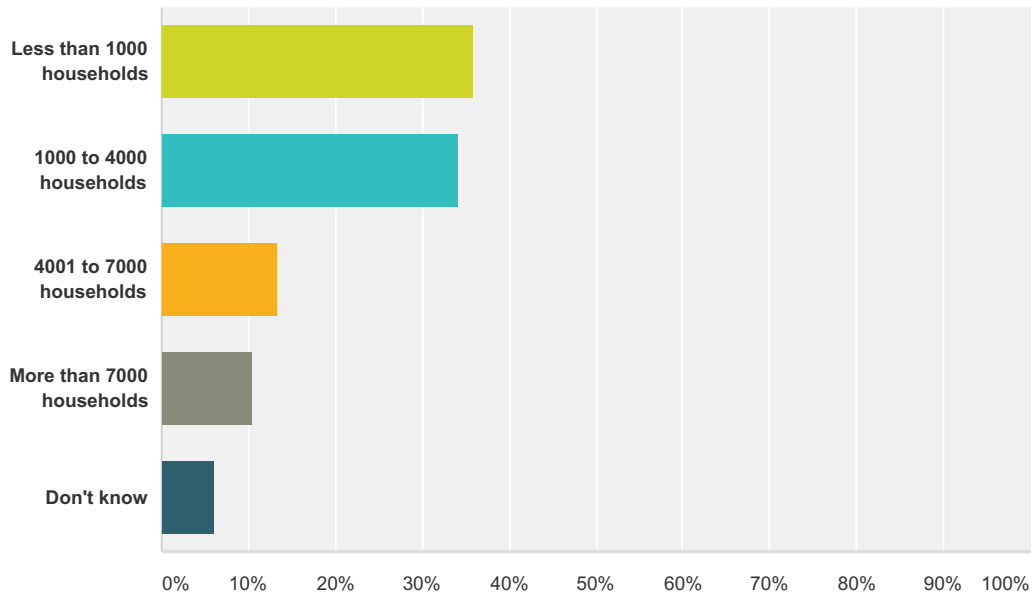
Answered: 65 Skipped: 2



Answer Choices	Responses	
individual or family must explicitly join the association	63.08%	41
Membership is automatically ascribed by residency	27.69%	18
Membership is automatic by residency, but we also have "carded Members" who have signed up	9.23%	6
Don't know	0.00%	0
Total		65

Q2 Approximately how many households or residences (not persons) are there in the region defined by your association?

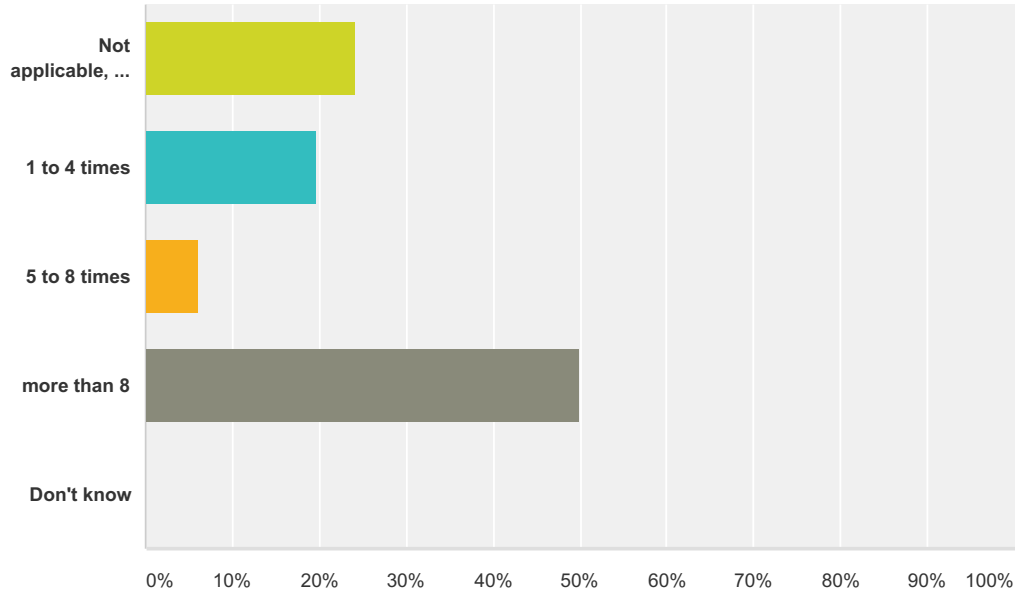
Answered: 67 Skipped: 0



Answer Choices	Responses
Less than 1000 households	35.82% 24
1000 to 4000 households	34.33% 23
4001 to 7000 households	13.43% 9
More than 7000 households	10.45% 7
Don't know	5.97% 4
Total	67

Q3 How many times does your association hold meetings other than an AGM open to all members per year?

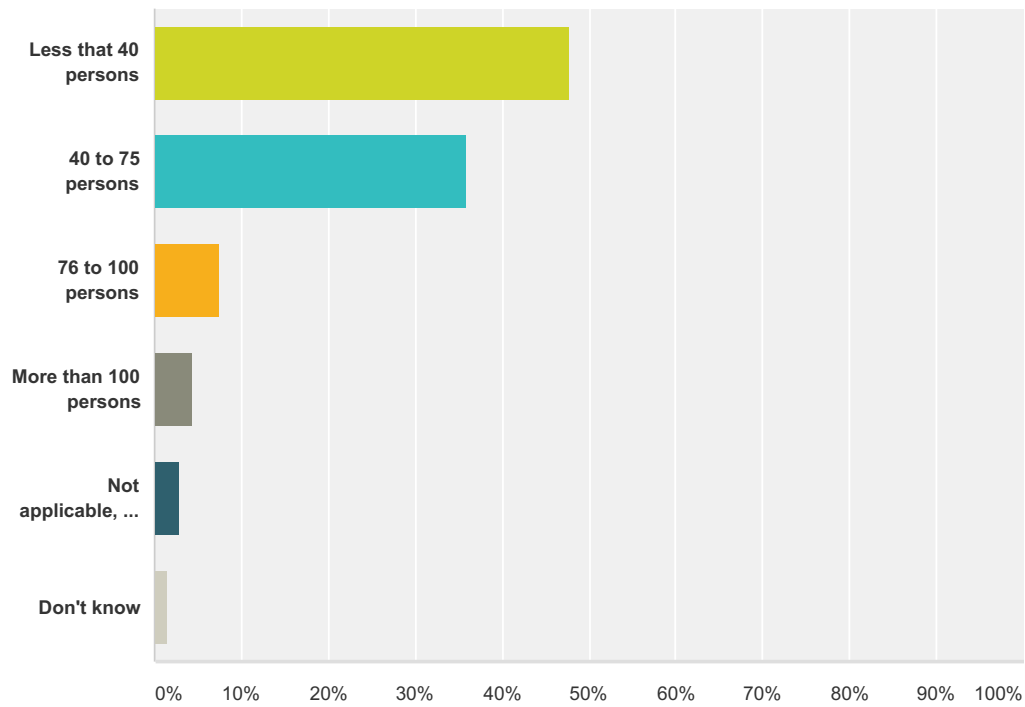
Answered: 66 Skipped: 1



Answer Choices	Responses
Not applicable, or only hold AGM	24.24% 16
1 to 4 times	19.70% 13
5 to 8 times	6.06% 4
more than 8	50.00% 33
Don't know	0.00% 0
Total	66

Q4 How many people, on average, would you say attend your Association's AGM?

