ANNUAL MEETING
SURVEY RESULTS

AUGUST 22, 2016

JUNE 11, 2016

ANNUAL MEETING
MEMBER EXPERIENCE
WHY SURVEY?

Members First is not just a slogan. Hancock-Wood conducts surveys to ensure we stay on track with Member priorities. We never forget our Members are our owners and strive to continually improve all the services we provide. Your answers drive our actions. We thank all our valued Members who participated in our 2016 Annual Meeting/Member Appreciation Day survey. Your unedited comments appear after the graphs of results. We publish our praise as well as critiques to ensure survey accuracy.

From June to August, 2016, Hancock-Wood conducted a survey of its Members regarding their preferences for the Annual Meeting/Member Appreciation Day. A total of 385 responses were tallied out of the total population of nearly 11,000 Members. Given this sample size, the responses can be used to represent the entire Membership of Hancock-Wood with 99 percent accuracy if a 4.2 percent error is assumed. (Note: not all who answered this survey attended the 2016 Annual Meeting, but their answers regarding what they would like to see in the future were counted. All others were recorded as a NA, Not Applicable.)

DEMOGRAPHICS

Residence of Members Who Were Surveyed
DEMOGRAPHICS

Age Range of Member Who Were Surveyed

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Number of Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 25</td>
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<tr>
<td>26 - 35</td>
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<td>36 - 45</td>
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<td>46 - 55</td>
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<td>56 - 65</td>
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<td>66 - 75</td>
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<tr>
<td>76 - 85</td>
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<td>over 85</td>
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Number of Adults and Children in Members’ Families

- Adults, 780
- Children, 203
ANNUAL MEETING EXPERIENCE

Did You Attend the 2016 Annual Meeting?

- Yes: 45%
- No: 55%

Would You Attend the 2017 Annual Meeting?

- Yes: 296
- No: 77
- NA: 11

*NA= Not Applicable
ANNUAL MEETING EXPERIENCE

How did you learn about the Annual Meeting?

What is Most Important to Members

- Food: 49%
- Prizes: 19%
- Musical Entertainment: 8%
2016 ANNUAL MEETING SURVEY RESULTS

ANNUAL MEETING EXPERIENCE

Did You Enjoy the Music?

![Bar chart showing the results of the music enjoyment survey]

**Strongly Disagree**
**Strongly Agree**
**NA**
**Neither Agree nor Disagree**
**Disagree**
**Agree**

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Agree</td>
<td>65</td>
</tr>
<tr>
<td>Disagree</td>
<td>3</td>
</tr>
<tr>
<td>Neither Agree nor Disagree</td>
<td>76</td>
</tr>
<tr>
<td>NA</td>
<td>200</td>
</tr>
<tr>
<td>Strongly Agree</td>
<td>36</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>3</td>
</tr>
</tbody>
</table>

Did You Enjoy the Rides?

![Pie chart showing the results of the ride enjoyment survey]

**Strongly Disagree**
**Strongly Agree**
**NA**
**Neither Agree nor Disagree**
**Disagree**
**Agree**

- Strongly Disagree: 12%
- Strongly Agree: 54%
- NA: 25%
- Neither Agree nor Disagree: 8%
- Disagree: 4%
- Agree: 12%
ANNUAL MEETING EXPERIENCE

Did You Enjoy the Strolling Performers?

- Agree: 81
- Disagree: 8
- Neither Agree nor Disagree: 59
- NA: 201
- Strongly Agree: 28
- Strongly Disagree: 2

Did You Enjoy the Food?

