

TRIENNIAL NEEDS ASSESSMENT
2000 LEISURE NEEDS SURVEY



Fort Monmouth, New Jersey

Final Report

[Table of Contents](#)

CALIBER
ASSOCIATES

**2000 MWR LEISURE NEEDS SURVEY INSTALLATION REPORT
TABLE OF CONTENTS**

ELECTRONIC REPORT USER’S GUIDE 1

INTRODUCTIONi

SECTION ONE: EXECUTIVE SUMMARY1-1

SECTION TWO: OVERVIEW REPORT2-1

SECTION THREE: MWR FACILITY ANALYSIS3-1

SECTION FOUR: MWR ACTIVITY ANALYSIS4-1

2000 ARMY LEISURE NEEDS SURVEY ELECTRONIC REPORT USER'S GUIDE

This electronic document is programmed to enable you (especially if you are a first-time user) to view and navigate the content of your 2000 Leisure Needs Survey (LNS) report quickly and easily. The report offers a wide range of viewing options, useful graphics and other document tools to help you locate and navigate data tables and exhibits. This guide is meant to give you an overview of some of the features of this electronic document, and to provide some basic navigational information. For more comprehensive instructions on using Adobe Acrobat Reader, please consult the “Help” menu located on the main toolbar of Adobe Acrobat Reader (see Getting Help section below if you need assistance locating the “Help” menu).

STEPS FOR VIEWING THE LNS ELECTRONIC BOOK

This electronic report was programmed in Adobe Acrobat 4.0.¹ To view it, **you will need a recent version of Adobe Acrobat Reader (either version 3.0, 4.0, or higher) installed on your computer.** Check the “Programs” list on your computer to verify that Adobe Acrobat Reader is listed among your programs.

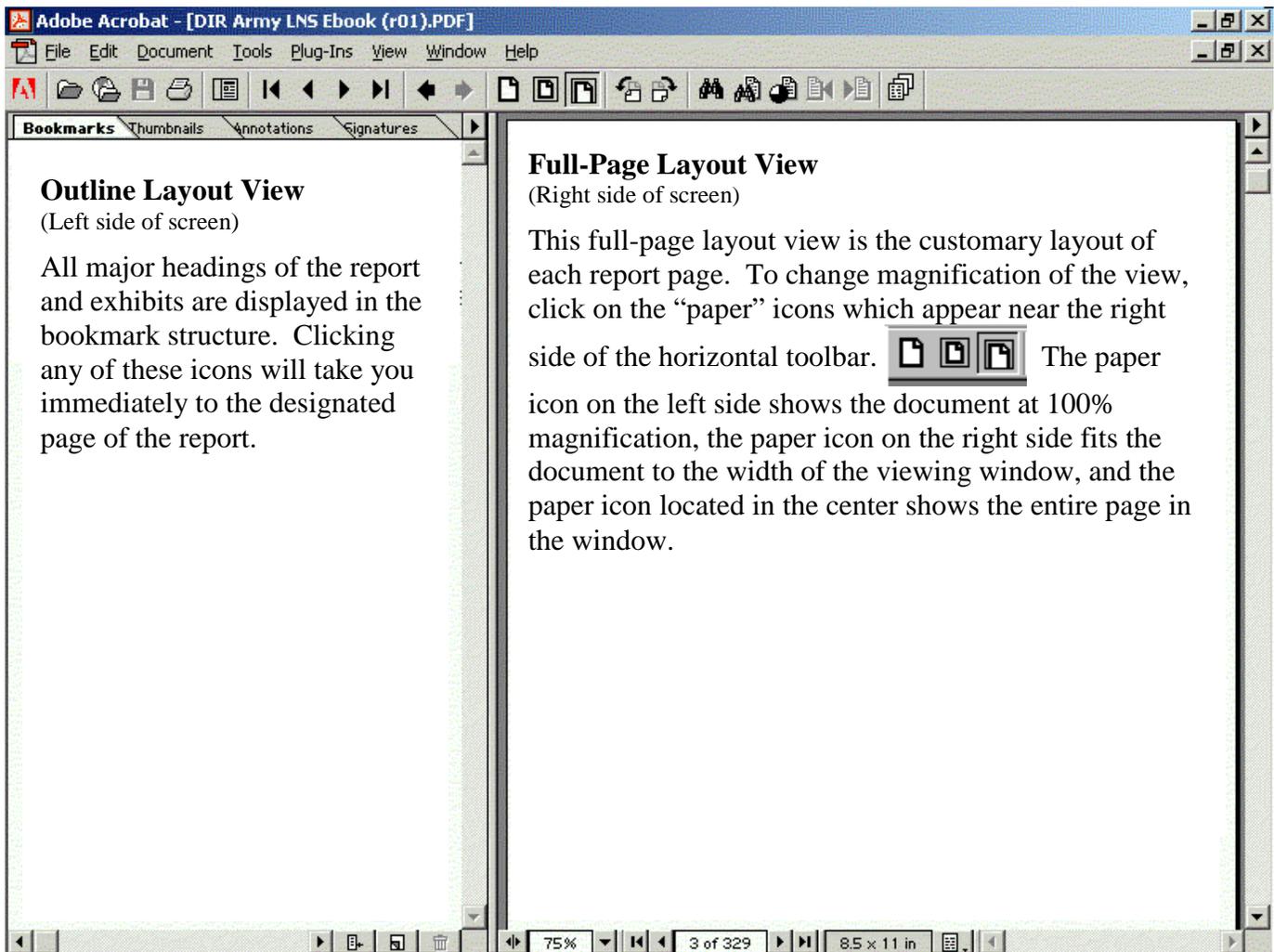
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- Check the quality of the text and graphics. Adobe Acrobat Reader normally uses a technique called “smoothing” to make text and thin lines “easier” to read. However, many people find the “fuzzy” appearance of text (especially at low magnifications) makes it harder to read. To remove the “smoothing” feature, you must make a change in the “General Preferences” of the Reader. From the “File” menu of the main toolbar access the “Preferences” submenu and choose the “General” option. This will open “General Preferences” dialog box, which contains a checkbox for “Smooth Text and Images” (Acrobat Reader version 4) or “Smooth Text and Monochrome Images” (version 3). Remove the check mark from the checkbox by clicking on it.

¹ All icons shown in this User’s Guide are taken from Adobe Acrobat Reader version 4. Other versions of Adobe Acrobat Reader have icons that are similar, but not exactly what is shown in this Guide. Consult your Reader’s “Help” menu for further information.

- At the top of your screen, you will see Adobe’s horizontal tool bar. The second icon from the far left side of the toolbar  is an icon for combined “bookmark and page view”. Click this icon.
- You will now see two views. On the left side of the screen you will see a “bookmark” diagram of the report’s structure (i.e., Outline Layout View). On the right side of the screen you will see the report in a customary full-page layout view. You may navigate the report from either side of the screen:

The LNS Electronic Report in Display



This electronic document is programmed to be accessible to a wide range of users. If you are a first-time user of electronic documents, you will find the installation report to be immediately accessible via graphics and hypertext links. If you have more experience with electronic documents, you will find it easy to specify your viewing and navigational preferences using Adobe's toolbar. The wide range of document tools available to you for viewing and moving throughout the report allows for a truly customized approach to exhibits and tables.

OVERVIEW OF LNS ELECTRONIC REPORT FEATURES

The first of the document tools, known as *hypertext links*, provides you with immediate access to information in the report by taking you to specific pages in the document. In the MWR report, the ability to move from one part of the report to another is programmed, using Adobe Acrobat software, into all titled sections and exhibits. All hypertext links are shown in an Army green color. By clicking on these "hot" buttons of green highlighted text with a mouse cursor, you can move rapidly to specific pages containing tables and exhibits as desired. For example, if one is in the Table of Contents of *Section Three: MWR Facility Analysis* and clicks on Gym, which is highlighted in Army green, the hypertext link programming will go directly to the exhibit, Gym Facility Evaluation. From any hypertext destination, one may page through neighboring exhibits as in a traditional book.

At the top right of every page of the report there is an MWR logo paired with a set of boxes. These boxes are programmed as navigational "links" for the user. One of the boxes is entitled **MAIN TOC**. Clicking in this box brings you to the document's Main Table of Contents. A second navigational box is entitled either **SECTION TOC** or **SECTION**, depending on whether the section you are viewing contains its own Table of Contents. Clicking in the **SECTION TOC** box brings you to the first page of the Table of Contents for the section you are in. Sections 2, 3 and 4 contain the **SECTION TOC** link. Clicking in the **SECTION** box brings you to the first page of the particular section you are viewing. The User's Guide, Introduction, and Executive Summary contain a **SECTION** box.

Additionally, there is a second mode you may use to navigate the report. A full outline of the report is contained in a viewer located on the left-hand side of the electronic document. Each item of the outline is hypertext-linked so that from this outline viewer, any page of the report is literally one mouse click away.

Adobe Reader also allows for user-customization in viewing or printing the report. For example, pages can be magnified (zoomed in) for enhanced viewing or reduced (zoomed out) as needed. Selected pages of the report that are of particular interest to you can also be "bookmarked" for later reference. That is, one can use electronic bookmarks as one would use paper bookmarks, to mark a place in a document for return. In addition, users of Adobe Reader 4.0 (and higher) have additional document features available to them including:

TEXT ANNOTATION TOOLS: NOTES

You can create notes on any page of the LNS Report (either text or exhibit pages) and you can position them anywhere on the page.

To add a note annotation:



1. Select the notes tool from Adobe's toolbar (Click on the icon)
2. Click the location where you want to place the note
3. A text box in the shape of a notepad will appear. Click inside the text and type text for the note
4. Click the close box in the upper left corner of the window to close the note.

TEXT MARKUP TOOLS: HIGHLIGHTING

Adobe's text markup tool provides the reader with a way to visually annotate the LNS Report. For example you may want to highlight through a section of text for reference at a later time.

To highlight text:



1. Select the highlight text tool from Adobe's toolbar (Click on the icon)
2. Move the cursor to the beginning of the text you want to highlight and drag over as many lines of text as you wish
3. Release the mouse button to complete the action. The selected text area changes color (yellow) when the action is complete.

CUSTOMIZING DOCUMENT NAVIGATION: CREATING BOOKMARKS

Bookmarks generated from a table of contents are usually adequate to navigate through the LNS Report. There may be times, however, when you will want to add your own bookmark to a specific exhibit or section of the report.

To create a new bookmark:



Click the Bookmarks tab in Adobe's navigation pane to bring the Bookmarks palette to the front.

4. Click the LNS Report bookmark under which you want to place your new bookmark. If you don't select a bookmark, the new bookmark is automatically added at the end of the LNS bookmark list
5. Use the Next Page and Previous Page arrows on Adobe's command bar to navigate to the destination in the LNS Report to which you want the bookmark to link
6. Choose New Bookmark from the Bookmarks palette menu. (Click on the right arrow and select New Bookmark.)



CUSTOMIZING DOCUMENT NAVIGATION: THUMBNAIL VIEWS

As an additional navigational tool for the reader, the LNS Report contains thumbnail views of each the report's pages.



7. Click on Adobe's command bar to bring up the Thumbnails feature
8. Each page of the LNS report now will appear in a miniature or thumbnail view
9. Now, simply click on the page or page number associated with these thumbnails to bring you to the corresponding page in the report.

GETTING HELP

If you have any questions or need any additional information about how to use this electronic document, a “Help” menu is accessible from any page of the report to further guide you. Locate “Help” at the far right corner of Adobe’s horizontal toolbar near the top of the screen.

For additional technical assistance relating to this electronic report please use the contact information on the next page:

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FINDING OUT MORE ABOUT MORALE, WELFARE AND RECREATION PROGRAMS

If you wish to find out more detailed information on Army Morale, Welfare and Recreation (MWR) programs, services and activities from a corporate perspective, please visit the U.S. Army Community and Family Support Center web page at <http://www.armymwr.com>. The web site contains the latest summaries on MWR program policy, marketing, research, sponsorship and advertising. If you have a web browser installed on your computer, you may visit this web page from within this report by clicking above on the highlighted web page address. If you do not have a web browser with Internet access, you will not be able to view the MWR web site.

INTRODUCTION

THE 2000 ARMY LEISURE NEEDS SURVEY

The main product of the 2000 Leisure Needs Survey is this comprehensive installation report of survey results. The report is a standardized, automated, on-line document that provides information on your samples' responses to the Leisure Needs Survey. A hard copy of the survey instrument has been provided with this report to facilitate understanding and use of the data.

SURVEY DEVELOPMENT AND ADMINISTRATION

The Leisure Needs Survey instrument is a 16-page optically scannable questionnaire. Questions in the survey cover individual and family background, leisure activity preferences and participation, facilities use and perceived quality and importance of perceived quality of MWR programs and facilities, and perceptions of the impact and importance of MWR in enhancing the quality of Army life. Each Installation Point of Contact (IPOC) assisted with the tailoring of the survey instrument to accommodate installation specific issues.

The 2000 Leisure Needs Survey was conducted at 86 Army installations: 60 CONUS and 26 OCONUS. A list of participating installations is presented on the next page. Caliber Associates outlined recommended survey distribution methods for the active duty and civilians in the Survey Implementation Guide sent to the installations in November and December 1999. Workplace distribution was recommended for active duty and civilian surveys; retirees received surveys through direct mail to their home addresses. Surveys were distributed in March and April 2000. Sites were encouraged to allow surveys to remain in the field for six to eight weeks. Completed surveys were collected by each IPOC and returned to Caliber Associates for optical scanning, data cleaning, analysis and report production.

SURVEY SAMPLE AND DATA CONFIDENCE

The survey analyses are focused on three key patron groups at your installation: active duty military, civilian employees and retired military¹. Using population information collected by the Army Community and Family Support Center (CFSC) from each installation, desired samples were randomly selected for each of the three patron groups.

To determine the total number of surveys that would be distributed for each patron group, the sample size was adjusted to account for the traditional response rate of the Leisure Needs Survey (i.e., 30%). If the calculated number of surveys to be distributed was larger than the total population of a patron group, then the entire patron population was surveyed. If the calculated number of surveys to be distributed was less than the total population, then Caliber Associates surveyed a random sample for that patron group. Population sizes updated during the period of survey administration were used to recalculate any affected samples, response rates and confidence intervals.

¹ Retired military were not surveyed at OCONUS installations.

2000 Leisure Needs Survey Participating Installations

AMC		
Aberdeen Proving Ground	Anniston Army Depot	Blue Grass Army Depot
McAlester Army Ammunition Plant	Fort Monmouth	Soldier Systems Center
Picatinny Arsenal	Pine Bluff Arsenal	Red River Army Depot
Redstone Arsenal	Rock Island Arsenal	U.S. Army Garrison, Selfridge
Sierra Army Depot	Tobyhanna Army Depot	Tooele Army Depot
Watervliet Arsenal		
ATEC		
Dugway Proving Ground	White Sands Missile Range	Yuma Proving Ground
EUSA		
Area I – Casey/Hovey	Area I - Red Cloud/Stanley/Page	Area I - Western Corridor
Area II – Yongsan/Colbern/K-16	Area III - Humphreys/Long/Eagle	Area IV - Taegu/Pusan/Carroll
FORSCOM		
Fort Bragg	Fort Campbell	Fort Carson
Fort Dix	Fort Drum	Fort Hood
Hunter Army Airfield	Fort Irwin	Fort Lewis
Fort McCoy	Fort McPherson	Fort Polk
Fort Riley	Fort Stewart	
INSCOM		
Bad Aibling Station	Menwith Hill Station	
MDW		
Fort Belvoir	Fort Meade	Fort Myer Military Community
MEDCOM		
Fort Detrick	Fort Sam Houston	Walter Reed Army Medical Center
TRADOC		
Fort Benning	Fort Bliss	Carlisle Barracks
Fort Eustis	Fort Gordon	Fort Huachuca
Fort Jackson	Fort Knox	Fort Leavenworth
Fort Lee	Fort Leonard Wood	Fort Monroe
Presidio of Monterey	Fort Rucker	Fort Sill
Fort Story		
USAREUR		
233rd Base Support Battalion	293rd Base Support Battalion	411th Base Support Battalion
215th Base Support Battalion	254th Base Support Battalion	235th Base Support Battalion
279th Base Support Battalion	280th Base Support Battalion	417th Base Support Battalion
282nd Base Support Battalion	409th Base Support Battalion	Area Support Team Livorno
EUCOM – Stuttgart	Area Support Team Garmisch	SHAPE – Chievres
Vicenza		
USARPAC		
Torii Station	Camp Zama	Fort Richardson
Shafter/Schofield Barracks	Fort Wainwright	
USARSO		
Fort Buchanan		
USMA		
United States Military Academy		

The **desired sample** sizes selected for each patron group represent the number of surveys necessary to create a 95% confidence interval of $\pm 5\%$ around the sample mean. A **confidence interval** for a sample mean tells us the range in which we are likely to find the true population mean. For instance, assume you obtained the **desired sample** size of 300 survey returns for your active duty patron group. Of the 300 active duty who responded, 52% said that they used the gym in the last year. The **confidence interval** then tells us that there is a 95% chance that the **TOTAL** number of active duty at your installation who used the gym last year is between 47% and 57% (i.e., 5% below 52% and 5% above 52%). Therefore, if the **population** was 1,350 active duty, then we can be 95% confident that between 634 and 770 used the gym last year.

For the common uses of these survey data by MWR managers, even samples with large **confidence intervals** (e.g., $\pm 15\%$) are sufficient to detect medium size differences in the data. For example, assume 58% of the active duty sample and 29% of the civilian sample state that they use the gym. Also assume the **confidence interval** for active duty is $\pm 15\%$, and $\pm 10\%$ for civilians. Then the true **population** usage percentage for active duty would be between 43% and 73%, while for civilians it would be between 19% and 39%. Since there is a 95% probability that the active duty percentage is above 43% and a 95% probability that the civilians' percentage is below 39%, then you can confidently say that a higher percentage of the active duty **population** than of the civilian **population** used the gym last year.

A table describing the sample sizes, **response rates** and **confidence intervals** of each of the three patron groups surveyed at your installation is presented below. The number of completed surveys needed to achieve the desired 95% **confidence interval** of $\pm 5\%$ for each patron group was calculated and is presented in the column marked "**Desired Sample**." The total number of **surveys returned** may exceed the sum across the three patron groups if any respondents failed to indicate their status on the survey.

LNS Response Rates and Confidence Intervals

	<u>Population</u>	<u>Desired Sample</u>	<u>Surveys Distributed</u>	<u>Surveys Returned</u>	<u>Response Rate</u>	<u>Confidence Interval</u>
Active Duty	570	230	570	63	11.05%	11.64%
Civilians	5312	359	1197	254	21.22%	6.00%
Retirees	4425	354	1104	201	18.21%	6.75%
Total	10307	371	2871	522	18.18%	4.18%

Your survey participants were chosen randomly, meaning that all members of the patron group had an equal opportunity to be selected. Your samples therefore should accurately represent the subgroups (e.g., enlisted soldiers, officers, etc.) within the patron groups (e.g., active duty). The method of survey distribution was ultimately left to the installation point of contact, and if they were not distributed to those selected (or to similar replacements) then your sample may not accurately represent your patron group.

The **response rates** shown in the table on the previous page are based on the number of **surveys returned** divided by number of **surveys distributed**. It must be noted that low **response rates** (less than 20%) increase the chance that one or more subgroups may be over-represented in the sample. Since no data are available on the size of relevant **population** subgroups (e.g., ranks, civilian grades), adjustments for any under- or over-representation cannot be made. Data from patron groups with low **response rates** should be interpreted with caution. Please note that if the number of **surveys returned** had been low enough to make the findings useless, the sample would have been excluded from the report.

When reviewing your findings, you should take two things into consideration. First, the confidence intervals for each of your patron groups in your total sample will help you assess the degree of variability in responses for each group. Second, the response rate for each group will help you assess the representativeness of your sample of the patron group (e.g., in rank distribution, gender distribution).

WEIGHTING METHODOLOGY

In this report, overall statistics (i.e., results that reflect the sum of all three patron groups) will be weighted. The purpose of weighting data by patron group is to ensure that each group is represented in this report in the same proportion as it exists in your total population. For example, if civilians represent 25% of your population but only 10% of your survey respondents, then the civilian survey responses are adjusted (weighted) up to 25% to ensure that their contribution to the Leisure Needs Survey data accurately reflects their proportion of the population. It is important to note that weighting by patron group does NOT change data presented for each individual patron group, but it does change the relative contribution of each patron group's data to the total group of respondents (seen in exhibits which present 'Total' columns).

Caution should be used when interpreting data that are weighted. Weighting does not adjust the extent to which data obtained for a particular patron group actually represent the individuals in that population. Thus, if the data for any patron group are not representative of that patron group (e.g., in terms of rank, gender, etc.), then the total weighted data will not accurately represent the total population for that group.

The table on the following page indicates the patron group proportions in your installation's population, the survey sample proportions at your installation, and the weighting factor that was applied to each patron group to adjust the sample proportions to match the population proportions.

Population Proportions, LNS Sample Proportions and Weighting Factors

	<u>Population Proportions</u>	<u>LNS Sample Proportions</u>	<u>Weighting Factor</u>
Active Duty	5.53%	12.07%	0.46
Civilians	51.54%	48.66%	1.06
Retirees	42.93%	38.51%	1.11

INTERPRETING YOUR DATA

Data presented in this report come from the 2000 Leisure Needs Survey. The data have been "cleaned" to minimize erroneous responses, such as two responses where only one is acceptable. Except for minor edits, all data presented are complete and represent the responses contained within the surveys that were scanned for your installation. All results are presented in exhibits with accompanying text. General guidelines for understanding all exhibits are presented in this introduction. The following topics will be discussed to assist in data interpretation:

- Group presentation
- Missing data
- Zero responses
- Limitations.

Group Presentation. The majority of charts in this report present data for each of the three patron groups separately and for the sum of responses of the three groups. This method of presentation allows comparability across exhibits and provides the most effective means of targeting the critical segments of your population. In some instances, you will find that the data are presented for subgroups within a patron group or for only one patron group. Reasons for presenting subgroup breakouts are to enhance the explanatory power of the data.

Missing Data. Exhibits provide information on all persons responding to the question or questions presented in the exhibit. For example, when respondents did not complete the question on patron group status, we are unable to provide their data for their group. So while they would be included in an aggregated exhibit of all respondents, they would be excluded from an exhibit based on patron group breakouts. See Exhibits 2-8 through 2-11 in Section Two for examples. When respondents did not answer a particular question (outside of intentionally skipped questions built into the survey) the data are considered missing. Thus, overall totals will differ by question and by exhibit depending on how many people answered each question.

Zero Responses. A zero value in an exhibit usually means that no respondents chose that particular option for the question or questions presented in the exhibit. For example, there may be no (zero) respondents who fall into the "<21 years old" age category. A zero, however, can also denote that a particular option is invalid. This scenario is true, for example, for retirees in this age category because it is not feasible for retirees to be less than 21 years of age.

Limitations. It is important to remember that exhibits provided in this report include only descriptive statistics. No inferential statistics are presented, meaning that claims of statistical significance cannot be made. However, you will have the opportunity to conduct inferential statistics, if you desire, when you receive your data set.

In addition, any deviations from the suggested data collection methodology, including survey distribution methods and the length of time surveys were in the field, can potentially compromise the reliability and representativeness of the data presented in the report.

OUTLINE OF INSTALLATION REPORT

This report consists of four sections that provide data useful to MWR program staff, marketing directors and installation leaders:

- Executive Summary
- Overview Report
- MWR Facility Analysis
- MWR Activity Analysis.

Brief summaries of each of these sections follow.

Executive Summary. This section provides a summary of your patrons' needs for and satisfaction with MWR facilities and their perceptions of the quality of the MWR facilities at your installation. The executive summary also details the impact of MWR programs and services on the quality of Army life. Also included in this section is a list of top leisure activities, in which respondents at your installation participate.

Overview Report. The second section of the installation report provides the most comprehensive portrayal of survey results. Included in this section are demographics and behavioral and attitudinal data as they relate to leisure activities and MWR programs. The overview presents a respondent profile, rankings of activity preferences by population segment and by activity group, an in-depth presentation of quality and quality importance ratings for recreation and club facilities, as well as installation specific question results.

MWR Facility Analysis. This section provides detailed information on each MWR facility included in the survey. The Facility Evaluation and Customer Profile worksheets present an overview of usage, quality and quality importance ratings, and a profile of the facility's users by a variety of demographic groupings. A Strategic Marketing Analysis is also included for each standard facility and each installation specific facility that is comparable to one of the standard facilities. This worksheet indicates if quality and quality importance are above or below average in comparison to similar facilities at all 86 Army installations. The Quality Grid at the beginning of this section provides a categorization of all facilities and programs with respect to quality and quality importance ratings.

MWR Activity Analysis. This section provides detailed information on the leisure activity preferences and participation rates for a variety of patron demographic groups for each leisure activity included in the survey.

A SUGGESTED PLAN OF ACTION

The amount of data presented in this report requires that you devise some plan for interpreting and integrating the information. In order to help you maximize the utility of the report, the following suggestions are made:

- 1. Review the report carefully.** The sections of the report are organized to be read in a chronological fashion. The first two sections of the report, the Executive Summary and Overview Report, should be reviewed in depth as they contain key results and detailed information on your recreation and club programs. The third and fourth sections, which contain detailed information on MWR facilities and activities, will be most beneficial to program managers.
- 2. Make copies of the report for staff.** For some staff you may want to provide a disk copy of the entire report. For others, pertinent charts from each section of the report should be printed, copied and distributed.
- 3. Discuss results with your staff and appropriate committees.** After data have been reviewed, it will be necessary to determine how to act on the results. You may want to have program managers report significant findings, develop desired outcomes, and discuss proposed actions or strategies to address these findings.
- 4. Consider conducting further analyses on Leisure Needs Survey data.** This report was not designed to provide all possible analyses or presentations of the survey data. You may need to conduct further analyses to address installation specific issues and scenarios. A copy of your installation's data file has been included with the report for this purpose. CFSC originally purchased a copy of SPSS for each installation to allow you to run any necessary data analysis. If you are unfamiliar with SPSS or what analyses can be conducted on the data, please contact SPSS at 1-800-543-2185 to discuss training options.
- 5. Integrate corresponding program information with the survey results.** Any interpretation of these data should be viewed in conjunction with available MWR program input from comment cards, customer satisfaction feedback, program evaluations, personal observations, and program history and background.
- 6. Develop a plan for program changes, if needed.** Your data will most likely show that many programs are performing adequately or above average and need little program change. Some changes, however, may be warranted in situations where program quality ratings are below average or inadequate. In these cases, you will want to establish objectives and develop action plans that will lead to program improvement.



SECTION ONE

EXECUTIVE SUMMARY

The Army Leisure Needs Survey (LNS), which assesses patron needs for and satisfaction with Morale, Welfare, and Recreation (MWR) programs, has been conducted triannually Army-wide since 1992. The 2000 Leisure Needs Survey contains 56 multiple choice questions including those that query respondents on their leisure activity needs, general perceptions of leisure and MWR services, quality perceptions and the importance of quality of MWR facilities. Up to 10 additional questions, tailored to reflect installation specific programs and services, are also included in the survey.

Development of the 2000 LNS was a collaborative effort among Department of Army, Department of Defense and military survey experts. Validity of the survey instrument has been achieved via a test-retest method; survey results from previous administrations have demonstrated the statistical validity and measurement reliability of the survey instrument.

CONDUCT OF THE SURVEY

The 2000 Leisure Needs Survey was administered during March and April at 86 Army installations. Three population segments received surveys: active duty, civilians and retirees. Caliber Associates shipped surveys for active duty personnel and civilian personnel to the installations for distribution by Installation Points of Contact (IPOCs); Caliber Associates mailed surveys directly to retirees. Completed surveys were optically scanned and the raw data were analyzed using SPSS software. The overall response rate for Fort Monmouth was 18.18%.

All data presented in this report have been weighted by patron group (active duty, civilian and retiree) to adjust the relative contribution of each patron group's responses to the total group of respondents. This weighting corrects for response bias by adjusting each of the three samples to what they would be if each patron group sample size was exactly the same proportion that exists in your installation population. It is important to remember that your responses are weighted by patron group when looking at the Total Cases column in the report exhibits. You can be assured that each market segment's responses are proportionally represented in the percentages reported for all total responses. That is, active duty, Department of Army civilians and Department of Army retirees are included in the Total Cases percentage in the same proportion as they exist in the population at your installation.

Where appropriate, comparisons are made between installation specific data and Army baseline data. The Army baseline data are an aggregate from all respondents who completed the Leisure Needs Survey in 2000, for a total of 86 sites and 51,666 respondents. The installations that completed the survey in 2000 represent 12 MACOMs: AMC (16), ATEC (3), EUSA (6), FORSCOM (14), INSCOM (2), MDW (3), MEDCOM (3), TRADOC (16), USAREUR (16), USARPAC (5), USARSO (1) and USMA (1).

SURVEY RESULTS

Key survey results have been selected for this summary to present your patrons' needs for and satisfaction with MWR facilities and their perceptions of the quality of the MWR facilities at your installation. Results in this summary are presented as follows:

- Most important MWR facilities
- Patron satisfaction with MWR facilities
- Quality and quality importance ratings of MWR facilities
- Effect on quality of life if MWR services were eliminated
- Top leisure activities
- Sources of MWR information
- Impact of Army Community Service programs.

Respondents were asked to indicate which seven of 21 standard Army MWR facilities are most important to have on an Army installation. The table below presents the seven "most important" facilities for all respondents at your installation. The table also shows the results for each of the three patron groups.

MOST IMPORTANT ARMY MWR FACILITIES

All Respondents:

- 1) Fitness Center/Gymnasium
- 2) Army Lodging
- 3) Library
- 4) Child Development Center
- 5) Youth Center
- 6) ITR Office/Commercial Travel Agency
- 7) Athletic Fields

Active Duty:

- 1) Fitness Center/Gymnasium
- 2) Army Lodging
- 3) Child Development Center
- 4) Library
- 5) Youth Center
- 6) Athletic Fields
- 7) Swimming Pool

Civilians:

- 1) Fitness Center/Gymnasium
- 2) Child Development Center
- 3) ITR Office/Commercial Travel Agency
- 4) Library
- 5) Youth Center
- 6) Army Lodging
- 7) Athletic Fields

Retirees:

- 1) Army Lodging
- 2) Fitness Center/Gymnasium
- 3) Library
- 4) Youth Center
- 5) Swimming Pool
- 6) Recreation Ctr./Comm. Activity Ctr.
- 7) Child Development Center

Respondents were asked to indicate their satisfaction with 21 standard MWR facilities and up to 12 facilities specific to your installation. In the exhibit that follows, ratings of satisfaction are presented for those MWR facilities that are available at your post. Note that only those respondents who said they had used the facility rated their satisfaction with the facility.

PATRON SATISFACTION WITH INSTALLATION MWR FACILITIES

Facility	Very Satisfied		Somewhat Satisfied		Satisfied		Somewhat Dissatisfied		Very Dissatisfied	
	n	%	n	%	n	%	n	%	n	%
Gibbs Hall	102	45%	62	25%	49	21%	18	8%	3	1%
Fitness Center/Gymnasium	78	61%	29	18%	26	18%	4	3%	1	0%
Lane Hall	78	40%	54	27%	52	26%	16	7%	1	1%
Library	60	56%	26	24%	19	17%	3	1%	2	1%
Bowling Ctr. Food & Bev. Operations	51	53%	22	23%	21	18%	8	6%	1	1%
ITR Office/Commercial Travel Agency	51	55%	21	23%	19	19%	2	1%	2	2%
Bowling Center	50	55%	23	24%	17	16%	1	1%	3	3%
Recreational Equip. Checkout	34	59%	14	21%	10	17%	2	2%	1	1%
Vet Treatment Facility	31	61%	4	11%	9	22%	2	6%	0	0%
Post Restaurant	27	36%	21	30%	25	30%	2	3%	1	1%
Marina	24	52%	8	17%	13	28%	1	3%	0	0%
Post Picnic Areas	22	41%	19	34%	12	21%	3	5%	0	0%
Swimming Pool	18	50%	7	10%	12	23%	5	15%	2	3%
Golf Course/Pro Shop	15	24%	11	17%	14	24%	10	17%	11	18%
Automotive Skills Center	14	32%	8	19%	19	48%	1	1%	0	0%
Athletic Fields	12	30%	8	20%	10	29%	7	22%	0	0%
Youth Center	12	52%	5	12%	7	29%	1	2%	1	5%
Army Lodging	12	55%	2	8%	5	22%	2	5%	4	10%
Car Wash	11	31%	8	22%	9	27%	7	13%	4	7%
Recreation Ctr./Comm. Activity Ctr.	11	30%	10	21%	15	35%	4	9%	2	6%
Child Development Center	10	66%	3	15%	2	12%	0	0%	1	8%
Golf Course Food & Bev. Operations	9	20%	11	29%	17	41%	3	8%	2	2%
Arts & Crafts Center	8	57%	3	14%	4	22%	1	7%	0	0%
Bowling Pro Shop	5	39%	5	40%	1	4%	0	0%	2	17%
Tennis Courts	4	20%	3	13%	4	21%	5	31%	2	15%

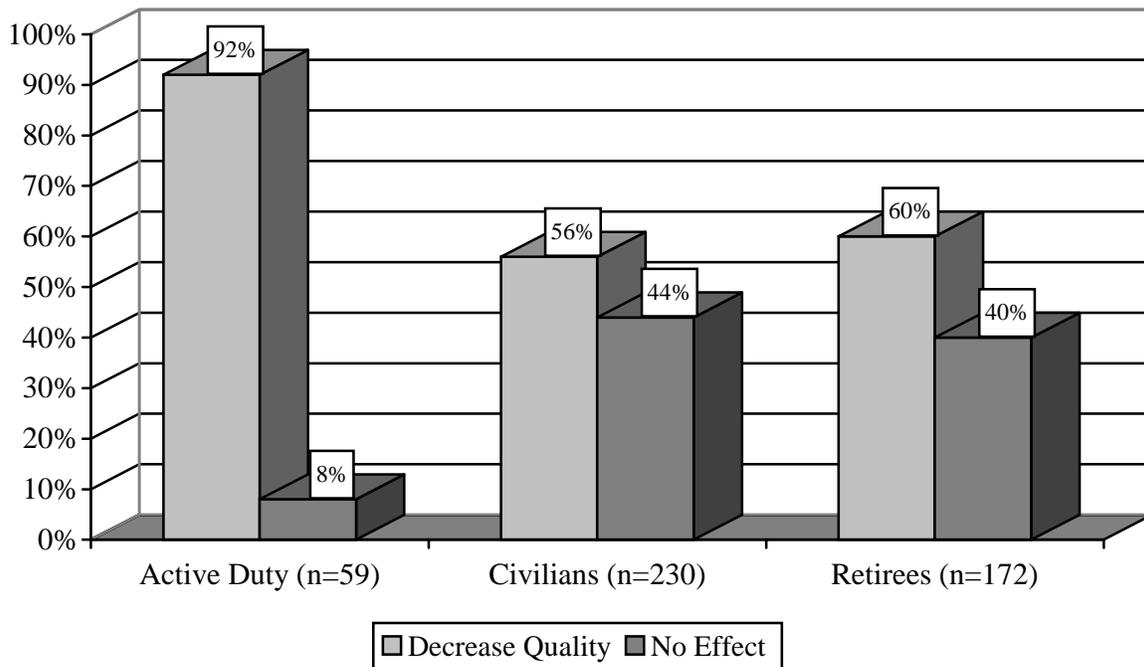
Respondents were asked to rate the quality of each MWR facility's building/space, equipment/furnishings and personnel, as well as the importance of these three quality components. The Quality Grid presented on the next page graphically depicts the overall quality of each facility, which is an average of the three quality components (i.e., building/space, equipment/furnishings and personnel). The quality of the facility is considered *adequate* if its mean falls above a score of 3 (out of 5) on the *Quality* scale and *inadequate* if its mean falls below a score of 3. The Quality Grid also shows whether the quality of each facility is important or unimportant to users. Overall quality importance is the average of the three components. The quality of the facility is considered *important* if its mean is above a score of 3 (out of 5) on the *Importance of Quality* scale, but *unimportant* if its mean is below a score of 3.

MWR FACILITY QUALITY GRID - OVERALL

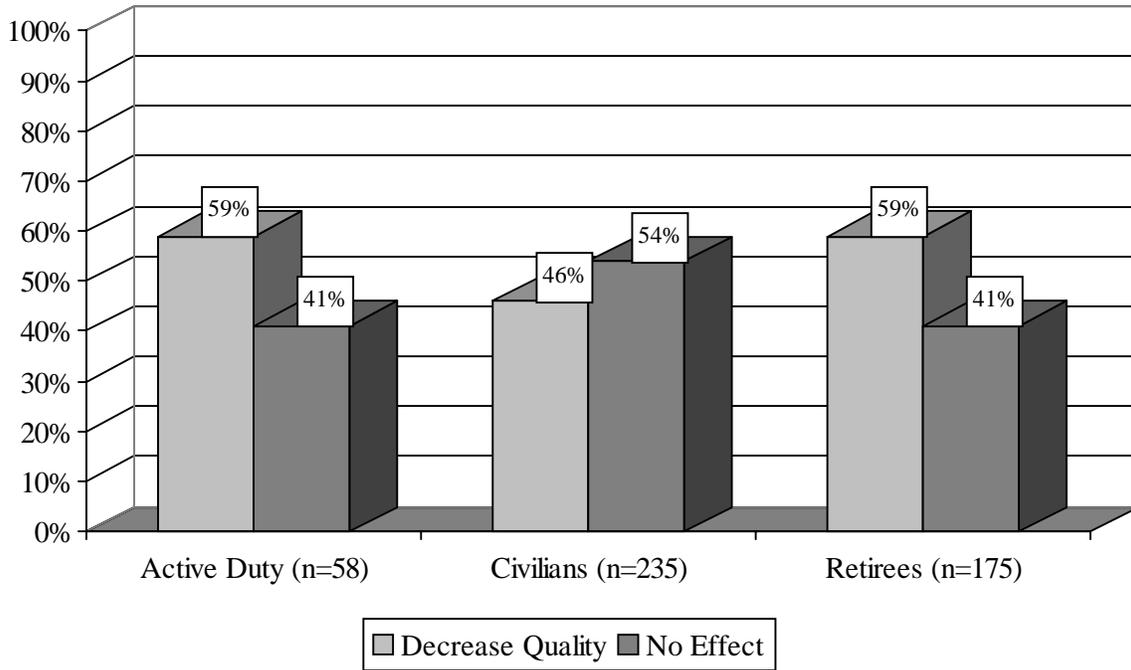
QUALITY VERY IMPORTANT	CONCENTRATE HERE	KEEP UP THE GOOD WORK
		<ul style="list-style-type: none"> Army Lodging Arts & Crafts Center Athletic Fields Automotive Skills Center Bowling Center Bowling Ctr. Food & Bev. Operations Bowling Pro Shop Car Wash Child Development Center Fitness Center/Gymnasium Gibbs Hall Golf Course Food & Bev. Operations Golf Course/Pro Shop ITR Office/Commercial Travel Agency Lane Hall Library Marina Post Picnic Areas Post Restaurant Recreation Ctr./Comm. Activity Ctr. Recreational Equip. Checkout Swimming Pool Tennis Courts Vet Treatment Facility Youth Center
QUALITY NOT IMPORTANT AT ALL	LOW PRIORITY	POSSIBLE OVERKILL
	QUALITY VERY POOR	QUALITY VERY GOOD

Respondents were asked whether the elimination of Army recreation programs and facilities or club services would greatly decrease, moderately decrease, slightly decrease or have no effect on their quality of life. The following two charts show the responses for each of the three patron groups. Those who indicated that program elimination would greatly, moderately or slightly decrease their quality of life are included in the “Decrease Quality” percentage. Additional charts detailing these results by demographic categories, such as rank, can be found in Section Two of the report.