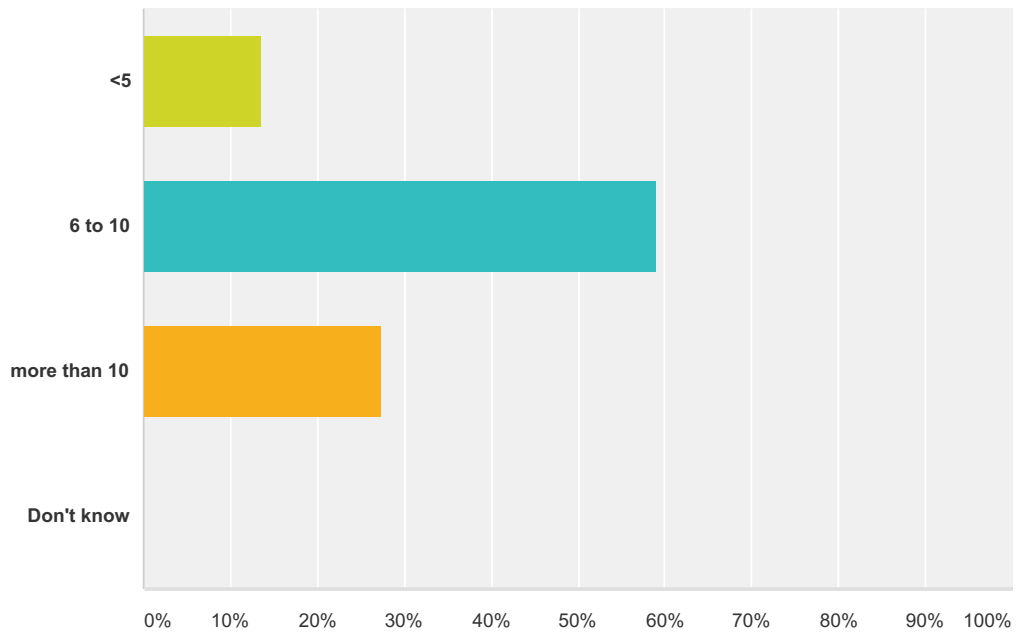
Answered: 67 Skipped: 0



Answer Choices	Responses
Less than 40 persons	47.76% 32
40 to 75 persons	35.82% 24
76 to 100 persons	7.46% 5
More than 100 persons	4.48% 3
Not applicable, do not hold an annual general meeting	2.99% 2
Don't know	1.49% 1
Total	67

Q5 How many people currently serve on your board of directors?

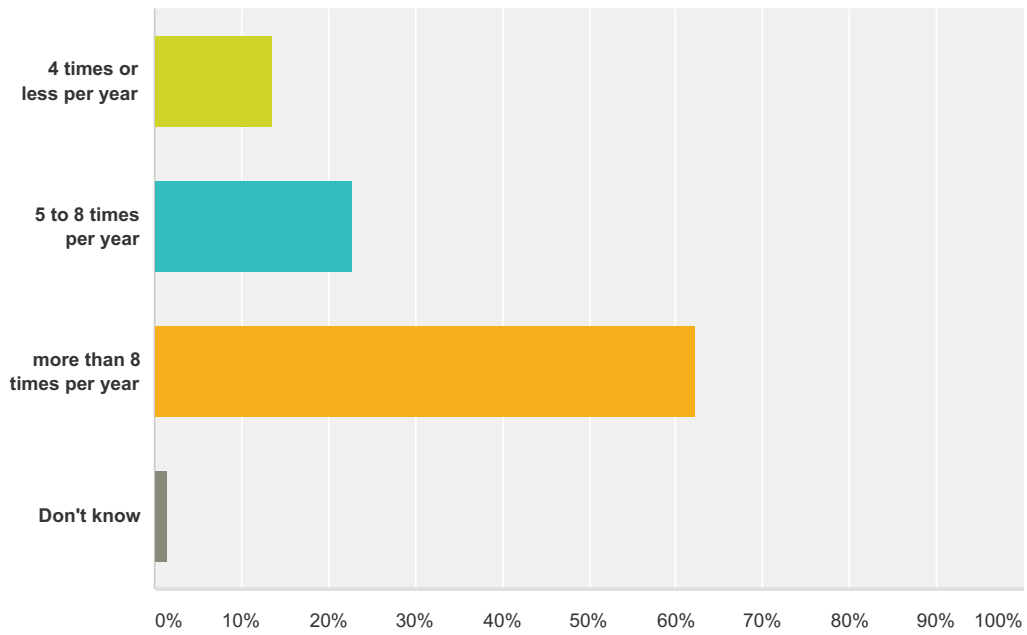
Answered: 66 Skipped: 1



Answer Choices	Responses
<5	13.64% 9
6 to 10	59.09% 39
more than 10	27.27% 18
Don't know	0.00% 0
Total	66

Q6 How many times does your board meet in a year?

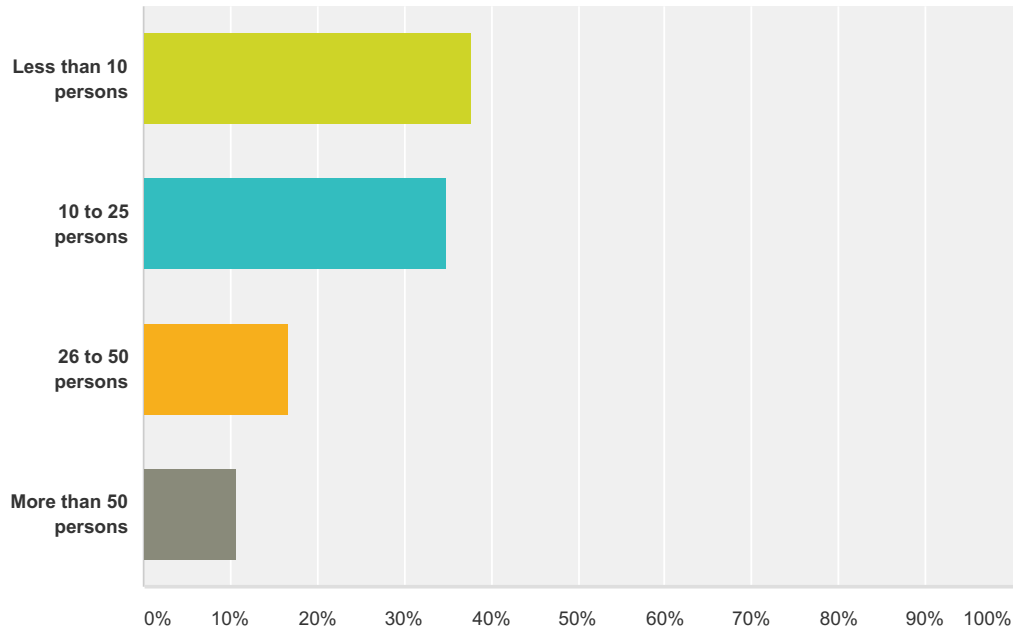
Answered: 66 Skipped: 1



Answer Choices	Responses
4 times or less per year	13.64% 9
5 to 8 times per year	22.73% 15
more than 8 times per year	62.12% 41
Don't know	1.52% 1
Total	66

Q7 How many individuals would you estimate to be very active in your association , including members of the board, people who serve on committees and others who regularly volunteer to work at association events?

