

## 2023 FRV Convention Survey Results:

### Registration Process:

Experienced Issues with Registration:    Yes 15                      No 74

Comments: "Probably my home computer's complication fault.

"Registration didn't go through, but payment did."

"All good."

"Did not have me registered."

"Registration info was lost but fee posted-name tag misspelled."

"Web related."

"Could not pay with credit card."

"Don't let fire services handle our registration."

"Not friendly and not aware of EMS – should have both agencies' staff."

"No VAVRS personnel was working the desk – only fire. They do not know who our members are and did not offer any ribbons, etc.

"They lost my form in system. Had to resubmit but it was OK. I was not upset."

## Website

Experienced Issues with FRV Website: Yes 10 No 79

Comments: "Would not let me click on the hotel link to reserve a room."

"All good."

"Did not use."

"Difficult to find info on classes."

"I didn't experience issues but felt the site was not appealing or well designed."

"It was a little cumbersome, needed some clarification with instructions."

"Hard to find EMS class schedule."

"No issues with site, but when trying to find more information, "Files coming soon" was under most links."

"Other than losing registration info.:"

"Registration/schedule."

"Would not accept original registration, had a glitch – not easy."

"Had multiple issues trying to register. Had to make a few calls to Larry Gwaltney who was very helpful and friendly."

## Mobile App

Experienced Issues with Mobile App:    Yes 4            No 85

Comments: "Limited info unloaded to app."

"I don't like my using my phone for everything. I would rather have a paper with the schedule."

"Use company cell phone so I could not use app."

"Unknown until now."

"Sometimes did not line up though."

"Don't have this app."

"Didn't even try."

"Did not use it this year."

## Event Schedule:

Experience Issues with Event Schedule: Yes 14

No 75

Comments: "Little confusion with 1<sup>st</sup> printed schedule – no big thing."

"Competitions same time as BOG."

"Don't schedule classes during opening ceremony."

"On fire class, had wrong date."

"Only with fire class schedule."

"I think it would be beneficial to have events and trainings on Friday/Saturday/Sunday versus Wednesday through Friday. This would make it easier for those within the volunteer service to participate in the conference."

"The schedule was very disappointing. The staff event appeal was not the same and wasn't scheduled in a way that promoted attendance. Especially vendor times and training times."

"Have not had much experience with the event schedule."

"Honors breakfast time."

"Yes, Life member breakfast."

"Web print was inconsistent with app."

"Did not know topic of EMS CE, just given category."

"BOG and all meetings scheduled at same time of competition."

"Classes on-going vs. meeting and competition. Everything spread-out."

"Life member honor's breakfast was listed on-line for Thursday but listed in the brochure for registration on Friday. We had people drive long distances on Thursday morning and showed up for the breakfast only to then learn it was on Friday."

"Opening ceremony same time as registration opened for others not me."

## Overall Opinion of the Convention

Describe any issues with this event and any suggestions for future events:

Comments: "It seems to have more people present when at Virginia Beach.

"Hotel Reservations not accommodating – rooms not ready, a/c not operating.

"Not enough people (not your fault)" "Love you, mean it"

"New Places for convention."

"Offer some leadership classes."

"No problems."

"New places to have convention."

"Wish it would move back to Virginia Beach."

"Possibly more selection of EMS shirts or merchandise at event hall."

"No complications."

"No issues for me/need to find some way to increase attendance."

"None noted."

"Enjoy the conference, appreciate more training and if you do go with fire department that their event be talked about in our meeting so people can go support their competition."

"Good."

"Just appreciate all of the work by the event committee members."

"It was easy all over."

"No issues – very efficient – thanks."

"No issues – wish we had more vendors, more shirt vendors. Training opportunities are great, encourage more squads to participate."

"None"

"I would like it to go back to VAVRS by ourselves."

"More rescue things for merchandise."

"Great so far. Keynote speaker this morning excellent."

"Need more people."

"With the EMS classes, would be nice to know the names of them. Ex. Trauma, "spitting your gut's". Some of them were a repeat for us. Great, excellent speakers this year. Thank you all so much for all your help, prep, and assistance, so appreciated."

"No issues at all."

"Go back to Virginia Beach."

"Since this is the direction, the Association is moving in make it more like rescue college only with meetings."

"More training or hands-on, interactive things should be tried. Poor attendance, without increased attendance the return on investment of attending-this show is very questionable" (Vendor comments.)

"Need better people draws – i. e. interactive displays. Must advertise more, no one knew about this show. Friday and Saturday event in EXPO, no people on Thursday." (Vendor comments.)

"No issues."

"None."

"Move to different areas."

"No issues, thank you for everything."

"I like networking with everyone. Thank you to the convention committee for their hard work."

"More interesting things at vendors."

"I have no issues with anything."

"Not enough CEU classes."

"Need to move to another city but stay together."

"Thank you to all those who worked hard on this convention."

"No problems, thanks."

"Very nice and lots of fun."

"Have more events for VAVRS and AVAVRS members only."

"Originally app didn't match website schedule."

"No problems, everything good."

"No issues at all, great convention."

"Great event."

"All events good."

"Love the convention. Would like to see more events in training."

"None."

"No issues."

"It's my first time and I had a great time."

"None that could be fixed."

"No issues found."

"As someone who has been coming to this their whole life, I am sad to see participation this low. As an officer for the Auxiliary to the VFSA I would love to be able to help with conference planning in the future. Some just beginning suggestions that I have are: marketing, many I know do not know these organizations exist let alone what they have to offer. Push training courses back to Friday, Saturday, and half on Sunday, perhaps to allow people who work during the week to attend. Advertise said trainings much earlier in the year. Create a larger social media presence and communication with member departments. Thank you all so much for what you do for the organization."

"Definitely keep casino."

"I have a few feelings. Training classes during the week are hard to attend and not attractive. I like the VFSA and VAVRS combo but would like far more joint events. Marketing was very poor. People should know about events 6 plus months in advance. Have more training that people want to attend when they can attend. Have events in the evening and things to do for people."

"I think we should have more joint events for fire and rescue such as softball tournament, competitive games."

"Long meetings."

"Spread out over several days – could be consolidated. Registration for everybody so a head count is available, and facilities can be prepared. Younger people on committee, 20-30 years old and 17 yrs. Etc."

"This is our fourth year of FRV and it does not appear to be growing. We have dedicated, hardworking people on the committee but all appear to possibly over sixty. Where are the younger people on the committee to assist with coming up with new ideas to hopefully increase attendance. No one in their teens, twenties, thirties, forties, or possibly fifties on the committee. How do we expect to get newer ideas."

"This feels like a fire event that only the fire side has input. We could use more CEU offerings at different times. Too many of the same old people doing the same old thing, and it is not working. It time for a change."

"None."

"Numerous cancellations of fire classes. Unable to register/sign-up for them after September 8<sup>th</sup>. Should be walk-in like EMS classes."

"Move it away from Hampton."

"That VAVRS and VFSA work together better."

"None."

"Different types of vendors."

"More training."

"Find opportunities to combine events. Better advertising and ask other stakeholders in Virginia or national to advertise. Create a registration "both" if you are a member of both associations. As I visited the districts, I heard a big complaint about the costs from the agencies. Really need to work on that. Keep up the great – a combined conference/convention is the only way the two organizations can survive."

"Low attendance, but not sure what factors have led to that. Appeared organized, staff was wonderful."

"Need a lot more done to get younger EMS providers interested. Too many decisions made by BOG reps that have not been active for twenty years. Still too many voting members that only want officers that just rotate from one office to the next. If not new blood in VAVRS this nursing home will end."