**EFFECT ON QUALITY OF LIFE IF
POST RECREATION PROGRAMS WERE ELIMINATED**



**EFFECT ON QUALITY OF LIFE
 IF ARMY CLUB PROGRAMS WERE ELIMINATED**



Respondents were given a comprehensive list of 76 leisure activities from which to indicate the extent of their participation. These data are the primary measurement of the community's leisure preferences. The 76 activities have been categorized into distinct areas that readily correspond to MWR functions. The tables that follow present the top ten activities for all respondents at your installation, regardless of where they participate, as well as the market share for the top five activities in each of six activity categories. The activities in each category are ranked by the percentage of on post participation.

TOP TEN LEISURE ACTIVITIES

Activity	Total Respondents	Percent Respondents
	n	%
Watching TV/VCR movies	387	74%
Entertaining guests at home	327	64%
Special family events	316	61%
Walking	313	61%
Shopping trips	309	60%
Going to movie theaters	303	57%
Gardening	257	51%
Trips/touring	252	49%
Going to beaches/lakes	256	48%
Plays/shows/concerts	250	48%

TOP LEISURE ACTIVITIES BY CATEGORY

Team Sports Activities

Activity	On Post		Off Post	
	n	%	n	%
Softball	28	5%	22	4%
Basketball	29	4%	31	6%
Volleyball	20	3%	22	4%
Touch/flag football	8	1%	6	1%
Soccer	8	1%	21	4%

Sports and Fitness Activities

Activity	On Post		Off Post	
	n	%	n	%
Walking	141	26%	273	54%
Cardiovascular exercise	96	16%	155	30%
Bowling	85	15%	61	12%
Weight/strength training	87	13%	90	17%
Golf	62	12%	81	16%

Outdoor Recreation Activities

Activity	On Post		Off Post	
	n	%	n	%
Picnicking	67	12%	140	26%
Going to beaches/lakes	37	7%	236	45%
Fishing	29	5%	101	19%
Bicycle riding/mountain biking	27	4%	108	21%
Camping/hiking/backpacking	21	4%	72	14%

Entertainment Activities

Activity	On Post		Off Post	
	n	%	n	%
Festivals/events	99	19%	221	42%
Watching TV/VCR movies	64	9%	355	69%
Special entertainment events	50	9%	142	28%
Plays/shows/concerts	44	9%	239	46%
Live entertainment	43	8%	189	36%

Social Activities

Activity	On Post		Off Post	
	n	%	n	%
Shopping trips	80	15%	287	55%
Special family events	68	13%	286	55%
Dancing	61	11%	174	33%
Entertaining guests at home	61	10%	283	56%
Happy hour/social hour	50	9%	133	25%

Special Interest/Arts & Crafts Activities

Activity	On Post		Off Post	
	n	%	n	%
Internet access/applications	96	17%	62	12%
Auto maintenance/washing auto	54	9%	127	24%
Trips/touring	43	8%	139	27%
Reading/book clubs	28	5%	58	11%
Computer games	21	3%	36	7%

Respondents were asked to indicate all sources through which they hear about MWR events and activities offered at your installation. The exhibit below presents the number and percentage of respondents in each patron group who chose each source, as well as the total number and percentage of respondents who chose each source (presented in the column marked “Total Cases”). Columns will not sum to 100% since respondents could mark multiple sources. The sources are listed in descending rank order based on the “Total Cases” column.

SOURCES OF MWR INFORMATION

Information Source	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
Post newspaper	38	60%	139	55%	104	52%	281	54%
MWR publication	28	44%	125	49%	71	35%	224	43%
From bulletin boards on post	30	48%	112	44%	59	29%	201	38%
E-mail	18	29%	149	59%	17	8%	184	36%
Flyers	34	54%	76	30%	56	28%	166	30%
From friends and neighbors	28	44%	62	24%	40	20%	130	24%
From other unit members or co-workers	16	25%	68	27%	15	7%	99	18%
Marquees/billboards	23	37%	35	14%	33	16%	91	16%
I never hear anything	2	3%	9	4%	34	17%	45	9%
Internet	4	6%	28	11%	3	1%	35	7%
Other	2	3%	7	3%	15	7%	24	5%
From unit or post command or supervisor	9	14%	6	2%	6	3%	21	3%
From radio	1	2%	3	1%	1	0%	5	1%
From television	7	11%	2	1%	2	1%	11	1%
My child(ren) let(s) me know	4	6%	1	0%	2	1%	7	1%

Respondents were asked to what extent ACS programs at your installation positively impact various aspects of their lives. The exhibit below presents these data for all respondents and for active duty, civilians and retirees. The number of people who responded to each item is presented for each patron group in the column marked “Total Cases.”

IMPACT OF ARMY COMMUNITY SERVICE PROGRAMS

ACS Impact	Very Great/ Great Extent		Moderate Extent		Slight/ No Extent		Does Not Apply		Total Cases n
	n	%	n	%	n	%	n	%	
All Respondents:									
Satisfaction with your job	33	8%	19	5%	79	19%	240	68%	371
Personal job performance/readiness	28	7%	19	5%	82	20%	235	68%	364
Unit cohesion and teamwork	26	6%	16	4%	76	18%	246	71%	364
Unit readiness	23	5%	15	3%	65	16%	261	76%	364
Relationship with your spouse	22	6%	5	1%	74	18%	260	74%	361
Relationship with your children	21	5%	11	3%	70	17%	259	75%	361
Family’s adjustment to Army life	18	4%	7	1%	55	13%	275	82%	355
Family preparedness for deployments	15	3%	4	1%	49	11%	285	84%	353
Ability to manage your finances	28	7%	17	4%	82	20%	238	68%	365
Feeling like part of the military community	44	12%	37	9%	86	21%	204	58%	371
Feeling that the Army cares about its people	75	20%	38	10%	85	21%	174	49%	372
Active Duty:									
Satisfaction with your job	8	14%	4	7%	24	43%	20	36%	56
Personal job performance/readiness	8	14%	5	9%	25	45%	18	32%	56
Unit cohesion and teamwork	9	16%	5	9%	25	45%	17	30%	56
Unit readiness	9	16%	10	18%	19	34%	18	32%	56
Relationship with your spouse	3	6%	3	6%	23	43%	24	45%	53
Relationship with your children	5	9%	4	7%	23	43%	22	41%	54
Family’s adjustment to Army life	8	15%	4	8%	23	43%	18	34%	53
Family preparedness for deployments	7	13%	3	6%	21	40%	22	42%	53
Ability to manage your finances	6	11%	5	9%	24	43%	21	38%	56
Feeling like part of the military community	5	9%	12	21%	26	46%	13	23%	56
Feeling that the Army cares about its people	12	21%	9	16%	24	43%	11	20%	56
Civilians:									
Satisfaction with your job	20	10%	13	7%	44	22%	121	61%	198
Personal job performance/readiness	15	8%	13	7%	46	24%	120	62%	194
Unit cohesion and teamwork	13	7%	11	6%	41	21%	130	67%	195
Unit readiness	9	5%	5	3%	37	19%	144	74%	195
Relationship with your spouse	9	5%	1	1%	34	18%	149	77%	193
Relationship with your children	10	5%	5	3%	34	17%	146	75%	195
Family’s adjustment to Army life	4	2%	2	1%	24	13%	161	84%	191
Family preparedness for deployments	4	2%	0	0%	21	11%	167	87%	192
Ability to manage your finances	11	6%	10	5%	43	22%	130	67%	194
Feeling like part of the military community	12	6%	11	6%	43	22%	128	66%	194
Feeling that the Army cares about its people	29	15%	18	9%	41	21%	106	55%	194

ACS Impact	Very Great/ Great Extent		Moderate Extent		Slight/ No Extent		Does Not Apply		Total Cases n
	n	%	n	%	n	%	n	%	
Retirees:									
Satisfaction with your job	5	4%	2	2%	11	9%	99	85%	117
Personal job performance/readiness	5	4%	1	1%	11	10%	97	85%	114
Unit cohesion and teamwork	4	4%	0	0%	10	9%	99	88%	113
Unit readiness	5	4%	0	0%	9	8%	99	88%	113
Relationship with your spouse	10	9%	1	1%	17	15%	87	76%	115
Relationship with your children	6	5%	2	2%	13	12%	91	81%	112
Family's adjustment to Army life	6	5%	1	1%	8	7%	96	86%	111
Family preparedness for deployments	4	4%	1	1%	7	6%	96	89%	108
Ability to manage your finances	11	10%	2	2%	15	13%	87	76%	115
Feeling like part of the military community	27	22%	14	12%	17	14%	63	52%	121
Feeling that the Army cares about its people	34	28%	11	9%	20	16%	57	47%	122

CONCLUSIONS

The Army, through its MWR programs and services, attempts to meet the recreation and leisure needs of each of the patron groups identified in this report. Because of the diversity of patron groups, installations and community resources available, this task can be extremely challenging. The information presented in this summary is a starting point for identifying potential recreation and leisure issues and priorities at your installation. The remainder of the information contained in this report should be reviewed and studied in detail to formulate MWR business plans, to identify specific leisure and recreation needs and problems, and to develop potential solutions.



SECTION TWO: LNS OVERVIEW REPORT TABLE OF CONTENTS

	INTRODUCTION TO THE OVERVIEW REPORT	2-6
	RESPONDENT PROFILE.....	2-7
	Community Profile.....	2-7
<u>Exhibit</u>		
2-1	Status of Survey Respondents	2-7
2-2	Personal Characteristics of Respondents.....	2-8
	Family Profile	2-10
<u>Exhibit</u>		
2-3	Family Profile of Respondents.....	2-10
2-4	Active Duty and Civilian Use of Child Care.....	2-11
2-5	Youth Program Participation.....	2-12
2-6	Youth Services Program Quality Perceptions	2-13
2-7	If Offered, in Which Paid Army Youth Services Classes/Sports Would Your Child(ren) Participate over the Next 12 Months?	2-14
	ACTIVITY PREFERENCES.....	2-15
	Leisure Activity Participation by Major Patron Group.....	2-16
<u>Exhibit</u>		
2-8	Leisure Activity Participation – All Respondents.....	2-16
2-9	Leisure Activity Participation – Active Duty.....	2-17
2-10	Leisure Activity Participation – Civilians.....	2-18
2-11	Leisure Activity Participation – Retirees	2-19
	Market Share Analysis by Activity Category	2-21
<u>Exhibit</u>		
2-12	Market Share Analysis by Activity Category – All Respondents.....	2-20
2-13	Market Share Analysis by Activity Category – Active Duty.....	2-23
2-14	Market Share Analysis by Activity Category – Civilians	2-26
2-15	Market Share Analysis by Activity Category – Retirees	2-29

	RECREATION PROGRAMS AND FACILITIES.....	2-32
	Satisfaction with Post Recreation Facilities	2-33
<u>Exhibit</u>		
2-16	Satisfaction with Post Recreation Facilities – All Respondents	2-33
2-17	Satisfaction with Post Recreation Facilities – Active Duty	2-34
2-18	Satisfaction with Post Recreation Facilities – Civilians	2-35
2-19	Satisfaction with Post Recreation Facilities – Retirees.....	2-36
	Quality Ratings of Specific Aspects of Recreation Facilities.....	2-37
<u>Exhibit</u>		
2-20	Quality of Recreation Building/Facility/Space– All Respondents.....	2-37
2-21	Importance of Quality of Recreation Building/Facility/Space – All Respondents ..	2-38
2-22	Quality of Recreation Equipment/Furnishings – All Respondents	2-39
2-23	Importance of Quality of Recreation Equipment/Furnishings – All Respondents...	2-40
2-24	Quality of Recreation Personnel – All Respondents.....	2-41
2-25	Importance of Quality of Recreation Personnel – All Respondents	2-42
2-26	Mean Quality Ratings of Recreation Facilities – All Respondents.....	2-43
2-27	Mean Importance of Quality Ratings of Recreation Facilities – All Respondents ..	2-44
2-28	Quality of Recreation Building/Facility/Space– Active Duty.....	2-45
2-29	Importance of Quality of Recreation Building/Facility/Space – Active Duty	2-46
2-30	Quality of Recreation Equipment/Furnishings – Active Duty	2-47
2-31	Importance of Quality of Recreation Equipment/Furnishings – Active Duty	2-48
2-32	Quality of Recreation Personnel – Active Duty.....	2-49
2-33	Importance of Quality of Recreation Personnel – Active Duty	2-50
2-34	Mean Quality Ratings of Recreation Facilities – Active Duty.....	2-51
2-35	Mean Importance of Quality Ratings of Recreation Facilities – Active Duty	2-52
	Post Recreation Facilities’ Impact on Quality of Life.....	2-53
<u>Exhibit</u>		
2-36	Effect on Quality of Life if Post Recreation Programs Were Eliminated.....	2-53

CLUB PROGRAMS AND FACILITIES.....2-54

Quality of Army Clubs.....2-54

Exhibit

2-37	Quality of Army Food and Beverage Services – All Patron Groups	2-55
2-38	Quality of Army Food and Beverage Services – Active Duty	2-56
2-39	Quality of Army Food and Beverage Services – Retirees	2-57
2-40	Importance of Quality of Army Food and Beverage Services – All Patron Groups.....	2-58
2-41	Importance of Quality of Army Food and Beverage Services – Active Duty	2-59
2-42	Importance of Quality of Army Food and Beverage Services – Retirees	2-60
2-43	Quality of Army Catering Services – All Patron Groups.....	2-61
2-44	Quality of Army Catering Services – Active Duty	2-62
2-45	Quality of Army Catering Services – Retirees.....	2-63
2-46	Importance of Quality of Army Catering Services – All Patron Groups	2-64
2-47	Importance of Quality of Army Catering Services – Active Duty.....	2-65
2-48	Importance of Quality of Army Catering Services – Retirees	2-66
2-49	Quality of Army Entertainment Services – All Patron Groups.....	2-67
2-50	Quality of Army Entertainment Services – Active Duty	2-68
2-51	Quality of Army Entertainment Services – Retirees	2-69
2-52	Importance of Quality of Army Entertainment Services – All Patron Groups	2-70
2-53	Importance of Quality of Army Entertainment Services – Active Duty.....	2-71
2-54	Importance of Quality of Army Entertainment Services – Retirees	2-72

**Comparison of On-Post and Off-Post Food and Beverage, Catering and
Entertainment Services.....2-73**

Exhibit

2-55	Comparison of Quality of On-Post and Off-Post Food and Beverage Services	2-73
2-56	Comparison of Importance of Quality of On-Post and Off-Post Food and Beverage Services	2-75
2-57	Comparison of Quality of On-Post and Off-Post Catering Services.....	2-77
2-58	Comparison of Importance of Quality of On-Post and Off-Post Catering Services.....	2-79
2-59	Comparison of Quality of On-Post and Off-Post Entertainment Services.....	2-81
2-60	Comparison of Importance of Quality of On-Post and Off-Post Entertainment Services.....	2-83

	Dining Preferences	2-85
<u>Exhibit</u>		
2-61	Frequency of Meals Eaten Out, Taken Out or Ordered In	2-85
2-62	Lunch and Dinner Menu Preferences.....	2-87
2-63	Typical Off-Post Dining Out Costs and Considerations	2-89
	Army Clubs' Impact on Quality of Life	2-90
<u>Exhibit</u>		
2-64	Effect on Quality of Life if Army Club Programs Were Eliminated.....	2-90
	MWR PROGRAMS	2-91
	Program Preferences.....	2-92
<u>Exhibit</u>		
2-65	Most Important MWR Programs and Services Ranked by Active Duty	2-92
2-66	Least Important MWR Programs and Services Ranked by Active Duty.....	2-93
	Leisure Time, Satisfaction and Program Information	2-94
<u>Exhibit</u>		
2-67	Music Listening Preferences	2-94
2-68	Typical Golfing Costs, Purchasing Preferences, and Clinic Attendance	2-95
2-69	Typical Bowling Costs and Purchasing Preferences.....	2-96
2-70	Leisure Airline Travel Use.....	2-97
2-71	Armed Forces Recreation Center Use.....	2-98
2-72	Sources of MWR Program Information	2-99
	Army Community Service.....	2-100
<u>Exhibit</u>		
2-73	Awareness of and Satisfaction with ACS Programs	2-100
2-74	Impact of ACS Programs	2-102
2-75	Concerns About Using ACS Programs	2-104

	INSTALLATION SPECIFIC QUESTION RESULTS	2-105
	Installation Specific Assignments	2-105
<u>Exhibit</u>		
2-76	Unit/Organization Assignment.....	2-105
	Installation Specific Facilities.....	2-106
<u>Exhibit</u>		
2-77	Satisfaction with Select Installation Facilities – All Patron Groups	2-106
2-78	Quality of Building/Facility/Space for Select Installation Facilities – All Respondents	2-107
2-79	Importance of Quality of Building/Facility/Space for Select Installation Facilities – All Respondents	2-108
2-80	Quality of Equipment/Furnishings for Select Installation Facilities – All Respondents	2-109
2-81	Importance of Quality of Equipment/Furnishings for Select Installation Facilities – All Respondents	2-110
2-82	Quality of Personnel for Select Installation Facilities – All Patron Groups	2-111
2-83	Importance of Quality of Personnel for Select Installation Facilities – All Respondents	2-112
2-84	Mean Quality Ratings for Select Installation Facilities – All Respondents.....	2-113
2-85	Mean Importance of Quality Ratings for Select Installation Facilities – All Respondents	2-114
2-86	What is the Best Option for each Program/Facility?	2-115
	Installation Specific Questions	2-117
<u>Exhibit</u>		
2-87	Installation Specific Questions.....	2-117

SECTION TWO LNS OVERVIEW REPORT

INTRODUCTION TO THE OVERVIEW REPORT

This section of the report contains a series of tables and charts that identify the major results of your installation's 2000 Leisure Needs Survey. The data presented in this section were selected to provide the most useful summary of your respondents' characteristics, behaviors and attitudes. This section should be used as a starting point for determining general issues and trends among your population; it will also help guide you in examining results in the remainder of the report. Used in conjunction with MWR Facility Analysis and MWR Activity Analysis, you will be able to enhance the general information in this section with the specific results presented in these sections.

The six subsections of the Overview Report include:

Respondent Profile: Provides demographic data on your respondents including rank, gender, race/ethnicity, education, marital status, age, time on installation and residence. Depicts relevant family and parental status demographics and details usage patterns and quality perceptions of child care and youth programs.

Activity Preferences: Shows the overall and patron group ranking of 76 activity preferences and presents market share analyses by activity category.

Recreation Programs and Facilities: Presents perceptions of quality of community and recreational facilities, as well as the importance placed on the quality of various aspects of the facilities. Delineates the effect of the elimination of recreation services on the quality of life of respondents.

Club Programs and Facilities: Presents perceptions of quality of club services, as well as the importance placed on the quality of these services. Compares dining, catering and entertainment services available on and off post, and describes dining preferences. Delineates the effect of the elimination of clubs on the quality of life of respondents.

MWR Programs: Contains tables indicating which MWR programs have the greatest and least impact on enhancing respondents' quality of life. Describes satisfaction with leisure time and sources of MWR program information. Presents results on the awareness of and satisfaction with Army Community Service programs.

Installation Specific Question Results: Presents patterns of use and perceptions of quality for several installation specific facilities and illustrates which options respondents would choose for continuing program operations for select facilities. Displays the frequency distribution of responses to each tailored question developed by your installation.

RESPONDENT PROFILE

The first group of exhibits in the Overview Report provides selected demographics of survey respondents at your installation, including personal characteristics and family profiles. Please note that the number of respondents for one question or category may not always equal the number of respondents for a different question, e.g., the total number of active duty may not be the same when active duty are broken out by rank since respondents may answer one question (e.g., status) and not another (e.g., rank).

Community Profile

Exhibit 2-1 provides information on the total number of respondents in each of the three patron groups surveyed. A detailed breakout of the rank and paygrade status of the groups is also provided. A breakout of years of service is provided for active duty and retirees. The exhibit presents subgroupings that are commonly used throughout the exhibits in this section.

Exhibit 2-1
Status of Survey Respondents
(Survey Questions 8, 9 and 11)

Status	n	%	Status	n	%
Total Cases	518	100%	Civilians:		
Active Duty	63	12%	<u>Grade</u>		
Civilians	254	49%	GS9 or below/NF3 or below	49	20%
Retirees	201	39%	GS10 or above/NF4 or above	195	79%
Active Duty:			Wage Grade	1	0%
<u>Rank</u>			Crafts and Trades	0	0%
E1-E4	9	16%	Contractor	1	0%
E5-E9	16	28%	Total	246	100%
WO1-CW5	3	5%	Retirees:		
O1-O3	7	12%	<u>Rank</u>		
O4-O10	23	40%	Enlisted	109	55%
Total	58	100%	Officers	89	45%
<u>Years of Service</u>			Total	198	100%
0 to 1 years	2	4%	<u>Years of Service</u>		
2 to 5 years	7	12%	20 years or less	43	31%
6 to 10 years	6	11%	21 to 25 years	60	43%
11 to 20 years	32	56%	26 to 30 years	28	20%
Over 20 years	10	18%	Over 30 years	8	6%
Total	57	100%	Total	139	100%

Community Profile

This chart (Exhibit 2-2) presents gender, ethnic, education, marital and age demographics, as well as characteristics related to length of time at the post, residence and spouse's employment status. Results are presented for each patron group and for the total of the three patron groups' responses.

Exhibit 2-2
Personal Characteristics of Respondents
(Survey Questions 1, 2, 3, 4, 5, 6, 7 and 12)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Gender:								
Male	48	87%	129	54%	181	98%	358	74%
Female	7	13%	110	46%	4	2%	121	26%
Racial or ethnic origin:								
White	42	69%	208	83%	166	83%	416	82%
Black or African-American	10	16%	21	8%	27	14%	58	11%
Spanish/Hispanic/Latino	5	8%	9	4%	5	3%	19	3%
Asian	3	5%	13	5%	0	0%	16	3%
American Indian or Alaskan Native	1	2%	0	0%	1	1%	2	0%
Native Hawaiian or other Pacific Islander	0	0%	0	0%	0	0%	0	0%
Highest level of education completed:								
Some high school	0	0%	0	0%	3	2%	3	1%
High school grad/GED	9	15%	35	14%	37	19%	81	16%
Some college	12	20%	59	24%	57	29%	128	26%
College graduate	12	20%	80	32%	43	22%	135	27%
Post-grad study/degree	28	46%	77	31%	59	30%	164	31%
Marital status:								
Married with spouse	39	64%	174	69%	161	80%	374	74%
Married but unaccompanied	3	5%	0	0%	4	2%	7	1%
Separated	1	2%	7	3%	0	0%	8	2%
Not married	18	30%	70	28%	36	18%	124	24%
Age:								
<21	3	5%	0	0%	0	0%	3	0%
21-24	4	7%	0	0%	0	0%	4	0%
25-29	4	7%	2	1%	0	0%	6	1%
30-34	5	9%	11	5%	0	0%	16	3%
35-39	17	30%	26	11%	0	0%	43	7%
40-44	15	26%	38	16%	6	3%	59	11%
45-49	7	12%	43	18%	10	5%	60	12%
50-59	2	4%	83	35%	38	20%	123	27%
60+	0	0%	36	15%	139	72%	175	39%

Exhibit 2-2 (continued)
Personal Characteristics of Respondents
(Survey Questions 1, 2, 3, 4, 5, 6, 7 and 12)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
How long have you been assigned to, worked at, or lived near this installation?								
Less than 3 months	0	0%	0	0%	0	0%	0	0%
3-12 months	19	32%	1	0%	1	1%	21	2%
13-36 months	30	50%	15	6%	5	3%	50	8%
More than 36 months	11	18%	234	94%	146	96%	391	90%
Where do you live?								
<u>On Post</u>								
Barracks/BEQ/BOQ	13	23%	0	0%	0	0%	13	1%
Family Housing	30	54%	2	1%	0	0%	32	3%
<u>Off Post</u>								
Less than 10 minutes from post	3	5%	57	23%	31	17%	91	19%
10-19 minutes from post	2	4%	54	22%	45	24%	101	22%
20-29 minutes from post	3	5%	49	20%	25	13%	77	16%
30-59 minutes from post	4	7%	71	29%	28	15%	103	22%
60 minutes or more from post	1	2%	15	6%	57	31%	73	16%
What is your spouse's employment status?								
No spouse	18	30%	67	28%	34	17%	119	23%
Spouse does not work outside the home	16	27%	37	15%	105	53%	158	33%
Spouse works part time	10	17%	18	8%	20	10%	48	9%
Spouse works full time (civilian)	13	22%	80	33%	32	16%	125	25%
Spouse works full time (govt. civilian)	3	5%	36	15%	6	3%	45	9%
Spouse works full time (active duty)	0	0%	1	0%	0	0%	1	0%

Family Profile

Survey participants were asked several questions relative to children, youth, child care and youth services. Exhibits 2-3 through 2-7 present this information.

Exhibit 2-3 provides two important pieces of information: the distribution of families according to the ages of their children and the distribution of children according to their age. The top portion of the exhibit shows the percentage of families with children of different ages. This portion of the exhibit includes only those respondents who indicated that they have children living in their home. The first row gives the number of respondents without children. Although not listed, you can calculate the total percentage of families with children by subtracting the percentage without children from 100%. The remaining rows give you the number of respondents who indicated they have children in each of the age groups. Since families can have children in several age groups, the sum of the percents in the column will exceed 100%. The second half of this chart shows the number and percentage of all children who fall into each age group.

Exhibit 2-3
Family Profile of Respondents
(Survey Questions 31 and 32)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Family composition:								
Respondents without children	22	36%	141	62%	152	85%	315	70%
With children under age 5	7	11%	21	9%	3	2%	31	6%
With children ages 5-10	19	31%	38	17%	6	3%	63	12%
With children ages 11-15	26	43%	34	15%	10	6%	70	13%
With children ages 16-18	10	16%	23	10%	11	6%	44	9%
Total number of respondents	61		227		178		466	
Number of children:								
Aged under 6 months	4	4%	3	2%	0	0%	7	3%
Aged 6-17 months	0	0%	8	6%	1	3%	9	3%
Aged 18-35 months	3	3%	7	5%	2	6%	12	4%
Aged 3-4 years	2	2%	11	8%	2	6%	15	6%
Aged 5-7 years	6	7%	28	20%	4	11%	38	14%
Aged 8-10 years	18	20%	22	15%	2	6%	42	16%
Aged 11-12 years	15	16%	16	11%	2	6%	33	12%
Aged 13-15 years	26	28%	25	17%	10	29%	61	23%
Aged 16-18 years	18	20%	23	16%	12	34%	53	20%
Total number of children	92	100%	143	100%	35	100%	270	100%

Family Profile

Exhibit 2-4 shows the percentage of active duty and civilian respondents who need or use regularly scheduled child care, as well as the child care providers, required hours, location preferences and information sources for those active duty and civilian respondents who reported using or needing child care. Each group is likely to demonstrate different needs; thus, the data will allow you to target the specific child care needs of each group. The “Total Cases” column provides a sum of all data presented in the chart. Note: Respondents could mark more than one answer to all questions except preferred child care location so sums of responses will not equal 100% in these areas.

Exhibit 2-4
Active Duty and Civilian Use of Child Care
(Survey Questions 34, 35, 36 and 37)

	Active Duty						Civilian				Total Cases	
	Single Parent (n=3)		Married Parent: Military Spouse (n=0)		Married Parent: Civilian Spouse (n=34)		Single Parent (n=9)		Married Parent (n=76)		Total Cases (n=122)	
	n	%	n	%	n	%	n	%	n	%	n	%
Need or use child care:												
Yes	2	67%	0	0%	6	18%	3	33%	27	36%	38	33%
No	1	33%	0	0%	28	82%	6	67%	49	64%	84	67%
Child care provider:												
None	0	0%	0	0%	0	0%	2	67%	1	4%	3	9%
Civilian Home Care	0	0%	0	0%	0	0%	0	0%	4	14%	4	11%
Civilian Agency	0	0%	0	0%	0	0%	1	33%	9	32%	10	29%
Family Member	1	50%	0	0%	1	14%	1	33%	3	11%	6	14%
Army Home Care	0	0%	0	0%	1	14%	0	0%	0	0%	1	1%
Army Center	2	100%	0	0%	2	29%	0	0%	6	21%	10	22%
Friend/neighbor	1	50%	0	0%	1	14%	0	0%	2	7%	4	8%
Hourly Child Care	0	0%	0	0%	3	43%	0	0%	4	14%	7	15%
Required child care times:												
Weekdays (Before 0700)	1	50%	0	0%	3	43%	0	0%	2	7%	6	11%
Weekdays (0700-1800)	2	100%	0	0%	4	57%	2	67%	24	86%	32	82%
Weekdays (After 1800)	0	0%	0	0%	1	14%	0	0%	0	0%	1	1%
Weekends (daytime)	0	0%	0	0%	1	14%	0	0%	0	0%	1	1%
Weekends (evenings)	0	0%	0	0%	1	14%	1	33%	2	7%	4	10%
Preferred child care location:												
Home	1	50%	0	0%	3	50%	0	0%	16	64%	20	56%
Workplace	1	50%	0	0%	3	50%	3	100%	9	36%	16	44%
Where search for child care:												
Army Child Care Services	2	100%	0	0%	5	71%	2	67%	15	54%	24	57%
Army Community Service	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Family Support Group	0	0%	0	0%	1	14%	0	0%	4	14%	5	13%
Friend/neighbor	1	50%	0	0%	4	57%	3	100%	7	25%	15	35%
Civilian Agency	0	0%	0	0%	1	14%	2	67%	9	32%	12	33%
Newspaper/phonebook	0	0%	0	0%	0	0%	0	0%	3	11%	3	9%
Other	0	0%	0	0%	1	14%	0	0%	7	25%	8	21%

Family Profile

Exhibit 2-5 displays data in three sections, each pertaining to youth programs. The data presented in this exhibit are only from respondents with children. The first section indicates where respondents' children usually participate in youth programs. The second and third sections of the exhibit pertain specifically to Army Youth Services (YS), including how often and at what times respondents' children participate in YS programs. The third section contains the responses of only those respondents who indicated their children used Army Youth Services. Respondents could mark multiple times that their children participate in YS programs so these columns, if summed, will not equal 100%. Information throughout the exhibit is presented by residence in order to highlight the impact of geographical location on the children's participation in youth programs.

Exhibit 2-5 Youth Program Participation (Survey Questions 38 and 39)

	Live On Post		Live Off Post: <30 minutes		Live Off Post: ≥30 minutes		Total Cases	
	n	%	n	%	n	%	n	%
Where participate:								
On post	6	29%	3	6%	1	4%	10	8%
Off post (Military housing area)	2	10%	1	2%	0	0%	3	2%
Off post (Civilian housing area)	13	62%	44	91%	29	96%	86	90%
Total	21	100%	48	100%	30	100%	99	100%
Youth Services—How often:								
Never	9	43%	35	74%	26	92%	70	76%
Less than once per month	3	14%	1	2%	1	4%	5	4%
1-2 times per month	4	19%	4	9%	0	0%	8	7%
3-4 times per month	0	0%	3	7%	1	4%	4	5%
5 or more times per month	5	24%	4	9%	0	0%	9	8%
Total	21	100%	47	100%	28	100%	96	100%
Youth Services—When:								
Before school	2	17%	0	0%	0	0%	2	4%
After school	5	42%	7	59%	1	50%	13	53%
Evenings	6	50%	2	17%	0	0%	8	24%
Weekends	9	75%	5	42%	1	50%	15	52%
Total	12	100%	12	100%	2	100%	26	100%

Family Profile

Exhibit 2-6 presents information from respondents with children on their perceptions of Army Youth Services. Only those respondents who indicated they had used the program were asked to rate the quality of Army Youth Services.

Exhibit 2-6
Youth Services Program Quality Perceptions
(Survey Question 40)

	Live On Post		Live Off Post: <30 minutes		Live Off Post: >=30 minutes		TOTAL CASES	
	(n=12)		(n=12)		(n=2)		(n=26)	
	n	%	n	%	n	%	n	%
Quality:								
Very good	3	25%	7	58%	0	0%	10	43%
Good	5	42%	4	33%	1	50%	10	37%
Adequate/OK	3	25%	1	8%	1	50%	5	17%
Poor	1	8%	0	0%	0	0%	1	2%
Very poor	0	0%	0	0%	0	0%	0	0%

Family Profile

This exhibit (2-7) shows respondents' perceptions of their children's interest in a variety of fee-based youth activities. Respondents were asked to mark all activities they believed their children would participate in, so percents will not sum to 100%. Information is provided for all respondents with children, both YS users and YS non-users, by their residence. The "Total Cases" column sums all rows of data.

Exhibit 2-7
If Offered, in Which Paid Army Youth Services Classes/Sports
Would Your Child(ren) Participate Over the Next 12 Months?
(Survey Question 41)

	Live On Post (n=21)		Live Off Post: <30 minutes (n=48)		Live Off Post >=30 minutes (n=30)		TOTAL CASES (n=99)	
	n	%	n	%	n	%	n	%
Swimming	13	62%	19	39%	7	23%	39	35%
None of these	2	10%	12	26%	16	53%	30	32%
Summer camp	5	24%	12	25%	5	16%	22	22%
Basketball	8	38%	9	19%	5	16%	22	20%
Soccer	8	38%	9	18%	4	12%	21	18%
Baseball	5	24%	7	13%	7	23%	19	17%
Martial arts	5	24%	10	22%	3	9%	18	17%
Physical fitness	3	14%	9	18%	6	19%	18	17%
Bowling	6	29%	8	16%	3	9%	17	15%
Gymnastics	4	19%	6	13%	2	7%	12	12%
Softball	3	14%	8	16%	2	5%	13	12%
Golf	7	33%	5	10%	3	9%	15	11%
Dance	4	19%	5	11%	2	5%	11	10%
Horsemanship	4	19%	5	11%	2	7%	11	10%
Rec/hobby classes	4	19%	5	11%	2	7%	11	10%
Self-development classes	2	10%	6	13%	1	4%	9	9%
Tennis	1	5%	6	11%	3	9%	10	9%
Boating	6	29%	1	2%	2	7%	9	7%
Football	3	14%	4	7%	1	2%	8	7%
Cheerleading	3	14%	3	6%	1	4%	7	6%
Shooting/archery	4	19%	3	5%	1	4%	8	6%
Volleyball	1	5%	3	6%	1	2%	5	4%

ACTIVITY PREFERENCES

This section presents data gathered on respondent participation in 76 recreational and social activities. Exhibits 2-8 through 2-11 provide a comprehensive rank ordering of activity participation for all respondents and for each of the three patron groups. Exhibits 2-12 through 2-15 examine activity participation on post, off post, and at home by activity category for all respondents and for each patron group.

Leisure Activity Participation by Major Patron Group

Respondents were asked to indicate how often they participated on and off post for each of 55 activities. They were also asked to indicate how often they participated in each of 21 activities on post, off post and at home. Exhibit 2-8 provides a ranked listing of the 76 activities based on the percent of all respondents who indicated that they participated either on post, off post or at home (if applicable) in the past 12 months.

Exhibit 2-8
Leisure Activity Participation – All Respondents (n=522)
 (Survey Questions 54, 55 and 56)

Rank		n	%	Rank		n	%
1	Watching TV/VCR movies	387	74%	39	Computer graphics/design	69	13%
2	Entertaining guests at home	327	64%	40	Power boat/sail/jet & water ski	64	12%
3	Special family events	316	61%	41	Fiber/decoration/decor	61	12%
4	Walking	313	61%	42	Participation in music/theater	57	11%
5	Shopping trips	309	60%	43	Drawing/painting	59	11%
6	Going to movie theaters	303	57%	44	Picture framing	52	9%
7	Gardening	257	51%	45	Snow skiing	51	9%
8	Trips/touring	252	49%	46	Basketball	50	9%
9	Going to beaches/lakes	256	48%	47	Auto detail/customization/paint	46	8%
10	Plays/shows/concerts	250	48%	48	Softball	43	8%
11	Internet access/applications	255	47%	49	Canoeing/kayaking/rafting	39	7%
12	Auto maintenance/washing auto	238	45%	50	Group aerobics classes	41	7%
13	Festivals/events	235	45%	51	Tennis	38	7%
14	Live entertainment	201	38%	52	Bingo	30	6%
15	Dancing	197	38%	53	Volleyball	35	6%
16	Cardiovascular exercise	205	38%	54	Art/metal/jewelry making	32	6%
17	Reading/book clubs	188	36%	55	Model making	30	6%
18	Attending sports events	190	36%	56	Roller/ice skating	35	5%
19	Computer games	175	33%	57	In-line skating	32	5%
20	Picnicking	168	31%	58	Soccer	27	5%
21	Night clubs/lounges	165	31%	59	Racquetball	29	5%
22	Happy hour/social hour	162	31%	60	Horseback riding	24	4%
23	Special entertainment events	151	29%	61	Ceramics/pottery	26	4%
24	Swimming at pool	148	28%	62	Volksmarching	21	4%
25	Weight/strength training	147	25%	63	Hunting	22	4%
26	Collecting	116	23%	64	Rock climbing/mountain climbing	20	4%
27	Bicycle riding/mountain biking	120	23%	65	Stained glass	19	3%
28	Bowling	115	21%	66	Windsurf/surf/boogie boarding	18	3%
29	Fishing	113	21%	67	Paintball	16	3%
30	Card/table games	106	21%	68	Skeet/trap shooting	14	3%
31	Running/jogging	121	20%	69	Martial arts	16	3%
32	Golf	98	19%	70	Boxing	13	3%
33	Miniature golf	98	19%	71	Touch/flag football	13	2%
34	Ordering pay-per-view events	93	18%	72	Sculpture/3D design	12	2%
35	Photography/development	85	17%	73	Hockey	12	2%
36	Camping/hiking/backpacking	86	16%	74	Trophy making	8	1%
37	Woodworking/industrial arts	74	14%	75	Wrestling	4	1%
38	Billiards/game room/video arcade	73	13%	76	Sky diving	4	1%

Leisure Activity Participation by Major Patron Group

Exhibit 2-9 provides a ranked listing of activity participation for active duty respondents based on the percent who indicated that they participated either on post, off post or at home (if applicable) in the past 12 months.