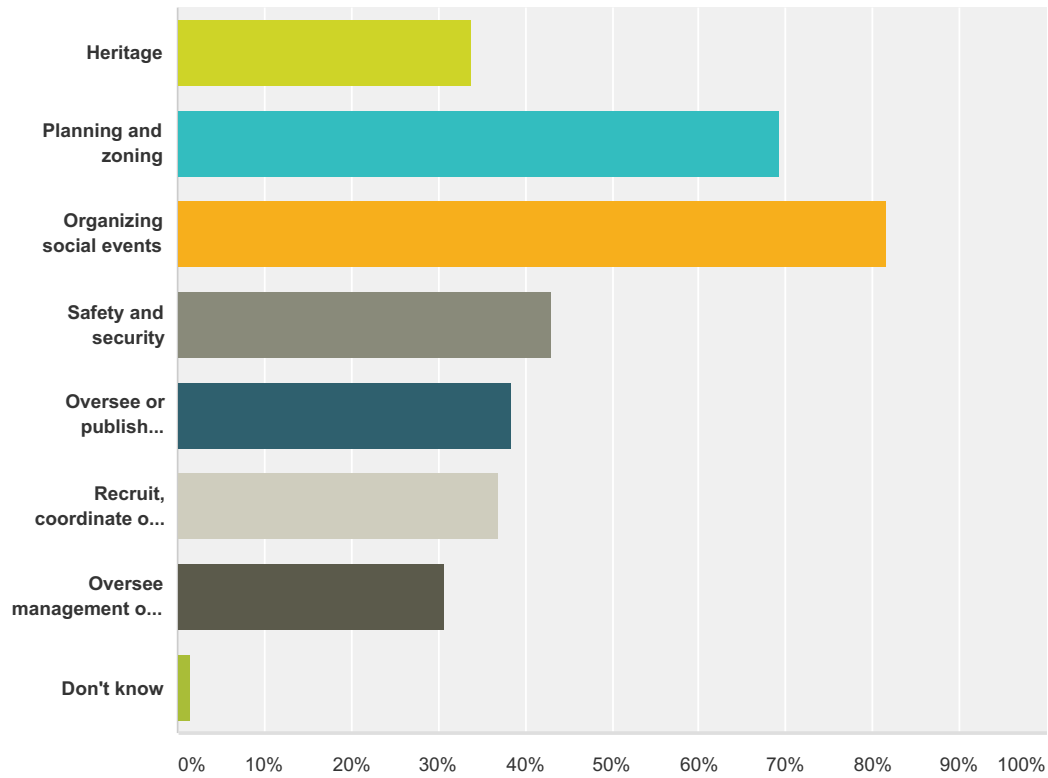
Answered: 66 Skipped: 1



Answer Choices	Responses
Less than 10 persons	37.88% 25
10 to 25 persons	34.85% 23
26 to 50 persons	16.67% 11
More than 50 persons	10.61% 7
Total	66

Q8 Please indicate the areas where members are actively engaged on behalf of your association.

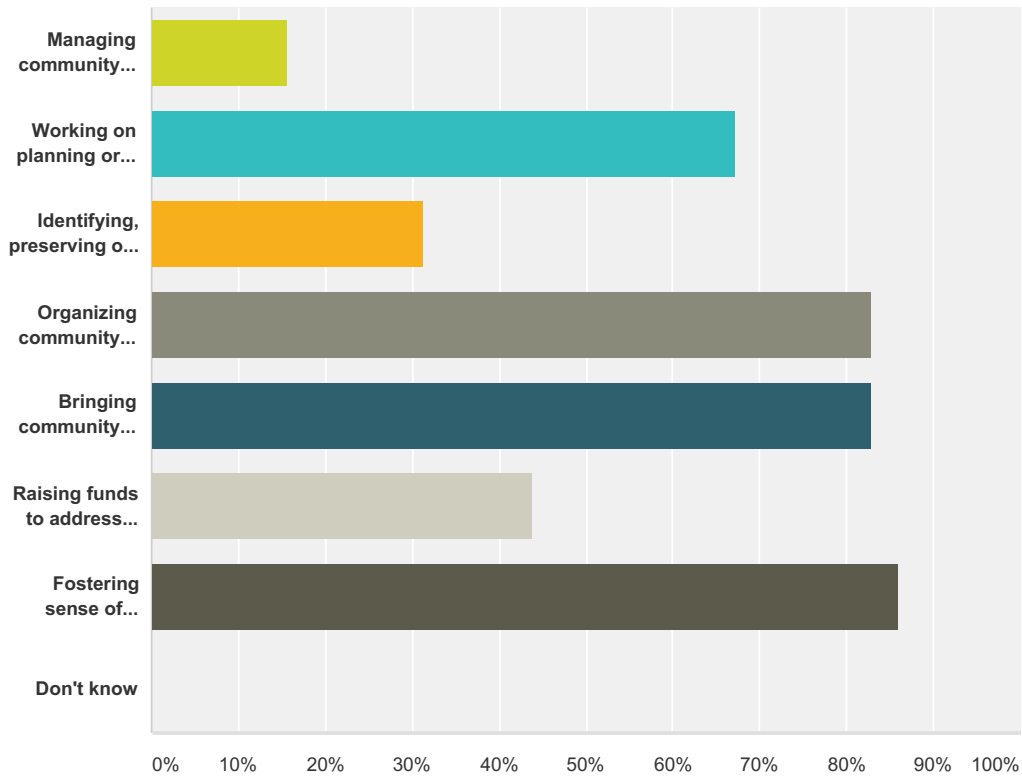
Answered: 65 Skipped: 2



Answer Choices	Responses
Heritage	33.85% 22
Planning and zoning	69.23% 45
Organizing social events	81.54% 53
Safety and security	43.08% 28
Oversee or publish community newspaper	38.46% 25
Recruit, coordinate or manage volunteers	36.92% 24
Oversee management of community facilities	30.77% 20
Don't know	1.54% 1
Total Respondents: 65	

Q9 In your opinion, which of the following terms apply to the work of your association?

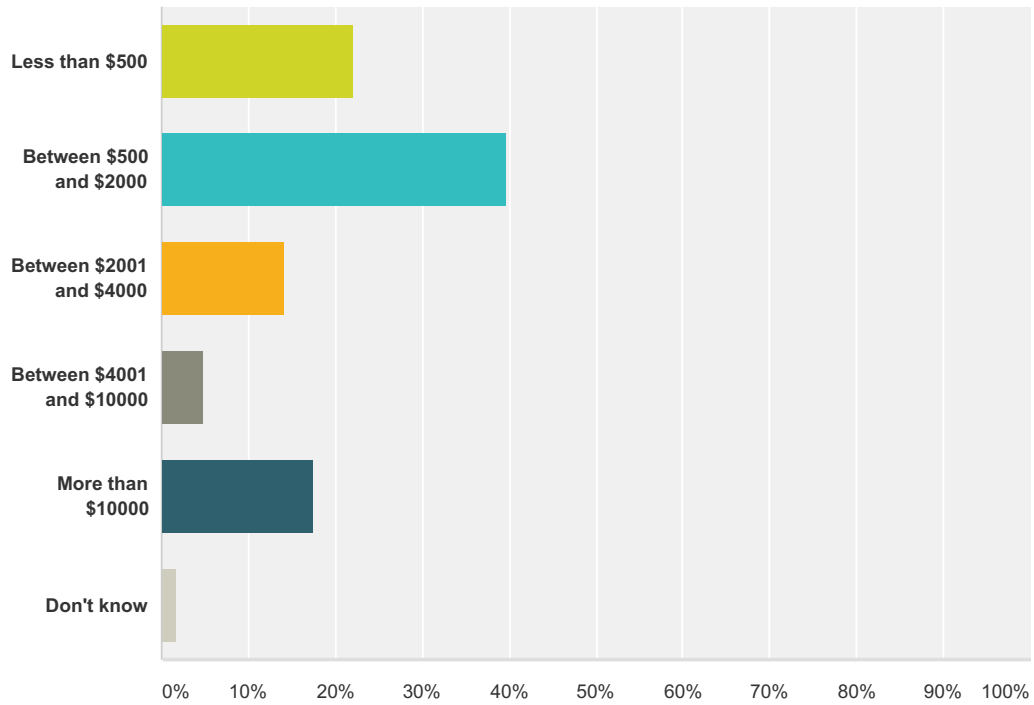
Answered: 64 Skipped: 3



Answer Choices	Responses
Managing community centre	15.63% 10
Working on planning or zoning issues	67.19% 43
Identifying, preserving or educating residents about community heritage	31.25% 20
Organizing community events	82.81% 53
Bringing community concerns on issues such as poor service delivery, safety & security issues, state of parks to the attention of counselors or city officials	82.81% 53
Raising funds to address community priorities such as playground renewal, opposition to planning or zoning applications	43.75% 28
Fostering sense of community	85.94% 55
Don't know	0.00% 0
Total Respondents: 64	

Q10 What is the annual expenditure budget of your association?

