

## **Ridgewood Baseball and Softball Association 2011 League Survey Results**

The RBSA would like to thank everyone that took the time to give us record level survey feedback on your level of satisfaction and thoughts about the recreation, travel and special all star programs and how our most important assets, our coaches, are doing in delivering the programs that we strive to be safe, educational and fun for all players. This year we got feedback from an estimated 25% of our recreational program participants which is exceptional.

We are sharing the results so you can understand what your friends and neighbors are thinking about the programs and also to encourage more survey participation next year!

We use the RBSA League surveys for several reasons:

- 1) to understand what you like about the programs and what you would like to see improve as we plan the next year;
- 2) to see if you think we have the overall emphasis right, balancing skills development, fun, and winning; and finally
- 3) what other things are on your mind about the RBSA.

### **2011 Overall RBSA League Survey Results**

This year we had close to 300 surveys returned that covered all programs we offered, including our summer recreation and junior umpire programs, which was the first time we looked for specific feedback on those programs.

The feedback was encouraging:

- 1) 91% agreed or strongly agreed they enjoyed this season
- 2) 92% agreed or strongly agreed they would encourage their child to play again
- 3) 91% agreed or strongly agreed they would recommend the RBSA to friends

These scores are all better or on par with the results from 2010.

In terms of the RBSA approach:

- 1) 84% felt we had the appropriate focus/importance on Winning;
- 2) 72% felt we had the appropriate focus/importance on Teaching/Skills Development;
- 3) 92% felt we had the appropriate focus/importance on Fun

Our Fun score was better than 2010, and our emphasis on Winning was a little lower, and Training/Skills Development was the same. We will be looking at ways to address our training and skills development in 2012 for both baseball and softball programs.

We asked questions about our administrative processes and facilities:

- 1) 63% felt the Physical Facility/Fields were either good or very good;
- 2) 90% felt that the Atmosphere/Family friendliness was good or very good;
- 3) 90% felt the Registration process was good or very good;
- 4) 64% felt the evaluation process was good or very good; and
- 5) 69% felt the RBSA website was good or very good.

Regarding the facilities, the RBSA, the other sports programs and individuals in town are key financial contributors to improving field conditions for the 20 ball fields in town. The RBSA has been the most consistent provider of capital and operating expense funding for these fields, complemented by the community approved capital funding the Board Of Education has been managing to upgrade specific school athletic fields. However, given the harsh weather and the high level of usage, maintaining the current field conditions, let alone improving them, is a challenge financially. Both the Village of Ridgewood and the Board of Education have the final say in what they will allow to be done on their fields, but we do our best to work together with all parties to make the fields and the related facilities the best they can be. We were able to upgrade Veterans SW field last year and we are partnering with the Village of Ridgewood this year to get the 4 playing fields on Veterans Field back in shape from the extensive damage caused by Hurricane Irene. To help fund other field improvements, we encourage you to consider making a donation this year during registration.

#### **Other Comments Received and Our 2012 Plans**

- 1) **Website** - We are also evaluating how we can update our website design and platform and the possibility of introducing social media (Facebook and Twitter) in the future so that it can best serve all our interested users. More to come on that in the months ahead, but if anyone is interesting in volunteering their time and sharing their expertise in these areas, it is welcome.
- 2) **More emphasis on skills development** - the VPs of Baseball and Softball will review by program how we may adjust the programs to increase the practice and training elements, particularly at the younger levels. This may include more emphasis with coaches' clinics and web links on drills that can be done at home.
- 3) **FAQs** - we will prepare a list of frequently asked questions (FAQs) and the answers on the website.
- 4) **Opening Day** - if we get more volunteers, we can add more activities at the Fair and make a fan favorite activity even better. Will look to improve the information and logistics of the parade and the audio at the bandshell.
- 5) **Championship Saturday** - we will try to improve the communications and see what else we can add in terms of activities.
- 6) **Junior Umpire program** - targeted at kids in 7<sup>th</sup> grade and older, many positive comments about creating a work experience for kids and role models for the younger players. We will work on improving their training and reinforce the program goals and rules with coaches.

We will continue to work with the league commissioners, our coaches and those other interested volunteers to make sure we build on our program strengths and improve player experience and development.

The RBSA takes this opportunity to thank the many coaches, assistant coaches, sponsors, donors, and volunteers that make our baseball, softball and special all star programs successful. We also want to thank everyone that took the time to provide feedback as we all work together to raise the bar on the quality of the programs offered by the RBSA.

As we start to plan the 2012 season, we welcome anyone interested in providing feedback or wanting to volunteer to improve the best sports program in town . You can contact any of the RBSA Board by going to the website [www.rbsa.us](http://www.rbsa.us) and going to the Trustee tab where we have our contact information.

Registration for the 2012 season will begin November 19, 2011 and end on December 31, 2011. **Registrations after 12/31/11 will incur an additional fee of \$75** and are subject to program availability. We urge you to sign up now to get the most 'bang for your buck.'

Looking forward to seeing you on the fields this Spring!

Best regards,

Jim Albano  
RBSA President