Exhibit 2-9 Leisure Activity Participation – Active Duty (n=63) (Survey Questions 54, 55 and 56)

Rank		n	%	Rank		n	%
1	Watching TV/VCR movies	48	76%	39	Camping/hiking/backpacking	10	16%
2	Going to movie theaters	45	71%	40	Power boat/sail/jet & water ski	10	16%
3	Running/jogging	44	70%	41	Group aerobics classes	10	16%
4	Internet access/applications	41	65%	42	Miniature golf	10	16%
5	Weight/strength training	40	63%	43	Auto detail/customization/paint	10	16%
6	Cardiovascular exercise	38	60%	44	Drawing/painting	10	16%
7	Going to beaches/lakes	36	57%	45	Picture framing	10	16%
8	Shopping trips	34	54%	46	Card/table games	9	14%
9	Auto maintenance/washing auto	32	51%	47	Ordering pay-per-view events	9	14%
10	Entertaining guests at home	31	49%	48	Collecting	9	14%
11	Special family events	30	48%	49	Woodworking/industrial arts	9	14%
12	Walking	28	44%	50	Ceramics/pottery	8	13%
13	Plays/shows/concerts	28	44%	51	Photography/development	8	13%
14	Computer games	28	44%	52	Soccer	7	11%
15	Attending sports events	27	43%	53	Golf	7	11%
16	Festivals/events	27	43%	54	Tennis	7	11%
17	Picnicking	26	41%	55	Art/metal/jewelry making	6	10%
18	Night clubs/lounges	24	38%	56	Canoeing/kayaking/rafting	5	8%
19	Swimming at pool	24	38%	57	Hunting	5	8%
20	Dancing	23	37%	58	Windsurf/surf/boogie boarding	5	8%
21	Happy hour/social hour	23	37%	59	Fiber/decoration/decor	5	8%
22	Live entertainment	23	37%	60	Model making	5	8%
23	Reading/book clubs	23	37%	61	Hockey	4	6%
24	Trips/touring	22	35%	62	Touch/flag football	4	6%
25	Bowling	20	32%	63	Horseback riding	4	6%
26	Gardening	19	30%	64	Paintball	4	6%
27	Fishing	18	29%	65	Rock climbing/mountain climbing	4	6%
28	Basketball	15	24%	66	Martial arts	4	6%
29	Bicycle riding/mountain biking	15	24%	67	Participation in music/theater	4	6%
30	Roller/ice skating	14	22%	68	Stained glass	4	6%
31	Special entertainment events	14	22%	69	Trophy making	4	6%
32	Computer graphics/design	14	22%	70	Volksmarching	3	5%
33	Billiards/game room/video arcade	13	21%	71	Sculpture/3D design	3	5%
34	Volleyball	11	17%	72	Sky diving	2	3%
35	In-line skating	11	17%	73	Bingo	2	3%
36	Snow skiing	11	17%	74	Skeet/trap shooting	1	2%
37	Racquetball	11	17%	75	Boxing	1	2%
38	Softball	10	16%	76	Wrestling	1	2%

Leisure Activity Participation by Major Patron Group

Exhibit 2-10 provides a ranked listing of activity participation for civilians based on the percent who indicated that they participated either on post, off post or at home (if applicable) in the past 12 months.

Exhibit 2-10
Leisure Activity Participation – Civilians (n=254)
(Survey Questions 54, 55 and 56)

Rank		n	%	Rank		n	%
1	Watching TV/VCR movies	205	81%	39	Drawing/painting	36	14%
2	Entertaining guests at home	174	69%	40	Power boat/sail/jet & water ski	32	13%
3	Special family events	169	67%	41	Computer graphics/design	32	13%
4	Going to movie theaters	168	66%	42	Participation in music/theater	32	13%
5	Walking	162	64%	43	Woodworking/industrial arts	32	13%
6	Shopping trips	154	61%	44	Picture framing	31	12%
7	Internet access/applications	144	57%	45	Softball	24	9%
8	Plays/shows/concerts	143	56%	46	Group aerobics classes	24	9%
9	Festivals/events	140	55%	47	Canoeing/kayaking/rafting	23	9%
10	Gardening	137	54%	48	Snow skiing	23	9%
11	Trips/touring	135	53%	49	Auto detail/customization/paint	23	9%
12	Going to beaches/lakes	133	52%	50	Basketball	21	8%
13	Live entertainment	117	46%	51	Tennis	21	8%
14	Auto maintenance/washing auto	114	45%	52	In-line skating	19	7%
15	Attending sports events	102	40%	53	Roller/ice skating	18	7%
16	Dancing	99	39%	54	Bingo	18	7%
17	Cardiovascular exercise	99	39%	55	Volleyball	17	7%
18	Computer games	97	38%	56	Art/metal/jewelry making	17	7%
19	Picnicking	96	38%	57	Horseback riding	15	6%
20	Reading/book clubs	96	38%	58	Model making	15	6%
21	Special entertainment events	91	36%	59	Soccer	14	6%
22	Night clubs/lounges	87	34%	60	Racquetball	14	6%
23	Happy hour/social hour	83	33%	61	Ceramics/pottery	13	5%
24	Swimming at pool	79	31%	62	Volksmarching	11	4%
25	Bicycle riding/mountain biking	72	28%	63	Windsurf/surf/boogie boarding	11	4%
26	Weight/strength training	68	27%	64	Stained glass	11	4%
27	Miniature golf	64	25%	65	Martial arts	10	4%
28	Card/table games	61	24%	66	Rock climbing/mountain climbing	9	4%
29	Bowling	58	23%	67	Boxing	9	4%
30	Collecting	57	22%	68	Hunting	8	3%
31	Ordering pay-per-view events	50	20%	69	Sculpture/3D design	6	2%
32	Camping/hiking/backpacking	49	19%	70	Paintball	5	2%
33	Fishing	49	19%	71	Skeet/trap shooting	5	2%
34	Fiber/decoration/decor	46	18%	72	Hockey	4	2%
35	Running/jogging	45	18%	73	Touch/flag football	4	2%
36	Photography/development	45	18%	74	Trophy making	3	1%
37	Billiards/game room/video arcade	40	16%	75	Wrestling	2	1%
38	Golf	38	15%	76	Sky diving	1	0%

Leisure Activity Participation by Major Patron Group

Exhibit 2-11 provides a ranked listing of activity participation preferences for retirees based on the percent who indicated that they participated either on post, off post or at home (if applicable) in the past 12 months.

Exhibit 2-11
Leisure Activity Participation – Retirees (n=201)
(Survey Questions 54, 55 and 56)

Rank		n	%	Rank		n	%
1	Watching TV/VCR movies	131	65%	39	Power boat/sail/jet & water ski	22	11%
2	Entertaining guests at home	120	60%	40	Participation in music/theater	20	10%
3	Walking	120	60%	41	Billiards/game room/video arcade	19	9%
4	Shopping trips	118	59%	42	Snow skiing	17	8%
5	Special family events	115	57%	43	Basketball	14	7%
6	Gardening	98	49%	44	Auto detail/customization/paint	13	6%
7	Trips/touring	93	46%	45	Drawing/painting	12	6%
8	Auto maintenance/washing auto	91	45%	46	Canoeing/kayaking/rafting	11	5%
9	Going to movie theaters	89	44%	47	Bingo	10	5%
10	Going to beaches/lakes	85	42%	48	Model making	10	5%
11	Plays/shows/concerts	76	38%	49	Picture framing	10	5%
12	Dancing	74	37%	50	Softball	9	4%
13	Internet access/applications	68	34%	51	Hunting	9	4%
14	Reading/book clubs	67	33%	52	Tennis	9	4%
15	Cardiovascular exercise	66	33%	53	Art/metal/jewelry making	9	4%
16	Festivals/events	65	32%	54	Fiber/decoration/decor	9	4%
17	Attending sports events	60	30%	55	Skeet/trap shooting	8	4%
18	Live entertainment	58	29%	56	Volleyball	7	3%
19	Happy hour/social hour	54	27%	57	Paintball	7	3%
20	Night clubs/lounges	54	27%	58	Rock climbing/mountain climbing	7	3%
21	Golf	53	26%	59	Volksmarching	7	3%
22	Collecting	48	24%	60	Group aerobics classes	7	3%
23	Computer games	48	24%	61	Soccer	6	3%
24	Fishing	46	23%	62	Touch/flag football	5	2%
25	Picnicking	45	22%	63	Horseback riding	5	2%
26	Swimming at pool	45	22%	64	Ceramics/pottery	5	2%
27	Special entertainment events	44	22%	65	Hockey	4	2%
28	Weight/strength training	39	19%	66	Racquetball	4	2%
29	Bowling	35	17%	67	Stained glass	4	2%
30	Card/table games	34	17%	68	Boxing	3	1%
31	Ordering pay-per-view events	34	17%	69	Roller/ice skating	3	1%
32	Woodworking/industrial arts	33	16%	70	Sculpture/3D design	3	1%
33	Bicycle riding/mountain biking	32	16%	71	In-line skating	2	1%
34	Photography/development	32	16%	72	Windsurf/surf/boogie boarding	2	1%
35	Running/jogging	31	15%	73	Martial arts	2	1%
36	Camping/hiking/backpacking	27	13%	74	Sky diving	1	1%
37	Miniature golf	24	12%	75	Wrestling	1	1%
38	Computer graphics/design	23	11%	76	Trophy making	1	1%

Market Share Analysis by Activity Category

Exhibit 2-12 provides an estimated market share analysis of the 76 activities by activity category for all respondents. The number and percentage of respondents who reported that they participated in an activity on post during the past 12 months are presented in the column marked “Participated On Post.” The column marked “Participated Off Post” presents the number and percentage of respondents who reported that they participated in an activity off post during the past 12 months. The number and percentage of respondents who reported that they participated in an activity at home during the past 12 months are presented in the column marked “Participated At Home.” Activities that did not have a response option for participation at home will show “N/A” in the “Participated At Home” column. The total number and percentage of people who indicated that they participated in the activity on post, off post or at home during the past year are presented in the last column marked “Overall Participation.”

Exhibit 2-12
Market Share Analysis by Activity Category - All Respondents (n=522)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Team Sports:								
Basketball	29	4%	31	6%	N/A	N/A	50	9%
Softball	28	5%	22	4%	N/A	N/A	43	8%
Volleyball	20	3%	22	4%	N/A	N/A	35	6%
Soccer	8	1%	21	4%	N/A	N/A	27	5%
Hockey	5	1%	7	1%	N/A	N/A	12	2%
Touch/flag football	8	1%	6	1%	N/A	N/A	13	2%
Outdoor Recreation:								
Going to beaches/lakes	37	7%	236	45%	N/A	N/A	256	48%
Picnicking	67	12%	140	26%	N/A	N/A	168	31%
Bicycle riding/mountain biking	27	4%	108	21%	N/A	N/A	120	23%
Fishing	29	5%	101	19%	N/A	N/A	113	21%
Camping/hiking/backpacking	21	4%	72	14%	N/A	N/A	86	16%
Power boat/sail/jet & water ski	18	3%	54	10%	N/A	N/A	64	12%
Snow skiing	10	2%	45	8%	N/A	N/A	51	9%
Canoeing/kayaking/rafting	11	2%	31	6%	N/A	N/A	39	7%
In-line skating	10	1%	28	5%	N/A	N/A	32	5%
Horseback riding	3	1%	23	4%	N/A	N/A	24	4%
Hunting	3	1%	19	3%	N/A	N/A	22	4%
Rock climbing/mountain climbing	5	1%	16	3%	N/A	N/A	20	4%
Volksmarching	10	2%	16	3%	N/A	N/A	21	4%
Paintball	3	1%	13	2%	N/A	N/A	16	3%
Skeet/trap shooting	2	0%	12	2%	N/A	N/A	14	3%
Windsurf/surf/boogie boarding	2	0%	17	3%	N/A	N/A	18	3%
Sky diving	1	0%	4	1%	N/A	N/A	4	1%

Exhibit 2-12 (continued)
Market Share Analysis by Activity Category - All Respondents (n=522)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Social:								
Entertaining guests at home	61	10%	283	56%	N/A	N/A	327	64%
Special family events	68	13%	286	55%	N/A	N/A	316	61%
Shopping trips	80	15%	287	55%	N/A	N/A	309	60%
Dancing	61	11%	174	33%	N/A	N/A	197	38%
Happy hour/social hour	50	9%	133	25%	N/A	N/A	162	31%
Night clubs/lounges	36	6%	148	28%	N/A	N/A	165	31%
Sports and Fitness:								
Walking	141	26%	273	54%	N/A	N/A	313	61%
Cardiovascular exercise	96	16%	155	30%	N/A	N/A	205	38%
Swimming at pool	55	9%	114	23%	N/A	N/A	148	28%
Weight/strength training	87	13%	90	17%	N/A	N/A	147	25%
Bowling	85	15%	61	12%	N/A	N/A	115	21%
Running/jogging	72	10%	89	15%	N/A	N/A	121	20%
Golf	62	12%	81	16%	N/A	N/A	98	19%
Group aerobics classes	18	3%	26	5%	N/A	N/A	41	7%
Tennis	18	3%	29	6%	N/A	N/A	38	7%
Racquetball	18	2%	15	3%	N/A	N/A	29	5%
Roller/ice skating	8	1%	33	5%	N/A	N/A	35	5%
Boxing	7	1%	10	2%	N/A	N/A	13	3%
Martial arts	5	1%	14	3%	N/A	N/A	16	3%
Wrestling	2	0%	2	0%	N/A	N/A	4	1%
Entertainment:								
Watching TV/VCR movies	64	9%	355	69%	N/A	N/A	387	74%
Going to movie theaters	25	5%	293	55%	N/A	N/A	303	57%
Plays/shows/concerts	44	9%	239	46%	N/A	N/A	250	48%
Festivals/events	99	19%	221	42%	N/A	N/A	235	45%
Live entertainment	43	8%	189	36%	N/A	N/A	201	38%
Attending sports events	50	8%	169	33%	N/A	N/A	190	36%
Special entertainment events	50	9%	142	28%	N/A	N/A	151	29%
Card/table games	9	2%	103	20%	N/A	N/A	106	21%
Miniature golf	7	1%	94	18%	N/A	N/A	98	19%
Ordering pay-per-view events	13	2%	84	16%	N/A	N/A	93	18%
Billiards/game room/video arcade	16	3%	65	12%	N/A	N/A	73	13%
Bingo	12	2%	21	4%	N/A	N/A	30	6%

Exhibit 2-12 (continued)
Market Share Analysis by Activity Category - All Respondents (n=522)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Special Interest/Arts & Crafts:								
Gardening	16	3%	43	8%	243	48%	257	51%
Trips/touring	43	8%	139	27%	179	35%	252	49%
Internet access/applications	96	17%	62	12%	219	41%	255	47%
Auto maintenance/washing auto	54	9%	127	24%	185	36%	238	45%
Reading/book clubs	28	5%	58	11%	182	35%	188	36%
Computer games	21	3%	36	7%	163	31%	175	33%
Collecting	8	2%	47	9%	103	20%	116	23%
Photography/development	10	2%	29	6%	68	13%	85	17%
Woodworking/industrial arts	4	1%	10	2%	72	14%	74	14%
Computer graphics/design	15	2%	12	2%	66	12%	69	13%
Fiber/decoration/decor	6	1%	5	1%	57	11%	61	12%
Drawing/painting	7	1%	13	2%	55	10%	59	11%
Participation in music/theater	10	2%	33	7%	28	6%	57	11%
Picture framing	10	2%	10	2%	44	8%	52	9%
Auto detail/customization/paint	12	2%	9	2%	34	6%	46	8%
Art/metal/jewelry making	6	1%	5	1%	28	5%	32	6%
Model making	1	0%	4	1%	30	6%	30	6%
Ceramics/pottery	11	2%	8	1%	14	2%	26	4%
Stained glass	4	1%	4	1%	15	3%	19	3%
Sculpture/3D design	3	0%	4	1%	11	2%	12	2%
Trophy making	4	1%	0	0%	5	1%	8	1%

Market Share Analysis by Activity Category

Exhibit 2-13 provides an estimated market share analysis of the 76 activities by activity category for active duty respondents. The number and percentage of respondents who reported that they participated in an activity on post during the past 12 months are presented in the column marked “Participated On Post.” The column marked “Participated Off Post” presents the number and percentage of respondents who reported that they participated in an activity off post during the past 12 months. The number and percentage of respondents who reported that they participated in an activity at home during the past 12 months are presented in the column marked “Participated At Home.” Activities that did not have a response option for participation at home will show “N/A” in the “Participated At Home” column. The total number and percentage of people who indicated that they participated in the activity on post, off post or at home during the past year are presented in the last column marked “Overall Participation.”

Exhibit 2-13
Market Share Analysis by Activity Category – Active Duty (n=63)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Team Sports:								
Basketball	14	22%	6	10%	N/A	N/A	15	24%
Volleyball	11	17%	4	6%	N/A	N/A	11	17%
Softball	7	11%	5	8%	N/A	N/A	10	16%
Soccer	5	8%	4	6%	N/A	N/A	7	11%
Hockey	3	5%	1	2%	N/A	N/A	4	6%
Touch/flag football	4	6%	0	0%	N/A	N/A	4	6%
Outdoor Recreation:								
Going to beaches/lakes	7	11%	33	52%	N/A	N/A	36	57%
Picnicking	16	25%	20	32%	N/A	N/A	26	41%
Fishing	7	11%	15	24%	N/A	N/A	18	29%
Bicycle riding/mountain biking	10	16%	11	17%	N/A	N/A	15	24%
In-line skating	6	10%	10	16%	N/A	N/A	11	17%
Snow skiing	3	5%	9	14%	N/A	N/A	11	17%
Camping/hiking/backpacking	4	6%	9	14%	N/A	N/A	10	16%
Power boat/sail/jet & water ski	4	6%	9	14%	N/A	N/A	10	16%
Canoeing/kayaking/rafting	3	5%	2	3%	N/A	N/A	5	8%
Hunting	1	2%	4	6%	N/A	N/A	5	8%
Windsurf/surf/boogie boarding	2	3%	4	6%	N/A	N/A	5	8%
Horseback riding	1	2%	4	6%	N/A	N/A	4	6%
Paintball	1	2%	3	5%	N/A	N/A	4	6%
Rock climbing/mountain climbing	1	2%	4	6%	N/A	N/A	4	6%
Volksmarching	1	2%	2	3%	N/A	N/A	3	5%
Sky diving	0	0%	2	3%	N/A	N/A	2	3%
Skeet/trap shooting	0	0%	1	2%	N/A	N/A	1	2%

Exhibit 2-13 (continued)
Market Share Analysis by Activity Category – Active Duty (n=63)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Social:								
Shopping trips	11	17%	33	52%	N/A	N/A	34	54%
Entertaining guests at home	20	32%	16	25%	N/A	N/A	31	49%
Special family events	12	19%	28	44%	N/A	N/A	30	48%
Night clubs/lounges	9	14%	24	38%	N/A	N/A	24	38%
Dancing	10	16%	21	33%	N/A	N/A	23	37%
Happy hour/social hour	12	19%	20	32%	N/A	N/A	23	37%
Sports and Fitness:								
Running/jogging	41	65%	25	40%	N/A	N/A	44	70%
Weight/strength training	37	59%	12	19%	N/A	N/A	40	63%
Cardiovascular exercise	34	54%	18	29%	N/A	N/A	38	60%
Walking	23	37%	17	27%	N/A	N/A	28	44%
Swimming at pool	21	33%	7	11%	N/A	N/A	24	38%
Bowling	19	30%	5	8%	N/A	N/A	20	32%
Roller/ice skating	5	8%	13	21%	N/A	N/A	14	22%
Racquetball	11	17%	2	3%	N/A	N/A	11	17%
Group aerobics classes	9	14%	1	2%	N/A	N/A	10	16%
Golf	7	11%	3	5%	N/A	N/A	7	11%
Tennis	5	8%	3	5%	N/A	N/A	7	11%
Martial arts	1	2%	3	5%	N/A	N/A	4	6%
Boxing	1	2%	1	2%	N/A	N/A	1	2%
Wrestling	1	2%	0	0%	N/A	N/A	1	2%
Entertainment:								
Watching TV/VCR movies	32	51%	30	48%	N/A	N/A	48	76%
Going to movie theaters	5	8%	41	65%	N/A	N/A	45	71%
Plays/shows/concerts	4	6%	26	41%	N/A	N/A	28	44%
Attending sports events	18	29%	18	29%	N/A	N/A	27	43%
Festivals/events	12	19%	26	41%	N/A	N/A	27	43%
Live entertainment	5	8%	21	33%	N/A	N/A	23	37%
Special entertainment events	7	11%	13	21%	N/A	N/A	14	22%
Billiards/game room/video arcade	5	8%	11	17%	N/A	N/A	13	21%
Miniature golf	1	2%	10	16%	N/A	N/A	10	16%
Card/table games	2	3%	9	14%	N/A	N/A	9	14%
Ordering pay-per-view events	3	5%	7	11%	N/A	N/A	9	14%
Bingo	2	3%	1	2%	N/A	N/A	2	3%

Exhibit 2-13 (continued)
Market Share Analysis by Activity Category – Active Duty (n=63)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Special Interest/Arts & Crafts:								
Internet access/applications	17	27%	7	11%	33	52%	41	65%
Auto maintenance/washing auto	20	32%	19	30%	20	32%	32	51%
Computer games	8	13%	3	5%	23	37%	28	44%
Reading/book clubs	7	11%	6	10%	22	35%	23	37%
Trips/touring	5	8%	14	22%	12	19%	22	35%
Gardening	6	10%	3	5%	17	27%	19	30%
Computer graphics/design	5	8%	2	3%	14	22%	14	22%
Auto detail/customization/paint	4	6%	2	3%	8	13%	10	16%
Drawing/painting	2	3%	2	3%	10	16%	10	16%
Picture framing	4	6%	2	3%	8	13%	10	16%
Collecting	1	2%	4	6%	7	11%	9	14%
Woodworking/industrial arts	2	3%	3	5%	8	13%	9	14%
Ceramics/pottery	3	5%	3	5%	4	6%	8	13%
Photography/development	4	6%	2	3%	5	8%	8	13%
Art/metal/jewelry making	2	3%	2	3%	6	10%	6	10%
Fiber/decoration/decor	2	3%	1	2%	5	8%	5	8%
Model making	1	2%	2	3%	5	8%	5	8%
Participation in music/theater	2	3%	2	3%	1	2%	4	6%
Stained glass	1	2%	1	2%	4	6%	4	6%
Trophy making	2	3%	0	0%	3	5%	4	6%
Sculpture/3D design	1	2%	1	2%	3	5%	3	5%

Market Share Analysis by Activity Category

Exhibit 2-14 provides an estimated market share analysis of the 76 activities by activity category for civilian respondents. The number and percentage of respondents who reported that they participated in an activity on post during the past 12 months are presented in the column marked “Participated On Post.” The column marked “Participated Off Post” presents the number and percentage of respondents who reported that they participated in an activity off post during the past 12 months. The number and percentage of respondents who reported that they participated in an activity at home during the past 12 months are presented in the column marked “Participated At Home.” Activities that did not have a response option for participation at home will show “N/A” in the “Participated At Home” column. The total number and percentage of people who indicated that they participated in the activity on post, off post or at home during the past year are presented in the last column marked “Overall Participation.”

Exhibit 2-14
Market Share Analysis by Activity Category – Civilians (n=254)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Team Sports:								
Softball	17	7%	11	4%	N/A	N/A	24	9%
Basketball	10	4%	15	6%	N/A	N/A	21	8%
Volleyball	8	3%	12	5%	N/A	N/A	17	7%
Soccer	1	0%	13	5%	N/A	N/A	14	6%
Hockey	1	0%	3	1%	N/A	N/A	4	2%
Touch/flag football	1	0%	4	2%	N/A	N/A	4	2%
Outdoor Recreation:								
Going to beaches/lakes	14	6%	128	50%	N/A	N/A	133	52%
Picnicking	34	13%	85	33%	N/A	N/A	96	38%
Bicycle riding/mountain biking	10	4%	66	26%	N/A	N/A	72	28%
Camping/hiking/backpacking	10	4%	43	17%	N/A	N/A	49	19%
Fishing	5	2%	48	19%	N/A	N/A	49	19%
Power boat/sail/jet & water ski	6	2%	29	11%	N/A	N/A	32	13%
Canoeing/kayaking/rafting	4	2%	21	8%	N/A	N/A	23	9%
Snow skiing	4	2%	21	8%	N/A	N/A	23	9%
In-line skating	4	2%	16	6%	N/A	N/A	19	7%
Horseback riding	1	0%	15	6%	N/A	N/A	15	6%
Rock climbing/mountain climbing	2	1%	7	3%	N/A	N/A	9	4%
Volksmarching	5	2%	10	4%	N/A	N/A	11	4%
Windsurf/surf/boogie boarding	0	0%	11	4%	N/A	N/A	11	4%
Hunting	1	0%	7	3%	N/A	N/A	8	3%
Paintball	0	0%	5	2%	N/A	N/A	5	2%
Skeet/trap shooting	1	0%	4	2%	N/A	N/A	5	2%
Sky diving	1	0%	1	0%	N/A	N/A	1	0%

Exhibit 2-14 (continued)
Market Share Analysis by Activity Category – Civilians (n=254)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Social:								
Entertaining guests at home	18	7%	161	63%	N/A	N/A	174	69%
Special family events	26	10%	158	62%	N/A	N/A	169	67%
Shopping trips	20	8%	146	57%	N/A	N/A	154	61%
Dancing	26	10%	88	35%	N/A	N/A	99	39%
Night clubs/lounges	12	5%	79	31%	N/A	N/A	87	34%
Happy hour/social hour	19	7%	69	27%	N/A	N/A	83	33%
Sports and Fitness:								
Walking	81	32%	147	58%	N/A	N/A	162	64%
Cardiovascular exercise	37	15%	83	33%	N/A	N/A	99	39%
Swimming at pool	18	7%	70	28%	N/A	N/A	79	31%
Weight/strength training	34	13%	48	19%	N/A	N/A	68	27%
Bowling	40	16%	32	13%	N/A	N/A	58	23%
Running/jogging	18	7%	37	15%	N/A	N/A	45	18%
Golf	22	9%	34	13%	N/A	N/A	38	15%
Group aerobics classes	7	3%	19	7%	N/A	N/A	24	9%
Tennis	9	4%	18	7%	N/A	N/A	21	8%
Roller/ice skating	3	1%	17	7%	N/A	N/A	18	7%
Racquetball	5	2%	11	4%	N/A	N/A	14	6%
Boxing	6	2%	6	2%	N/A	N/A	9	4%
Martial arts	4	2%	9	4%	N/A	N/A	10	4%
Wrestling	1	0%	1	0%	N/A	N/A	2	1%
Entertainment:								
Watching TV/VCR movies	12	5%	201	79%	N/A	N/A	205	81%
Going to movie theaters	12	5%	166	65%	N/A	N/A	168	66%
Plays/shows/concerts	30	12%	136	54%	N/A	N/A	143	56%
Festivals/events	67	26%	128	50%	N/A	N/A	140	55%
Live entertainment	25	10%	112	44%	N/A	N/A	117	46%
Attending sports events	19	7%	96	38%	N/A	N/A	102	40%
Special entertainment events	30	12%	86	34%	N/A	N/A	91	36%
Miniature golf	4	2%	61	24%	N/A	N/A	64	25%
Card/table games	4	2%	59	23%	N/A	N/A	61	24%
Ordering pay-per-view events	4	2%	47	19%	N/A	N/A	50	20%
Billiards/game room/video arcade	7	3%	36	14%	N/A	N/A	40	16%
Bingo	8	3%	12	5%	N/A	N/A	18	7%

Exhibit 2-14 (continued)
Market Share Analysis by Activity Category – Civilians (n=254)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Special Interest/Arts & Crafts:								
Internet access/applications	69	27%	34	13%	121	48%	144	57%
Gardening	5	2%	20	8%	132	52%	137	54%
Trips/touring	27	11%	77	30%	99	39%	135	53%
Auto maintenance/washing auto	22	9%	62	24%	89	35%	114	45%
Computer games	10	4%	21	8%	93	37%	97	38%
Reading/book clubs	16	6%	30	12%	93	37%	96	38%
Collecting	3	1%	19	7%	53	21%	57	22%
Fiber/decoration/decor	3	1%	4	2%	43	17%	46	18%
Photography/development	2	1%	21	8%	36	14%	45	18%
Drawing/painting	3	1%	7	3%	33	13%	36	14%
Computer graphics/design	7	3%	5	2%	30	12%	32	13%
Participation in music/theater	4	2%	20	8%	19	7%	32	13%
Woodworking/industrial arts	1	0%	5	2%	31	12%	32	13%
Picture framing	3	1%	7	3%	28	11%	31	12%
Auto detail/customization/paint	4	2%	5	2%	16	6%	23	9%
Art/metal/jewelry making	3	1%	1	0%	14	6%	17	7%
Model making	0	0%	1	0%	15	6%	15	6%
Ceramics/pottery	6	2%	4	2%	6	2%	13	5%
Stained glass	3	1%	2	1%	8	3%	11	4%
Sculpture/3D design	2	1%	3	1%	5	2%	6	2%
Trophy making	2	1%	0	0%	1	0%	3	1%

Market Share Analysis by Activity Category

Exhibit 2-15 provides an estimated market share analysis of the 76 activities by activity category for retirees. The number and percentage of respondents who reported that they participated in an activity on post during the past 12 months are presented in the column marked “Participated On Post.” The column marked “Participated Off Post” presents the number and percentage of respondents who reported that they participated in an activity off post during the past 12 months. The number and percentage of respondents who reported that they participated in an activity at home during the past 12 months are presented in the column marked “Participated At Home.” Activities that did not have a response option for participation at home will show “N/A” in the “Participated At Home” column. The total number and percentage of people who indicated that they participated in the activity on post, off post or at home during the past year are presented in the last column marked “Overall Participation.”

Exhibit 2-15
Market Share Analysis by Activity Category – Retirees (n=201)
 (Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Team Sports:								
Basketball	5	2%	10	5%	N/A	N/A	14	7%
Softball	4	2%	6	3%	N/A	N/A	9	4%
Soccer	2	1%	4	2%	N/A	N/A	6	3%
Volleyball	1	0%	6	3%	N/A	N/A	7	3%
Hockey	1	0%	3	1%	N/A	N/A	4	2%
Touch/flag football	3	1%	2	1%	N/A	N/A	5	2%
Outdoor Recreation:								
Going to beaches/lakes	16	8%	73	36%	N/A	N/A	85	42%
Fishing	17	8%	38	19%	N/A	N/A	46	23%
Picnicking	16	8%	35	17%	N/A	N/A	45	22%
Bicycle riding/mountain biking	7	3%	30	15%	N/A	N/A	32	16%
Camping/hiking/backpacking	7	3%	20	10%	N/A	N/A	27	13%
Power boat/sail/jet & water ski	8	4%	16	8%	N/A	N/A	22	11%
Snow skiing	3	1%	15	7%	N/A	N/A	17	8%
Canoeing/kayaking/rafting	4	2%	8	4%	N/A	N/A	11	5%
Hunting	1	0%	8	4%	N/A	N/A	9	4%
Skeet/trap shooting	1	0%	7	3%	N/A	N/A	8	4%
Paintball	2	1%	5	2%	N/A	N/A	7	3%
Rock climbing/mountain climbing	2	1%	5	2%	N/A	N/A	7	3%
Volksmarching	4	2%	4	2%	N/A	N/A	7	3%
Horseback riding	1	0%	4	2%	N/A	N/A	5	2%
In-line skating	0	0%	2	1%	N/A	N/A	2	1%
Windsurf/surf/boogie boarding	0	0%	2	1%	N/A	N/A	2	1%
Sky diving	0	0%	1	0%	N/A	N/A	1	0%

Exhibit 2-15 (continued)
Market Share Analysis by Activity Category – Retirees (n=201)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Social:								
Entertaining guests at home	23	11%	104	52%	N/A	N/A	120	60%
Shopping trips	49	24%	105	52%	N/A	N/A	118	59%
Special family events	30	15%	98	49%	N/A	N/A	115	57%
Dancing	25	12%	64	32%	N/A	N/A	74	37%
Happy hour/social hour	19	9%	42	21%	N/A	N/A	54	27%
Night clubs/lounges	15	7%	45	22%	N/A	N/A	54	27%
Sports and Fitness:								
Walking	35	17%	106	53%	N/A	N/A	120	60%
Cardiovascular exercise	24	12%	52	26%	N/A	N/A	66	33%
Golf	33	16%	44	22%	N/A	N/A	53	26%
Swimming at pool	16	8%	37	18%	N/A	N/A	45	22%
Weight/strength training	16	8%	30	15%	N/A	N/A	39	19%
Bowling	25	12%	22	11%	N/A	N/A	35	17%
Running/jogging	12	6%	26	13%	N/A	N/A	31	15%
Tennis	3	1%	8	4%	N/A	N/A	9	4%
Group aerobics classes	2	1%	6	3%	N/A	N/A	7	3%
Racquetball	2	1%	2	1%	N/A	N/A	4	2%
Boxing	0	0%	3	1%	N/A	N/A	3	1%
Martial arts	0	0%	2	1%	N/A	N/A	2	1%
Roller/ice skating	0	0%	3	1%	N/A	N/A	3	1%
Wrestling	0	0%	1	0%	N/A	N/A	1	0%
Entertainment:								
Watching TV/VCR movies	20	10%	121	60%	N/A	N/A	131	65%
Going to movie theaters	8	4%	85	42%	N/A	N/A	89	44%
Plays/shows/concerts	10	5%	74	37%	N/A	N/A	76	38%
Festivals/events	17	8%	64	32%	N/A	N/A	65	32%
Attending sports events	12	6%	54	27%	N/A	N/A	60	30%
Live entertainment	13	6%	53	26%	N/A	N/A	58	29%
Special entertainment events	13	6%	41	20%	N/A	N/A	44	22%
Card/table games	3	1%	33	16%	N/A	N/A	34	17%
Ordering pay-per-view events	6	3%	30	15%	N/A	N/A	34	17%
Miniature golf	2	1%	23	11%	N/A	N/A	24	12%
Billiards/game room/video arcade	4	2%	17	8%	N/A	N/A	19	9%
Bingo	2	1%	8	4%	N/A	N/A	10	5%

Exhibit 2-15 (continued)
Market Share Analysis by Activity Category – Retirees (n=201)
(Survey Questions 54, 55 and 56)

	Participated On Post		Participated Off Post		Participated At Home		Overall Participation	
	n	%	n	%	n	%	n	%
Special Interest/Arts & Crafts:								
Gardening	5	2%	18	9%	91	45%	98	49%
Trips/touring	11	5%	47	23%	67	33%	93	46%
Auto maintenance/washing auto	12	6%	45	22%	76	38%	91	45%
Internet access/applications	8	4%	20	10%	63	31%	68	34%
Reading/book clubs	5	2%	22	11%	65	32%	67	33%
Collecting	4	2%	23	11%	42	21%	48	24%
Computer games	2	1%	11	5%	45	22%	48	24%
Photography/development	4	2%	6	3%	27	13%	32	16%
Woodworking/industrial arts	1	0%	2	1%	33	16%	33	16%
Computer graphics/design	3	1%	5	2%	22	11%	23	11%
Participation in music/theater	4	2%	10	5%	8	4%	20	10%
Auto detail/customization/paint	4	2%	2	1%	10	5%	13	6%
Drawing/painting	2	1%	4	2%	11	5%	12	6%
Model making	0	0%	1	0%	10	5%	10	5%
Picture framing	3	1%	1	0%	7	3%	10	5%
Art/metal/jewelry making	1	0%	2	1%	8	4%	9	4%
Fiber/decoration/decor	1	0%	0	0%	8	4%	9	4%
Ceramics/pottery	2	1%	1	0%	4	2%	5	2%
Stained glass	0	0%	1	0%	3	1%	4	2%
Sculpture/3D design	0	0%	0	0%	3	1%	3	1%
Trophy making	0	0%	0	0%	1	0%	1	0%

RECREATION PROGRAMS AND FACILITIES

The following exhibits (2-16 through 2-35) provide information on a variety of areas relating to recreation facilities and programs. Exhibits 2-16 through 2-19 provide ratings of satisfaction with post recreation facilities for all respondents and for each of the three patron groups. Exhibits 2-20 through 2-27 present respondents' quality ratings of buildings, equipment and staff, as well as importance of quality ratings for these three quality components. Exhibits 2-28 through 2-35 present the same information for Active Duty personnel only. The first four exhibits (2-16 through 2-19) on satisfaction with post recreation facilities are described below and are presented on the following pages.

Satisfaction with Post Recreation Facilities

Exhibit 2-16 shows the percentage of all respondents who feel very dissatisfied, somewhat dissatisfied, satisfied, somewhat satisfied and very satisfied with each facility available at your post. Only those respondents who indicated they had used the facility provided ratings of satisfaction. The facilities are listed in descending order by their mean score rating. The mean score is based on a 5-point scale where 1 = very dissatisfied and 5 = very satisfied. Note that total cases will differ by facility as only those respondents who said they had used the facility rated their satisfaction with it.

Exhibit 2-16
Satisfaction with Post Recreation Facilities - All Respondents
(Survey Questions 14 and 15)

	Very Dissatisfied		Somewhat Dissatisfied		Satisfied		Somewhat Satisfied		Very Satisfied		Total Cases	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Fitness Center/Gymnasium	1	0%	4	3%	26	18%	29	18%	78	61%	138	4.36
Recreational Equip. Checkout	1	1%	2	2%	10	17%	14	21%	34	59%	61	4.36
Library	2	1%	3	1%	19	17%	26	24%	60	56%	110	4.34
Child Development Center	1	8%	0	0%	2	12%	3	15%	10	66%	16	4.30
ITR Office/Commercial Travel Agency	2	2%	2	1%	19	19%	21	23%	51	55%	95	4.29
Bowling Center	3	3%	1	1%	17	16%	23	24%	50	55%	94	4.27
Arts & Crafts Center	0	0%	1	7%	4	22%	3	14%	8	57%	16	4.20
Bowling Ctr. Food & Bev. Operations	1	1%	8	6%	21	18%	22	23%	51	53%	103	4.20
Post Picnic Areas	0	0%	3	5%	12	21%	19	34%	22	41%	56	4.10
Youth Center	1	5%	1	2%	7	29%	5	12%	12	52%	26	4.03
Army Lodging	4	10%	2	5%	5	22%	2	8%	12	55%	25	3.95
Swimming Pool	2	3%	5	15%	12	23%	7	10%	18	50%	44	3.90
Bowling Pro Shop	2	17%	0	0%	1	4%	5	40%	5	39%	13	3.85
Automotive Skills Center	0	0%	1	1%	19	48%	8	19%	14	32%	42	3.82
Recreation Ctr./Comm. Activity Ctr.	2	6%	4	9%	15	35%	10	21%	11	30%	42	3.60
Athletic Fields	0	0%	7	22%	10	29%	8	20%	12	30%	37	3.57
Car Wash	4	7%	7	13%	9	27%	8	22%	11	31%	39	3.57
Golf Course Food & Bev. Operations	2	2%	3	8%	17	41%	11	29%	9	20%	42	3.57
Golf Course/Pro Shop	11	18%	10	17%	14	24%	11	17%	15	24%	61	3.13
Tennis Courts	2	15%	5	31%	4	21%	3	13%	4	20%	18	2.94

Satisfaction with Post Recreation Facilities

Exhibit 2-17 shows ratings of satisfaction given by active duty respondents for each facility available at your installation. Only those active duty respondents who indicated they had used the facility provided ratings of satisfaction. The facilities are listed in descending order by their mean score rating, which is based on a 5-point scale. Because only active duty respondents who used the facility are included in this exhibit, total cases will differ by facility.