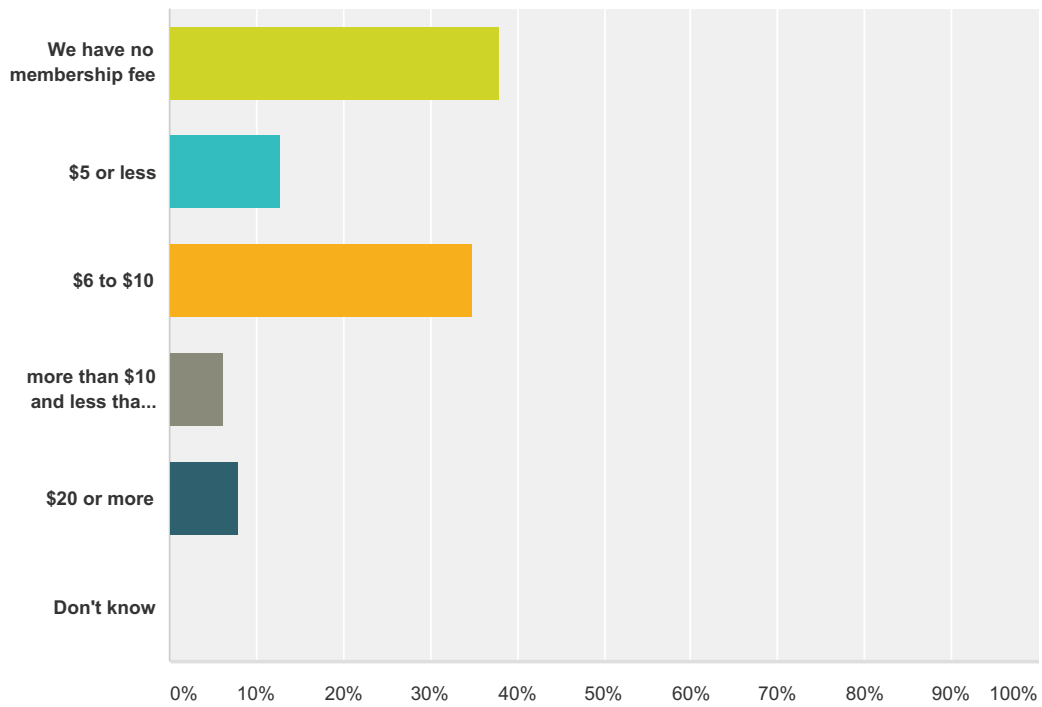
Answered: 63 Skipped: 4



Answer Choices	Responses
Less than \$500	22.22% 14
Between \$500 and \$2000	39.68% 25
Between \$2001 and \$4000	14.29% 9
Between \$4001 and \$10000	4.76% 3
More than \$10000	17.46% 11
Don't know	1.59% 1
Total	63

Q11 What is the membership fee at your association?

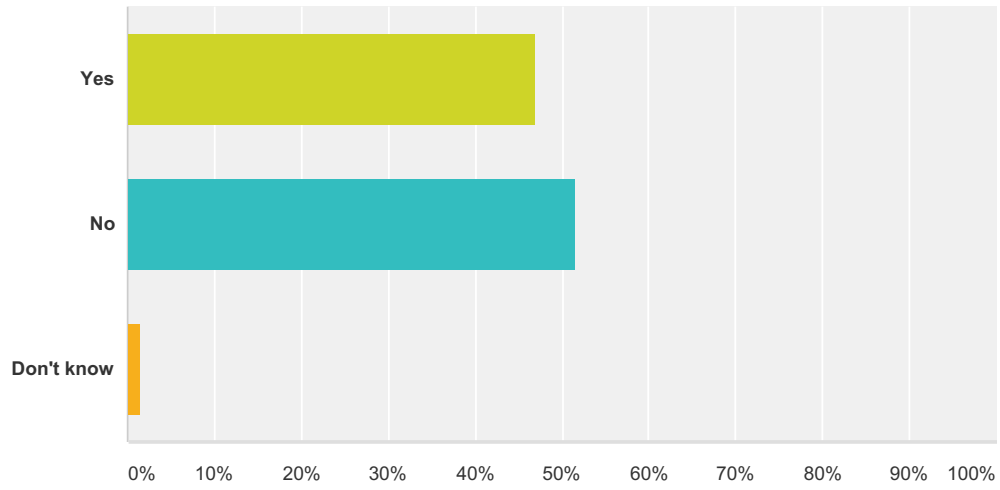
Answered: 63 Skipped: 4



Answer Choices	Responses
We have no membership fee	38.10% 24
\$5 or less	12.70% 8
\$6 to \$10	34.92% 22
more than \$10 and less than \$20	6.35% 4
\$20 or more	7.94% 5
Don't know	0.00% 0
Total	63

Q12 Does your association manage a skating rink on behalf of the city

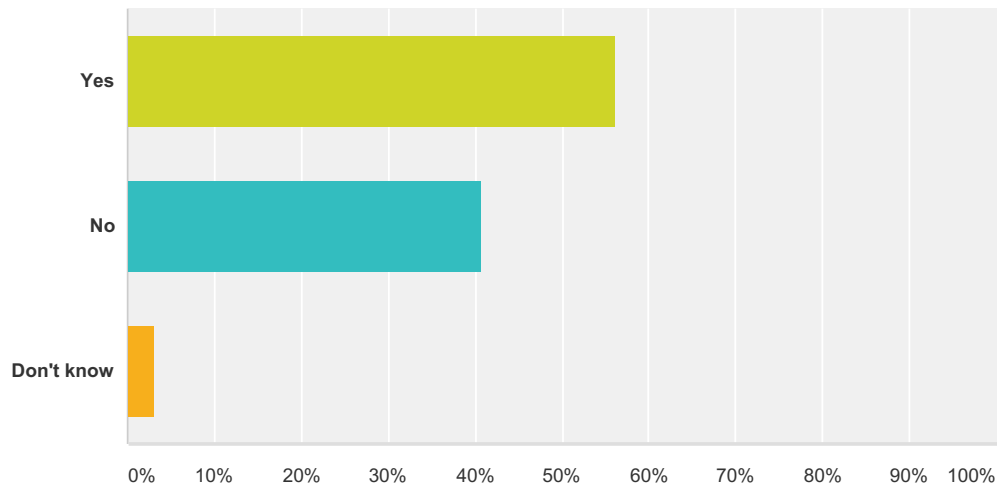
Answered: 64 Skipped: 3



Answer Choices	Responses
Yes	46.88% 30
No	51.56% 33
Don't know	1.56% 1
Total	64

Q13 Does your community association undertake specific fund-raising activity?