- Strongly Disagree: 2
- Strongly Agree: 111
- NA: 198
- Neither Agree nor Disagree: 12
- Disagree: 1
- Agree: 59
POSITIVE COMMENTS

- My family and I were unable to attend the annual meeting this year due to us being out of town.
- We have attended in previous years and have enjoyed ourselves. Thank you for the great family friendly event.
- Check age group for children. rides are positive offering but aimed at age group of member children. food was excellent. service of everyone excellent. thank you well done.
- It was our first meeting, and we were impressed! We’ll be back every year!
- An awesome event for the whole family.
- Well done.
- By expanding to the other building made more room - nice job.
- In the food tent, have all going one direction. Kind of confusing trying to get to the dessert area. Nice that there were more prizes. Food very good.
- A wonderful day for families and also to keep up to date about co-op news. Helps create a good relationship between Hancock-Wood and the people it serves. Helps us get to know the people behind Hancock-Wood.
- This years activity was very nice. There was something for everyone.
- It was well organized, and fun.
- Good member communication through annual meeting.
- Very nice event- grandkids had a good time
- The dinner line was much more efficient this year!!! thank you for that.

NOTE: All comments are published unedited to maintain survey accuracy and may contain grammar and spelling errors.
POSITIVE COMMENTS

- Thank you, you folks are doing an excellent job. everyone was so helpful and respectful. Well done.
- Well done this year. Having the food in a different area than the meeting was good. Also dismissing people table by table was good.
- Outstanding. The food was great and the lines really made the day!
- It was a great day. We enjoyed the event as a family.
- This was my 2nd annual meeting and it was very enjoyable.
- I like that it’s at the fair grounds now
- Very well organized with registration
- The availability of water on such a hot day was greatly appreciated!
- Sorry, we were unable to attend this year’s meeting therefore the vague answers. Hopefully we can attend next year. Looks like a good time and something you truly wouldn’t have to do if you didn’t appreciate your members. Thank you!"
- very well organized
- I did not attend in 2016 but after hearing many positive comments regarding the event, both my wife and I are planning on attending in 2017!!
- I thought the meeting and complete gather was very well done. I can’t think of anything that could be done different to improve it.
- We found the meeting very informative and had a very relaxing time. Thank You
- It’s been a few years since we attended, but always fun
- This was an awesome picnic. Each year it gets better. Thanks to all the staff and volunteers who made this possible. I learned a lot of new things about Hancock Wood. My family had a wonderful time.
- we took our two granddaughters. they had so much fun despite the heat. we definitely will attend next year
- Thank you very much! The lunch was good!
- Thank you for inviting us, see you next year.
- Like it all.
- The fairgrounds is a good place to have it. Thank you for the 2 gift cards that I won playing bingo.
- We really had a nice relaxing time. Good to see and visit with co-op members.
- Great job!
- I look forward to this event. Thank you.
- Thanks for the great effort you put forth in this event. Love the food, entertainment, and gift cards that you can win at bingo.
- Keep up the good work.
- food in other building was much better less congested!! food was very good, enjoyed the military vehicles.
- Enjoyed the displays.
- This was very nice and appreciated!

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POSITIVE COMMENTS

- I am glad that there are no longer hundreds of prizes as in the past, but more than 3 might be nice. That said, however, it doesn’t much increase a person’s chance to win. I’m just glad there aren’t hundreds. The food line, going outside to a tent was an excellent idea. It went very smoothly. It was good that it was easy to get water. We were thankful for the golf cart ride. We had no little ones along, but it seemed like there were nice activities for the children there.

- I attended previous time- Everything is very impressive and appreciate the kindness always shown.
- Keep up the good program/thank you.
- Very nice meeting.
- Read about it before & after- great job keeping us informed and aware of important issues! Love the magazine!
- Brought out grandkids they loved it.