Exhibit 2-17
Satisfaction with Post Recreation Facilities - Active Duty
 (Survey Questions 14 and 15)

	Very Dissatisfied		Somewhat Dissatisfied		Satisfied		Somewhat Satisfied		Very Satisfied		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Child Development Center	0	0%	0	0%	1	17%	2	33%	3	50%	6	4.33
Athletic Fields	0	0%	1	7%	3	21%	4	29%	6	43%	14	4.07
Fitness Center/Gymnasium	1	2%	1	2%	11	23%	16	33%	19	40%	48	4.06
Bowling Center	1	4%	0	0%	7	28%	7	28%	10	40%	25	4.00
Bowling Pro Shop	0	0%	0	0%	1	33%	1	33%	1	33%	3	4.00
Youth Center	0	0%	1	8%	3	23%	5	38%	4	31%	13	3.92
Automotive Skills Center	0	0%	1	7%	5	36%	3	21%	5	36%	14	3.86
Post Picnic Areas	0	0%	1	9%	3	27%	4	36%	3	27%	11	3.82
Arts & Crafts Center	0	0%	0	0%	2	40%	2	40%	1	20%	5	3.80
Tennis Courts	0	0%	1	14%	2	29%	2	29%	2	29%	7	3.71
ITR Office/Commercial Travel Agency	1	6%	2	13%	4	25%	3	19%	6	38%	16	3.69
Library	2	11%	3	17%	3	17%	3	17%	7	39%	18	3.56
Recreational Equip. Checkout	1	9%	2	18%	1	9%	4	36%	3	27%	11	3.55
Swimming Pool	2	8%	1	4%	9	38%	7	29%	5	21%	24	3.50
Recreation Ctr./Comm. Activity Ctr.	0	0%	2	13%	6	40%	5	33%	2	13%	15	3.47
Golf Course/Pro Shop	2	20%	1	10%	1	10%	3	30%	3	30%	10	3.40
Bowling Ctr. Food & Bev. Operations	0	0%	5	25%	8	40%	2	10%	5	25%	20	3.35
Golf Course Food & Bev. Operations	2	33%	0	0%	2	33%	0	0%	2	33%	6	3.00
Army Lodging	4	31%	2	15%	2	15%	1	8%	4	31%	13	2.92
Car Wash	3	23%	5	38%	1	8%	2	15%	2	15%	13	2.62

Satisfaction with Post Recreation Facilities

Exhibit 2-18 shows ratings of satisfaction given by civilians for each facility available at your installation. Only those civilians who indicated they had used the facility provided ratings of satisfaction. The facilities are listed in descending order by their mean score rating, which is based on a 5-point scale. Because only civilians who used the facility are included in this exhibit, total cases will differ by facility.

Exhibit 2-18
Satisfaction with Post Recreation Facilities - Civilians
 (Survey Questions 14 and 15)

	Very Dissatisfied		Somewhat Dissatisfied		Satisfied		Somewhat Satisfied		Very Satisfied		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Army Lodging	0	0%	0	0%	0	0%	0	0%	2	100%	2	5.00
Bowling Center	1	2%	0	0%	6	14%	7	16%	30	68%	44	4.48
Library	0	0%	0	0%	7	12%	17	29%	35	59%	59	4.47
Recreational Equip. Checkout	0	0%	0	0%	5	16%	7	23%	19	61%	31	4.45
Child Development Center	1	11%	0	0%	0	0%	1	11%	7	78%	9	4.44
Fitness Center/Gymnasium	0	0%	3	5%	11	18%	11	18%	35	58%	60	4.30
ITR Office/Commercial Travel Agency	1	2%	0	0%	13	21%	13	21%	34	56%	61	4.30
Bowling Ctr. Food & Bev. Operations	1	2%	2	4%	10	18%	10	18%	32	58%	55	4.27
Youth Center	1	10%	0	0%	2	20%	0	0%	7	70%	10	4.20
Post Picnic Areas	0	0%	2	6%	6	17%	12	33%	16	44%	36	4.17
Automotive Skills Center	0	0%	0	0%	6	33%	3	17%	9	50%	18	4.17
Arts & Crafts Center	0	0%	1	14%	1	14%	1	14%	4	57%	7	4.14
Car Wash	0	0%	0	0%	3	30%	3	30%	4	40%	10	4.10
Swimming Pool	0	0%	3	25%	2	17%	0	0%	7	58%	12	3.92
Bowling Pro Shop	1	25%	0	0%	0	0%	1	25%	2	50%	4	3.75
Golf Course Food & Bev. Operations	0	0%	0	0%	6	50%	4	33%	2	17%	12	3.67
Recreation Ctr./Comm. Activity Ctr.	2	13%	1	7%	5	33%	3	20%	4	27%	15	3.40
Athletic Fields	0	0%	5	31%	4	25%	3	19%	4	25%	16	3.38
Tennis Courts	1	13%	3	38%	1	13%	1	13%	2	25%	8	3.00
Golf Course/Pro Shop	6	27%	3	14%	6	27%	2	9%	5	23%	22	2.86

Satisfaction with Post Recreation Facilities

Exhibit 2-19 shows ratings of satisfaction provided by retirees for each facility available at your installation. Only those retirees who indicated they had used the facility provided ratings of satisfaction. The facilities are listed in descending order by their mean score rating, which is based on a 5-point scale. Because only retirees who used the facility are included in this exhibit, total cases will differ by facility.

Exhibit 2-19
Satisfaction with Post Recreation Facilities - Retirees
(Survey Questions 14 and 15)

	Very Dissatisfied		Somewhat Dissatisfied		Satisfied		Somewhat Satisfied		Very Satisfied		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Fitness Center/Gymnasium	0	0%	0	0%	4	13%	2	7%	24	80%	30	4.67
Arts & Crafts Center	0	0%	0	0%	1	25%	0	0%	3	75%	4	4.50
ITR Office/Commercial Travel Agency	0	0%	0	0%	2	12%	5	29%	10	59%	17	4.47
Bowling Pro Shop	0	0%	0	0%	0	0%	3	60%	2	40%	5	4.40
Recreational Equip. Checkout	0	0%	0	0%	4	22%	3	17%	11	61%	18	4.39
Swimming Pool	0	0%	1	13%	1	13%	0	0%	6	75%	8	4.38
Bowling Ctr. Food & Bev. Operations	0	0%	0	0%	3	12%	10	38%	13	50%	26	4.38
Army Lodging	0	0%	0	0%	3	30%	1	10%	6	60%	10	4.30
Library	0	0%	0	0%	8	26%	6	19%	17	55%	31	4.29
Post Picnic Areas	0	0%	0	0%	3	33%	3	33%	3	33%	9	4.00
Bowling Center	1	4%	1	4%	4	17%	9	39%	8	35%	23	3.96
Recreation Ctr./Comm. Activity Ctr.	0	0%	1	8%	4	33%	2	17%	5	42%	12	3.92
Youth Center	0	0%	0	0%	2	67%	0	0%	1	33%	3	3.67
Car Wash	1	7%	2	13%	4	27%	3	20%	5	33%	15	3.60
Golf Course Food & Bev. Operations	0	0%	3	13%	9	38%	7	29%	5	21%	24	3.58
Athletic Fields	0	0%	1	14%	3	43%	1	14%	2	29%	7	3.57
Golf Course/Pro Shop	3	10%	6	21%	7	24%	6	21%	7	24%	29	3.28
Automotive Skills Center	0	0%	0	0%	8	80%	2	20%	0	0%	10	3.20
Child Development Center	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
Tennis Courts	1	50%	0	0%	1	50%	0	0%	0	0%	2	2.00

Quality Ratings of Specific Aspects of Recreation Facilities

The next series of exhibits provides the quality ratings and quality importance ratings identified by respondents for various aspects of the installation's recreation facilities. Exhibits 2-20 through 2-27 provide this information for all respondents and Exhibits 2-28 through 2-35 provide this information for active duty respondents.

Respondents were asked to rate the overall quality of the building/facility/space of each MWR recreational facility they had used (Exhibit 2-20). Only those MWR facilities that are available at your post appear in this chart. The facilities are listed in descending order by their mean score rating. The mean score is based on a 5-point scale where 1 = very poor and 5 = very good. Note that only those respondents who said they had used the facility rated its quality so total cases will differ by facility.

Exhibit 2-20
Quality of Recreation Building/Facility/Space - All Respondents
(Survey Questions 14 and 15)

	Very Poor		Poor		Adequate		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Child Development Center	1	3%	0	0%	1	8%	3	15%	11	74%	16	4.55
Youth Center	0	0%	0	0%	5	18%	6	17%	15	65%	26	4.47
Library	1	0%	1	0%	14	12%	36	31%	60	56%	112	4.42
Bowling Center	1	1%	0	0%	12	12%	35	35%	46	52%	94	4.39
Fitness Center/Gymnasium	0	0%	4	3%	23	15%	49	34%	61	49%	137	4.28
Bowling Ctr. Food & Bev. Operations	1	0%	4	4%	16	16%	36	32%	46	48%	103	4.24
Recreational Equip. Checkout	0	0%	2	2%	15	24%	18	29%	26	45%	61	4.17
ITR Office/Commercial Travel Agency	0	0%	2	2%	20	21%	40	42%	32	35%	94	4.09
Post Picnic Areas	0	0%	2	4%	15	24%	24	40%	17	32%	58	3.99
Automotive Skills Center	0	0%	2	4%	11	27%	14	36%	13	33%	40	3.97
Bowling Pro Shop	1	8%	0	0%	2	18%	5	35%	5	39%	13	3.97
Swimming Pool	0	0%	4	9%	13	26%	14	29%	14	36%	45	3.92
Golf Course Food & Bev. Operations	1	3%	0	0%	12	29%	17	42%	11	26%	41	3.90
Army Lodging	1	3%	5	13%	4	17%	7	32%	7	35%	24	3.85
Car Wash	1	1%	6	12%	9	20%	13	40%	10	27%	39	3.79
Arts & Crafts Center	0	0%	2	13%	3	17%	7	52%	2	18%	14	3.75
Golf Course/Pro Shop	6	10%	7	13%	11	16%	15	24%	22	38%	61	3.68
Athletic Fields	0	0%	6	19%	9	27%	13	33%	9	21%	37	3.57
Recreation Ctr./Comm. Activity Ctr.	3	7%	6	16%	13	29%	10	21%	11	27%	43	3.46
Tennis Courts	2	10%	7	42%	3	18%	4	20%	2	10%	18	2.79

Quality Ratings of Specific Aspects of Recreation Facilities

Respondents were asked to rate the importance of the quality of the building/facility/space of each MWR recreational facility they had used (Exhibit 2-21). Again, only those MWR facilities that are available at your installation will appear in this chart. The facilities are listed in descending order by their mean score rating, which is based on a 5-point scale, 1 = not important at all and 5 = very important. Note that only those respondents who said they had used the facility rated the importance of its quality so total “n”s will differ by facility.

Exhibit 2-21
Importance of Quality of Recreation Building/Facility/Space - All Respondents
(Survey Questions 14 and 15)

	Not Important At All		Not Important		Somewhat Important		Important		Very Important		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
	Army Lodging	0	0%	0	0%	1	6%	3	15%	20		
Child Development Center	0	0%	0	0%	1	8%	2	16%	13	76%	16	4.68
Youth Center	0	0%	0	0%	2	8%	5	18%	18	74%	25	4.66
Fitness Center/Gymnasium	0	0%	0	0%	15	11%	39	27%	83	62%	137	4.51
Golf Course/Pro Shop	0	0%	2	4%	5	8%	16	28%	36	60%	59	4.44
Automotive Skills Center	0	0%	0	0%	8	17%	10	23%	24	60%	42	4.43
Library	0	0%	0	0%	14	12%	38	35%	59	53%	111	4.41
Bowling Center	0	0%	1	1%	10	10%	33	37%	48	52%	92	4.41
Swimming Pool	1	1%	1	1%	5	16%	11	19%	27	62%	45	4.38
Bowling Ctr. Food & Bev. Operations	0	0%	2	2%	12	12%	38	38%	48	48%	100	4.33
Car Wash	0	0%	1	3%	4	11%	15	41%	18	45%	38	4.27
Bowling Pro Shop	0	0%	0	0%	2	17%	5	39%	6	43%	13	4.26
Tennis Courts	0	0%	0	0%	3	17%	8	41%	7	42%	18	4.24
Athletic Fields	0	0%	1	4%	3	11%	15	44%	17	42%	36	4.24
Post Picnic Areas	1	2%	1	2%	7	14%	20	34%	28	48%	57	4.24
Arts & Crafts Center	1	4%	0	0%	2	12%	6	39%	6	45%	15	4.23
Recreation Ctr./Comm. Activity Ctr.	0	0%	2	4%	6	15%	16	38%	18	43%	42	4.19
Golf Course Food & Bev. Operations	1	1%	2	5%	5	14%	13	34%	19	46%	40	4.18
ITR Office/Commercial Travel Agency	1	1%	3	4%	25	27%	29	32%	36	36%	94	3.99
Recreational Equip. Checkout	1	2%	4	7%	15	24%	18	33%	22	34%	60	3.90

Quality Ratings of Specific Aspects of Recreation Facilities

Exhibit 2-22 shows respondents' ratings of the quality of the equipment and furnishings at each MWR facility listed below. MWR facilities are ranked by their mean score, which is shown in the far right column and is based on a 5-point scale. Again, only those respondents who used each facility rated the quality of equipment and furnishings.

Exhibit 2-22
Quality of Recreation Equipment/Furnishings - All Respondents
(Survey Questions 14 and 15)

	Very Poor		Poor		Adequate		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Child Development Center	0	0%	0	0%	3	15%	2	11%	11	74%	16	4.58
Youth Center	0	0%	0	0%	5	18%	7	25%	14	57%	26	4.39
Bowling Center	1	1%	2	2%	12	12%	32	33%	45	53%	92	4.35
Library	0	0%	2	1%	19	16%	44	37%	47	45%	112	4.26
Fitness Center/Gymnasium	1	0%	6	3%	25	19%	50	33%	54	44%	136	4.17
Recreational Equip. Checkout	0	0%	2	3%	14	22%	22	38%	22	37%	60	4.10
Bowling Ctr. Food & Bev. Operations	0	0%	4	4%	20	20%	41	39%	35	37%	100	4.09
ITR Office/Commercial Travel Agency	0	0%	4	5%	23	23%	34	37%	31	34%	92	4.01
Bowling Pro Shop	0	0%	2	17%	1	9%	5	35%	5	39%	13	3.96
Post Picnic Areas	0	0%	2	4%	16	28%	25	41%	15	28%	58	3.92
Automotive Skills Center	0	0%	5	9%	11	28%	13	27%	14	35%	43	3.88
Army Lodging	1	3%	5	13%	3	15%	7	35%	8	34%	24	3.87
Golf Course/Pro Shop	4	6%	5	8%	9	15%	22	37%	19	34%	59	3.84
Swimming Pool	1	1%	3	8%	11	28%	19	32%	11	30%	45	3.82
Golf Course Food & Bev. Operations	1	1%	1	3%	11	30%	19	47%	8	19%	40	3.80
Arts & Crafts Center	0	0%	0	0%	7	53%	5	27%	3	20%	15	3.67
Athletic Fields	0	0%	4	12%	12	37%	11	29%	9	22%	36	3.61
Recreation Ctr./Comm. Activity Ctr.	0	0%	8	21%	12	28%	12	26%	10	25%	42	3.56
Car Wash	3	4%	7	16%	8	21%	15	47%	5	13%	38	3.48
Tennis Courts	2	15%	5	27%	5	32%	3	13%	3	13%	18	2.84

Quality Ratings of Specific Aspects of Recreation Facilities

Exhibit 2-23 shows respondents' quality importance ratings for each MWR facility's equipment and furnishings. MWR facilities are ranked by their mean score, which is shown in the far right column and is based on a 5-point scale. Only those respondents who used each facility rated the importance of the quality of its equipment and furnishings.

Exhibit 2-23
Importance of Quality of Recreation Equipment/Furnishings - All Respondents
(Survey Questions 14 and 15)

	Not		Not		Somewhat		Important		Very		Total Cases n	Mean Score
	Important		Important		Important		Important		Important			
	n	%	n	%	n	%	n	%	n	%		
Youth Center	0	0%	0	0%	1	6%	4	13%	21	82%	26	4.76
Fitness Center/Gymnasium	0	0%	1	0%	5	4%	41	29%	89	67%	136	4.62
Child Development Center	0	0%	1	3%	1	8%	2	16%	12	72%	16	4.57
Bowling Center	0	0%	0	0%	6	6%	33	36%	53	59%	92	4.53
Arts & Crafts Center	0	0%	0	0%	0	0%	9	50%	6	50%	15	4.50
Automotive Skills Center	1	1%	0	0%	4	10%	13	27%	25	61%	43	4.48
Swimming Pool	0	0%	1	1%	4	13%	15	27%	25	59%	45	4.43
Tennis Courts	0	0%	1	3%	1	7%	6	35%	10	55%	18	4.42
Army Lodging	1	3%	0	0%	2	9%	7	32%	14	57%	24	4.40
Library	0	0%	1	1%	12	10%	43	39%	56	50%	112	4.38
Golf Course/Pro Shop	0	0%	2	4%	7	12%	19	31%	31	53%	59	4.34
Bowling Ctr. Food & Bev. Operations	0	0%	1	1%	12	12%	39	40%	48	47%	100	4.33
Car Wash	0	0%	0	0%	5	15%	13	40%	20	46%	38	4.31
Bowling Pro Shop	0	0%	0	0%	2	17%	4	36%	7	47%	13	4.29
Recreation Ctr./Comm. Activity Ctr.	0	0%	1	3%	6	13%	17	41%	18	42%	42	4.23
Golf Course Food & Bev. Operations	0	0%	1	3%	5	14%	16	42%	18	42%	40	4.23
Post Picnic Areas	1	2%	0	0%	10	18%	20	36%	27	44%	58	4.20
Athletic Fields	1	3%	0	0%	2	7%	20	56%	14	34%	37	4.17
Recreational Equip. Checkout	0	0%	2	3%	12	21%	18	32%	28	44%	60	4.17
ITR Office/Commercial Travel Agency	1	1%	6	7%	22	24%	25	28%	36	40%	90	4.00

Quality Ratings of Specific Aspects of Recreation Facilities

Exhibit 2-24 shows respondents' ratings of the quality of each MWR facility's personnel. MWR facilities are ranked by their mean score, which is shown in the far right column and is based on a 5-point scale. Again, only those respondents who used each facility rated the quality of the personnel.

Exhibit 2-24
Quality of Recreation Personnel - All Respondents
 (Survey Questions 14 and 15)

	Very Poor		Poor		Adequate		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Library	1	0%	0	0%	8	7%	29	24%	73	69%	111	4.60
Child Development Center	0	0%	1	3%	2	16%	1	3%	12	77%	16	4.54
Arts & Crafts Center	0	0%	1	4%	1	8%	6	30%	7	58%	15	4.42
Recreational Equip. Checkout	0	0%	2	3%	7	9%	21	36%	31	53%	61	4.39
Youth Center	0	0%	0	0%	6	23%	7	19%	13	58%	26	4.35
ITR Office/Commercial Travel Agency	1	1%	3	4%	10	9%	31	36%	46	52%	91	4.34
Fitness Center/Gymnasium	1	1%	1	0%	24	15%	47	35%	64	49%	137	4.31
Army Lodging	1	3%	0	0%	5	16%	7	28%	11	53%	24	4.29
Bowling Center	1	1%	2	3%	12	12%	36	41%	40	44%	91	4.26
Swimming Pool	0	0%	0	0%	7	15%	22	46%	16	39%	45	4.24
Bowling Ctr. Food & Bev. Operations	1	0%	4	4%	15	14%	35	35%	44	47%	99	4.24
Recreation Ctr./Comm. Activity Ctr.	1	1%	0	0%	8	19%	16	37%	15	43%	40	4.20
Bowling Pro Shop	0	0%	0	0%	4	31%	2	19%	6	50%	12	4.19
Automotive Skills Center	0	0%	4	7%	8	19%	15	37%	15	37%	42	4.05
Post Picnic Areas	1	3%	0	0%	10	25%	17	38%	14	34%	42	4.01
Golf Course Food & Bev. Operations	0	0%	2	4%	10	28%	18	45%	9	24%	39	3.88
Golf Course/Pro Shop	1	1%	8	14%	12	22%	18	28%	20	36%	59	3.84
Tennis Courts	1	9%	0	0%	4	30%	6	32%	4	30%	15	3.74
Athletic Fields	0	0%	1	5%	9	34%	13	46%	4	15%	27	3.73
Car Wash	3	5%	4	12%	8	28%	10	36%	6	20%	31	3.54

Quality Ratings of Specific Aspects of Recreation Facilities

Exhibit 2-25 shows respondents' quality importance ratings for each MWR facility's personnel. MWR facilities are ranked by their mean score, which is shown in the far right column and is based on a 5-point scale. Again, only those respondents who used each facility rated the importance of the quality of its personnel.

Exhibit 2-25
Importance of Quality of Recreation Personnel - All Respondents
 (Survey Questions 14 and 15)

	Not Important At All		Not Important		Somewhat Important		Important		Very Important		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Arts & Crafts Center	0	0%	0	0%	0	0%	4	19%	11	81%	15	4.81
Youth Center	0	0%	0	0%	1	6%	3	10%	22	84%	26	4.79
Child Development Center	0	0%	1	3%	1	8%	0	0%	14	88%	16	4.73
Library	1	0%	0	0%	2	2%	27	24%	81	74%	111	4.70
Automotive Skills Center	1	1%	0	0%	2	4%	11	25%	29	70%	43	4.62
Fitness Center/Gymnasium	0	0%	0	0%	7	4%	46	32%	84	63%	137	4.59
Bowling Center	0	0%	0	0%	7	7%	26	28%	57	65%	90	4.58
Bowling Ctr. Food & Bev. Operations	0	0%	0	0%	7	6%	31	31%	63	63%	101	4.57
Army Lodging	0	0%	0	0%	1	6%	10	33%	13	61%	24	4.55
ITR Office/Commercial Travel Agency	1	1%	0	0%	7	7%	27	30%	58	62%	93	4.54
Golf Course/Pro Shop	0	0%	0	0%	4	7%	20	32%	36	60%	60	4.53
Recreational Equip. Checkout	0	0%	0	0%	7	11%	18	31%	36	58%	61	4.47
Swimming Pool	1	1%	1	1%	3	10%	12	26%	28	61%	45	4.45
Bowling Pro Shop	0	0%	0	0%	1	9%	4	37%	7	54%	12	4.44
Golf Course Food & Bev. Operations	0	0%	1	1%	4	11%	14	36%	21	52%	40	4.38
Tennis Courts	1	4%	1	4%	0	0%	5	38%	8	54%	15	4.36
Recreation Ctr./Comm. Activity Ctr.	1	1%	0	0%	8	19%	13	35%	18	45%	40	4.23
Post Picnic Areas	2	4%	1	2%	7	15%	12	28%	25	51%	47	4.21
Car Wash	0	0%	6	18%	2	5%	7	24%	18	52%	33	4.11
Athletic Fields	2	4%	1	4%	4	13%	9	38%	12	41%	28	4.08

Quality Ratings of Specific Aspects of Recreation Facilities

Exhibit 2-26 displays the three mean quality ratings given by respondents for each recreation facility available at your installation as well as an overall mean quality rating. Facilities are listed in descending rank order based on the overall quality mean. Each column also shows the number (n) of respondents who used the facility and rated the quality; the numbers will differ as everyone who used a facility may not have rated all three quality factors. The overall mean is based only on those respondents who rated all three aspects of the facility.

Exhibit 2-26
Mean Quality Ratings of Recreation Facilities - All Respondents
(Survey Questions 14 and 15)

	Quality of Building		Quality of Equipment		Quality of Personnel		Total Cases n	Overall Quality Mean
	n	Mean	n	Mean	n	Mean		
Child Development Center	16	4.55	16	4.58	16	4.54	16	4.56
Library	112	4.42	112	4.26	111	4.60	109	4.43
Youth Center	26	4.47	26	4.39	26	4.35	26	4.40
Bowling Center	94	4.39	92	4.35	91	4.26	89	4.33
Fitness Center/Gymnasium	137	4.28	136	4.17	137	4.31	136	4.25
Bowling Pro Shop	13	3.97	13	3.96	12	4.19	11	4.23
Recreational Equip. Checkout	61	4.17	60	4.10	61	4.39	58	4.22
Bowling Ctr. Food & Bev. Operations	103	4.24	100	4.09	99	4.24	97	4.19
ITR Office/Commercial Travel Agency	94	4.09	92	4.01	91	4.34	89	4.17
Post Picnic Areas	58	3.99	58	3.92	42	4.01	42	4.01
Army Lodging	24	3.85	24	3.87	24	4.29	24	4.00
Swimming Pool	45	3.92	45	3.82	45	4.24	45	3.99
Arts & Crafts Center	14	3.75	15	3.67	15	4.42	14	3.98
Automotive Skills Center	40	3.97	43	3.88	42	4.05	39	3.93
Golf Course Food & Bev. Operations	41	3.90	40	3.80	39	3.88	39	3.84
Golf Course/Pro Shop	61	3.68	59	3.84	59	3.84	58	3.78
Recreation Ctr./Comm. Activity Ctr.	43	3.46	42	3.56	40	4.20	40	3.75
Athletic Fields	37	3.57	36	3.61	27	3.73	27	3.69
Car Wash	39	3.79	38	3.48	31	3.54	30	3.62
Tennis Courts	18	2.79	18	2.84	15	3.74	14	3.32

Quality Ratings of Specific Aspects of Recreation Facilities

Exhibit 2-27 displays the three mean quality importance ratings given by respondents for each recreation facility available at your installation as well as an overall mean quality importance rating. Facilities are listed in descending rank order based on the overall quality importance mean. Each column also shows the number (n) of respondents who used the facility and rated the importance of its quality; the numbers will differ as everyone who used a facility may not have rated the importance of all three quality factors. The overall mean is based only on those respondents who rated the importance of the quality of all three aspects of the facility.

Exhibit 2-27
Mean Importance of Quality Ratings of Recreation Facilities -All Respondents
(Survey Questions 14 and 15)

	Importance of Quality of Building		Importance of Quality of Equipment		Importance of Quality of Personnel		Total Cases n	Overall Quality Importance Mean
	n	Mean	n	Mean	n	Mean		
Youth Center	25	4.66	26	4.76	26	4.79	25	4.74
Child Development Center	16	4.68	16	4.57	16	4.73	16	4.66
Fitness Center/Gymnasium	137	4.51	136	4.62	137	4.59	136	4.57
Army Lodging	24	4.73	24	4.40	24	4.55	24	4.56
Arts & Crafts Center	15	4.23	15	4.50	15	4.81	15	4.51
Bowling Center	92	4.41	92	4.53	90	4.58	87	4.51
Library	111	4.41	112	4.38	111	4.70	108	4.50
Automotive Skills Center	42	4.43	43	4.48	43	4.62	42	4.50
Tennis Courts	18	4.24	18	4.42	15	4.36	14	4.48
Golf Course/Pro Shop	59	4.44	59	4.34	60	4.53	59	4.45
Swimming Pool	45	4.38	45	4.43	45	4.45	45	4.42
Bowling Ctr. Food & Bev. Operations	100	4.33	100	4.33	101	4.57	98	4.41
Bowling Pro Shop	13	4.26	13	4.29	12	4.44	11	4.40
Car Wash	38	4.27	38	4.31	33	4.11	31	4.31
Post Picnic Areas	57	4.24	58	4.20	47	4.21	47	4.27
Golf Course Food & Bev. Operations	40	4.18	40	4.23	40	4.38	40	4.26
Recreation Ctr./Comm. Activity Ctr.	42	4.19	42	4.23	40	4.23	40	4.23
Athletic Fields	36	4.24	37	4.17	28	4.08	28	4.21
ITR Office/Commercial Travel Agency	94	3.99	90	4.00	93	4.54	89	4.18
Recreational Equip. Checkout	60	3.90	60	4.17	61	4.47	58	4.17

Quality of Specific Aspects of Recreation Facilities

This exhibit (2-28) shows the ratings given by active duty respondents for the quality of the building/facility/space of each MWR facility. The facilities are displayed in descending order of their mean score rating. The mean score is based on a 5-point scale, 1 = very poor and 5 = very good. Note that only those active duty respondents who said they had used the facility rated its quality so total “n”s will differ by facility.

Exhibit 2-28
Quality of Recreation Building/Facility/Space – Active Duty
(Survey Questions 14 and 15)

	Very Poor		Poor		Adequate		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Bowling Pro Shop	0	0%	0	0%	0	0%	2	67%	1	33%	3	4.33
Youth Center	0	0%	0	0%	3	23%	5	38%	5	38%	13	4.15
Athletic Fields	0	0%	1	7%	2	14%	6	43%	5	36%	14	4.07
Fitness Center/Gymnasium	0	0%	1	2%	12	25%	21	44%	14	29%	48	4.00
Child Development Center	1	17%	0	0%	0	0%	2	33%	3	50%	6	4.00
Golf Course Food & Bev. Operations	0	0%	0	0%	2	33%	2	33%	2	33%	6	4.00
Bowling Center	1	4%	0	0%	4	16%	13	52%	7	28%	25	4.00
ITR Office/Commercial Travel Agency	0	0%	0	0%	4	27%	7	47%	4	27%	15	4.00
Automotive Skills Center	0	0%	1	8%	4	31%	4	31%	4	31%	13	3.85
Library	1	6%	1	6%	3	17%	8	44%	5	28%	18	3.83
Bowling Ctr. Food & Bev. Operations	1	5%	1	5%	3	15%	12	60%	3	15%	20	3.75
Post Picnic Areas	0	0%	0	0%	4	36%	6	55%	1	9%	11	3.73
Swimming Pool	0	0%	2	8%	9	36%	9	36%	5	20%	25	3.68
Recreational Equip. Checkout	0	0%	2	17%	3	25%	4	33%	3	25%	12	3.67
Recreation Ctr./Comm. Activity Ctr.	1	6%	1	6%	6	38%	5	31%	3	19%	16	3.50
Golf Course/Pro Shop	1	10%	0	0%	4	40%	3	30%	2	20%	10	3.50
Arts & Crafts Center	0	0%	1	20%	2	40%	2	40%	0	0%	5	3.20
Car Wash	1	7%	4	29%	5	36%	1	7%	3	21%	14	3.07
Tennis Courts	1	14%	2	29%	1	14%	2	29%	1	14%	7	3.00
Army Lodging	1	8%	5	38%	2	15%	3	23%	2	15%	13	3.00

Quality of Specific Aspects of Recreation Facilities

This exhibit (2-29) shows the ratings given by active duty respondents for the importance of the quality of the building/facility/space of each MWR recreational facility they had used. The facilities are listed in descending order by their mean score rating. The mean score is based on a 5-point scale, 1 = not important at all and 5 = very important. Note that only those active duty respondents who said they had used the facility rated the importance of its quality so total cases will differ by facility.

Exhibit 2-29
Importance of Quality of Recreation Building/Facility/Space - Active Duty
 (Survey Questions 14 and 15)

	Not		Not		Somewhat		Important		Very		Total Cases n	Mean Score
	Important		Important		Important		Important		Important			
	n	%	n	%	n	%	n	%	n	%		
Child Development Center	0	0%	0	0%	0	0%	0	0%	6	100%	6	5.00
Army Lodging	0	0%	0	0%	0	0%	1	8%	12	92%	13	4.92
Bowling Pro Shop	0	0%	0	0%	0	0%	1	33%	2	67%	3	4.67
Athletic Fields	0	0%	0	0%	0	0%	5	36%	9	64%	14	4.64
Golf Course/Pro Shop	0	0%	0	0%	1	10%	2	20%	7	70%	10	4.60
Youth Center	0	0%	0	0%	1	8%	3	25%	8	67%	12	4.58
Post Picnic Areas	0	0%	0	0%	0	0%	5	45%	6	55%	11	4.55
Car Wash	0	0%	0	0%	1	7%	5	36%	8	57%	14	4.50
Fitness Center/Gymnasium	0	0%	0	0%	5	10%	17	35%	26	54%	48	4.44
Swimming Pool	1	4%	1	4%	0	0%	9	36%	14	56%	25	4.36
Library	0	0%	0	0%	3	17%	6	33%	9	50%	18	4.33
ITR Office/Commercial Travel Agency	0	0%	0	0%	4	25%	3	19%	9	56%	16	4.31
Bowling Center	0	0%	1	4%	4	16%	7	28%	13	52%	25	4.28
Recreational Equip. Checkout	0	0%	0	0%	4	33%	1	8%	7	58%	12	4.25
Bowling Ctr. Food & Bev. Operations	0	0%	1	5%	2	10%	8	40%	9	45%	20	4.25
Recreation Ctr./Comm. Activity Ctr.	0	0%	1	6%	2	13%	6	38%	7	44%	16	4.19
Golf Course Food & Bev. Operations	1	17%	0	0%	0	0%	1	17%	4	67%	6	4.17
Tennis Courts	0	0%	0	0%	1	14%	4	57%	2	29%	7	4.14
Automotive Skills Center	0	0%	0	0%	4	29%	4	29%	6	43%	14	4.14
Arts & Crafts Center	1	20%	0	0%	1	20%	2	40%	1	20%	5	3.40

Quality of Specific Aspects of Recreation Facilities

Exhibit 2-30 shows active duty respondents' ratings of the quality of the equipment and furnishings at each MWR facility listed below. MWR facilities are ranked by their mean score, which is shown in the far right column and is based on a 5-point scale. Again, only those active duty respondents who used each facility rated the quality of its equipment and furnishings.

Exhibit 2-30
Quality of Recreation Equipment/Furnishings – Active Duty
(Survey Questions 14 and 15)

	Very Poor		Poor		Adequate		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Bowling Pro Shop	0	0%	0	0%	0	0%	2	67%	1	33%	3	4.33
Youth Center	0	0%	0	0%	3	23%	4	31%	6	46%	13	4.23
Child Development Center	0	0%	0	0%	2	33%	1	17%	3	50%	6	4.17
Athletic Fields	0	0%	1	7%	3	21%	5	36%	5	36%	14	4.00
Arts & Crafts Center	0	0%	0	0%	1	20%	3	60%	1	20%	5	4.00
Bowling Ctr. Food & Bev. Operations	0	0%	1	5%	3	15%	12	60%	4	20%	20	3.95
Bowling Center	1	4%	1	4%	5	20%	11	44%	7	28%	25	3.88
ITR Office/Commercial Travel Agency	0	0%	0	0%	6	40%	5	33%	4	27%	15	3.87
Fitness Center/Gymnasium	1	2%	4	8%	7	15%	25	52%	11	23%	48	3.85
Recreational Equip. Checkout	0	0%	1	8%	4	33%	3	25%	4	33%	12	3.83
Golf Course Food & Bev. Operations	1	17%	0	0%	0	0%	3	50%	2	33%	6	3.83
Post Picnic Areas	0	0%	0	0%	3	27%	7	64%	1	9%	11	3.82
Library	0	0%	1	6%	4	22%	11	61%	2	11%	18	3.78
Swimming Pool	1	4%	1	4%	4	16%	16	64%	3	12%	25	3.76
Automotive Skills Center	0	0%	3	21%	2	14%	6	43%	3	21%	14	3.64
Recreation Ctr./Comm. Activity Ctr.	0	0%	2	13%	5	31%	6	38%	3	19%	16	3.63
Tennis Courts	0	0%	2	29%	1	14%	2	29%	2	29%	7	3.57
Golf Course/Pro Shop	1	10%	1	10%	2	20%	4	40%	2	20%	10	3.50
Army Lodging	1	8%	5	38%	1	8%	2	15%	4	31%	13	3.23
Car Wash	3	21%	4	29%	3	21%	2	14%	2	14%	14	2.71

Quality Ratings of Specific Aspects of Recreation Facilities

Exhibit 2-31 shows active duty respondents' quality importance ratings for each MWR facility's equipment and furnishings. MWR facilities are ranked by their mean score, which is shown in the far right column and is based on a 5-point scale. Only those active duty respondents who used each facility rated the importance of the quality of its equipment and furnishings.

Exhibit 2-31
Importance of Quality of Recreation Equipment/Furnishings – Active Duty
(Survey Questions 14 and 15)

	Not		Not		Somewhat		Important		Very		Total Cases n	Mean Score
	Important		Important		Important		Important		Important			
	n	%	n	%	n	%	n	%	n	%		
Bowling Pro Shop	0	0%	0	0%	0	0%	0	0%	3	100%	3	5.00
Golf Course Food & Bev. Operations	0	0%	0	0%	0	0%	1	17%	5	83%	6	4.83
Youth Center	0	0%	0	0%	0	0%	3	23%	10	77%	13	4.77
Car Wash	0	0%	0	0%	1	7%	2	14%	11	79%	14	4.71
Post Picnic Areas	0	0%	0	0%	1	9%	3	27%	7	64%	11	4.55
Fitness Center/Gymnasium	0	0%	1	2%	1	2%	17	35%	29	60%	48	4.54
Athletic Fields	0	0%	0	0%	0	0%	7	50%	7	50%	14	4.50
Child Development Center	0	0%	1	17%	0	0%	0	0%	5	83%	6	4.50
Bowling Ctr. Food & Bev. Operations	0	0%	0	0%	2	10%	7	35%	11	55%	20	4.45
Recreational Equip. Checkout	0	0%	1	8%	1	8%	2	17%	8	67%	12	4.42
Swimming Pool	0	0%	1	4%	0	0%	12	48%	12	48%	25	4.40
Golf Course/Pro Shop	0	0%	0	0%	1	10%	4	40%	5	50%	10	4.40
Bowling Center	0	0%	0	0%	3	12%	9	36%	13	52%	25	4.40
Army Lodging	1	8%	0	0%	1	8%	3	23%	8	62%	13	4.31
Tennis Courts	0	0%	1	14%	0	0%	2	29%	4	57%	7	4.29
Library	0	0%	0	0%	3	17%	7	39%	8	44%	18	4.28
Recreation Ctr./Comm. Activity Ctr.	0	0%	0	0%	3	19%	6	38%	7	44%	16	4.25
Automotive Skills Center	1	7%	0	0%	1	7%	6	43%	6	43%	14	4.14
Arts & Crafts Center	0	0%	0	0%	0	0%	5	100%	0	0%	5	4.00
ITR Office/Commercial Travel Agency	1	7%	0	0%	4	29%	3	21%	6	43%	14	3.93

Quality of Specific Aspects of Recreation Facilities

Exhibit 2-32 shows active duty respondents' ratings of the quality of personnel at each MWR facility listed below. MWR facilities are ranked by their mean score, which is shown in the far right column and is based on a 5-point scale. Only those active duty respondents who used each facility rated the quality of its personnel.