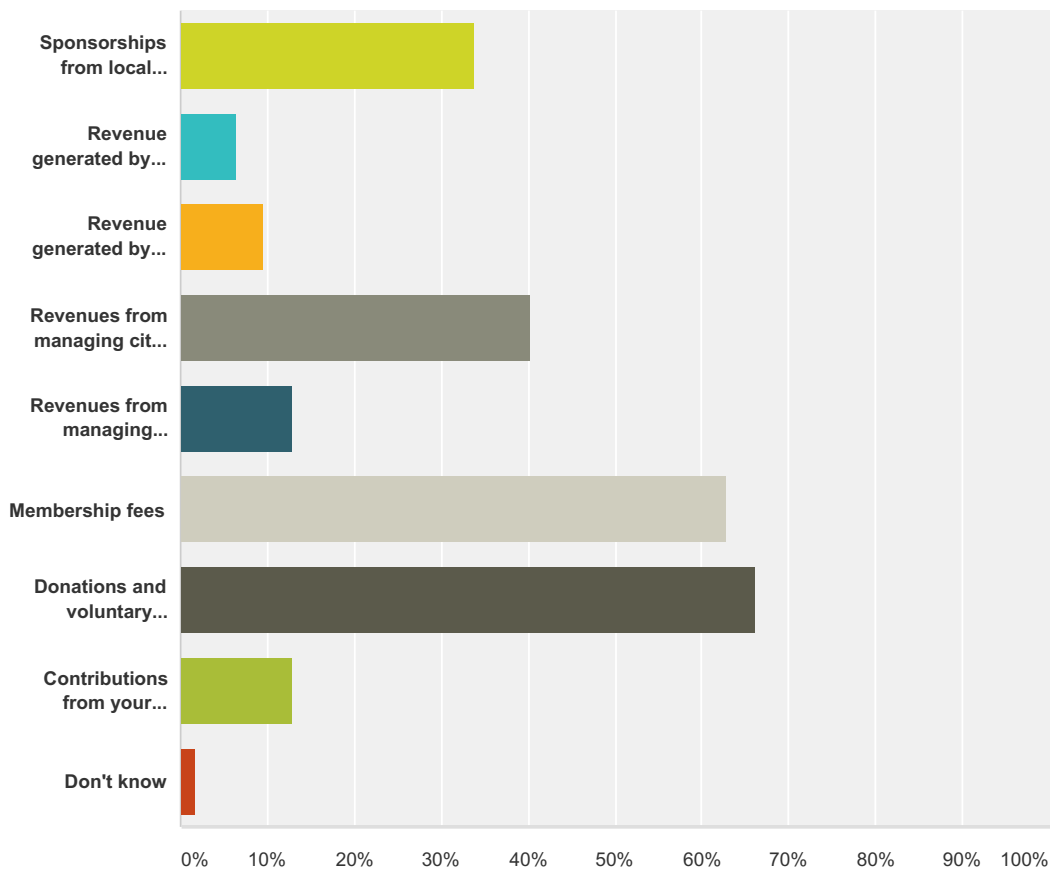
Answered: 64 Skipped: 3



Answer Choices	Responses
Yes	56.25% 36
No	40.63% 26
Don't know	3.13% 2
Total	64

Q14 Indicate the sources of funds for your CA

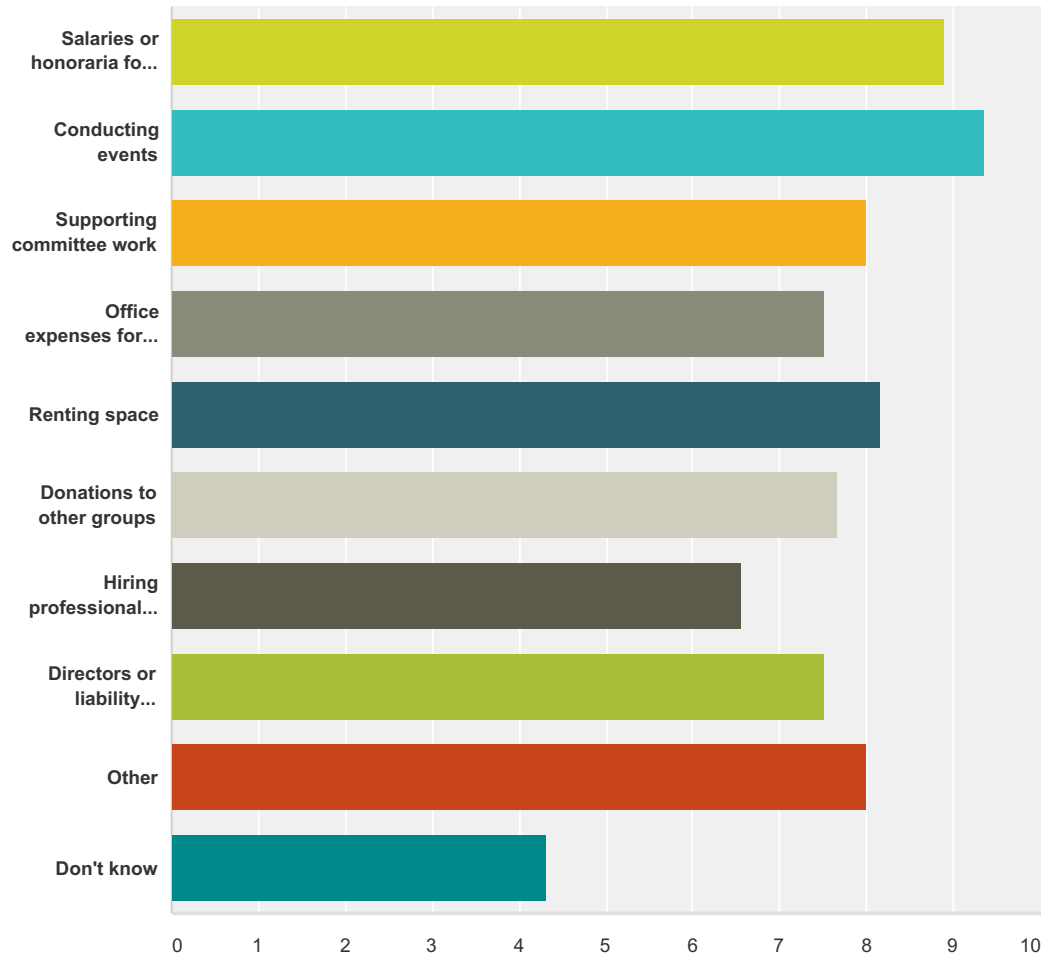
Answered: 62 Skipped: 5



Answer Choices	Responses
Sponsorships from local business	33.87% 21
Revenue generated by community newspaper	6.45% 4
Revenue generated by CA website	9.68% 6
Revenues from managing city ice rink	40.32% 25
Revenues from managing community centre	12.90% 8
Membership fees	62.90% 39
Donations and voluntary contributions	66.13% 41
Contributions from your councillor's budget	12.90% 8
Don't know	1.61% 1
Total Respondents: 62	

Q15 Where does your association spend its money? From the following list, rank where your CA spends money, with 1 being the item on which you spend the most.