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NEUTRAL COMMENTS

- only attended the business meeting did not eat or partake the circus.
- Prefer earlier meeting with breakfast.
- I wasn’t sure of where the my was b err ing (meeting?) held, directions would be helpful
- Well organized but some music was too loud.
- I would like speakers in the ride area so we can watch the kids and still hear the events. Everything else was wonderful. We had a great time. thank you.
- Please keep the pony rides
- too early in the day
- We were scheduled to come but because of family illness missed out this year
- Was out of country during the meeting. I attended in 2015 and thought it was well done.
- Early June is a difficult time of year to attend events
- Could try to have more than 1 dessert table, so 6 tables aren’t merging into 1 at lunch time. Other than that everything was wonderful!
- I’m sure everything was excellent. Have to come next year!
- More prizes, less expense on entertainment except for kids
- It would be great to have done more shade for the kids if possible especially if it is such a hot day again. Maybe set up a few tents for shade.
- I work all the time and don’t get a chance to attend. Why are we paying more for electric than Edison customers? HWE was always less.
- More prizes of $50 off member electric bill or maybe $25 off. More people would benefit from that instead of 1 or 2 people getting bigger prizes.
- Needs to be more organized on when the door prizes were or when we missed them completely but we had a great time with our son! Plus he made the Country Living so we posted it everywhere!
- I was unable to attend but I think I would enjoy it.
- I have enjoyed some meetings if there too far to attend.
- I was planning on attending but had family issues that needed attention.
- Most everything was too loud! Was looking forward to the entertainment ! Could just be my sensitive ears though! Love chicken BBQ but was not very tasty this year! Nice family orientated event! Thanks!
- Would have liked James Demler to give a speech.
- Did not attend this year. Was out of town at that time.
- We wished their was more vendors handing out samples. I noticed their wasn’t that many this year.
- Heath issues keep me from attending the annual meeting.
- Have better opportunities to sign up for prizes. Give more time.
- Was not able to attend due to work schedule.
- Living on Kelleys Island makes it hard to attend also I work during the event.
- Sorry I couldn’t come this year I ended up working at the last minute. 1st one I missed in years!
- I enjoy the Hancock-Wood Country Magazine. I especially have interest in the commentaries you provide regarding excessive gov’t regulations.
- We regret that travel distance keeps us from attending. Thank you for your service”

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NEGATIVE COMMENTS

• PA system was way too loud, saw people holding their ears.
• We do not attend lately because it is more family oriented, too many kids running around unattended, and you seem more interested in families than seniors.
• Our Family did not enjoy the Harlan’s Catering. Keeping the food simpler would be much preferred - Hot dogs, chips, cookies, pop. It would cost the company less and taste much better. We also prefer the atmosphere at Hancock Wood’s Facilities over the Fairgrounds.
• Took too long for the prizes.
• Wasn’t sure where to register for the door prizes, and by the time we found it, it was too late.
• Forget the meeting – start paying membership capital back in cash!
• Rather have you save us al money by having just a business meeting, food was too cold.
• Hold the events on time not earlier than posted.
• My wife and I attended the 2015 meeting and it was great. Not so with the 2016 meeting. The sound system for meeting was so loud it hurt your ears and the musical entertainment was very poor. Huge waste of our money.
• Need a bigger building to play bingo in as several people were unable to play because of limited room.
• Food area was too congested and food was cold. Chicken was awful. Liked it better when had country band. The bingo was not fun because same people won over and over. They should allow only one win and then let others have a chance. The kids loved the rides it would be nice to have some more big rides.
• Need cheaper electric rates
• I would prefer the money spend on this event to be returned to all in credits. It is not convenient for us to travel to Findlay. This favors locals at the expense of all of us
• Lower bills (amount charged) would be a great start.

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The Hancock-Wood Electric Cooperative Board of Trustees and President and CEO listen to Member needs and are pleased to note so many of our Members enjoyed themselves at the June 2016 Annual Meeting we are bound by law to hold each year.

We added the Member Appreciation Day portion because it is you, our Members who have made this great co-op what it is today. Because of the generosity of our great sponsors, who are largely vendors or Members themselves, we are able to keep the costs low to benefit all our Members. Costs do not appreciably affect rates, because all our employees pitch in to organize and staff the event.

Although it is true you cannot please all of the people all of the time, it is heartwarming to see the majority of our Members so engaged with the family activities we provided. Those, along with food, entertainment and prizes are our Members’ favorites!

**SAVE THE DATE - THE NEXT ANNUAL MEETING/MEMBER APPRECIATION DAY IS JUNE 10, 2017, FROM 10 A.M. to 2 P.M., at Hancock County Fairgrounds!**
ANNUAL MEETING /MEMBER APPRECIATION DAY JOYFUL MOMENTS

See more on our Facebook page