Exhibit 2-32
Quality of Recreation Personnel – Active Duty
(Survey Questions 14 and 15)

	Very Poor		Poor		Adequate		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Child Development Center	0	0%	1	17%	0	0%	1	17%	4	67%	6	4.33
Post Picnic Areas	0	0%	0	0%	1	13%	5	63%	2	25%	8	4.13
Swimming Pool	0	0%	0	0%	4	16%	14	56%	7	28%	25	4.12
Library	1	6%	0	0%	2	11%	8	44%	7	39%	18	4.11
Youth Center	0	0%	0	0%	3	23%	6	46%	4	31%	13	4.08
Bowling Center	1	4%	0	0%	5	20%	9	36%	10	40%	25	4.08
Fitness Center/Gymnasium	0	0%	1	2%	14	29%	15	31%	18	38%	48	4.04
Tennis Courts	0	0%	0	0%	1	17%	4	67%	1	17%	6	4.00
Bowling Pro Shop	0	0%	0	0%	1	50%	0	0%	1	50%	2	4.00
ITR Office/Commercial Travel Agency	1	7%	0	0%	5	33%	3	20%	6	40%	15	3.87
Recreational Equip. Checkout	0	0%	1	8%	4	33%	3	25%	4	33%	12	3.83
Golf Course Food & Bev. Operations	0	0%	1	20%	0	0%	3	60%	1	20%	5	3.80
Athletic Fields	0	0%	0	0%	3	33%	5	56%	1	11%	9	3.78
Army Lodging	1	8%	0	0%	4	31%	4	31%	4	31%	13	3.77
Recreation Ctr./Comm. Activity Ctr.	1	6%	0	0%	4	25%	8	50%	3	19%	16	3.75
Bowling Ctr. Food & Bev. Operations	1	5%	1	5%	5	25%	8	40%	5	25%	20	3.75
Automotive Skills Center	0	0%	3	21%	3	21%	4	29%	4	29%	14	3.64
Arts & Crafts Center	0	0%	1	20%	0	0%	4	80%	0	0%	5	3.60
Golf Course/Pro Shop	1	10%	1	10%	1	10%	5	50%	2	20%	10	3.60
Car Wash	3	27%	2	18%	2	18%	2	18%	2	18%	11	2.82

Quality Ratings of Specific Aspects of Recreation Facilities

Exhibit 2-33 shows active duty respondents' quality importance ratings for each MWR facility's personnel. MWR facilities are ranked by their mean score, which is shown in the far right column and is based on a 5-point scale. Only those active duty respondents who used each facility rated the importance of the quality of its personnel.

Exhibit 2-33
Importance of Quality of Recreation Personnel – Active Duty
 (Survey Questions 14 and 15)

	Not Important At All		Not Important		Somewhat Important		Important		Very Important		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Bowling Pro Shop	0	0%	0	0%	0	0%	0	0%	2	100%	2	5.00
Youth Center	0	0%	0	0%	0	0%	2	15%	11	85%	13	4.85
Golf Course/Pro Shop	0	0%	0	0%	0	0%	4	40%	6	60%	10	4.60
Library	1	6%	0	0%	0	0%	5	28%	12	67%	18	4.50
Recreational Equip. Checkout	0	0%	0	0%	2	17%	2	17%	8	67%	12	4.50
Child Development Center	0	0%	1	17%	0	0%	0	0%	5	83%	6	4.50
Fitness Center/Gymnasium	0	0%	0	0%	4	8%	18	38%	26	54%	48	4.46
Swimming Pool	1	4%	1	4%	0	0%	7	28%	16	64%	25	4.44
Bowling Center	0	0%	0	0%	3	12%	8	32%	14	56%	25	4.44
Arts & Crafts Center	0	0%	0	0%	0	0%	3	60%	2	40%	5	4.40
Bowling Ctr. Food & Bev. Operations	0	0%	0	0%	3	15%	6	30%	11	55%	20	4.40
Army Lodging	0	0%	0	0%	0	0%	8	62%	5	38%	13	4.38
Golf Course Food & Bev. Operations	0	0%	1	17%	0	0%	1	17%	4	67%	6	4.33
ITR Office/Commercial Travel Agency	1	6%	0	0%	2	13%	3	19%	10	63%	16	4.31
Automotive Skills Center	1	7%	0	0%	1	7%	4	29%	8	57%	14	4.29
Post Picnic Areas	1	11%	0	0%	1	11%	1	11%	6	67%	9	4.22
Car Wash	0	0%	2	18%	1	9%	1	9%	7	64%	11	4.18
Recreation Ctr./Comm. Activity Ctr.	1	6%	0	0%	4	25%	4	25%	7	44%	16	4.00
Athletic Fields	2	20%	0	0%	2	20%	1	10%	5	50%	10	3.70
Tennis Courts	1	17%	1	17%	0	0%	1	17%	3	50%	6	3.67

Quality Ratings of Specific Aspects of Recreation Facilities

Exhibit 2-34 displays the three mean quality ratings given by active duty respondents for each recreation facility available at your installation as well as an overall mean quality rating. Facilities are displayed in descending rank order based on the overall mean. Only those active duty respondents who rated all three quality aspects of the facility are included in the calculation of the overall mean.

Exhibit 2-34
Mean Quality Ratings of Recreation Facilities – Active Duty
(Survey Questions 14 and 15)

	Quality of Building		Quality of Equipment		Quality of Personnel		Total Cases n	Overall Quality Mean
	n	Mean	n	Mean	n	Mean		
Bowling Pro Shop	3	4.33	3	4.33	2	4.00	2	4.33
Child Development Center	6	4.00	6	4.17	6	4.33	6	4.17
Youth Center	13	4.15	13	4.23	13	4.08	13	4.15
Post Picnic Areas	11	3.73	11	3.82	8	4.13	8	4.00
Bowling Center	25	4.00	25	3.88	25	4.08	25	3.99
Fitness Center/Gymnasium	48	4.00	48	3.85	48	4.04	48	3.97
Athletic Fields	14	4.07	14	4.00	9	3.78	9	3.96
ITR Office/Commercial Travel Agency	15	4.00	15	3.87	15	3.87	14	3.95
Library	18	3.83	18	3.78	18	4.11	18	3.91
Swimming Pool	25	3.68	25	3.76	25	4.12	25	3.85
Bowling Ctr. Food & Bev. Operations	20	3.75	20	3.95	20	3.75	20	3.82
Golf Course Food & Bev. Operations	6	4.00	6	3.83	5	3.80	5	3.80
Recreational Equip. Checkout	12	3.67	12	3.83	12	3.83	12	3.78
Automotive Skills Center	13	3.85	14	3.64	14	3.64	13	3.69
Recreation Ctr./Comm. Activity Ctr.	16	3.50	16	3.63	16	3.75	16	3.63
Arts & Crafts Center	5	3.20	5	4.00	5	3.60	5	3.60
Tennis Courts	7	3.00	7	3.57	6	4.00	6	3.56
Golf Course/Pro Shop	10	3.50	10	3.50	10	3.60	10	3.53
Army Lodging	13	3.00	13	3.23	13	3.77	13	3.33
Car Wash	14	3.07	14	2.71	11	2.82	11	2.97

Quality Ratings of Specific Aspects of Recreation Facilities

Exhibit 2-35 displays the three mean quality importance ratings given by active duty respondents for each recreation facility available at your installation as well as an overall mean quality importance rating. Facilities are listed in descending rank order based on the overall quality importance mean. Only those active duty respondents who rated the importance of all three quality aspects of the facility were used to calculate the overall mean.

Exhibit 2-35
Mean Importance of Quality Ratings of Recreation Facilities – Active Duty
(Survey Questions 14 and 15)

	Importance of Quality of Building		Importance of Quality of Equipment		Importance of Quality of Personnel		Total Cases n	Overall Quality Importance Mean
	n	Mean	n	Mean	n	Mean		
Bowling Pro Shop	3	4.67	3	5.00	2	5.00	2	4.83
Youth Center	12	4.58	13	4.77	13	4.85	12	4.75
Child Development Center	6	5.00	6	4.50	6	4.50	6	4.67
Army Lodging	13	4.92	13	4.31	13	4.38	13	4.54
Golf Course/Pro Shop	10	4.60	10	4.40	10	4.60	10	4.53
Post Picnic Areas	11	4.55	11	4.55	9	4.22	9	4.52
Fitness Center/Gymnasium	48	4.44	48	4.54	48	4.46	48	4.48
Car Wash	14	4.50	14	4.71	11	4.18	11	4.45
Golf Course Food & Bev. Operations	6	4.17	6	4.83	6	4.33	6	4.44
Swimming Pool	25	4.36	25	4.40	25	4.44	25	4.40
Recreational Equip. Checkout	12	4.25	12	4.42	12	4.50	12	4.39
Library	18	4.33	18	4.28	18	4.50	18	4.37
Bowling Center	25	4.28	25	4.40	25	4.44	25	4.37
Bowling Ctr. Food & Bev. Operations	20	4.25	20	4.45	20	4.40	20	4.37
Athletic Fields	14	4.64	14	4.50	10	3.70	10	4.23
Automotive Skills Center	14	4.14	14	4.14	14	4.29	14	4.19
ITR Office/Commercial Travel Agency	16	4.31	14	3.93	16	4.31	14	4.17
Recreation Ctr./Comm. Activity Ctr.	16	4.19	16	4.25	16	4.00	16	4.15
Tennis Courts	7	4.14	7	4.29	6	3.67	6	4.06
Arts & Crafts Center	5	3.40	5	4.00	5	4.40	5	3.93

Post Recreation Facilities' Impact on Quality of Life

Exhibit 2-36 presents respondents' perceptions of how the elimination of recreation programs would affect their quality of life. Respondents were asked to indicate if the elimination would cause a great, moderate or slight decrease in their quality of life or would have no effect. Data are presented separately for each patron group. A breakout of active duty and retiree rank groups is also provided.

Exhibit 2-36
Effect on Quality of Life if Post Recreation Programs Were Eliminated
 (Survey Question 27)

	No Effect		Slightly Decrease		Moderately Decrease		Greatly Decrease		Total Cases
	n	%	n	%	n	%	n	%	n
Active Duty:									
E1-E4	1	13%	2	25%	2	25%	3	38%	8
E5-E9	0	0%	5	31%	4	25%	7	44%	16
Officers	2	6%	6	19%	11	34%	13	41%	32
Total	5	8%	13	22%	18	31%	23	39%	59
Civilians:									
Total	102	44%	40	17%	43	19%	45	20%	230
Retirees:									
Enlisted	29	33%	15	17%	16	18%	29	33%	89
Officers	40	50%	13	16%	10	13%	17	21%	80
Total	69	40%	28	16%	28	16%	47	27%	172

CLUB PROGRAMS AND FACILITIES

The following 31 exhibits (2-37 through 2-63) provide information on overall quality and quality importance ratings of food and beverage, catering and entertainment programs; dining preferences; and the impact of club programs on quality of life. Information is provided according to patron group status.

Quality of Army Clubs

The first eighteen exhibits (2-37 through 2-54) on overall quality and quality importance of club programs are presented in the pages to follow.

Exhibit 2-37, Quality of Army Food and Beverage Services – All Patron Groups, shows the percentage of each patron group that feels the overall quality of Army food and beverage services is very poor/poor, adequate/OK and good/very good. The exhibit also shows the percentage of each patron group that did not use Army food and beverage services. Each cluster shows the distribution of the patron group over these responses and will sum to 100%.

Exhibit 2-37
Quality of Army Food and Beverage Services – All Patron Groups
 (Survey Question 19)

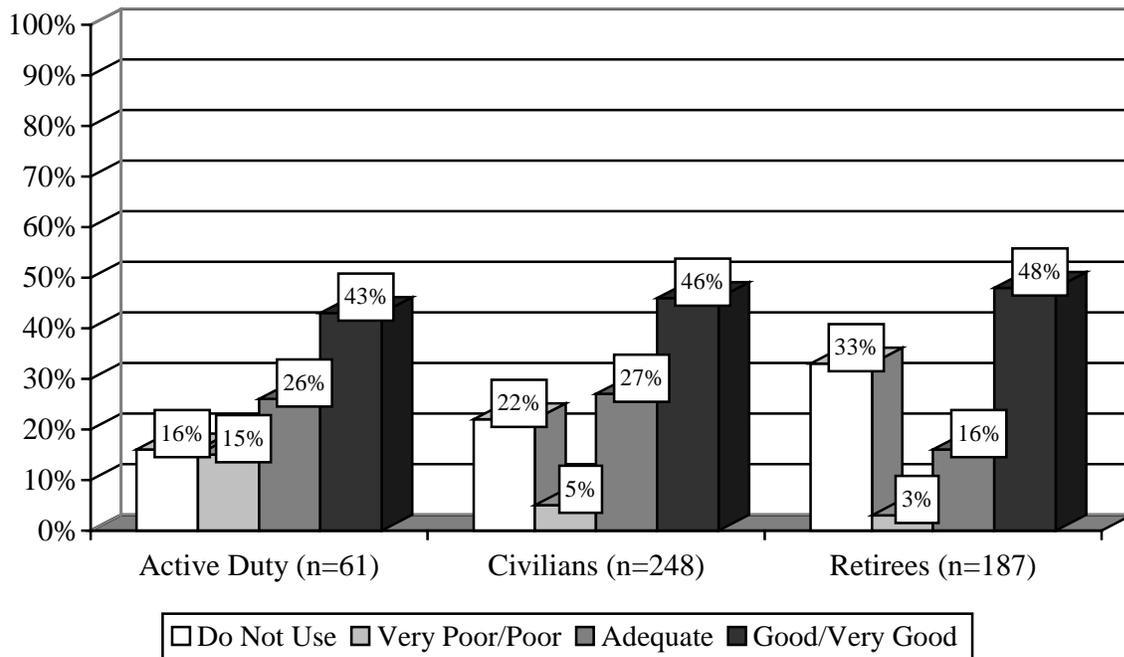


Exhibit 2-38, Quality of Army Food and Beverage Services – Active Duty, and Exhibit 2-39, Quality of Army Food and Beverage Services – Retirees, provide food and beverage quality assessment for active duty and retiree groups, respectively.

Exhibit 2-38
Quality of Army Food and Beverage Services – Active Duty
 (Survey Question 19)

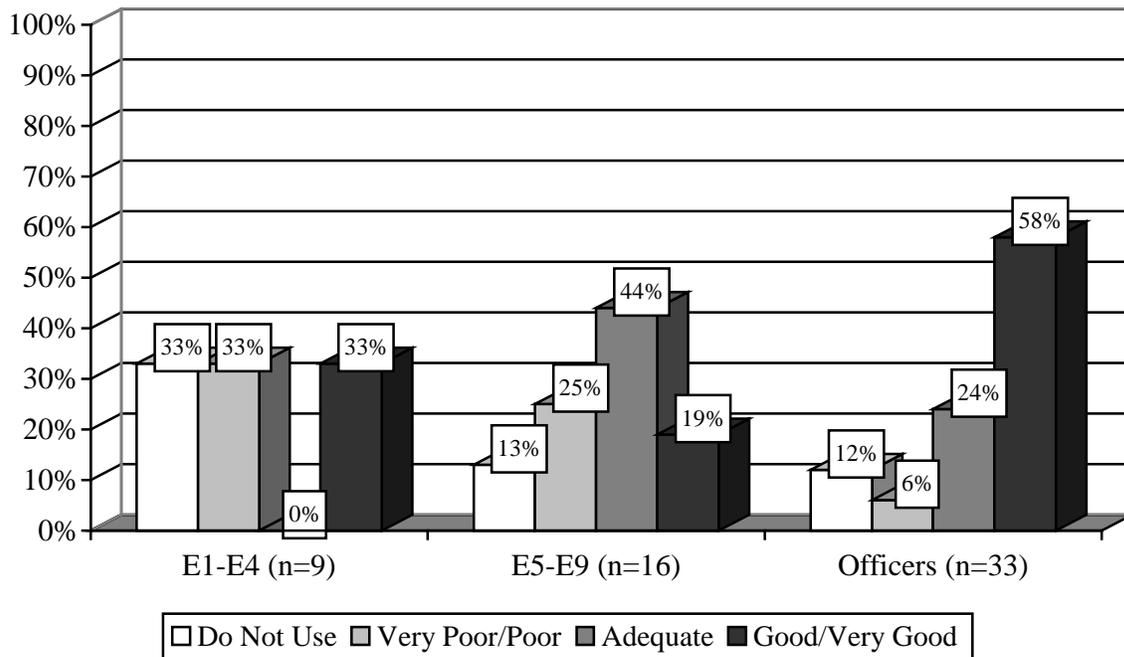


Exhibit 2-38, Quality of Army Food and Beverage Services – Active Duty, and Exhibit 2-39, Quality of Army Food and Beverage Services – Retirees, provide food and beverage quality assessment for active duty and retiree groups, respectively

Exhibit 2-39
Quality of Army Food and Beverage Services – Retirees
 (Survey Question 19)

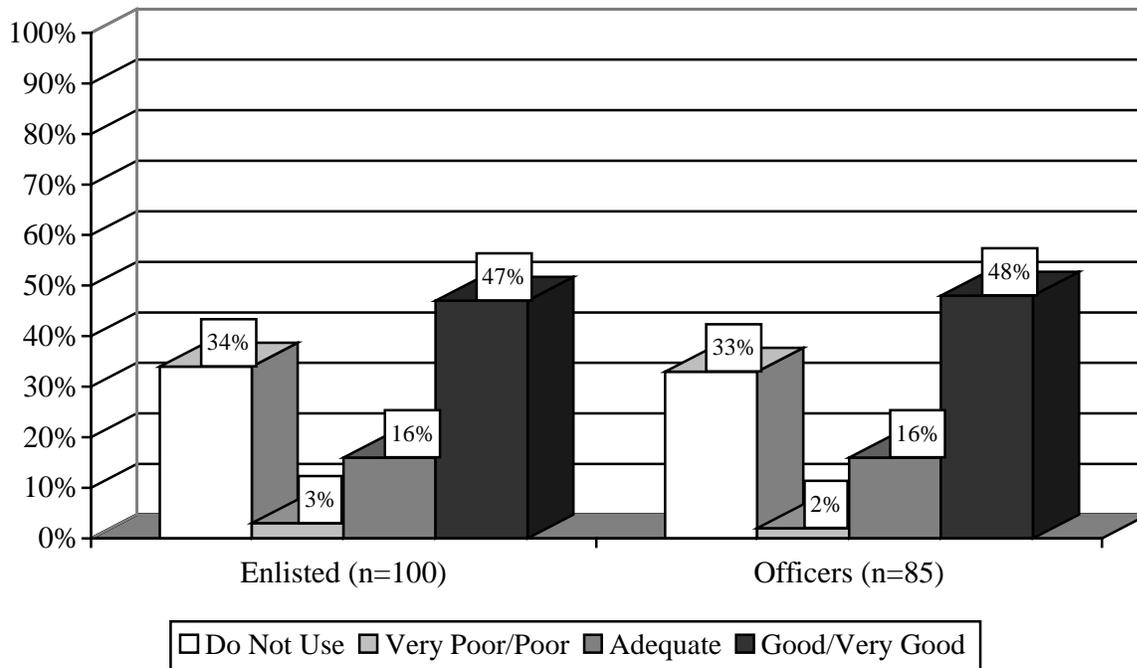


Exhibit 2-40, Importance of Quality of Army Food and Beverage Services by – All Patron Groups, shows the percentage of each patron group that feels the overall quality of Army food and beverage services is not important, somewhat important, important and very important. Each cluster shows the distribution of the patron group over these responses and will sum to 100%.

Exhibit 2-40
Importance of Quality of Army Food and Beverage Services – All Patron Groups
 (Survey Question 19)

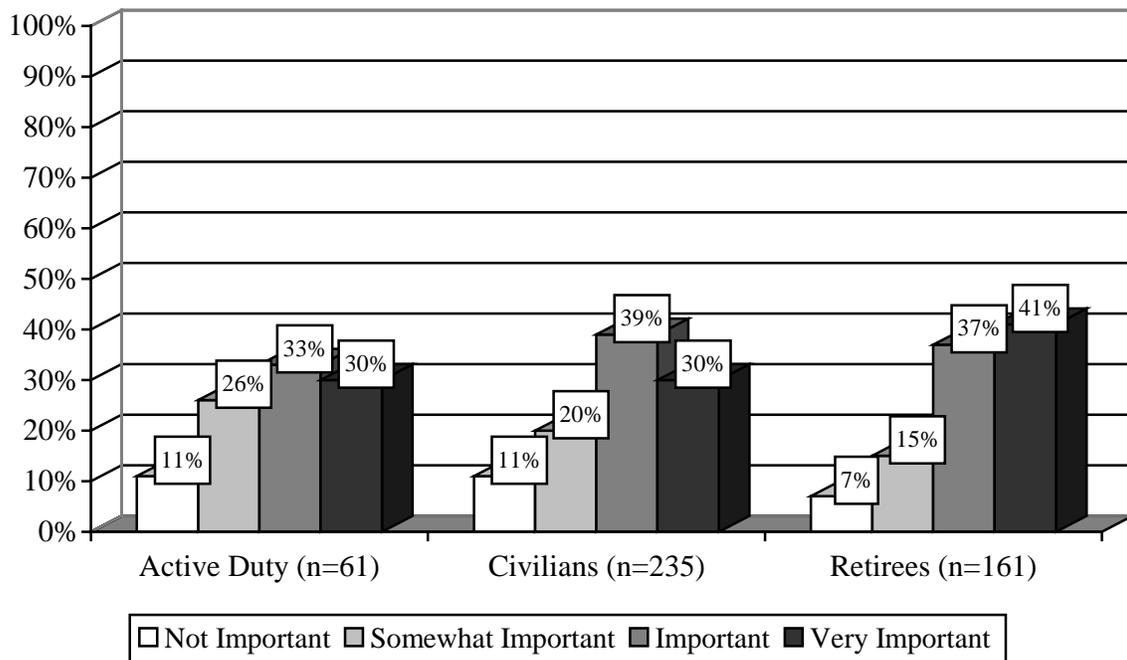


Exhibit 2-41, Importance of Quality of Army Food and Beverage Services – Active Duty, and Exhibit 2-42, Importance of Quality of Army Food and Beverage Services – Retirees, provide quality importance ratings for active duty and retiree groups, respectively.

Exhibit 2-41
Importance of Quality of Army Food and Beverage Services – Active Duty
 (Survey Question 19)

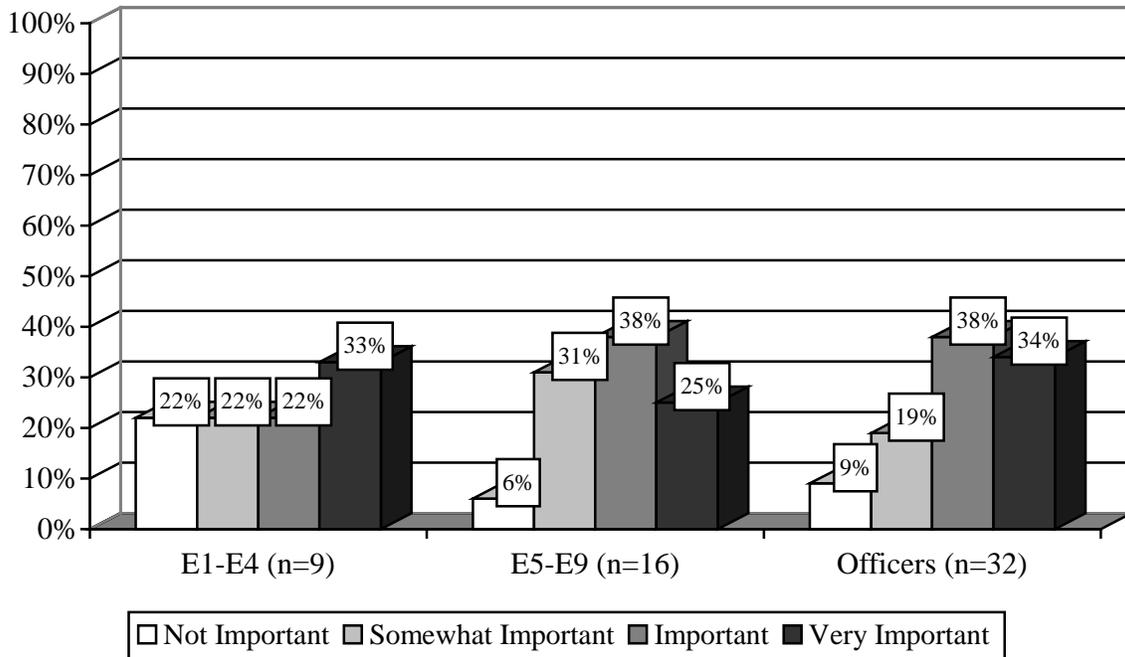
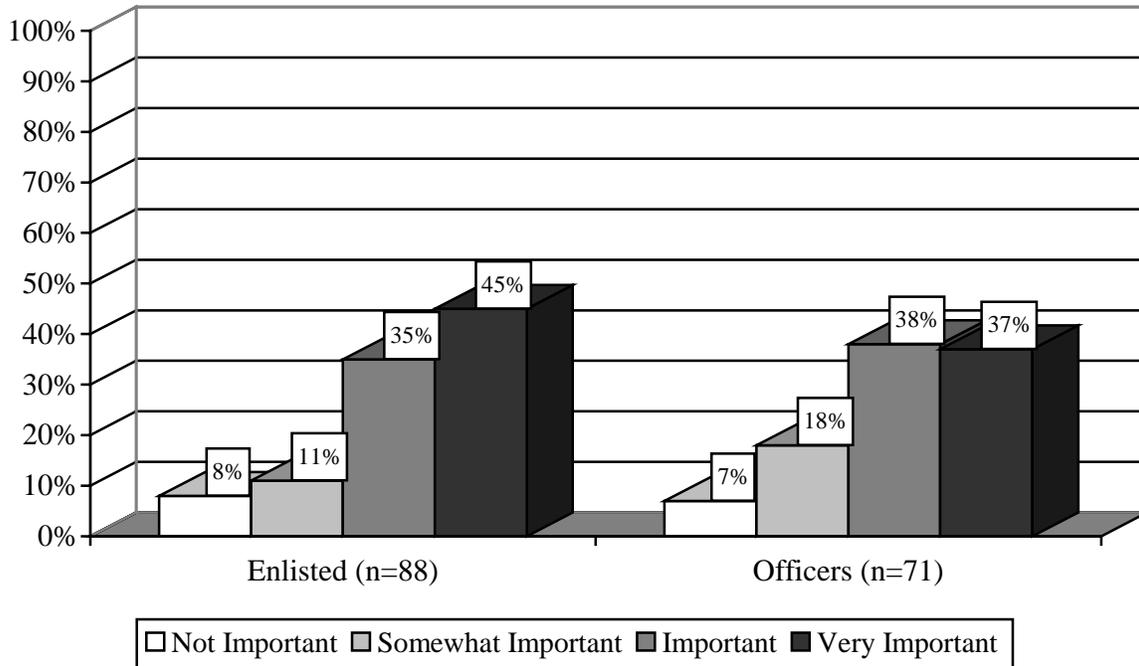


Exhibit 2-41, Importance of Quality of Army Food and Beverage Services – Active Duty, and Exhibit 2-42, Importance of Quality of Army Food and Beverage Services – Retirees, provide quality importance ratings for active duty and retiree groups, respectively.

Exhibit 2-42
Importance of Quality of Army Food and Beverage Services – Retirees
 (Survey Question 19)



Results for catering services and entertainment services are provided in Exhibits 2-43 through 2-48 and Exhibits 2-49 through 2-54, respectively. The presentation of these data is identical to the exhibits for food and beverage services.

Exhibit 2-43
Quality of Army Catering Services – All Patron Groups
 (Survey Question 20)

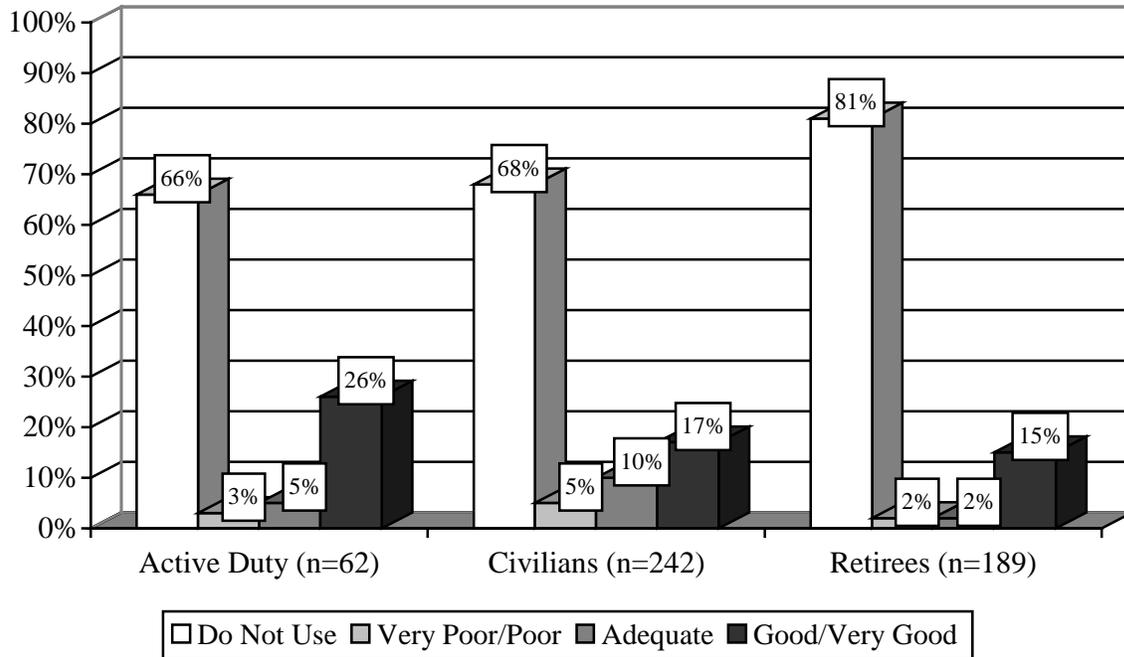


Exhibit 2-44
Quality of Army Catering Services – Active Duty
 (Survey Question 20)

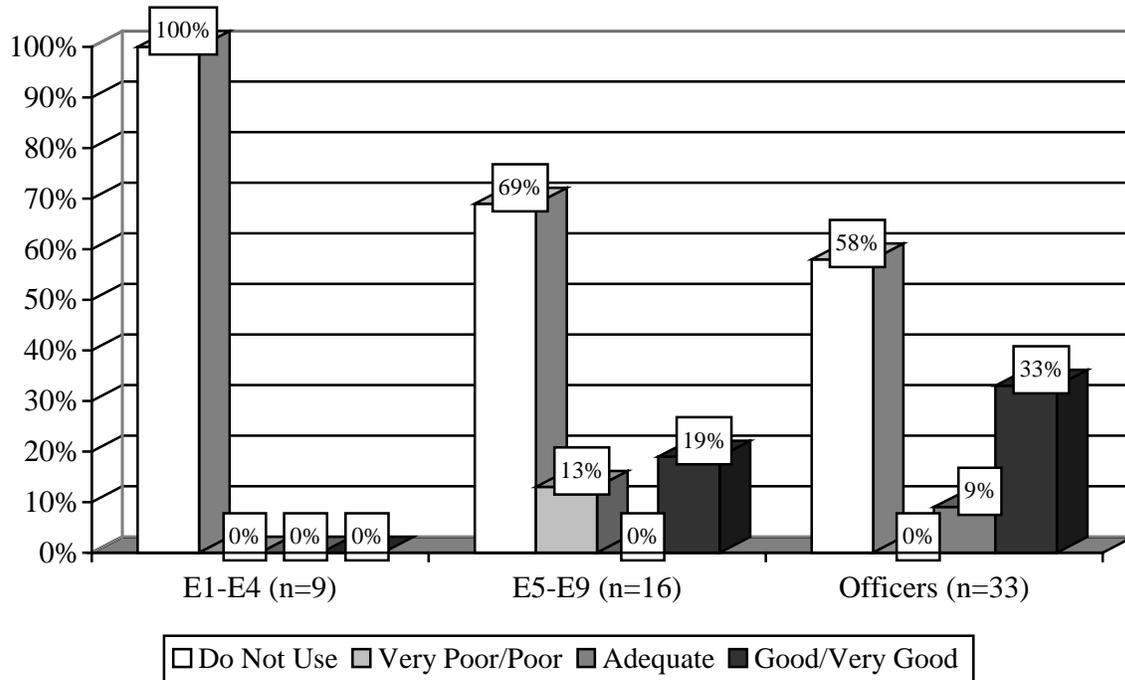


Exhibit 2-45
Quality of Army Catering Services – Retirees
 (Survey Question 20)

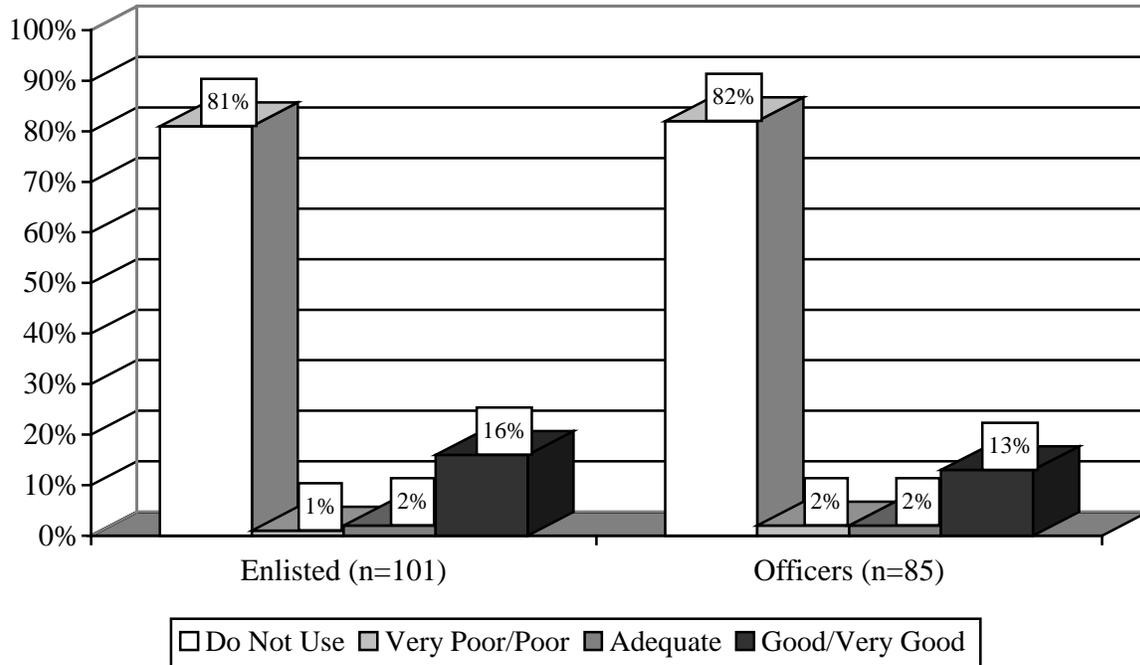


Exhibit 2-46
Importance of Quality of Army Catering Services – All Patron Groups
 (Survey Question 20)

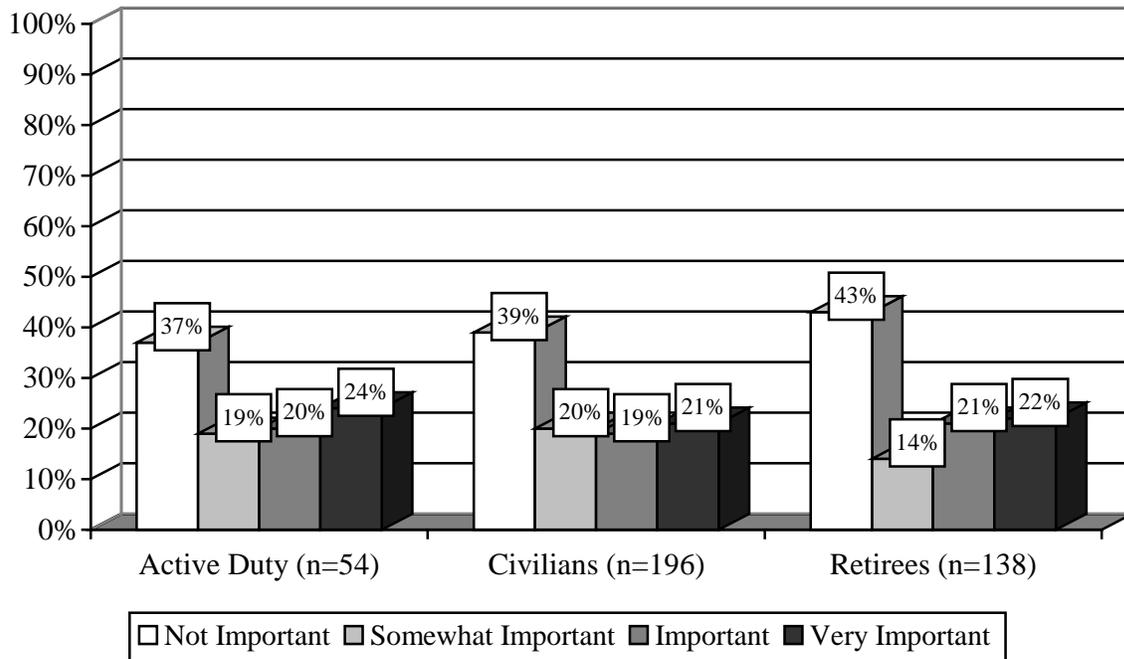


Exhibit 2-47
Importance of Quality of Army Catering Services – Active Duty
 (Survey Question 20)

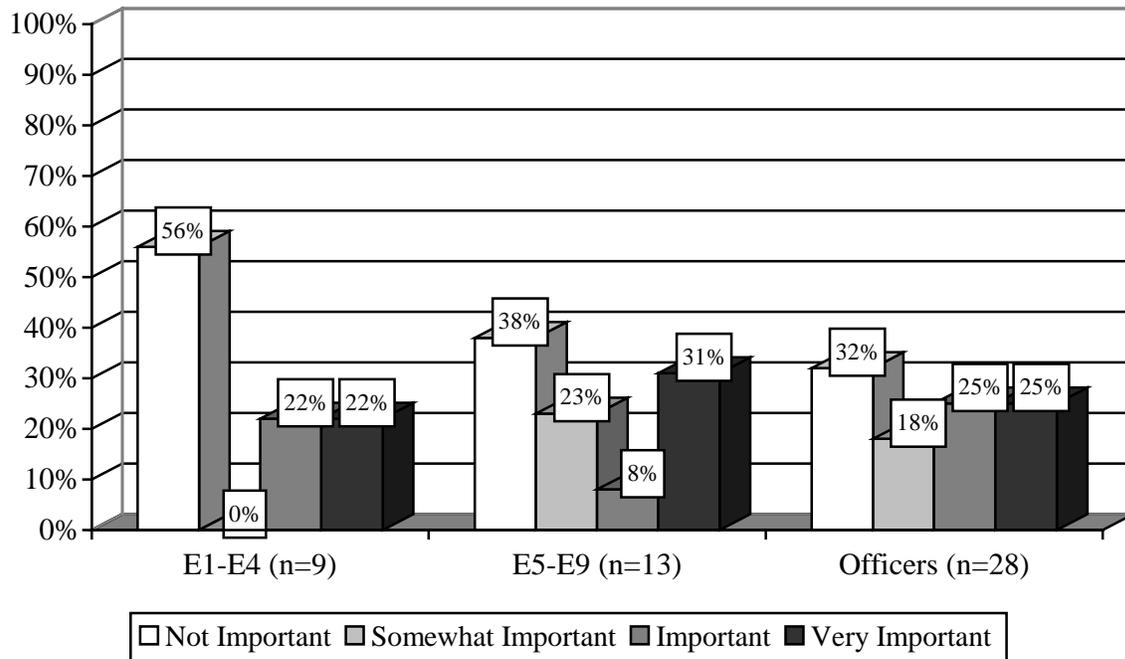
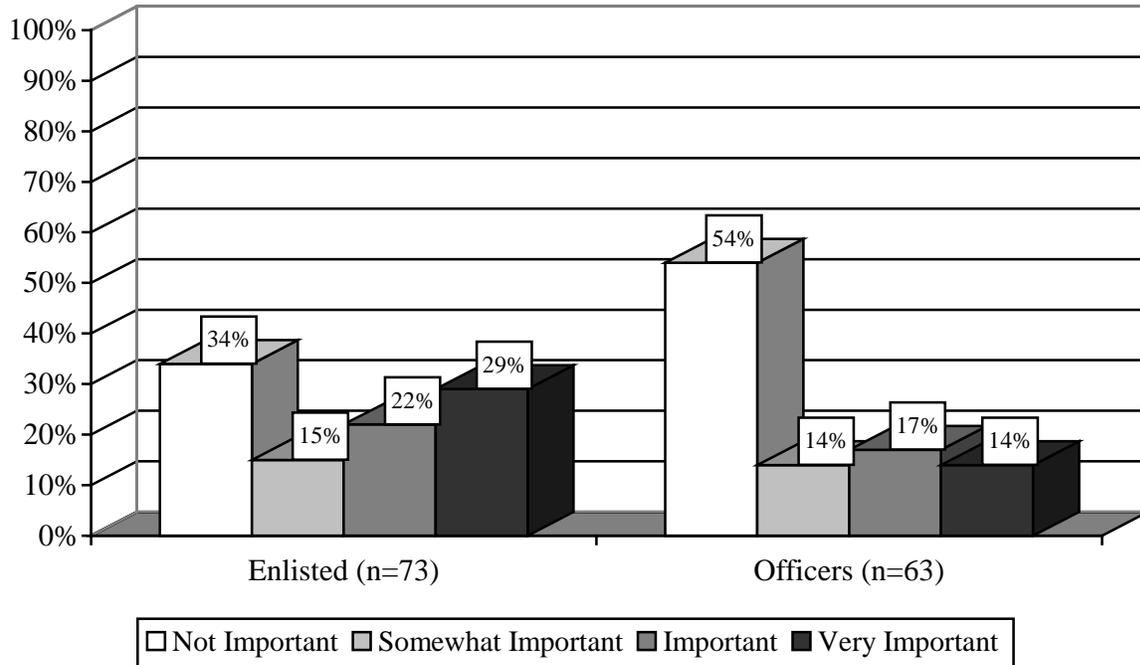


Exhibit 2-48
Importance of Quality of Army Catering Services – Retirees
 (Survey Question 20)



Results for catering services and entertainment services are provided in Exhibits 2-43 through 2-48 and Exhibits 2-49 through 2-54, respectively. The presentation of these data is identical to the exhibits for food and beverage services.