Answered: 60 Skipped: 7

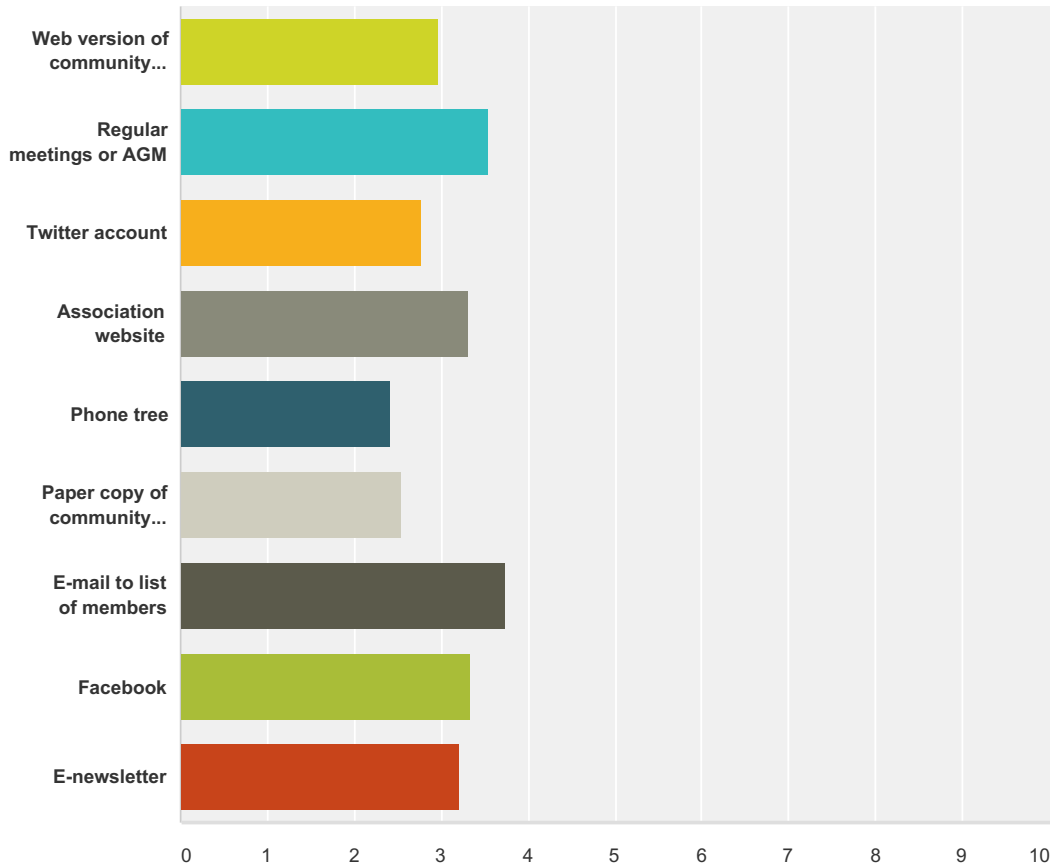


	1	2	3	4	5	6	7	8	9	10	N/A	Total	Score
Salaries or honoraria for staff	13.16% 5	2.63% 1	2.63% 1	2.63% 1	2.63% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	76.32% 29	38	8.89
Conducting events	56.36% 31	21.82% 12	10.91% 6	3.64% 2	1.82% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5.45% 3	55	9.35
Supporting committee work	15.00% 6	7.50% 3	17.50% 7	10.00% 4	10.00% 4	2.50% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	37.50% 15	40	8.00
Office expenses for preparing for meetings	6.52% 3	15.22% 7	21.74% 10	8.70% 4	10.87% 5	6.52% 3	0.00% 0	0.00% 0	2.17% 1	0.00% 0	28.26% 13	46	7.52
Renting space	0.00% 0	33.33% 15	6.67% 3	8.89% 4	4.44% 2	2.22% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	44.44% 20	45	8.16
Donations to other groups	0.00% 0	16.22% 6	10.81% 4	13.51% 5	5.41% 2	2.70% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	51.35% 19	37	7.67

Hiring professional help to advise	2.56% 1	2.56% 1	5.13% 2	5.13% 2	5.13% 2	0.00% 0	5.13% 2	2.56% 1	0.00% 0	0.00% 0	71.79% 28	39	6.55
Directors or liability insurance	10.26% 4	10.26% 4	17.95% 7	5.13% 2	10.26% 4	7.69% 3	0.00% 0	2.56% 1	0.00% 0	0.00% 0	35.90% 14	39	7.52
Other	20.93% 9	6.98% 3	9.30% 4	16.28% 7	9.30% 4	4.65% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	32.56% 14	43	8.00
Don't know	2.94% 1	0.00% 0	0.00% 0	0.00% 0	5.88% 2	5.88% 2	8.82% 3	2.94% 1	5.88% 2	2.94% 1	64.71% 22	34	4.33

Q16 Please indicate from the list below which of these media your association uses and your estimate of the importance these play in fulfilling the purposes and objectives of your association.

Answered: 64 Skipped: 3

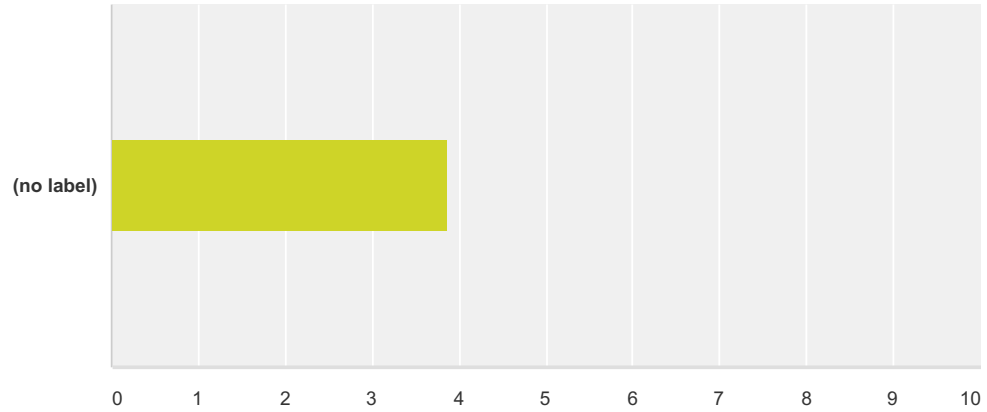


	Not used, not considered effective	Used, but not effective	Used and somewhat effective	Used and very effective	Not used, but would like to see adopted	Don't know	Total	Weighted Average
Web version of community newspaper or newsletter	26.79% 15	8.93% 5	26.79% 15	21.43% 12	10.71% 6	5.36% 3	56	2.96
Regular meetings or AGM	0.00% 0	3.23% 2	45.16% 28	46.77% 29	3.23% 2	1.61% 1	62	3.55
Twitter account	32.14% 18	14.29% 8	25.00% 14	10.71% 6	8.93% 5	8.93% 5	56	2.77
Association website	1.61% 1	11.29% 7	45.16% 28	38.71% 24	1.61% 1	1.61% 1	62	3.32
Phone tree	58.49% 31	3.77% 2	9.43% 5	1.89% 1	16.98% 9	9.43% 5	53	2.43

Paper copy of community newspaper or newsletter	30.91% 17	12.73% 7	27.27% 15	29.09% 16	0.00% 0	0.00% 0	55	2.55
E-mail to list of members	3.23% 2	0.00% 0	25.81% 16	62.90% 39	6.45% 4	1.61% 1	62	3.74
Facebook	19.30% 11	7.02% 4	24.56% 14	22.81% 13	22.81% 13	3.51% 2	57	3.33
E-newsletter	20.75% 11	3.77% 2	30.19% 16	30.19% 16	9.43% 5	5.66% 3	53	3.21

Q17 How would you define or rate your relationship with your councilor and/or their staff?

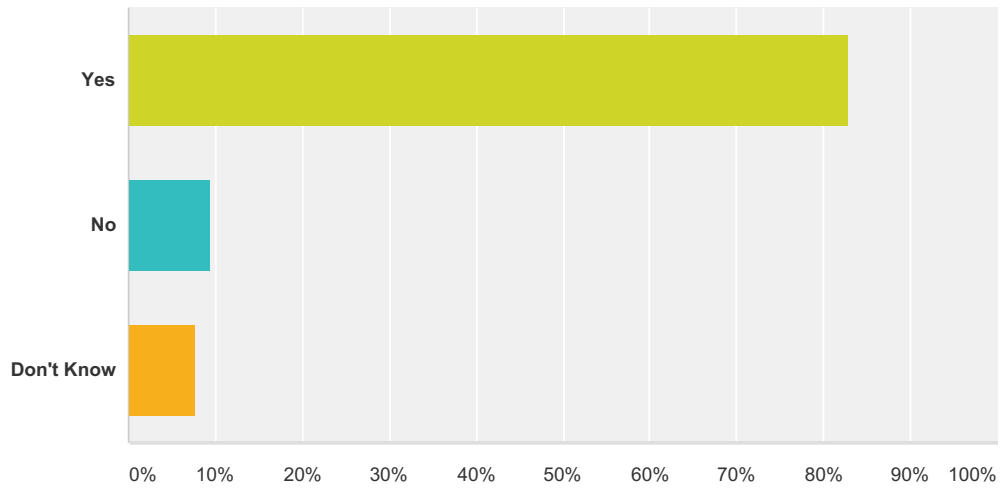
Answered: 63 Skipped: 4



	Very unsatisfactory: Do not see or have contact with them even when we try to initiate it	Not satisfactory: Often cannot get any help or advice whenever we attempt to get assistance	Adequate: Don't have any regular scheduled contact but generally get good response when seeking help	Satisfactory: Have regular contact with Councilor and access to assistance whenever requested	Very satisfactory: Attends all functions when invited, holds regular meetings to discuss issues	Don't know or can't judge	Total	Weighted Average
(no label)	0.00% 0	7.94% 5	23.81% 15	26.98% 17	38.10% 24	3.17% 2	63	3.86

Q18 Do members of your association have regular contact with city officials other than those in the councilor's office?

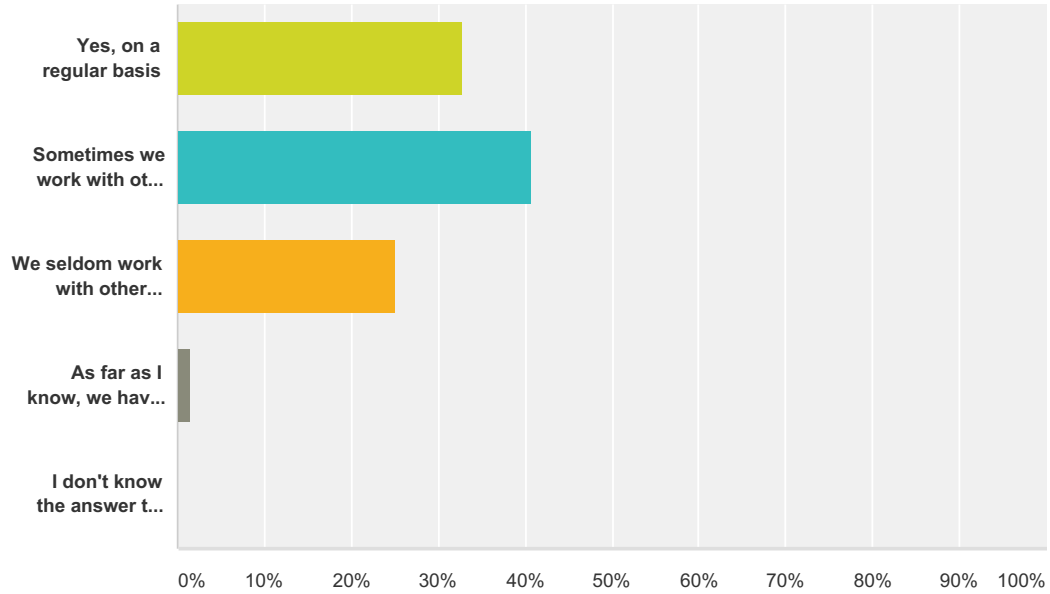
Answered: 64 Skipped: 3



Answer Choices	Responses
Yes	82.81% 53
No	9.38% 6
Don't Know	7.81% 5
Total	64

Q19 Does your Community Association have regular contact and collaborate with other citizens' associations or groups?

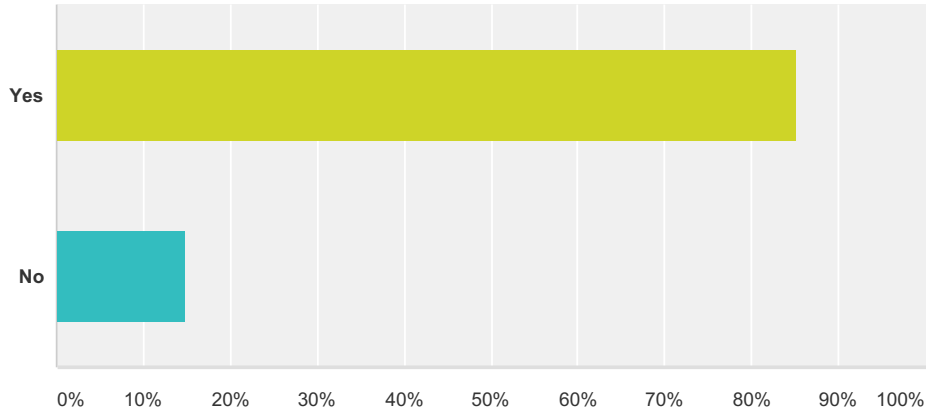
Answered: 64 Skipped: 3



Answer Choices	Responses
Yes, on a regular basis	32.81% 21
Sometimes we work with other groups to achieve our goals	40.63% 26
We seldom work with other groups	25.00% 16
As far as I know, we have never worked with other community groups	1.56% 1
I don't know the answer to this	0.00% 0
Total	64

Q20 Have you held a formal elective position of Treasurer, Secretary, VP or President in your association?

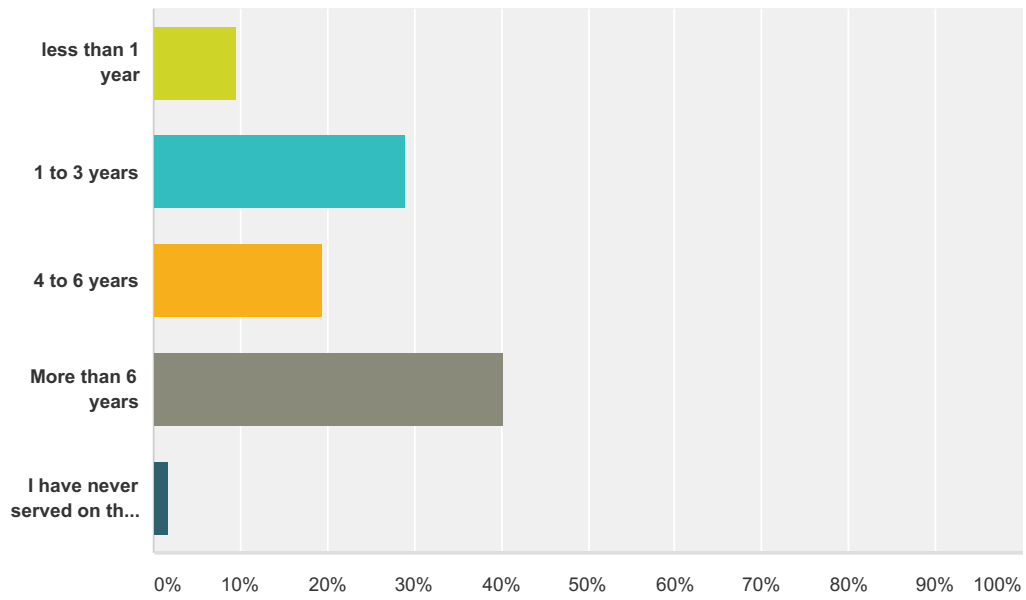
Answered: 61 Skipped: 6



Answer Choices	Responses
Yes	85.25% 52
No	14.75% 9
Total	61

Q21 How long have you served, in any capacity, on the board of your association?