Exhibit 2-49
Quality of Army Entertainment Services – All Patron Groups
 (Survey Question 21)

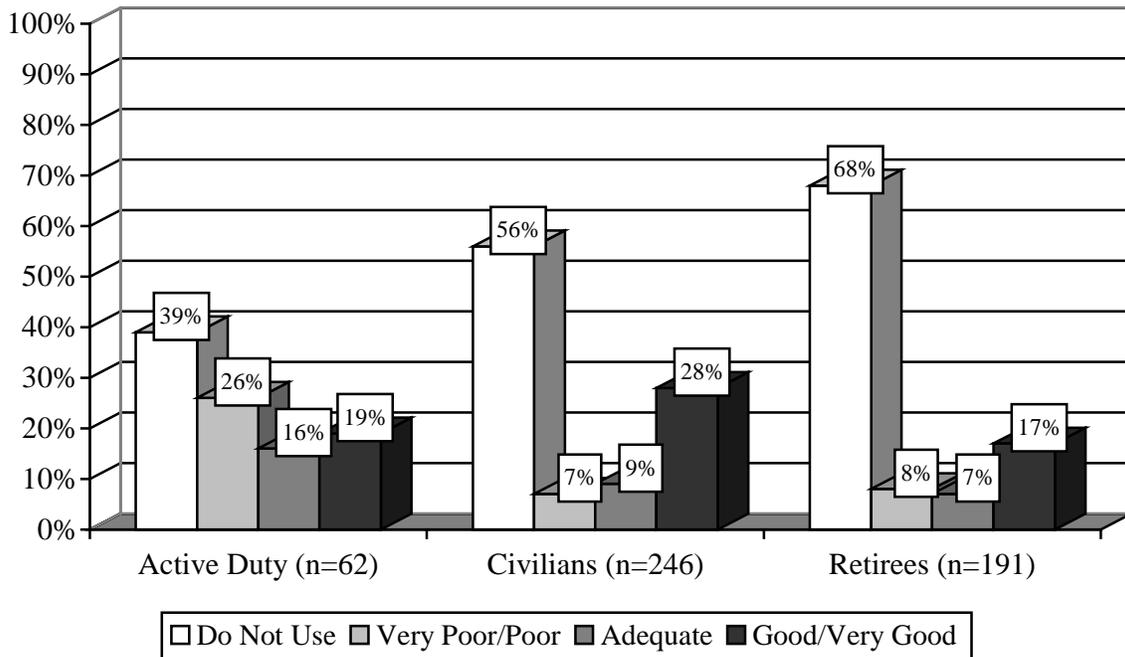


Exhibit 2-50
Quality of Army Entertainment Services – Active Duty
 (Survey Question 21)

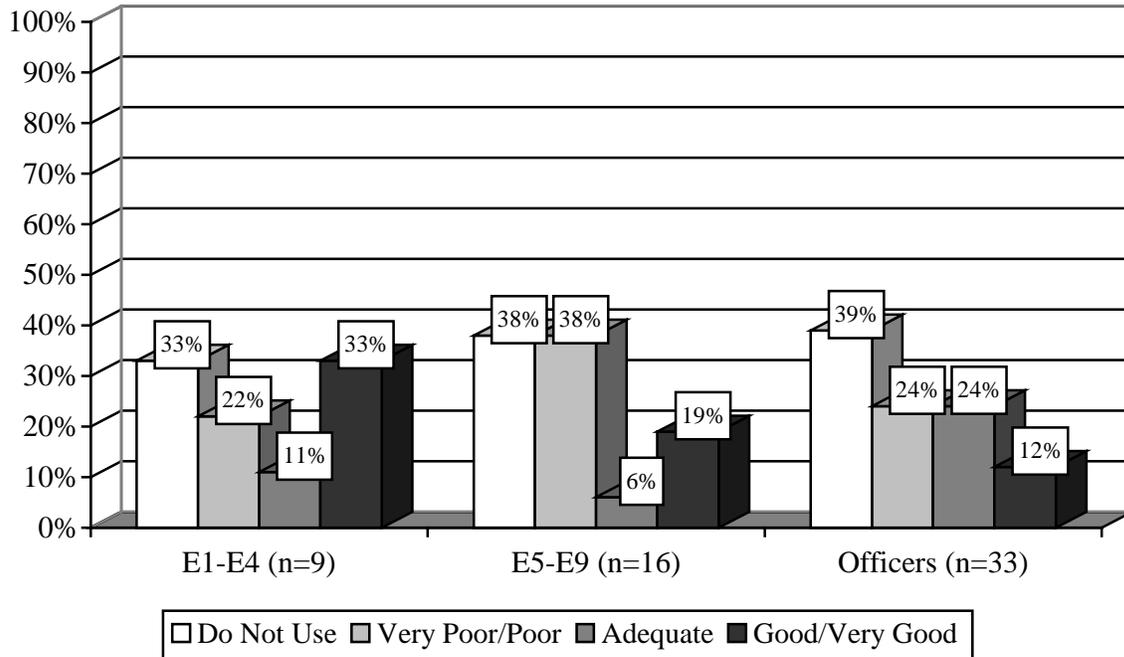


Exhibit 2-51
Quality of Army Entertainment Services – Retirees
 (Survey Question 21)

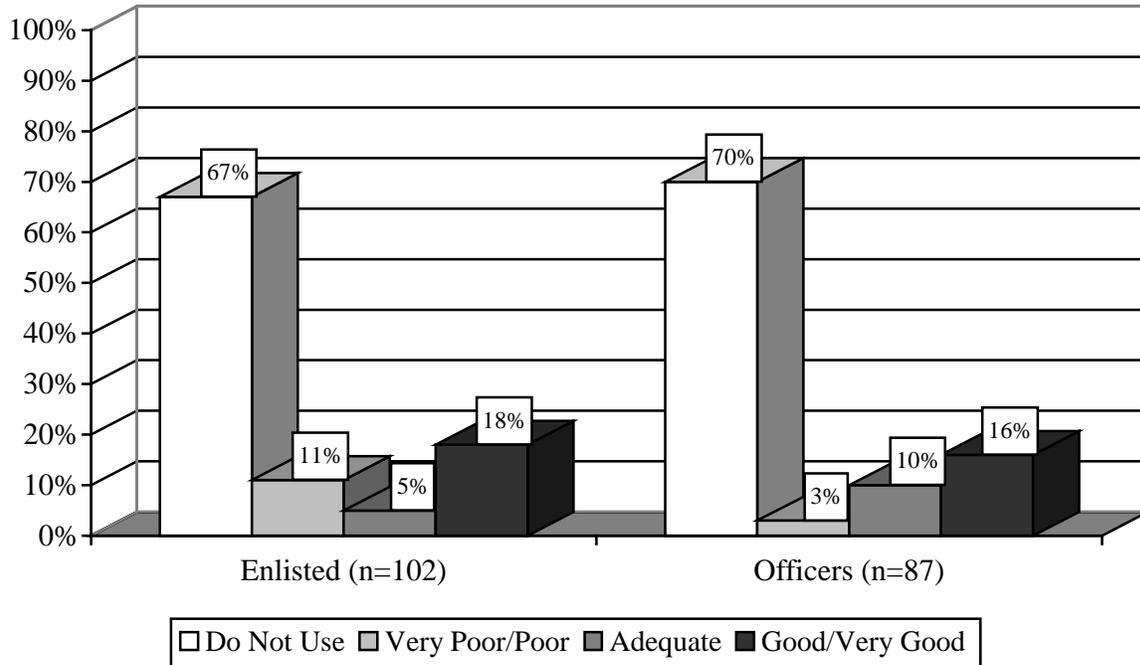


Exhibit 2-52
Importance of Quality of Army Entertainment Services – All Patron Groups
 (Survey Question 21)

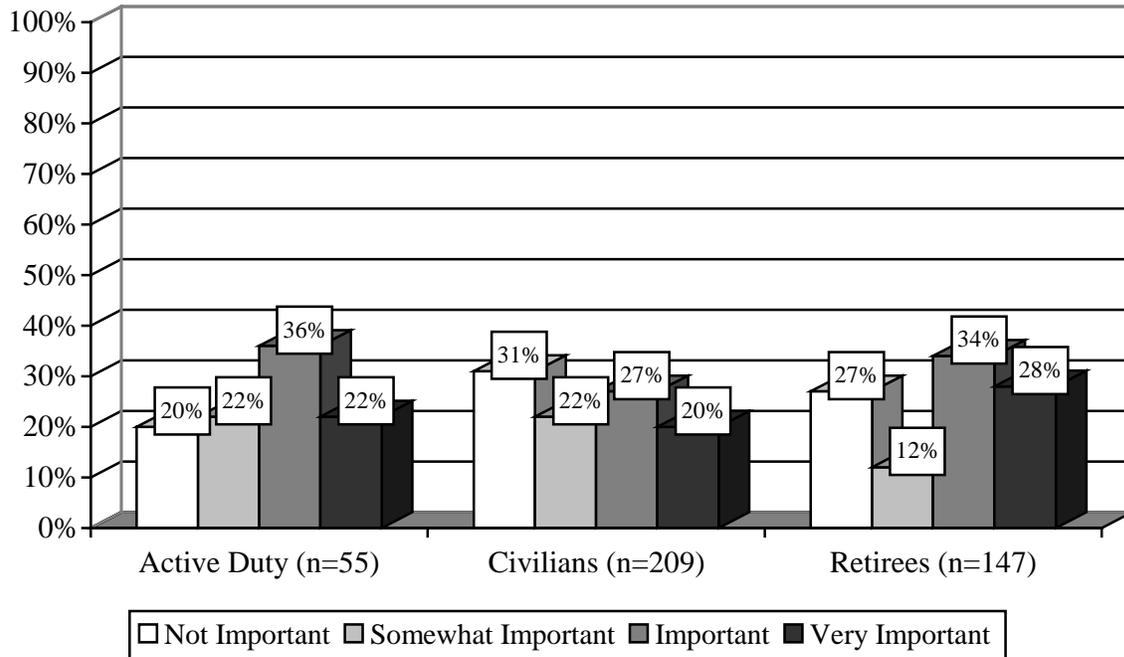


Exhibit 2-53
Importance of Quality of Army Entertainment Services – Active Duty
 (Survey Question 21)

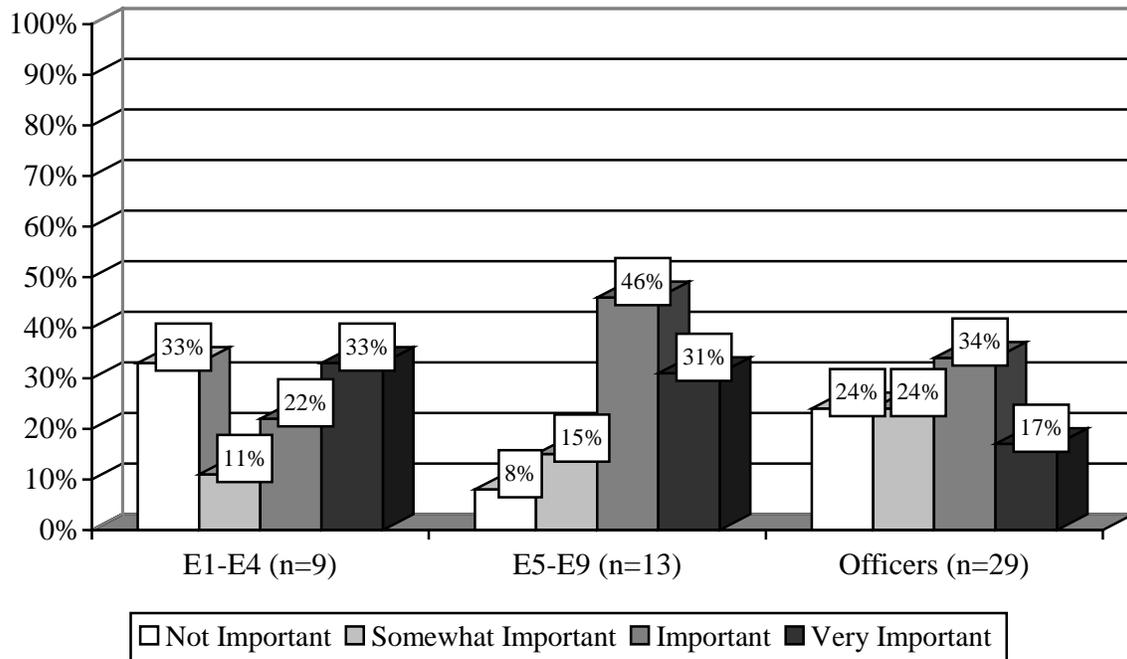
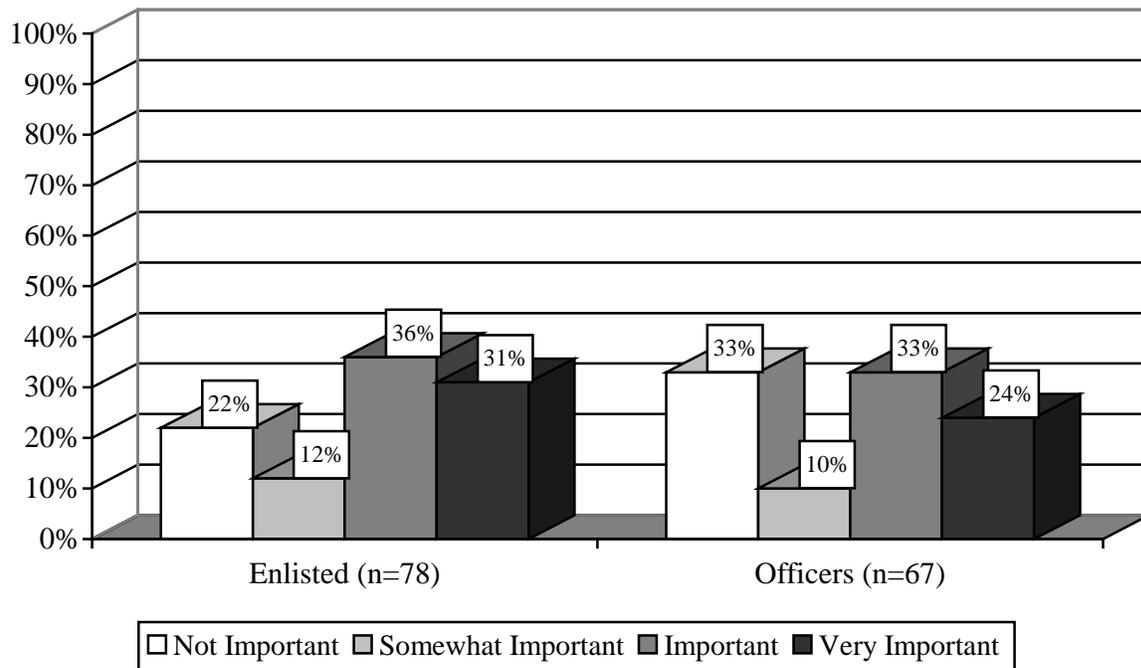


Exhibit 2-54
Importance of Quality of Army Entertainment Services – Retirees
 (Survey Question 21)



Comparison of On-Post and Off-Post Food and Beverage, Catering and Entertainment Services

Survey respondents were asked to rate both the overall quality of food and beverage services on post and similar facilities off post in the local community. Exhibit 2-55 presents the ratings that respondents gave to on-post facilities (this page) and to off-post facilities (next page). Totals for on-post/off-post residents for all subgroups are provided at the top of each exhibit. Responses are categorized within patron group according to whether respondents live on post or off post. The two parts of the exhibit can be used to compare perceptions of quality and to evaluate services across military and civilian facilities.

Exhibit 2-55
Comparison of Quality of On-Post and Off-Post Food and Beverage Services - On Post
 (Survey Question 19)

	Do Not Use		Very Poor		Poor		Adequate/OK		Good		Very Good		Total Cases n	Mean score
	n	%	n	%	n	%	n	%	n	%	n	%		
Total:														
Live on post	8	20%	2	4%	4	8%	15	34%	13	27%	3	6%	45	3.29
Live off post	112	27%	4	1%	16	4%	96	23%	112	26%	86	21%	426	3.84
E1-E4:														
Live on post	3	33%	1	11%	2	22%	0	0%	3	33%	0	0%	9	2.83
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:														
Live on post	2	17%	1	8%	1	8%	7	58%	1	8%	0	0%	12	2.80
Live off post	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	1	1.00
Officers:														
Live on post	2	10%	0	0%	1	5%	7	33%	8	38%	3	14%	21	3.68
Live off post	2	18%	1	9%	0	0%	1	9%	7	64%	0	0%	11	3.56
Civilians:														
Live on post	1	50%	0	0%	0	0%	1	50%	0	0%	0	0%	2	3.00
Live off post	51	21%	1	0%	12	5%	66	28%	68	28%	42	18%	240	3.73
Retirees:														
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	59	34%	1	1%	4	2%	28	16%	37	21%	44	25%	173	4.04

Exhibit 2-55 (continued)
Comparison of Quality of On-Post and Off-Post Food and Beverage Services - Off Post
(Survey Question 19)

	Do Not Use		Very Poor		Poor		Adequate/OK		Good		Very Good		Total Cases n	Mean score
	n	%	n	%	n	%	n	%	n	%	n	%		
Total:														
Live on post	1	2%	0	0%	0	0%	4	8%	18	41%	22	49%	45	4.41
Live off post	63	16%	0	0%	2	0%	39	9%	121	30%	185	45%	410	4.41
E1-E4:														
Live on post	0	0%	0	0%	0	0%	1	11%	4	44%	4	44%	9	4.33
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:														
Live on post	1	8%	0	0%	0	0%	2	17%	4	33%	5	42%	12	4.27
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	5.00
Officers:														
Live on post	0	0%	0	0%	0	0%	1	5%	8	38%	12	57%	21	4.52
Live off post	0	0%	0	0%	0	0%	2	20%	3	30%	5	50%	10	4.30
Civilians:														
Live on post	0	0%	0	0%	0	0%	0	0%	1	50%	1	50%	2	4.50
Live off post	26	11%	0	0%	1	0%	23	10%	76	32%	110	47%	236	4.40
Retirees:														
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	37	23%	0	0%	1	1%	14	9%	42	26%	68	42%	162	4.42

Comparison of On-Post and Off-Post Food and Beverage, Catering and Entertainment Services

Survey respondents were asked to rate both the importance of quality of food and beverage services on-post and similar facilities off-post in the local community. Exhibit 2-56 presents the ratings that respondents gave to on-post facilities (this page) and to off-post facilities (next page). Totals for on-post/off-post residents for all subgroups are provided at the top of each exhibit. Responses are categorized within patron group according to whether respondents live on post or off post. The two parts of the exhibit can be used to compare perceptions of quality importance and to evaluate services across military and civilian facilities.

Exhibit 2-56
Comparison of Importance of Quality of On-Post and Off-Post
Food and Beverage Services - On Post
 (Survey Question 19)

	Not Important		Not		Somewhat		Important		Very		Total Cases n	Mean Score
	At All		Important		Important		Important		Important			
	n	%	n	%	n	%	n	%	n	%		
Total:												
Live on post	1	2%	5	11%	13	27%	14	35%	12	25%	45	3.71
Live off post	17	4%	20	5%	70	18%	150	38%	133	34%	390	3.93
E1-E4:												
Live on post	0	0%	2	22%	2	22%	2	22%	3	33%	9	3.67
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:												
Live on post	0	0%	1	8%	5	42%	5	42%	1	8%	12	3.50
Live off post	0	0%	0	0%	0	0%	0	0%	1	100%	1	5.00
Officers:												
Live on post	1	5%	2	10%	5	24%	5	24%	8	38%	21	3.81
Live off post	0	0%	0	0%	1	10%	7	70%	2	20%	10	4.10
Civilians:												
Live on post	0	0%	0	0%	0	0%	2	100%	0	0%	2	4.00
Live off post	8	4%	17	7%	46	20%	89	39%	68	30%	228	3.84
Retirees:												
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	9	6%	3	2%	22	15%	54	36%	62	41%	150	4.05

Exhibit 2-56 (continued)
Comparison of Importance of Quality of On-Post and Off-Post
Food and Beverage Services - Off Post
(Survey Question 19)

	Not Important		Not		Somewhat		Important		Very		Total Cases n	Mean Score
	At All		Important		Important		Important		Important			
	n	%	n	%	n	%	n	%	n	%		
Total:												
Live on post	0	0%	1	2%	10	21%	22	49%	12	28%	45	4.03
Live off post	20	5%	12	3%	61	16%	151	39%	138	36%	382	3.98
E1-E4:												
Live on post	0	0%	0	0%	2	22%	4	44%	3	33%	9	4.11
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:												
Live on post	0	0%	0	0%	5	42%	5	42%	2	17%	12	3.75
Live off post	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Officers:												
Live on post	0	0%	1	5%	3	14%	11	52%	6	29%	21	4.05
Live off post	1	10%	0	0%	1	10%	5	50%	3	30%	10	3.90
Civilians:												
Live on post	0	0%	0	0%	0	0%	1	50%	1	50%	2	4.50
Live off post	7	3%	5	2%	36	16%	91	40%	86	38%	225	4.08
Retirees:												
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	12	8%	7	5%	24	17%	53	37%	49	34%	145	3.83

Comparison of On-Post and Off-Post Food and Beverage, Catering and Entertainment Services

Survey respondents were asked to rate both the overall quality of catering services on post and similar facilities off post in the local community. Exhibit 2-57 presents the ratings that respondents gave to on-post facilities (this page) and to off-post facilities (next page). Totals for on-post/off-post residents for all subgroups are provided at the top of each exhibit. Responses are categorized within patron group according to whether respondents live on post or off post. The two parts of the exhibit can be used to compare perceptions of quality and to evaluate services across military and civilian facilities.

Exhibit 2-57
Comparison of Quality of On-Post and Off-Post Catering Services - On Post
 (Survey Question 20)

	Do Not Use		Very Poor		Poor		Adequate/OK		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%	n	%		
Total:														
Live on post	31	68%	1	2%	0	0%	1	2%	8	20%	4	8%	45	4.00
Live off post	312	74%	7	2%	8	2%	28	6%	33	8%	36	8%	424	3.74
E1-E4:														
Live on post	9	100%	0	0%	0	0%	0	0%	0	0%	0	0%	9	0
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:														
Live on post	10	83%	1	8%	0	0%	0	0%	1	8%	0	0%	12	2.50
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	5.00
Officers:														
Live on post	11	52%	0	0%	0	0%	1	5%	5	24%	4	19%	21	4.30
Live off post	7	64%	0	0%	0	0%	2	18%	1	9%	1	9%	11	3.75
Civilians:														
Live on post	1	50%	0	0%	0	0%	0	0%	1	50%	0	0%	2	4.00
Live off post	159	68%	6	3%	6	3%	23	10%	22	9%	19	8%	235	3.55
Retirees:														
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	145	82%	1	1%	2	1%	3	2%	10	6%	15	9%	176	4.16

Exhibit 2-57 (continued)
Comparison of Quality of On-Post and Off-Post Catering Services - Off Post
(Survey Question 20)

	Do Not Use		Very Poor		Poor		Adequate/OK		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%	n	%		
Total:														
Live on post	31	68%	0	0%	0	0%	0	0%	5	11%	9	22%	45	4.67
Live off post	252	62%	0	0%	2	1%	17	4%	49	12%	88	21%	408	4.43
E1-E4:														
Live on post	8	89%	0	0%	0	0%	0	0%	0	0%	1	11%	9	5.00
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:														
Live on post	10	83%	0	0%	0	0%	0	0%	1	8%	1	8%	12	4.50
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	5.00
Officers:														
Live on post	12	57%	0	0%	0	0%	0	0%	3	14%	6	29%	21	4.67
Live off post	7	64%	0	0%	0	0%	1	9%	1	9%	2	18%	11	4.25
Civilians:														
Live on post	1	50%	0	0%	0	0%	0	0%	0	0%	1	50%	2	5.00
Live off post	121	53%	0	0%	1	0%	11	5%	33	14%	62	27%	228	4.46
Retirees:														
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	124	74%	0	0%	1	1%	5	3%	15	9%	22	13%	167	4.35

Comparison of On-Post and Off-Post Food and Beverage, Catering and Entertainment Services

Survey respondents were asked to rate both the importance of quality of catering services on post and similar facilities off post in the local community. Exhibit 2-58 presents the ratings that respondents gave to on-post facilities (this page) and to off-post facilities (next page). Totals for on-post/off-post residents for all subgroups are provided at the top of each exhibit. Responses are categorized within patron group according to whether respondents live on post or off post. The two parts of the exhibit can be used to compare perceptions of quality importance and to evaluate services across military and civilian facilities.

Exhibit 2-58
Comparison of Importance of Quality of On-Post and Off-Post Catering Services - On Post
 (Survey Question 20)

	Not Important		Not		Somewhat		Important		Very		Total Cases n	Mean Score
	At All		Important		Important		Important		Important			
	n	%	n	%	n	%	n	%	n	%		
Total:												
Live on post	11	27%	4	10%	7	17%	10	28%	7	17%	39	2.98
Live off post	61	18%	74	23%	56	17%	65	20%	74	22%	330	3.05
E1-E4:												
Live on post	5	56%	0	0%	0	0%	2	22%	2	22%	9	2.56
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:												
Live on post	3	33%	2	22%	3	33%	1	11%	0	0%	9	2.22
Live off post	0	0%	0	0%	0	0%	0	0%	1	100%	1	5.00
Officers:												
Live on post	3	16%	2	11%	4	21%	5	26%	5	26%	19	3.37
Live off post	3	33%	1	11%	1	11%	2	22%	2	22%	9	2.89
Civilians:												
Live on post	0	0%	0	0%	0	0%	1	100%	0	0%	2	4.00
Live off post	32	17%	42	22%	38	20%	37	19%	42	22%	191	3.08
Retirees:												
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	26	20%	31	24%	16	13%	26	20%	29	23%	128	3.01

Exhibit 2-58 (continued)
Comparison of Importance of Quality of On-Post and Off-Post Catering Services - Off Post
(Survey Question 20)

	Not Important At All		Not Important		Somewhat Important		Important		Very Important		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Total:												
Live on post	10	25%	5	13%	6	15%	11	31%	6	15%	38	2.98
Live off post	57	17%	58	18%	50	15%	86	26%	77	23%	328	3.21
E1-E4:												
Live on post	4	50%	0	0%	1	13%	1	13%	2	25%	8	2.62
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:												
Live on post	3	33%	1	11%	2	22%	2	22%	1	11%	9	2.67
Live off post	0	0%	0	0%	0	0%	0	0%	1	100%	1	5.00
Officers:												
Live on post	3	16%	4	21%	3	16%	6	32%	3	16%	19	3.11
Live off post	3	33%	1	11%	1	11%	2	22%	2	22%	9	2.89
Civilians:												
Live on post	0	0%	0	0%	0	0%	1	100%	0	0%	2	4.00
Live off post	29	15%	29	15%	31	16%	51	27%	51	27%	191	3.35
Retirees:												
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	25	20%	28	22%	17	13%	33	26%	23	18%	126	3.01

Comparison of On-Post and Off-Post Food and Beverage, Catering and Entertainment Services

Survey respondents were asked to rate both the overall quality of entertainment services on post and similar facilities off post in the local community. Exhibit 2-59 presents the ratings that respondents gave to on-post facilities (this page) and to off-post facilities (next page). Totals for on-post/off-post residents for all subgroups are provided at the top of each exhibit. Responses are categorized within patron group according to whether respondents live on post or off post. The two parts of the exhibit can be used to compare perceptions of quality and to evaluate services across military and civilian facilities.

Exhibit 2-59
Comparison of Quality of On-Post and Off-Post Entertainment Services - On Post
 (Survey Question 21)

	Do Not Use		Very Poor		Poor		Adequate/OK		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%	n	%		
Total:														
Live on post	15	32%	4	8%	10	26%	9	19%	7	15%	0	0%	45	2.58
Live off post	263	61%	11	2%	21	5%	36	8%	59	14%	39	9%	429	3.57
E1-E4:														
Live on post	3	33%	2	22%	0	0%	1	11%	3	33%	0	0%	9	2.83
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:														
Live on post	6	50%	1	8%	3	25%	1	8%	1	8%	0	0%	12	2.33
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	5.00
Officers:														
Live on post	6	29%	1	5%	5	24%	7	33%	2	10%	0	0%	21	2.67
Live off post	7	64%	1	9%	1	9%	1	9%	1	9%	0	0%	11	2.50
Civilians:														
Live on post	0	0%	0	0%	2	100%	0	0%	0	0%	0	0%	2	2.00
Live off post	132	55%	6	3%	10	4%	22	9%	44	18%	24	10%	238	3.66
Retirees:														
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	123	69%	4	2%	10	6%	13	7%	14	8%	14	8%	178	3.44

Exhibit 2-59 (continued)
Comparison of Quality of On-Post and Off-Post Entertainment Services - Off Post
(Survey Question 21)

	Do Not Use		Very Poor		Poor		Adequate/OK		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%	n	%		
Total:														
Live on post	6	13%	0	0%	0	0%	1	2%	18	39%	19	46%	44	4.51
Live off post	150	37%	2	0%	3	1%	25	6%	101	25%	128	31%	409	4.34
E1-E4:														
Live on post	1	11%	0	0%	0	0%	0	0%	5	56%	3	33%	9	4.38
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:														
Live on post	3	27%	0	0%	0	0%	1	9%	2	18%	5	45%	11	4.50
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1	5.00
Officers:														
Live on post	2	10%	0	0%	0	0%	0	0%	10	48%	9	43%	21	4.47
Live off post	2	20%	0	0%	0	0%	2	20%	0	0%	6	60%	10	4.50
Civilians:														
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%	2	5.00
Live off post	75	33%	1	0%	2	1%	9	4%	67	29%	76	33%	230	4.39
Retirees:														
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	73	44%	1	1%	1	1%	14	8%	34	20%	44	26%	167	4.27

Comparison of On-Post and Off-Post Food and Beverage, Catering and Entertainment Services

Survey respondents were asked to rate both the importance of quality of entertainment services on post and similar facilities off post in the local community. Exhibit 2-60 presents the ratings that respondents gave to on-post facilities (this page) and to off-post facilities (next page). Totals for on-post/off-post residents for all subgroups are provided at the top of each exhibit. Responses are categorized within patron group according to whether respondents live on post or off post. The two parts of the exhibit can be used to compare perceptions of quality importance and to evaluate services across military and civilian facilities.

Exhibit 2-60
Comparison of Importance of Quality of On-Post and Off-Post
Entertainment Services - On Post
(Survey Question 21)

	Not Important		Not		Somewhat		Important		Very		Total Cases n	Mean Score
	At All		Important		Important		Important		Important			
	n	%	n	%	n	%	n	%	n	%		
Total:												
Live on post	2	5%	6	14%	7	16%	18	45%	7	19%	40	3.61
Live off post	49	14%	54	15%	62	17%	105	30%	80	23%	350	3.33
E1-E4:												
Live on post	1	11%	2	22%	1	11%	2	22%	3	33%	9	3.44
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:												
Live on post	0	0%	1	11%	1	11%	6	67%	1	11%	9	3.78
Live off post	0	0%	0	0%	0	0%	0	0%	1	100%	1	5.00
Officers:												
Live on post	1	5%	3	16%	5	26%	8	42%	2	11%	19	3.37
Live off post	2	22%	1	11%	2	22%	2	22%	2	22%	9	3.11
Civilians:												
Live on post	0	0%	0	0%	0	0%	1	50%	1	50%	2	4.50
Live off post	24	12%	39	19%	43	21%	55	27%	41	20%	202	3.25
Retirees:												
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	23	17%	14	10%	16	12%	48	35%	36	26%	137	3.44

Exhibit 2-60 (continued)
Comparison of Importance of Quality of On-Post and Off-Post
Entertainment Services - Off Post
(Survey Question 21)

	Not Important		Not		Somewhat		Important		Very		Total Cases n	Mean Score
	At All		Important		Important		Important		Important			
	n	%	n	%	n	%	n	%	n	%		
Total:												
Live on post	1	2%	2	4%	4	9%	24	55%	12	29%	43	4.05
Live off post	36	10%	38	11%	60	17%	123	35%	94	27%	351	3.57
E1-E4:												
Live on post	1	11%	0	0%	3	33%	3	33%	2	22%	9	3.56
Live off post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
E5-E9:												
Live on post	0	0%	0	0%	0	0%	7	64%	4	36%	11	4.36
Live off post	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Officers:												
Live on post	0	0%	2	10%	1	5%	12	60%	5	25%	20	4.00
Live off post	1	10%	0	0%	2	20%	4	40%	3	30%	10	3.80
Civilians:												
Live on post	0	0%	0	0%	0	0%	1	50%	1	50%	2	4.50
Live off post	16	8%	25	12%	38	19%	65	32%	59	29%	203	3.62
Retirees:												
Live on post	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Live off post	19	14%	13	10%	20	15%	52	38%	32	24%	136	3.48

Dining Preferences

Exhibit 2-61 presents respondents' answers to the question "How often do you take out, order in, or dine out using the following service options and for the following meals?" The results are provided for all respondents and for each patron group.

Exhibit 2-61
Frequency of Meals Eaten Out, Taken Out or Ordered In
(Survey Question 23)

	Never		Less than once per month		1-3 times per month		4-6 times per month		7 or more times per month		Total Cases n	
	n	%	n	%	n	%	n	%	n	%		
All Respondents: (n=522)												
<u>Meals</u>												
Breakfast	159	36%	113	26%	87	21%	36	9%	38	8%	433	
Lunch	56	12%	71	16%	139	30%	68	16%	120	26%	454	
Dinner	88	20%	63	14%	117	24%	101	22%	87	19%	456	
<u>Service Options</u>												
Takeout/delivery	109	25%	97	20%	150	31%	62	13%	48	10%	466	
Fast food	82	19%	109	25%	156	34%	60	13%	44	9%	451	
Buffet style	126	29%	178	40%	97	21%	31	7%	11	3%	443	
Full service	79	17%	101	21%	138	30%	85	19%	58	13%	461	
Cafeteria style	224	52%	136	31%	48	12%	16	4%	8	2%	432	
Active Duty: (n=63)												
<u>Meals</u>												
Breakfast	25	43%	17	29%	6	10%	3	5%	7	12%	58	
Lunch	8	13%	10	16%	23	38%	5	8%	15	25%	61	
Dinner	5	8%	5	8%	25	41%	14	23%	12	20%	61	
<u>Service Options</u>												
Takeout/delivery	5	8%	16	27%	25	42%	7	12%	7	12%	60	
Fast food	4	7%	8	14%	27	46%	11	19%	9	15%	59	
Buffet style	10	17%	27	47%	16	28%	4	7%	1	2%	58	
Full service	11	18%	17	28%	20	33%	10	17%	2	3%	60	
Cafeteria style	29	52%	21	38%	3	5%	0	0%	3	5%	56	

Exhibit 2-61 (continued)
Frequency of Meals Eaten Out, Taken Out or Ordered In
(Survey Question 23)

	Never		Less than once per month		1-3 times per month		4-6 times per month		7 or more times per month		Total Cases n
	n	%	n	%	n	%	n	%	n	%	
Civilians: (n=254)											
<u>Meals</u>											
Breakfast	74	34%	61	28%	38	18%	20	9%	23	11%	216
Lunch	16	7%	30	13%	59	26%	41	18%	84	37%	230
Dinner	51	22%	31	14%	45	20%	55	24%	47	21%	229
<u>Service Options</u>											
Takeout/delivery	39	16%	50	21%	76	32%	41	17%	33	14%	239
Fast food	33	14%	60	26%	77	34%	30	13%	28	12%	228
Buffet style	54	24%	103	46%	45	20%	15	7%	9	4%	226
Full service	29	12%	54	23%	73	31%	45	19%	35	15%	236
Cafeteria style	119	54%	69	31%	22	10%	8	4%	3	1%	221
Retirees: (n=201)											
<u>Meals</u>											
Breakfast	59	38%	35	22%	43	28%	11	7%	8	5%	156
Lunch	32	20%	31	19%	55	34%	22	14%	21	13%	161
Dinner	32	20%	26	16%	46	28%	31	19%	28	17%	163
<u>Service Options</u>											
Takeout/delivery	64	39%	30	18%	48	29%	13	8%	8	5%	163
Fast food	45	28%	38	24%	52	33%	18	11%	7	4%	160
Buffet style	60	39%	48	31%	34	22%	12	8%	1	1%	155
Full service	38	24%	30	19%	43	27%	29	18%	21	13%	161
Cafeteria style	73	48%	46	30%	23	15%	8	5%	2	1%	152

Dining Preferences

Survey respondents were asked to indicate how often they would eat foods from several menu options, if they were available. Exhibit 2-62 presents the distribution of responses for each type of menu. These results are provided for all respondents and for each patron group. The response categories answer the question, “When you dine out (either ON POST or OFF POST) for lunch or dinner (evening meal), how often do you choose the following menu options?”

Exhibit 2-62
Lunch and Dinner Menu Preferences
(Survey Question 24)

	Never		Less than once per month		1-3 times per month		4-6 times per month		7 or more times per month		Total Cases n
	n	%	n	%	n	%	n	%	n	%	
All Respondents: (n=522)											
Appetizers	141	32%	174	39%	89	20%	29	7%	13	3%	446
Burgers/chicken	44	10%	122	28%	180	40%	65	15%	31	7%	442
Pizza	46	11%	126	29%	186	41%	64	14%	22	5%	444
Deli/sandwich	58	14%	153	35%	151	36%	43	10%	22	5%	427
Main-meal salad	105	24%	113	26%	123	29%	55	14%	28	7%	424
Home cooking	121	28%	112	27%	112	27%	41	11%	28	7%	414
Soup/chili/chowder	142	33%	140	34%	88	22%	26	7%	16	4%	412
Chinese/oriental	67	16%	155	35%	151	33%	51	11%	22	5%	446
Italian	71	16%	134	29%	166	38%	51	12%	25	6%	447
Mexican	175	44%	167	39%	62	14%	10	2%	2	0%	416
German	269	64%	119	29%	22	6%	6	1%	2	0%	418
Barbeque	205	50%	140	34%	56	13%	10	2%	3	1%	414
Steak	100	23%	163	36%	133	30%	40	9%	8	2%	444
Seafood	72	16%	132	29%	155	35%	64	15%	21	5%	444
Other ethnic foods	205	51%	140	34%	41	10%	15	4%	4	1%	405
Other	186	59%	97	31%	24	7%	4	1%	7	2%	318
Active Duty: (n=63)											
Appetizers	18	31%	22	38%	14	24%	2	3%	2	3%	58
Burgers/chicken	4	7%	16	28%	28	48%	8	14%	2	3%	58
Pizza	2	3%	15	25%	30	50%	8	13%	5	8%	60
Deli/sandwich	7	13%	28	50%	15	27%	4	7%	2	4%	56
Main-meal salad	19	35%	16	29%	15	27%	4	7%	1	2%	55
Home cooking	22	41%	15	28%	12	22%	1	2%	4	7%	54
Soup/chili/chowder	26	47%	15	27%	10	18%	2	4%	2	4%	55
Chinese/oriental	3	5%	21	36%	26	45%	6	10%	2	3%	58
Italian	10	18%	25	44%	16	28%	4	7%	2	4%	57
Mexican	14	26%	26	48%	11	20%	2	4%	1	2%	54
German	38	70%	13	24%	1	2%	1	2%	1	2%	54
Barbeque	20	38%	19	36%	10	19%	3	6%	1	2%	53
Steak	11	20%	22	40%	16	29%	3	5%	3	5%	55
Seafood	9	16%	24	43%	16	29%	5	9%	2	4%	56
Other ethnic foods	22	42%	20	38%	7	13%	2	4%	2	4%	53
Other	22	56%	10	26%	5	13%	0	0%	2	5%	39

Exhibit 2-62 (continued)
Lunch and Dinner Menu Preferences
(Survey Question 24)

	Never		Less than once per month		1-3 times per month		4-6 times per month		7 or more times per month		Total Cases n
	n	%	n	%	n	%	n	%	n	%	
Civilians: (n=254)											
Appetizers	77	33%	89	38%	46	20%	15	6%	6	3%	233
Burgers/chicken	19	8%	66	28%	96	41%	37	16%	18	8%	236
Pizza	18	8%	61	26%	100	42%	43	18%	15	6%	237
Deli/sandwich	26	11%	76	33%	86	37%	25	11%	17	7%	230
Main-meal salad	48	22%	68	30%	66	30%	25	11%	16	7%	223
Home cooking	61	29%	62	29%	52	25%	22	10%	14	7%	211
Soup/chili/chowder	71	32%	83	38%	45	21%	13	6%	7	3%	219
Chinese/oriental	25	11%	78	34%	77	33%	32	14%	18	8%	230
Italian	28	12%	67	29%	93	40%	28	12%	19	8%	235
Mexican	83	37%	98	44%	35	16%	6	3%	1	0%	223
German	155	70%	56	25%	6	3%	2	1%	1	0%	220
Barbeque	116	52%	74	33%	26	12%	3	1%	2	1%	221
Steak	58	25%	89	38%	64	27%	18	8%	4	2%	233
Seafood	41	18%	64	28%	78	34%	35	15%	13	6%	231
Other ethnic foods	106	50%	80	37%	20	9%	7	3%	1	0%	214
Other	93	56%	57	35%	8	5%	3	2%	4	2%	165
Retirees: (n=201)											
Appetizers	45	30%	63	41%	27	18%	12	8%	5	3%	152
Burgers/chicken	21	15%	38	26%	55	38%	19	13%	11	8%	144
Pizza	26	18%	48	34%	54	38%	13	9%	2	1%	143
Deli/sandwich	25	18%	47	34%	49	36%	14	10%	3	2%	138
Main-meal salad	38	27%	26	18%	42	29%	26	18%	11	8%	143
Home cooking	38	26%	34	23%	46	32%	18	12%	10	7%	146
Soup/chili/chowder	45	33%	39	29%	33	24%	11	8%	7	5%	135
Chinese/oriental	39	25%	55	35%	46	30%	13	8%	2	1%	155
Italian	32	21%	41	27%	55	36%	19	13%	4	3%	151
Mexican	76	56%	42	31%	16	12%	2	1%	0	0%	136
German	73	52%	50	35%	15	11%	3	2%	0	0%	141
Barbeque	67	49%	46	34%	20	15%	4	3%	0	0%	137
Steak	31	20%	50	33%	52	34%	19	12%	1	1%	153
Seafood	22	14%	44	29%	58	38%	24	16%	6	4%	154
Other ethnic foods	74	55%	40	30%	14	10%	6	4%	1	1%	135
Other	68	61%	30	27%	11	10%	1	1%	1	1%	111

Dining Preferences

Exhibit 2-63 presents the results for two questions on the survey related to dining preferences. The first question asks respondents how much they typically spend per person for breakfast, lunch and dinner when eating out off post. Respondents were also asked to select the three most important factors they consider when choosing a restaurant off post. The column percents for this question, which are based on the total number of respondents in each patron group, will not add to 100% since respondents were asked to indicate more than one factor. The results for both questions are presented by patron group and for the total of the three patron groups.

Exhibit 2-63
Typical Off-Post Dining Out Costs and Considerations
(Survey Questions 25 and 26)

	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
Typical dining out costs:								
<u>Breakfast</u>								
Less than \$3.00	12	21%	73	33%	21	12%	106	23%
\$3.00-\$5.99	39	67%	119	54%	100	58%	258	57%
\$6.00-\$8.99	6	10%	26	12%	40	23%	72	16%
\$9.00 or more	1	2%	2	1%	10	6%	13	3%
<u>Lunch</u>								
Less than \$5.00	14	23%	45	18%	30	17%	89	18%
\$5.00-\$8.99	39	64%	164	67%	111	61%	314	64%
\$9.00-\$12.99	7	11%	29	12%	25	14%	61	13%
\$13.00 or more	1	2%	7	3%	15	8%	23	5%
<u>Dinner</u>								
Less than \$7.00	4	6%	12	5%	7	4%	23	5%
\$7.00-\$10.99	23	37%	48	20%	34	19%	105	21%
\$11.00-\$14.99	21	34%	92	39%	68	37%	181	38%
\$15.00 or more	14	23%	84	36%	73	40%	171	37%
Most important factors:								
Price	42	67%	138	54%	107	53%	287	54%
Quality of food served	56	89%	223	88%	166	83%	445	86%
Customer service	27	43%	81	32%	55	27%	163	31%
Quantity of food served	6	10%	25	10%	16	8%	47	9%
Convenient location	5	8%	44	17%	30	15%	79	16%
Speed of service	3	5%	32	13%	8	4%	43	8%
Atmosphere	13	21%	36	14%	43	21%	92	18%
Family oriented	6	10%	16	6%	13	6%	35	7%
Menu variety	7	11%	41	16%	36	18%	84	17%
Cleanliness	21	33%	101	40%	83	41%	205	40%

Army Clubs' Impact on Quality of Life

Exhibit 2-64 presents respondents' perceptions of how the elimination of Army club programs would affect their quality of life. Respondents were asked to indicate if the elimination would cause a great, moderate or slight decrease in their quality of life or would have no effect. Data are presented separately for each patron group. A breakout of active duty and retiree rank groups is also provided.

Exhibit 2-64
Effect on Quality of Life if Army Club Programs Were Eliminated
(Survey Question 27)

	No Effect		Slightly Decrease		Moderately Decrease		Greatly Decrease		Total Cases n
	n	%	n	%	n	%	n	%	
Active Duty:									
E1-E4	3	38%	3	38%	0	0%	2	25%	8
E5-E9	7	44%	5	31%	1	6%	3	19%	16
Officers	12	39%	7	23%	7	23%	5	16%	31
Total	24	41%	16	28%	8	14%	10	17%	58
Civilians:									
Total	127	54%	38	16%	35	15%	35	15%	235
Retirees:									
Enlisted	38	41%	15	16%	13	14%	26	28%	92
Officers	33	41%	20	25%	12	15%	15	19%	80
Total	71	41%	36	21%	26	15%	42	24%	175

MWR PROGRAMS

This section provides information regarding the MWR programs that are perceived to most enhance quality of life (Exhibit 2-65) and those MWR programs that least enhance quality of life (Exhibit 2-66). Data on music listening preferences; golfing costs, purchasing preferences and clinic attendance; bowling costs and purchasing preferences; leisure airline travel contractor use; Armed Forces Recreation Center use; and sources of MWR information are provided in Exhibits 2-67 through 2-72. Three exhibits (2-73, 2-74 and 2-75) focus on Army Community Service (ACS) and present information on program awareness, satisfaction with and impact of ACS programs, and concerns about using ACS programs and services.

Program Preferences

Exhibit 2-65 shows the number and percent of each patron group and the sum total of these groups that chose each MWR program as one of the seven “most important” to have on an installation. Programs are listed in descending order according to the ranking by active duty respondents. Programs that no one chose as most important will show 0 and 0%.

Exhibit 2-65
Most Important MWR Programs and Services Ranked by Active Duty
(Survey Question 17)

	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
Fitness Center/Gymnasium	55	87%	175	69%	113	56%	343	64%
Army Lodging	46	73%	123	48%	134	67%	303	58%
Child Development Center	35	56%	160	63%	72	36%	267	51%
Library	34	54%	136	54%	107	53%	277	53%
Youth Center	34	54%	133	52%	88	44%	255	49%
Athletic Fields	32	51%	112	44%	69	34%	213	40%
Swimming Pool	32	51%	87	34%	78	39%	197	37%
Bowling Center	24	38%	105	41%	67	33%	196	38%
ITR Office/Commercial Travel Agency	19	30%	137	54%	67	33%	223	44%
Recreation Ctr./Comm. Activity Ctr.	19	30%	112	44%	75	37%	206	40%
Golf Course/Pro Shop	18	29%	61	24%	60	30%	139	27%
Automotive Skills Center	17	27%	39	15%	39	19%	95	18%
Recreational Equip. Checkout	16	25%	59	23%	32	16%	107	20%
Car Wash	13	21%	23	9%	21	10%	57	10%
Bowling Center Food & Bev. Operations	11	17%	50	20%	38	19%	99	19%
Arts & Crafts Center	10	16%	36	14%	34	17%	80	15%
Golf Course Food & Bev. Operations	8	13%	28	11%	32	16%	68	13%
Tennis Courts	7	11%	29	11%	22	11%	58	11%
Post Picnic Areas	6	10%	64	25%	37	18%	107	21%
Cabins & Campgrounds	2	3%	14	6%	28	14%	44	9%
Bowling Center Pro Shop	1	2%	7	3%	5	2%	13	3%

Program Preferences

Exhibit 2-66 shows the number and percent of respondents from each patron group who chose each MWR program as one of the seven “least important” to have on an installation. Programs are presented in descending order, according to active duty rankings. Comparing Exhibits 2-65 and 2-66 will show each patron group’s most and least desired MWR programs.

Exhibit 2-66
Least Important MWR Programs and Services Ranked by Active Duty
(Survey Question 17)

	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
	Bowling Center Pro Shop	41	65%	122	48%	98	49%	261
Cabins & Campgrounds	36	57%	155	61%	80	40%	271	52%
Golf Course Food & Bev. Operations	36	57%	104	41%	81	40%	221	42%
Arts & Crafts Center	31	49%	117	46%	68	34%	216	41%
Golf Course/Pro Shop	31	49%	83	33%	60	30%	174	32%
Tennis Courts	29	46%	116	46%	72	36%	217	41%
Car Wash	27	43%	162	64%	106	53%	295	58%
Automotive Skills Center	23	37%	131	52%	73	36%	227	44%
Bowling Center Food & Bev. Operations	21	33%	56	22%	48	24%	125	23%
Post Picnic Areas	20	32%	80	31%	73	36%	173	34%
ITR Office/Commercial Travel Agency	16	25%	32	13%	49	24%	97	18%
Recreational Equip. Checkout	16	25%	55	22%	58	29%	129	25%
Bowling Center	11	17%	34	13%	37	18%	82	16%
Recreation Ctr./Comm. Activity Ctr.	9	14%	30	12%	22	11%	61	12%
Youth Center	9	14%	23	9%	24	12%	56	11%
Library	8	13%	35	14%	11	5%	54	10%
Swimming Pool	8	13%	42	17%	19	9%	69	13%
Army Lodging	7	11%	56	22%	15	7%	78	15%
Athletic Fields	6	10%	32	13%	27	13%	65	13%
Child Development Center	6	10%	16	6%	27	13%	49	10%
Fitness Center/Gymnasium	0	0%	7	3%	13	6%	20	4%

Leisure Time, Satisfaction and Program Information

Survey respondents were asked to indicate the types of music they prefer. Exhibit 2-67 shows preferences for each patron group and for the sum of all patron groups. Column percents will not add to 100% since respondents could select two types of music they like. The last column, "Total Cases," provides both the sum and the percent of responses in each category.

Exhibit 2-67
Music Listening Preferences
(Survey Question 22)

	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
Oldies/50's and 60's	11	17%	89	35%	61	30%	161	32%
Rock and Roll	25	40%	101	40%	14	7%	140	26%
Country and Western	10	16%	57	22%	70	35%	137	27%
Popular	16	25%	70	28%	28	14%	114	22%
Classical	5	8%	52	20%	52	26%	109	22%
Big Band	5	8%	24	9%	71	35%	100	20%
Jazz/Fusion	12	19%	31	12%	19	9%	62	11%
Rhythm and Blues	9	14%	29	11%	22	11%	60	11%
Dance	3	5%	16	6%	11	5%	30	6%
Other	9	14%	1	0%	14	7%	24	4%
Alternative/Progressive	5	8%	13	5%	2	1%	20	4%
Latino	3	5%	4	2%	3	1%	10	2%
Rap	6	10%	2	1%	1	0%	9	1%
New Age	2	3%	6	2%	0	0%	8	1%

Leisure Time, Satisfaction and Program Information

Survey respondents were asked to indicate how much they typically spend on greens fees when golfing off post; where they prefer to purchase golf equipment; and how many golf clinics they have attended in the past 12 months. Exhibit 2-68 shows preferences for each patron group and for the sum of all patron groups. The last column, "Total Cases," provides both the sum and the percent of responses in each category.

Exhibit 2-68
Typical Golfing Costs, Purchasing Preferences, and Clinic Attendance
(Survey Questions 45, 46 and 47)

	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
Off-post greens fees:								
I don't golf	46	77%	193	82%	121	68%	360	76%
I golf, but don't pay for greens fees off post	6	10%	4	2%	8	4%	18	3%
Less than \$20.00	2	3%	9	4%	15	8%	26	6%
\$20.00-\$35.99	6	10%	26	11%	27	15%	59	13%
\$36.00-\$50.00	0	0%	2	1%	7	4%	9	2%
\$51.00 or more	0	0%	1	0%	1	1%	2	0%
Golf equipment purchasing preferences:								
<u>Most Preferred</u>								
MWR	1	7%	5	13%	10	18%	16	15%
AAFES	1	7%	1	3%	7	12%	9	8%
Golf discount store	6	43%	30	75%	40	70%	76	70%
Internet	6	43%	4	10%	0	0%	10	6%
<u>Least Preferred</u>								
MWR	3	21%	7	19%	1	2%	11	10%
AAFES	4	29%	6	16%	5	10%	15	14%
Golf discount store	1	7%	3	8%	4	8%	8	8%
Internet	6	43%	21	57%	40	80%	67	69%
Golf clinic attendance in past 12 months:								
I haven't attended any golf clinics	13	93%	39	91%	51	86%	103	88%
1 time	1	7%	4	9%	5	8%	10	9%
2-4 times	0	0%	0	0%	3	5%	3	3%
5 or more times	0	0%	0	0%	0	0%	0	0%

Leisure Time, Satisfaction and Program Information

Survey respondents were asked to indicate how much they typically spend per game when bowling off post and where they prefer to purchase bowling equipment. Exhibit 2-69 shows preferences for each patron group and for the sum of all patron groups. The last column, "Total Cases," provides both the sum and the percent of responses in each category.

Exhibit 2-69
Typical Bowling Costs and Purchasing Preferences
(Survey Questions 48 and 49)

	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
Off-post game fees:								
I don't bowl	21	36%	154	69%	130	73%	305	69%
I only bowl on post	21	36%	17	8%	10	6%	48	8%
Less than \$1.00	0	0%	0	0%	1	1%	1	0%
\$1.00-\$2.99	10	17%	29	13%	17	10%	56	12%
\$3.00-\$4.99	4	7%	16	7%	10	6%	30	6%
\$5.00 or more	2	3%	8	4%	9	5%	19	4%
Bowling equipment purchasing preferences:								
<u>Most Preferred</u>								
MWR	7	25%	10	17%	11	25%	28	21%
AAFES	3	11%	4	7%	16	36%	23	19%
Bowling discount store	11	39%	40	67%	17	39%	68	53%
Internet	7	25%	6	10%	0	0%	13	8%
<u>Least Preferred</u>								
MWR	3	12%	2	4%	2	5%	7	5%
AAFES	3	12%	7	14%	3	8%	13	11%
Bowling discount store	4	15%	5	10%	1	3%	10	8%
Internet	16	62%	37	73%	32	84%	85	76%

Leisure Time, Satisfaction and Program Information

Exhibit 2-70 presents the results for two questions on the survey related to leisure airline travel contractor use. The first question asks respondents to indicate the contractor they used the most during the past 12 months and the second question asks respondents to indicate the number of times they used an on-post contractor in the past 12 months. The results for both questions are presented by patron group and for the total of the three patron groups.

Exhibit 2-70
Leisure Airline Travel Use
(Survey Questions 50 and 51)

	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
Most used contractor in past 12 months:								
On-post travel services contractor	8	13%	36	15%	13	7%	57	12%
Off-post commercial travel services	6	10%	67	28%	49	26%	122	26%
Internet	18	30%	25	10%	16	9%	59	11%
Other	6	10%	33	14%	28	15%	67	14%
Does not apply	23	38%	79	33%	80	43%	182	37%
Use of on-post contractor in past 12 months:								
0 times	44	71%	188	76%	161	86%	393	80%
1-2 times	12	19%	49	20%	23	12%	84	17%
3 or more times	6	10%	11	4%	4	2%	21	4%

Leisure Time, Satisfaction and Program Information

Exhibit 2-71 presents the results for two questions on the survey related to Armed Forces Recreation Center use. The first question asks respondents to identify which Armed Forces Recreation Centers they have visited in the past 12 months. The column percents for this question will not add to 100% since respondents could select more than one recreation center. Respondents were also asked to indicate the last time they visited an Armed Forces Recreation Center. The results for both questions are presented by patron group and for the total of the three patron groups.

Exhibit 2-71
Armed Forces Recreation Center Use
(Survey Questions 52 and 53)

	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
Armed Forces Recreation Centers visited in past 12 months:								
Haven't visited one	47	75%	211	83%	164	82%	422	82%
Hale Koa Hotel	8	13%	3	1%	8	4%	19	3%
Shades of Green	3	5%	23	9%	10	5%	36	7%
Dragon Hill Lodge	7	11%	1	0%	0	0%	8	1%
Armed Forces Recreation Center—Europe	1	2%	2	1%	6	3%	9	2%
Most recent visit to an Armed Forces Recreation Center:								
Haven't visited one	27	44%	150	62%	68	36%	245	50%
Within the past 12 months	18	29%	32	13%	23	12%	73	14%
1-3 years ago	10	16%	28	12%	28	15%	66	13%
4-5 years ago	3	5%	8	3%	17	9%	28	6%
More than 5 years ago	4	6%	23	10%	55	29%	82	18%

Leisure Time, Satisfaction and Program Information

Survey respondents were asked to identify all sources through which they hear about recreation and club events offered at the installation (Exhibit 2-72). Columns will not sum to 100% since respondents could mark multiple sources. The publicity sources are listed in descending rank order based on the “Total Cases” column, which shows the total number and percentage of respondents who chose each source. The information presented is intended to assist you in determining where individuals are most likely to get MWR information depending upon their status. This information may be helpful in planning or targeting your publicity efforts.

Exhibit 2-72
Sources of MWR Program Information
(Survey Question 18)

	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
Post newspaper	38	60%	139	55%	104	52%	281	54%
MWR publication	28	44%	125	49%	71	35%	224	43%
From bulletin boards on post	30	48%	112	44%	59	29%	201	38%
E-mail	18	29%	149	59%	17	8%	184	36%
Flyers	34	54%	76	30%	56	28%	166	30%
From friends and neighbors	28	44%	62	24%	40	20%	130	24%
From other unit members or co-workers	16	25%	68	27%	15	7%	99	18%
Marquees/billboards	23	37%	35	14%	33	16%	91	16%
I never hear anything	2	3%	9	4%	34	17%	45	9%
Internet	4	6%	28	11%	3	1%	35	7%
Other	2	3%	7	3%	15	7%	24	5%
From unit or post command or supervisor	9	14%	6	2%	6	3%	21	3%
From radio	1	2%	3	1%	1	0%	5	1%
From television	7	11%	2	1%	2	1%	11	1%
My child(ren) let(s) me know	4	6%	1	0%	2	1%	7	1%

Army Community Service

Survey respondents were presented with a list of Army Community Service (ACS) programs and services and were asked to respond to two questions. First, respondents were asked to indicate if they were aware of the existence of the ACS program at the installation. Second, if they had used the program, respondents were asked to indicate if they were satisfied or dissatisfied with the services that they received. Exhibit 2-73 presents the results of these questions for all respondents and for active duty, civilians and retirees. The percentage of respondents who were aware of the program is based on the total number of respondents in the patron group, found next to the patron group name. Because respondents were asked to mark their level of satisfaction with the program only if they had used it, the total number of respondents who answered that question (presented in the column marked “Total Cases”) is likely to be less than the number of respondents in that patron group.

Exhibit 2-73
Awareness of and Satisfaction with ACS Programs
(Survey Question 42)

	Aware of Program		Satisfied		Dissatisfied		Total Cases
	n	%	n	%	n	%	n
All Respondents: (n=522)							
Information and referral	211	39%	80	97%	4	3%	84
Outreach programs	161	30%	27	98%	1	2%	28
Family Support Groups, deployment/reunion briefings	176	33%	32	98%	1	2%	33
Relocation Assistance Program	220	40%	61	95%	3	5%	64
Family Advocacy Program	191	34%	39	94%	3	6%	42
Crisis intervention	162	30%	24	93%	2	7%	26
Money management classes, budgeting assistance	228	42%	56	96%	3	4%	59
Financial counseling, including tax assistance	221	40%	45	94%	3	6%	48
Consumer information	139	27%	33	94%	3	6%	36
Family Member Employment Assistance Program	155	28%	41	97%	2	3%	43
Foster child care	59	11%	9	83%	2	17%	11
Exceptional Family Member Program	93	15%	19	90%	4	10%	23
Army Family Team Building	85	15%	16	97%	1	3%	17

Exhibit 2-73 (continued)
Awareness of and Satisfaction with ACS Programs
(Survey Question 42)

	Aware of Program		Satisfied		Dissatisfied		Total Cases
	n	%	n	%	n	%	n
Active Duty: (n=63)							
Information and referral	37	59%	22	88%	3	12%	25
Outreach programs	25	40%	7	88%	1	13%	8
Family Support Groups, deployment/reunion briefings	26	41%	8	89%	1	11%	9
Relocation Assistance Program	45	71%	29	97%	1	3%	30
Family Advocacy Program	41	65%	17	89%	2	11%	19
Crisis intervention	23	37%	8	89%	1	11%	9
Money management classes, budgeting assistance	40	63%	20	91%	2	9%	22
Financial counseling, including tax assistance	41	65%	17	94%	1	6%	18
Consumer information	16	25%	5	71%	2	29%	7
Family Member Employment Assistance Program	36	57%	17	89%	2	11%	19
Foster child care	11	17%	4	80%	1	20%	5
Exceptional Family Member Program	34	54%	8	67%	4	33%	12
Army Family Team Building	22	35%	6	86%	1	14%	7
Civilians: (n=254)							
Information and referral	93	37%	29	100%	0	0%	254
Outreach programs	97	38%	11	100%	0	0%	254
Family Support Groups, deployment/reunion briefings	85	33%	9	100%	0	0%	254
Relocation Assistance Program	113	44%	15	94%	1	6%	16
Family Advocacy Program	103	41%	14	93%	1	7%	15
Crisis intervention	93	37%	10	91%	1	9%	11
Money management classes, budgeting assistance	132	52%	26	100%	0	0%	254
Financial counseling, including tax assistance	117	46%	16	89%	2	11%	18
Consumer information	82	32%	19	95%	1	5%	20
Family Member Employment Assistance Program	76	30%	10	100%	0	0%	254
Foster child care	30	12%	2	67%	1	33%	3
Exceptional Family Member Program	35	14%	4	100%	0	0%	254
Army Family Team Building	39	15%	5	100%	0	0%	254
Retirees: (n=201)							
Information and referral	81	40%	29	97%	1	3%	30
Outreach programs	39	19%	9	100%	0	0%	201
Family Support Groups, deployment/reunion briefings	64	32%	15	100%	0	0%	201
Relocation Assistance Program	61	30%	17	94%	1	6%	18
Family Advocacy Program	45	22%	7	100%	0	0%	201
Crisis intervention	45	22%	6	100%	0	0%	201
Money management classes, budgeting assistance	55	27%	10	91%	1	9%	11
Financial counseling, including tax assistance	62	31%	12	100%	0	0%	201
Consumer information	40	20%	9	100%	0	0%	201
Family Member Employment Assistance Program	42	21%	14	100%	0	0%	201
Foster child care	18	9%	3	100%	0	0%	201
Exceptional Family Member Program	23	11%	7	100%	0	0%	201
Army Family Team Building	24	12%	5	100%	0	0%	201

Army Community Service

Respondents were asked to what extent ACS programs at your installation positively impact different aspects of their lives. Exhibit 2-74 presents these data for all respondents and for active duty, civilians and retirees. The number of people within a patron group who responded to each item is presented in the column marked "Total Cases."

Exhibit 2-74
Impact of ACS Programs
(Survey Question 43)

	Very Great/ Great Extent		Moderate Extent		Slight/ No Extent		Does Not Apply		Total Cases n
	n	%	n	%	n	%	n	%	
All Respondents: (n=522)									
Satisfaction with your job	33	8%	19	5%	79	19%	240	68%	371
Personal job performance/readiness	28	7%	19	5%	82	20%	235	68%	364
Unit cohesion and teamwork	26	6%	16	4%	76	18%	246	71%	364
Unit readiness	23	5%	15	3%	65	16%	261	76%	364
Relationship with your spouse	22	6%	5	1%	74	18%	260	74%	361
Relationship with your children	21	5%	11	3%	70	17%	259	75%	361
Family's adjustment to Army life	18	4%	7	1%	55	13%	275	82%	355
Family preparedness for deployments	15	3%	4	1%	49	11%	285	84%	353
Ability to manage your finances	28	7%	17	4%	82	20%	238	68%	365
Feeling like part of the military community	44	12%	37	9%	86	21%	204	58%	371
Feeling that Army cares about its people	75	20%	38	10%	85	21%	174	49%	372
Active Duty: (n=63)									
Satisfaction with your job	8	14%	4	7%	24	43%	20	36%	56
Personal job performance/readiness	8	14%	5	9%	25	45%	18	32%	56
Unit cohesion and teamwork	9	16%	5	9%	25	45%	17	30%	56
Unit readiness	9	16%	10	18%	19	34%	18	32%	56
Relationship with your spouse	3	6%	3	6%	23	43%	24	45%	53
Relationship with your children	5	9%	4	7%	23	43%	22	41%	54
Family's adjustment to Army life	8	15%	4	8%	23	43%	18	34%	53
Family preparedness for deployments	7	13%	3	6%	21	40%	22	42%	53
Ability to manage your finances	6	11%	5	9%	24	43%	21	38%	56
Feeling like part of the military community	5	9%	12	21%	26	46%	13	23%	56
Feeling that Army cares about its people	12	21%	9	16%	24	43%	11	20%	56

Exhibit 2-74 (continued)
Impact of ACS Programs
(Survey Question 43)

	Very Great/ Great Extent		Moderate Extent		Slight/ No Extent		Does Not Apply		Total Cases n
	n	%	n	%	n	%	n	%	
Civilians: (n=254)									
Satisfaction with your job	20	10%	13	7%	44	22%	121	61%	198
Personal job performance/readiness	15	8%	13	7%	46	24%	120	62%	194
Unit cohesion and teamwork	13	7%	11	6%	41	21%	130	67%	195
Unit readiness	9	5%	5	3%	37	19%	144	74%	195
Relationship with your spouse	9	5%	1	1%	34	18%	149	77%	193
Relationship with your children	10	5%	5	3%	34	17%	146	75%	195
Family's adjustment to Army life	4	2%	2	1%	24	13%	161	84%	191
Family preparedness for deployments	4	2%	0	0%	21	11%	167	87%	192
Ability to manage your finances	11	6%	10	5%	43	22%	130	67%	194
Feeling like part of the military community	12	6%	11	6%	43	22%	128	66%	194
Feeling that Army cares about its people	29	15%	18	9%	41	21%	106	55%	194
Retirees: (n=201)									
Satisfaction with your job	5	4%	2	2%	11	9%	99	85%	117
Personal job performance/readiness	5	4%	1	1%	11	10%	97	85%	114
Unit cohesion and teamwork	4	4%	0	0%	10	9%	99	88%	113
Unit readiness	5	4%	0	0%	9	8%	99	88%	113
Relationship with your spouse	10	9%	1	1%	17	15%	87	76%	115
Relationship with your children	6	5%	2	2%	13	12%	91	81%	112
Family's adjustment to Army life	6	5%	1	1%	8	7%	96	86%	111
Family preparedness for deployments	4	4%	1	1%	7	6%	96	89%	108
Ability to manage your finances	11	10%	2	2%	15	13%	87	76%	115
Feeling like part of the military community	27	22%	14	12%	17	14%	63	52%	121
Feeling that Army cares about its people	34	28%	11	9%	20	16%	57	47%	122

Army Community Service

Survey respondents were asked to indicate the concerns they have about using ACS programs at their installation, regardless of whether they had used any of the services. Exhibit 2-75 presents this information for each patron group and for all respondents. Column percents will not add to 100% since respondents could select more than one reason. The last column, “Total Cases,” provides both the sum and the percent of responses in each category.

Exhibit 2-75
Concerns About Using ACS Programs
(Survey Question 44)

	Active Duty (n=63)		Civilians (n=254)		Retirees (n=201)		Total Cases (n=518)	
	n	%	n	%	n	%	n	%
No concerns with ACS	39	62%	112	44%	96	48%	247	47%
Prefer to use off-post services	3	5%	29	11%	17	8%	49	10%
Not aware of programs or services	8	13%	23	9%	18	9%	49	9%
Programs don't meet my needs	5	8%	29	11%	10	5%	44	8%
Not interested in programs/services	5	8%	20	8%	12	6%	37	7%
Info. does not remain confidential	3	5%	9	4%	3	1%	15	3%
Lack of program information in the unit	4	6%	11	4%	0	0%	15	3%
Lack of transportation	1	2%	4	2%	7	3%	12	2%
Unit leaders don't support programs	1	2%	7	3%	0	0%	8	2%
Not accessible for the disabled	0	0%	0	0%	6	3%	6	1%

INSTALLATION SPECIFIC QUESTION RESULTS

The last twelve exhibits of this section present the results of several installation specific questions in the survey. Exhibit 2-76 presents the percentage of survey respondents assigned to each unit/organization on your installation. Exhibit 2-77 presents satisfaction ratings for installation specific facilities and programs, Exhibits 2-78 through 2-85 present quality ratings and importance of quality ratings for these facilities and programs, and Exhibit 2-86 presents information regarding options for specific MWR programs. Your installation was also invited to submit up to 10 additional questions reflecting installation specific issues and concerns. The results of these questions are presented in Exhibit 2-87.

Installation Specific Assignments

Exhibit 2-76 shows the units/organizations to which your installation's survey respondents are assigned. The units/organizations are listed in descending order according to the percentage of respondents assigned to them.

Exhibit 2-76
Unit/Organization Assignment
(Survey Question 30)

Unit/Organization	n	%
USA HQ CECOM/Fort Monmouth	127	40%
Other	90	32%
PEO	21	6%
Garrison/HQ CMD	16	5%
CONTRACTOR	14	5%
RDEC	14	5%
RESIDENT ACTIVITY	7	2%
MEDDAC	12	2%
USMAPS STUDENT	7	1%
DEN CLN	2	1%
USMAPS STAFF	3	1%
754 EXPLOS DIS	3	0%

Installation Specific Facilities

This exhibit (2-77) shows respondents' ratings of satisfaction with select installation facilities. Note that only those respondents who indicated that they had used the facility were asked to provide satisfaction ratings. The number and percentage of respondents who gave each rating are presented for the total group of respondents. The far right column presents a mean score for each facility. The mean score was calculated by assigning a number to each rating, 1 = very dissatisfied through 5 = very satisfied, and taking an average of the ratings.

Exhibit 2-77
Satisfaction with Select Installation Facilities – All Respondents
(Survey Question 13)

	Very Dissatisfied		Somewhat Dissatisfied		Satisfied		Somewhat Satisfied		Very Satisfied		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Vet Treatment Facility	0	0%	2	6%	9	22%	4	11%	31	61%	46	4.27
Marina	0	0%	1	3%	13	28%	8	17%	24	52%	46	4.18
Gibbs Hall	3	1%	18	8%	49	21%	62	25%	102	45%	234	4.06
Post Restaurant	1	1%	2	3%	25	30%	21	30%	27	36%	76	3.99
Lane Hall	1	1%	16	7%	52	26%	54	27%	78	40%	201	3.97

Installation Specific Facilities

Exhibit 2-78 presents respondent ratings on the quality of the building/facility/space for select installation facilities. Only those respondents who said they had used the facility rated the quality of its building and space. The number and percentage of respondents who gave each rating are presented for the total group of respondents. The far right column presents a mean score for each facility. The mean score was calculated by assigning a number to each rating, 1 = very poor through 5 = very good, and taking an average of the ratings.

Exhibit 2-78
Quality of Building/Facility/Space for Select Installation Facilities – All Respondents
(Survey Question 13)

	Very Poor		Poor		Adequate		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Vet Treatment Facility	0	0%	1	1%	3	4%	18	42%	20	53%	42	4.46
Lane Hall	0	0%	4	2%	17	8%	80	39%	100	51%	201	4.40
Gibbs Hall	1	0%	8	3%	20	9%	83	34%	123	53%	235	4.37
Marina	0	0%	0	0%	7	14%	15	35%	22	51%	44	4.37
Post Restaurant	0	0%	0	0%	13	15%	40	51%	25	34%	78	4.19

Installation Specific Facilities

Exhibit 2-79 presents importance of quality ratings given to each installation specific facility's building/facility/space. Only those respondents who said they had used the facility rated the importance of the quality of its building and space. The number and percentage of respondents who gave each rating are presented for the total group of respondents. The far right column presents a mean score for each facility. The mean score was calculated by assigning a number to each rating, 1 = not important at all through 5 = very important, and taking an average of the ratings.

Exhibit 2-79
Importance of Quality of Building/Facility/Space
for Select Installation Facilities – All Respondents
(Survey Question 13)

	Not		Not		Somewhat		Important		Very		Total Cases n	Mean Score
	Important		Important		Important		Important		Important			
	n	%	n	%	n	%	n	%	n	%		
Gibbs Hall	1	0%	2	1%	26	10%	92	39%	115	50%	236	4.37
Lane Hall	1	1%	0	0%	22	10%	89	44%	90	46%	202	4.34
Vet Treatment Facility	0	0%	0	0%	5	9%	21	48%	17	43%	43	4.34
Marina	1	3%	1	3%	5	13%	17	37%	20	44%	44	4.18
Post Restaurant	0	0%	0	0%	16	20%	37	48%	25	32%	78	4.12

Installation Specific Facilities

Exhibit 2-80 shows the quality ratings given to the equipment/furnishings of each installation specific facility by different patron groups. Equipment/furnishings may include sports equipment, furniture, lighting, etc. The number and percentage of respondents who gave each rating are presented for the total group of respondents. Only respondents who reported that they had used the facility provided quality ratings. The far right column presents a mean score for each program. The mean score was calculated by assigning a number to each rating, 1 = very poor through 5 = very good, and taking an average of the ratings.