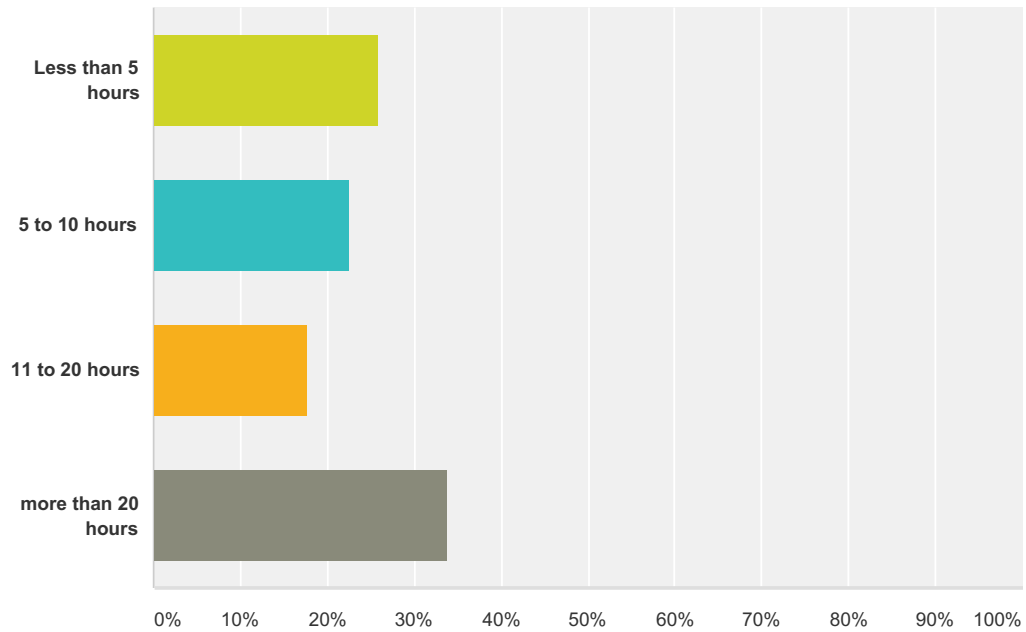
Answered: 62 Skipped: 5



Answer Choices	Responses
less than 1 year	9.68% 6
1 to 3 years	29.03% 18
4 to 6 years	19.35% 12
More than 6 years	40.32% 25
I have never served on the board or executive of my association	1.61% 1
Total	62

Q22 How many hours on average, per month, did you spend on association related activities over the past 12 months?

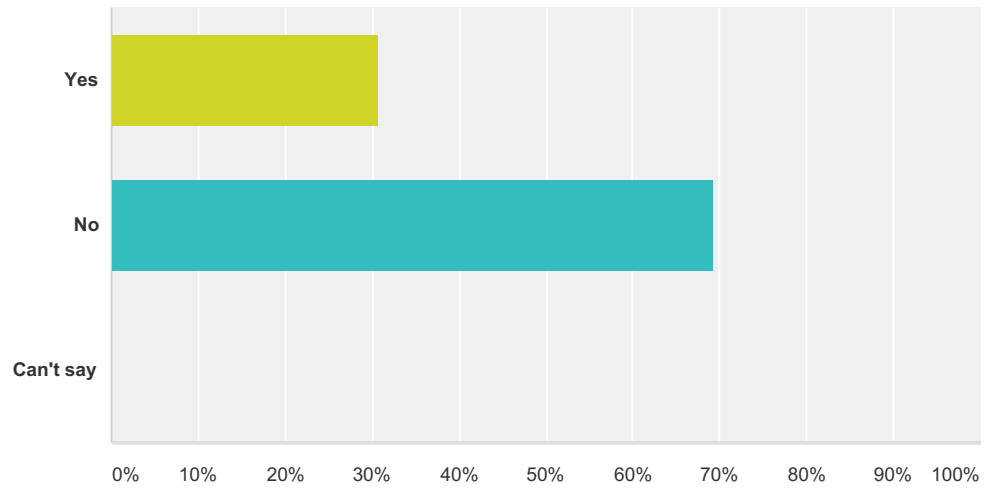
Answered: 62 Skipped: 5



Answer Choices	Responses
Less than 5 hours	25.81% 16
5 to 10 hours	22.58% 14
11 to 20 hours	17.74% 11
more than 20 hours	33.87% 21
Total	62

Q23 Does your CA have a specific person responsible for recruiting or managing volunteers?

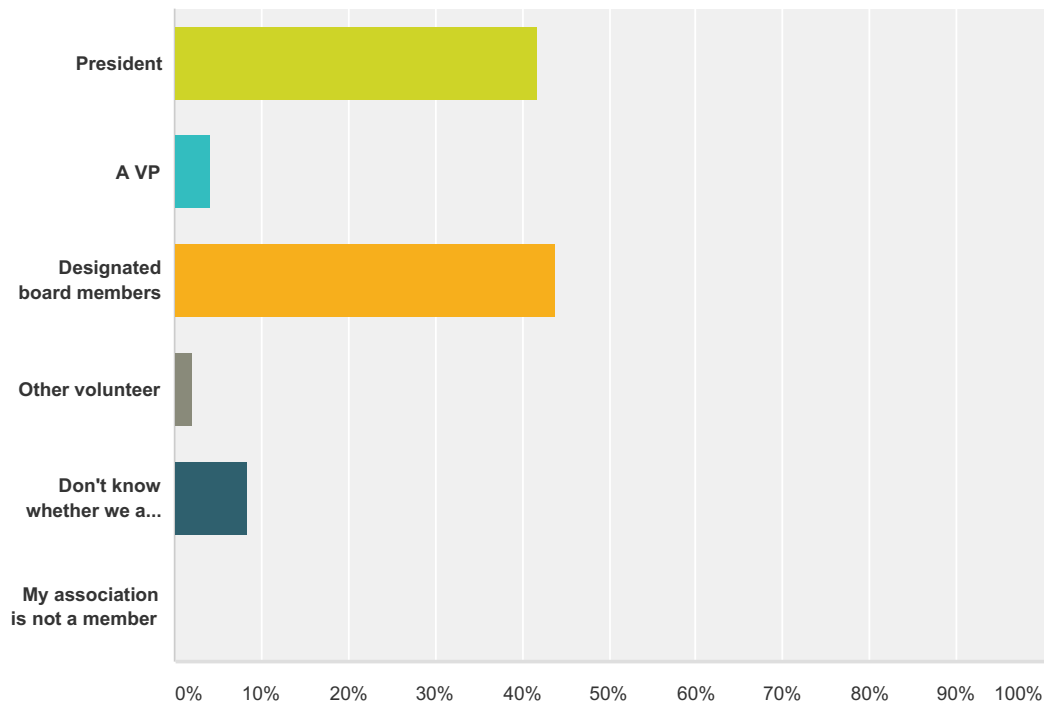
Answered: 62 Skipped: 5



Answer Choices	Responses	
Yes	30.65%	19
No	69.35%	43
Can't say	0.00%	0
Total		62

Q24 If your association is a member of the FCA, who is your regular representative?

Answered: 48 Skipped: 19



Answer Choices	Responses
President	41.67% 20
A VP	4.17% 2
Designated board members	43.75% 21
Other volunteer	2.08% 1
Don't know whether we are an FCA member or don't know who is our representative	8.33% 4
My association is not a member	0.00% 0
Total	48