Exhibit 2-80
Quality of Equipment/Furnishings for Select Installation Facilities – All Respondents
(Survey Question 13)

	Very Poor		Poor		Adequate		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Gibbs Hall	1	0%	3	1%	39	16%	93	39%	98	43%	234	4.24
Lane Hall	0	0%	2	1%	35	17%	81	39%	80	43%	198	4.24
Vet Treatment Facility	0	0%	0	0%	6	12%	22	52%	15	36%	43	4.24
Post Restaurant	0	0%	0	0%	19	22%	33	44%	25	34%	77	4.12
Marina	0	0%	0	0%	13	30%	14	32%	17	38%	44	4.08

Installation Specific Facilities

Exhibit 2-81 shows the importance of quality ratings given to the equipment/furnishings of each installation specific facility. Equipment/furnishings may include sports equipment, furniture, lighting, etc. The number and percentage of respondents who gave each rating are presented for the total group of respondents. Only respondents who had used the facility provided quality importance ratings. The far right column presents a mean score for each facility. The mean score was calculated by assigning a number to each rating, 1 = not important at all through 5 = very important, and taking an average of the ratings.

Exhibit 2-81
Importance of Quality of Equipment/Furnishings
for Select Installation Facilities – All Respondents
(Survey Question 13)

	Not		Not		Somewhat		Important		Very		Total Cases n	Mean Score
	Important		Important		Important		Important		Important			
	n	%	n	%	n	%	n	%	n	%		
Gibbs Hall	0	0%	3	1%	36	14%	96	42%	96	42%	231	4.26
Lane Hall	0	0%	2	1%	31	15%	84	43%	80	41%	197	4.25
Marina	0	0%	0	0%	5	13%	21	48%	17	39%	43	4.25
Post Restaurant	0	0%	1	1%	19	24%	32	43%	25	31%	77	4.04
Vet Treatment Facility	0	0%	2	5%	5	14%	24	53%	12	28%	43	4.04

Installation Specific Facilities

Exhibit 2-82 shows personnel quality ratings given by installation specific facility users. Only those respondents who used the facility rated personnel quality. The number and percentage of respondents who gave each rating are presented for the total group of respondents. The far right column presents a mean score for each facility. The mean score was calculated by assigning a number to each rating, 1 = very poor through 5 = very good, and taking an average of the ratings.

Exhibit 2-82
Quality of Personnel for Select Installation Facilities – All Respondents
(Survey Question 13)

	Very Poor		Poor		Adequate		Good		Very Good		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
Vet Treatment Facility	0	0%	0	0%	2	5%	15	35%	27	60%	44	4.56
Marina	0	0%	0	0%	3	6%	19	44%	22	49%	44	4.43
Lane Hall	1	0%	3	2%	31	15%	87	43%	79	40%	201	4.22
Post Restaurant	0	0%	1	1%	16	20%	32	41%	30	38%	79	4.16
Gibbs Hall	2	1%	9	4%	42	18%	87	36%	94	42%	234	4.15

Installation Specific Facilities

Exhibit 2-83 shows the importance of quality ratings given to the personnel of each installation specific facility. The number and percentage of respondents who gave each rating are presented for the total group of respondents. Again, only respondents who had used the facility provided quality importance ratings. The far right column presents a mean score for each facility. The mean score was calculated by assigning a number to each rating, 1 = not important at all through 5 = very important, and taking an average of the ratings.

Exhibit 2-83
Importance of Quality of Personnel for Select Installation Facilities – All Respondents
(Survey Question 13)

	Not Important At All		Not Important		Somewhat Important		Important		Very Important		Total Cases n	Mean Score
	n	%	n	%	n	%	n	%	n	%		
	Vet Treatment Facility	0	0%	0	0%	0	0%	11	22%	33		
Marina	0	0%	0	0%	0	0%	18	42%	27	58%	45	4.58
Gibbs Hall	0	0%	1	0%	12	4%	79	33%	144	62%	236	4.56
Lane Hall	0	0%	1	1%	7	3%	72	36%	119	60%	199	4.56
Post Restaurant	0	0%	1	1%	5	6%	33	42%	38	50%	77	4.41

Installation Specific Facilities

Exhibit 2-84 presents the mean quality ratings for the building, equipment and personnel of each facility specific to your installation and an average of the three, the overall mean. The overall mean column is based only on the respondents who rated all three aspects of the facility. Thus, the “n”s for the overall mean will differ from individual quality ratings. Each facility’s ratings are shown for the three patron groups.

Exhibit 2-84
Mean Quality Ratings for Select Installation Facilities – All Respondents
(Survey Question 13)

	Quality of Building		Quality of Equipment		Quality of Personnel		Total Cases n	Overall Quality Mean
	n	Mean	n	Mean	n	Mean		
Vet Treatment Facility	42	4.46	43	4.24	44	4.56	42	4.41
Marina	44	4.37	44	4.08	44	4.43	42	4.31
Lane Hall	201	4.40	198	4.24	201	4.22	198	4.29
Gibbs Hall	235	4.37	234	4.24	234	4.15	231	4.26
Post Restaurant	78	4.19	77	4.12	79	4.16	77	4.16

Installation Specific Facilities

Exhibit 2-85 presents the mean quality importance ratings for the building, equipment and personnel of each facility specific to your installation and an average of the three, the overall mean. The overall mean column is based only on the respondents who rated the importance of the quality of all three aspects of the facility. Thus, the “n”s for the overall mean will differ from individual quality importance ratings. Each facility’s ratings are shown for the three patron groups.

Exhibit 2-85
Mean Importance of Quality Ratings for Select Installation Facilities – All Respondents
(Survey Question 13)

	Importance of Quality of Building		Importance of Quality of Equipment		Importance of Quality of Personnel		Total Cases n	Overall Quality Importance Mean
	n	Mean	n	Mean	n	Mean		
Gibbs Hall	236	4.37	231	4.26	236	4.56	230	4.39
Lane Hall	202	4.34	197	4.25	199	4.56	196	4.38
Vet Treatment Facility	43	4.34	43	4.04	44	4.78	42	4.36
Marina	44	4.18	43	4.25	45	4.58	43	4.33
Post Restaurant	78	4.12	77	4.04	77	4.41	76	4.17

Installation Specific Facilities

Exhibit 2-86 shows what respondents felt were the best options for facilities at your installation that may be affected by budget cuts. The facilities listed below were selected by your installation MWR staff. Responses are presented for each facility by patron group.

Exhibit 2-86
What Is The Best Option for Each Program/Facility?
 (Survey Question 16)

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
Library								
Streamline/Consolidate	19	32%	61	30%	57	48%	137	37%
Close program/facility	4	7%	17	8%	6	5%	27	7%
Reduce service/hours	19	32%	68	34%	28	24%	115	30%
Charge higher fees	6	10%	29	14%	14	12%	49	13%
Outsource/Privatize	11	19%	27	13%	14	12%	52	13%
Physical Fitness Center								
Streamline/Consolidate	19	33%	51	26%	45	38%	115	31%
Close program/facility	2	4%	3	2%	0	0%	5	1%
Reduce service/hours	4	7%	28	14%	18	15%	50	14%
Charge higher fees	25	44%	90	45%	40	34%	155	41%
Outsource/Privatize	7	12%	27	14%	14	12%	48	13%
Auto Crafts Shop								
Streamline/Consolidate	17	30%	47	24%	34	29%	98	26%
Close program/facility	11	19%	19	10%	11	9%	41	10%
Reduce service/hours	9	16%	55	28%	16	14%	80	22%
Charge higher fees	9	16%	55	28%	37	32%	101	28%
Outsource/Privatize	11	19%	21	11%	19	16%	51	13%
Community Center								
Streamline/Consolidate	26	46%	72	37%	51	45%	149	40%
Close program/facility	9	16%	13	7%	7	6%	29	7%
Reduce service/hours	7	12%	52	27%	27	24%	86	25%
Charge higher fees	8	14%	37	19%	25	22%	70	20%
Outsource/Privatize	7	12%	21	11%	4	4%	32	8%
Gear to Go								
Streamline/Consolidate	21	38%	50	26%	29	27%	100	27%
Close program/facility	7	13%	15	8%	17	16%	39	11%
Reduce service/hours	10	18%	44	23%	17	16%	71	20%
Charge higher fees	10	18%	54	28%	35	32%	99	29%
Outsource/Privatize	8	14%	28	15%	11	10%	47	13%

Installation Specific Facilities

Exhibit 2-86
What Is The Best Option for Each Program/Facility?(continued)
 (Question 16)

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
Child Development Center								
Streamline/Consolidate	19	33%	63	33%	39	35%	121	34%
Close program/facility	2	4%	5	3%	2	2%	9	2%
Reduce service/hours	2	4%	15	8%	14	13%	31	9%
Charge higher fees	14	25%	71	37%	31	28%	116	33%
Outsource/Privatize	20	35%	37	19%	25	23%	82	22%
Youth Services								
Streamline/Consolidate	21	38%	70	37%	49	43%	140	39%
Close program/facility	2	4%	8	4%	5	4%	15	4%
Reduce service/hours	4	7%	23	12%	14	12%	41	12%
Charge higher fees	14	25%	53	28%	26	23%	93	26%
Outsource/Privatize	15	27%	37	19%	19	17%	71	19%
School Age Services								
Streamline/Consolidate	20	35%	71	37%	50	44%	141	39%
Close program/facility	3	5%	9	5%	3	3%	15	4%
Reduce service/hours	4	7%	20	10%	15	13%	39	11%
Charge higher fees	16	28%	55	29%	24	21%	95	26%
Outsource/Privatize	14	25%	36	19%	22	19%	72	19%

Installation Specific Questions

Each installation that participated in the Leisure Needs Survey was provided the opportunity to include ten additional questions on items of particular interest to their MWR programs and/or installation. This exhibit shows the responses for these questions by patron group. The number of respondents in each patron group who selected each response and the percent they represent out of the total number of their patron group who answered the question are provided. A total number of cases, representing all patron group respondents, is found in the far right column. If the question was multiple response (more than one answer could be selected), columns will not add to 100%. If your installation chose not to include any tailored questions, no information is presented.

Exhibit 2-87 Installation Specific Questions (Survey Questions 57 through 66)

57. How satisfied are you with the response of MWR staff to your needs and/or requests?

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
	Very satisfied	0	0%	0	0%	0	0%	0
Satisfied	40	63%	149	59%	69	34%	258	49%
Dissatisfied	7	11%	11	4%	14	7%	32	6%
Very dissatisfied	1	2%	4	2%	1	0%	6	1%

58. Please indicate your level of agreement with the following statement: 'Recreation programs (e.g., sports & fitness, outdoor recreation, concert & theater events, arts & crafts, community events, etc.) at this installation have improved over the past 12 months.'

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
	Strongly agree	3	5%	20	8%	16	8%	39
Agree	8	13%	72	28%	28	14%	108	21%
Neither agree nor disagree	33	52%	123	48%	89	44%	245	47%
Disagree	8	13%	15	6%	11	5%	34	6%
Strongly disagree	7	11%	1	0%	4	2%	12	2%

Exhibit 2-87
Installation Specific Questions
(Survey Questions 57 through 66)

59. Please indicate your level of agreement with the following statement: 'Morale, Welfare and Recreation (MWR) programs (e.g., sports, child care, youth programs, clubs, arts & crafts, bowling, golf, Army Community Services, etc.) at this installation meet the needs of my family and me.'

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
Strongly agree	4	6%	26	10%	26	13%	56	11%
Agree	23	37%	70	28%	43	21%	136	25%
Neither agree nor disagree	18	29%	113	44%	57	28%	188	37%
Disagree	11	17%	8	3%	12	6%	31	5%
Strongly disagree	2	3%	9	4%	4	2%	15	3%

60. If offered by MWR, which one of the following types of programs/classes would you participate in? (Select your top choice only)

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
Instructional (How-to-do craft classes)	19	30%	33	13%	18	9%	70	12%
Dancing	0	0%	0	0%	0	0%	0	0%
Health and nutritional seminars	2	3%	35	14%	25	12%	62	13%
Fitness classes	15	24%	49	19%	32	16%	96	18%
Weight control classes (e.g., Weight Watchers)	0	0%	32	13%	19	9%	51	11%

61. If offered, which one of the following types of musical entertainment venues would you attend at the Expo Theater (formerly the Post Theater)? (Select your top choice only)

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
Country & western	9	14%	41	16%	46	23%	96	19%
Rhythm & blues	12	19%	33	13%	17	8%	62	11%
Rock & roll	23	37%	78	31%	7	3%	108	19%
Big band	1	2%	24	9%	47	23%	72	15%
Latino	2	3%	8	3%	3	1%	13	2%
Oldies	9	14%	72	28%	45	22%	126	25%

Exhibit 2-87
Installation Specific Questions
(Survey Questions 57 through 66)

62. What is the largest amount you are willing to pay for entertainment at the Expo Theater?

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
\$30	29	46%	109	43%	60	30%	198	37%
\$35	7	11%	32	13%	23	11%	62	12%
\$40	5	8%	29	11%	18	9%	52	10%
\$45	1	2%	6	2%	2	1%	9	2%
\$50	5	8%	19	7%	13	6%	37	7%
I would not go to the Expo Theater.	11	17%	38	15%	47	23%	96	19%

63. Do you have an MWR credit card?

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
Yes, and I use it for my club and/or golf course membership.	10	16%	21	8%	43	21%	74	14%
Yes, but I do not use it for my club or golf course membership.	1	2%	4	2%	4	2%	9	2%
No, I was not aware that I could get an MWR MasterCard.	10	16%	48	19%	29	14%	87	17%
No, but I am interested in obtaining one.	4	6%	9	4%	18	9%	31	6%
No, and I have no interest in obtaining one.	36	57%	167	66%	91	45%	294	57%

64. Please indicate your level of agreement with the following statement: 'Morale, Welfare and Recreation (MWR) programs were/are an important factor in deciding whether to continue with my career in military or government service.'

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
Strongly agree	6	10%	8	3%	22	11%	36	7%
Agree	9	14%	19	7%	28	14%	56	11%
Neither agree nor disagree	17	27%	87	34%	53	26%	157	30%
Disagree	15	24%	51	20%	15	7%	81	15%
Strongly disagree	12	19%	66	26%	9	4%	87	16%

Exhibit 2-87
Installation Specific Questions
(Survey Questions 57 through 66)

65. If constructed, how frequently would you go to an ice cream parlor? (Average use over twelve months).

	Active Duty (n = 63)		Civilians (n = 254)		Retirees (n = 201)		Total Cases (n = 518)	
	n	%	n	%	n	%	n	%
	A few times a week	7	11%	18	7%	10	5%	35
Once a week	16	25%	40	16%	24	12%	80	15%
Two to three times a month	16	25%	47	19%	43	21%	106	20%
Once a month	10	16%	44	17%	17	8%	71	13%
A few times a year	10	16%	68	27%	46	23%	124	25%
Never	1	2%	29	11%	32	16%	62	13%

66. Not Applicable

SECTION THREE: MWR FACILITY ANALYSIS TABLE OF CONTENTS

INTRODUCTION TO MWR FACILITY ANALYSIS	3-3
THE FACILITY QUALITY GRIDS	3-4
Exhibit 3-1: MWR Facility Quality Grid	3-6
Exhibit 3-2: MWR Facility Quality Grid - Building/Space.....	3-7
Exhibit 3-3: MWR Facility Quality Grid - Equipment/Furnishings.....	3-8
Exhibit 3-4: MWR Facility Quality Grid - Personnel	3-9
FACILITY USAGE AND QUALITY RATINGS: ARMY AND MACOM COMPARISONS.....	3-10
Exhibit 3-5: Facility Usage and Quality Ratings Army Baseline Comparisons.....	3-11
Exhibit 3-6: Facility Usage and Quality Ratings AMC Baseline Comparisons.....	3-12
DATA APPLICATIONS TO INCREASE FACILITY/PROGRAM USE	3-13
GUIDE TO FACILITY ANALYSES WORKSHEETS	3-19
Facility Evaluation Worksheet Examples.....	3-20
Customer Profile Worksheet Examples.....	3-23
Strategic Marketing Analysis Worksheet Examples	3-25
INDIVIDUAL FACILITY WORKSHEETS.....	3-27
Army Lodging	3-27
Arts & Crafts Center.....	3-30
Athletic Fields	3-33
Automotive Skills Center	3-36
Bowling Center.....	3-39
Bowling Ctr. Food & Bev. Operations	3-42
Bowling Pro Shop.....	3-45
Car Wash	3-48
Child Development Center.....	3-51
Fitness Center/Gymnasium.....	3-54
Gibbs Hall.....	3-57
Golf Course Food & Bev. Operations	3-60
Golf Course/Pro Shop.....	3-63
ITR Office/Commercial Travel Agency.....	3-66
Lane Hall	3-69
Library	3-72
Marina	3-75
Post Picnic Areas.....	3-78
Post Restaurant	3-81
Recreation Ctr./Comm. Activity Ctr.....	3-84
Recreational Equip. Checkout	3-87
Swimming Pool	3-90
Tennis Courts	3-93
Vet Treatment Facility.....	3-96



Youth Center3-99

SECTION THREE MWR FACILITY ANALYSIS

INTRODUCTION TO MWR FACILITY ANALYSIS

The MWR Facility Analysis section of the Leisure Needs Survey Report includes seven main components:

- An overall quality grid that categorizes each of your MWR facilities according to the average of the three quality components (i.e., building/facility/space, equipment/furnishings and personnel) and the importance of that quality
- A quality grid that categorizes each of your MWR facilities according to the quality of their building/facility/space and the importance of that quality
- A quality grid that categorizes each of your MWR facilities according to the quality of their equipment/furnishings and the importance of that quality
- A quality grid that categorizes each of your MWR facilities according to the quality of their personnel and the importance of that quality
- A facility evaluation worksheet for each facility that provides information by patron group on usage, satisfaction, quality and importance of quality
- A customer profile worksheet for each facility that provides a demographic overview of those respondents who used the facility
- A strategic marketing analysis worksheet for each facility comparing your facility with Army-wide averages and with your MACOM averages on facility use, facility quality and facility importance of quality.

The information presented in this section is based on responses to questions about use, satisfaction and quality of up to 21 standard and 12 tailored recreational facilities at your installation (Questions 13-15) on the 2000 Leisure Needs Survey. This section provides instructions on how to interpret the results of the facility analyses. It is presented in the following five subsections:

- The Facility Quality Grids
- Facility Usage and Quality Ratings: Army and MACOM Comparisons
- Data Applications to Increase Facility/Program Use
- Guide to Facility Analyses Worksheets
- Individual Facility Worksheets.

Each of these facility analyses components is explained on the next page.

1. **The Facility Quality Grids.** The four quality grids presented in this subsection give you a “snapshot” of how your patrons feel about quality and the importance of quality for each of your facilities.
2. **Facility Usage and Quality Ratings: Army and MACOM Comparisons.** These two exhibits show how each facility at your installation compares to similar facilities throughout the Army and your MACOM with respect to quality and usage.
3. **Data Applications to Increase Facility/Program Use.** This subsection provides useful strategies to identify problem facilities and to develop plans to correct these problems.
4. **Guide to Facility Analyses Worksheets.** This subsection describes the components of the Facility Worksheets.
5. **Facility Worksheets.** The data for each facility is reported in three worksheets: Facility Evaluation Worksheet, Customer Profile Worksheet, and Strategic Marketing Analysis Worksheet.

THE FACILITY QUALITY GRIDS

Four Facility Quality Grids are presented next in this section (see Exhibits 3-1 to 3-4). The first grid is an overall look at the quality and the importance of quality for your installation’s MWR facilities. Following this overall quality assessment are three grids which focus on specific facility quality components:

- Building/facility/space
- Equipment/furnishings
- Personnel.

The Quality Grids are four-cell, four-category matrices. They provide “snapshots” of how your patrons feel about the quality and the importance of quality for each of your facilities. Specifically, the Quality Grids graphically depict whether the quality of each facility’s building/facility/space, equipment/furnishings and personnel is adequate or inadequate. They also show whether the quality of each facility’s building/facility/space, equipment/furnishings and personnel is important or unimportant to users.

The statistical bases for the grid categorizations are the Quality and Importance of Quality means for each facility’s building/facility/space, equipment/furnishings, and personnel. The quality of a particular facility component is considered adequate if its mean (i.e., the average of all ratings) falls above a score of 3 (out of 5) on the Quality scale, but inadequate if its mean falls below a score of 3. Similarly, the quality of a particular facility component is considered important if its mean falls above a score of 3 (out of 5) on the Importance of Quality scale, but unimportant if its mean falls below a score of 3.

MWR Facility Quality Grid Classifications

Your installation facility quality ratings fall into one of four categories. Following is a discussion of each of these market quality categories.

- 1. Keep Up The Good Work (Adequate Quality, Quality Is Important).** If a particular component of a facility, for example Equipment/Furnishings, is deemed to have adequate quality and the quality of that component of the facility is important to users, then you should keep up the good work. Users of this facility think that this component meets or exceeds their needs. Although there may be specific problem areas that need attention, this component probably does not need immediate management improvements.
- 2. Possible Overkill (Adequate Quality, Quality Is Unimportant).** When the quality of a particular component of a facility, for example Building/Facility/Space, is considered adequate, but unimportant, efforts to improve the quality of this component may not be necessary. In other words, this component is probably least in need of management improvements.
- 3. Concentrate Here (Inadequate Quality, Quality Is Important).** If the quality of a particular component of a facility is important to users, yet users consider the quality to be inadequate, this component is most in need of attention, and you should concentrate on improving it.
- 4. Low Priority (Inadequate Quality, Quality Is Unimportant).** When the quality of a particular component of a facility is considered inadequate and unimportant, then improvements should be given low priority because users would view any improvements in quality as unnecessary.

**EXHIBIT 3-1
MWR FACILITY QUALITY GRID - OVERALL**

QUALITY VERY IMPORTANT	CONCENTRATE HERE	KEEP UP THE GOOD WORK
		<ul style="list-style-type: none"> Army Lodging Arts & Crafts Center Athletic Fields Automotive Skills Center Bowling Center Bowling Ctr. Food & Bev. Operations Bowling Pro Shop Car Wash Child Development Center Fitness Center/Gymnasium Gibbs Hall Golf Course Food & Bev. Operations Golf Course/Pro Shop ITR Office/Commercial Travel Agency Lane Hall Library Marina Post Picnic Areas Post Restaurant Recreation Ctr./Comm. Activity Ctr. Recreational Equip. Checkout Swimming Pool Tennis Courts Vet Treatment Facility Youth Center
QUALITY NOT IMPORTANT AT ALL	LOW PRIORITY	POSSIBLE OVERKILL
	QUALITY VERY POOR	QUALITY VERY GOOD

**EXHIBIT 3-2
MWR FACILITY QUALITY GRID - BUILDING/SPACE**

QUALITY VERY IMPORTANT	CONCENTRATE HERE	KEEP UP THE GOOD WORK
	Tennis Courts	<ul style="list-style-type: none"> Army Lodging Arts & Crafts Center Athletic Fields Automotive Skills Center Bowling Center Bowling Ctr. Food & Bev. Operations Bowling Pro Shop Car Wash Child Development Center Fitness Center/Gymnasium Gibbs Hall Golf Course Food & Bev. Operations Golf Course/Pro Shop ITR Office/Commercial Travel Agency Lane Hall Library Marina Post Picnic Areas Post Restaurant Recreation Ctr./Comm. Activity Ctr. Recreational Equip. Checkout Swimming Pool Vet Treatment Facility Youth Center
QUALITY NOT IMPORTANT AT ALL	LOW PRIORITY	POSSIBLE OVERKILL
	QUALITY VERY POOR	QUALITY VERY GOOD

**EXHIBIT 3-3
MWR FACILITY QUALITY GRID – EQUIPMENT/FURNISHINGS**

QUALITY VERY IMPORTANT	CONCENTRATE HERE	KEEP UP THE GOOD WORK
	Tennis Courts	<ul style="list-style-type: none"> Army Lodging Arts & Crafts Center Athletic Fields Automotive Skills Center Bowling Center Bowling Ctr. Food & Bev. Operations Bowling Pro Shop Car Wash Child Development Center Fitness Center/Gymnasium Gibbs Hall Golf Course Food & Bev. Operations Golf Course/Pro Shop ITR Office/Commercial Travel Agency Lane Hall Library Marina Post Picnic Areas Post Restaurant Recreation Ctr./Comm. Activity Ctr. Recreational Equip. Checkout Swimming Pool Vet Treatment Facility Youth Center
QUALITY NOT IMPORTANT AT ALL	LOW PRIORITY	POSSIBLE OVERKILL
	QUALITY VERY POOR	QUALITY VERY GOOD

**EXHIBIT 3-4
MWR FACILITY QUALITY GRID - PERSONNEL**

QUALITY VERY IMPORTANT	CONCENTRATE HERE	KEEP UP THE GOOD WORK
		<ul style="list-style-type: none"> Army Lodging Arts & Crafts Center Athletic Fields Automotive Skills Center Bowling Center Bowling Ctr. Food & Bev. Operations Bowling Pro Shop Car Wash Child Development Center Fitness Center/Gymnasium Gibbs Hall Golf Course Food & Bev. Operations Golf Course/Pro Shop ITR Office/Commercial Travel Agency Lane Hall Library Marina Post Picnic Areas Post Restaurant Recreation Ctr./Comm. Activity Ctr. Recreational Equip. Checkout Swimming Pool Tennis Courts Vet Treatment Facility Youth Center
QUALITY NOT IMPORTANT AT ALL	LOW PRIORITY	POSSIBLE OVERKILL
	QUALITY VERY POOR	QUALITY VERY GOOD

FACILITY USAGE, SATISFACTION AND QUALITY RATINGS: ARMY AND MACOM COMPARISONS

Information is provided in Exhibits 3-5 and 3-6 that will allow your MWR managers to see how each facility at your installation compares to similar Army facilities with respect to usage, satisfaction and quality. Specifically, these exhibits compare your facilities' usage, satisfaction and quality ratings with Army and MACOM baselines. (The Army baseline represents the aggregate of the 91 installations surveyed in 2000; the MACOM baseline represents the aggregate of all posts comprising your installation's MACOM.)

A statistical measure, the standard deviation, provides a means for evaluating whether a facility's performance is above average, average or below average. A facility is considered above average if its score is greater than one standard deviation above the baseline mean and below average if its score is more than one standard deviation below the baseline mean. If a facility's score falls within one standard deviation of the baseline mean, its performance is considered average. Thus, if the Army baseline for Fitness Center/Gymnasium is 3.87 and the standard deviation is 0.32, your Fitness Center/Gymnasium's performance would be considered "average" if its score falls between 3.55 and 4.19 (3.87 minus 0.32 and 3.87 plus 0.32). Your Fitness Center/Gymnasium's performance would be "above average" if its score falls above 4.19 and "below average" if its score falls below 3.55.

By knowing the standard deviation of the Army baseline, MWR managers can determine if their facility is performing significantly better or worse with respect to use, satisfaction and quality than similar facilities across the Army. Knowing the standard deviation of the MACOM baseline permits an installation to assess the relative position of each of its facilities in relation to similar facilities within its MACOM. For each MWR facility, ratings of quality were derived by averaging scores on the following three quality components: building/facility/space, equipment/furnishings and personnel.

Exhibit 3-5 Facility Usage and Quality Ratings Army Baseline Comparisons

Facility	Overall Usage Rates			Overall Satisfaction Ratings			Overall Quality Ratings		
	Post Usage	Army Mean	Baseline SD	Post Rating	Army Mean	Baseline SD	Post Rating	Army Mean	Baseline SD
	Army Lodging	5.2%	9.9%	5.3%	3.95	3.75	0.49	4.00	3.83
Arts & Crafts Center	5.1%	13.9%	9.4%	4.20	3.82	0.36	3.98	3.85	0.30
Athletic Fields	8.8%	23.2%	12.7%	3.57	3.73	0.32	3.69	3.74	0.25
Automotive Skills Center	10.4%	19.1%	11.8%	3.82	3.83	0.39	3.93	3.82	0.36
Bowling Center	19.0%	26.6%	15.4%	4.25	3.84	0.28	4.33	3.83	0.31
Bowling Ctr. Food & Bev. Operations	22.0%	26.4%	15.7%	4.22	3.80	0.25	4.19	3.83	0.28
Bowling Pro Shop	3.5%	6.6%	3.6%	4.10	3.74	0.46	4.23	3.73	0.41
Car Wash	9.6%	18.3%	16.2%	3.58	3.58	0.56	3.62	3.61	0.43
Child Development Center	3.5%	8.0%	5.4%	4.30	3.77	0.49	4.56	3.91	0.42
Fitness Center/Gymnasium	25.5%	48.5%	20.9%	4.36	3.99	0.34	4.25	3.96	0.28
Golf Course Food & Bev. Operations	10.2%	12.9%	9.8%	3.57	3.75	0.51	3.84	3.86	0.47
Golf Course/Pro Shop	13.9%	12.0%	6.8%	3.13	3.81	0.60	3.78	3.86	0.53
ITR Office/Commercial Travel Agency	24.6%	26.4%	12.4%	4.28	3.88	0.35	4.17	3.89	0.29
Library	26.0%	34.9%	20.5%	4.34	3.88	0.33	4.43	3.93	0.26
Post Picnic Areas	14.1%	19.6%	7.9%	4.10	3.80	0.33	4.01	3.74	0.36
Recreation Ctr./Comm. Activity Ctr.	9.1%	13.4%	9.9%	3.60	3.80	0.36	3.75	3.84	0.33
Recreational Equip. Checkout	15.0%	14.0%	6.8%	4.35	3.89	0.35	4.22	3.87	0.31
Swimming Pool	9.2%	18.7%	12.2%	3.90	3.81	0.49	3.99	3.83	0.47
Tennis Courts	4.9%	8.1%	4.0%	3.01	3.57	0.50	3.32	3.58	0.50
Youth Center	4.9%	8.2%	4.7%	4.03	3.75	0.45	4.40	3.80	0.42

**Exhibit 3-6
Facility Usage and Quality Ratings
AMC Baseline Comparisons**

Facility	Overall Usage Rates			Overall Satisfaction			Overall Quality Ratings		
	Post	MACOM	Baseline	Post	MACOM	Baseline	Post	MACOM	Baseline
	Usage	Mean	SD	Rating	Mean	SD	Rating	Mean	SD
Army Lodging	5.2%	3.6%	2.5%	3.95	4.04	0.48	4.00	4.03	0.36
Arts & Crafts Center	5.1%	6.4%	5.0%	4.20	3.86	0.48	3.98	3.94	0.39
Athletic Fields	8.8%	8.9%	4.0%	3.57	3.69	0.32	3.69	3.76	0.23
Automotive Skills Center	10.4%	7.1%	5.9%	3.82	3.73	0.57	3.93	3.89	0.39
Bowling Center	19.0%	8.4%	8.8%	4.25	3.85	0.35	4.33	3.85	0.37
Bowling Ctr. Food & Bev. Operations	22.0%	9.3%	10.4%	4.22	3.91	0.23	4.19	3.86	0.35
Bowling Pro Shop	3.5%	2.4%	1.6%	4.10	3.69	0.66	4.23	3.65	0.57
Car Wash	9.6%	4.1%	3.3%	3.58	3.74	0.76	3.62	3.72	0.49
Child Development Center	3.5%	3.2%	2.4%	4.30	4.01	0.56	4.56	3.98	0.58
Fitness Center/Gymnasium	25.5%	23.8%	8.2%	4.36	4.10	0.32	4.25	4.12	0.26
Golf Course Food & Bev. Operations	10.2%	8.7%	10.0%	3.57	3.69	0.51	3.84	3.99	0.43
Golf Course/Pro Shop	13.9%	8.0%	6.7%	3.13	3.77	0.81	3.78	3.93	0.58
ITR Office/Commercial Travel Agency	24.6%	18.5%	12.6%	4.28	4.09	0.32	4.17	4.05	0.27
Library	26.0%	12.1%	9.1%	4.34	3.85	0.45	4.43	3.92	0.28
Post Picnic Areas	14.1%	18.1%	9.5%	4.10	4.06	0.26	4.01	3.97	0.19
Recreation Ctr./Comm. Activity Ctr.	9.1%	7.0%	3.0%	3.60	4.01	0.35	3.75	4.01	0.37
Recreational Equip. Checkout	15.0%	13.6%	7.3%	4.35	4.09	0.33	4.22	4.05	0.32
Swimming Pool	9.2%	11.1%	7.1%	3.90	4.00	0.29	3.99	4.00	0.29
Tennis Courts	4.9%	4.7%	1.3%	3.01	3.57	0.44	3.32	3.57	0.47
Youth Center	4.9%	3.5%	2.2%	4.03	3.96	0.57	4.40	3.99	0.55

Installations included in these MACOM baseline data: Aberdeen Proving Ground, Anniston Army Depot, Blue Grass Army Depot, McAlester Army Ammunition Plant, Fort Monmouth, Soldier Systems Center, Picatinny Arsenal, Pine Bluff Arsenal, Red River Army Depot, Redstone Arsenal, Rock Island Arsenal, U.S. Army Garrison, Selfridge, Sierra Army Depot, Tobyhanna Army Depot, Tooele Army Depot.

DATA APPLICATIONS TO INCREASE FACILITY/PROGRAM USE

The preceding exhibits provided an overview of two major components of performance for facilities at your installation: quality and usage. In the exhibits that follow, quality and usage data for each facility are presented in greater detail. Before focusing on the data specific to any installation facility, you should gain an understanding of ways you can use these data to improve the programs and facilities offered at your installation. In this subsection, a process will be discussed that uses Leisure Needs Survey data to assist in improving your programs and services. This process has four main steps:

1. Identify Facility/Program Problems
2. Set Goals to Address Problems
3. Develop Action Plans
4. Monitor Plans and Adjust as Necessary.

This process requires that all MWR staff work together, taking an installation level approach to facility and program problem solving. Therefore, it is suggested that all installation MWR managers take part in each step of the process. In this way the managers will be able to provide context to the data in this report and have input into how their facility fits into the installation facility improvement plan. Also, at certain points in the process representatives from other installation service providers (e.g., mental health, etc.) should be consulted. It is important that any improvements made to one facility/program benefit the entire installation and not focus on one facility/program at the expense of others more in need of attention.

Below is a brief explanation of each of the steps of the process along with an example of its application. It is important to note that this process is presented as only one way to use the data from this survey to identify, plan and implement facility improvements. There are many other possible data applications. The process is outlined broadly, so that it can be adapted to each installation's specific needs.

Identify Facility/Program Problems

In this first step, the overview of facility quality and usage is used to identify facilities that may be in need of improvement. After identifying potential "problem" facilities, we examine the survey data to determine the extent of the "problem." The problem identification first focuses on facility quality.

The Quality Grid (Exhibit 3-1) is an important place to start this process. This Quality Grid is an aggregate of the three main quality components of a facility (i.e., building/space, equipment/furnishings and personnel). Thus, in order for the facility to be rated low in this Quality Grid, it must be rated low in at least two to three components, or very low in one component. A facility that is rated low in this Quality Grid should be scrutinized further, since a

low quality rating in an area that users feel is important could result in low patron usage of that facility.

Case Study: Fort Anywhere

MWR managers at Ft. Anywhere reviewed the Quality Grid and found that four facilities were in the “Concentrate Here” cell. The facilities were:

- Bowling Center Pro Shop
- The Ft. Anywhere Restaurant
- Library
- Youth Center

Usage figures (see Exhibits 3-5 and 3-6) should next be reviewed for each facility that has been identified as having a quality problem. The usage figures show the percentage of your total installation population that used a particular facility over a twelve-month period. The MWR facility manager should decide if the usage in these exhibits is near the facility’s maximum capacity (e.g., the maximum number of people who would use the facility in a twelve month period, taking into account repeat customers and patrons not available for surveying in the Leisure Needs Survey).

Case Study: Fort Anywhere

The managers for the four facilities under review estimated the capacity for each of their facilities:

- The Bowling Center manager estimated the total number of people who are bowling during the operating hours of the Pro Shop. Then he estimated the percentage of those bowlers who would use the Pro Shop on any given day. He translated this to a percentage of the total population and determined that the Pro Shop was running near capacity.
- The MWR manager for The Ft. Anywhere Restaurant estimated the percentage of total installation population that had used her facility at least once over the last twelve months by developing a complicated formula that took into account total seating capacity, percentage of customers not counted in the Leisure Needs Survey (spouses, children, and guests), and repeat customers. According to her calculations the usage number reported in the survey was approximately 20% of her maximum capacity.
- Similarly the Library manager and the Youth Center manager estimated that their facilities were running at approximately one-half and one-third capacity respectively.

At this point, the MWR managers decided to not make the Bowling Center Pro Shop a top concern for major improvement due to its adequate utilization. The managers did decide however, to investigate the other facilities further.

For each facility identified above (i.e., facilities with low quality/low utilization), the survey data should be closely examined to determine the extent of the quality problem. First look at the components of facility quality (see Exhibits 3-2 to 3-4). If the facility is categorized in the “Concentrate Here” cell in more than one component grid, then you should refer to the facility evaluation worksheets at the end of this section for the actual ratings that underlie the categorization. This will help you evaluate the relative magnitude of the problem. Also, for

some programs (e.g., Youth Services) there are other places within the survey where relevant information is presented (e.g., Exhibit 2-5). For facilities that involve leisure activities (e.g., swimming), the activity worksheets at the end of Section 4 can give you a better understanding of the facility's potential customer base. It is highly recommended that you become familiar with the entire survey report so that you will know where to look for information that could help further explain low quality and/or usage at the facility being assessed.

There are data sources other than the survey that should be used to further understand the extent of a quality problem. Many of these, such as financial records, are gathered routinely and used for other reporting purposes. Data may also be gathered from sources outside the installation, such as industry trends and local economic data.

Case Study: Fort Anywhere

The MWR managers first reviewed the quality grids for building/space, equipment/furnishings and personnel to attempt to identify the extent of the quality problem. They then reviewed the rest of the survey to discover information, in addition to the quality grids, that would help them improve facility utilization.

- Further review of the Quality Grids showed that the Ft. Anywhere Restaurant was rated low in the building/space quality component, the Library was rated low in equipment/furnishings, and the Youth Center was rated low in personnel quality.
- Each manager found different exhibits in the rest of the report that helped them understand more about their facility utilization.
 - The restaurant manager reviewed the dining preferences section of the Leisure Needs Survey Report and noted that the majority of active duty and retirees were spending more for dinner off post than they would for an average entrée at her dining room. This told her that pricing was NOT affecting her usage figures. At this point, the only problem that could be affecting utilization that had been identified for the restaurant was low quality of the building/space.
 - The Library manager noted that his usage figure was half the percentage of people who reported in the Leisure Needs Survey that they read books and/or were a member of a book club. He knew that there was a larger market out there than he was capturing. As with the restaurant, only a quality problem had been identified to account for low utilization.
 - The Youth Center manager noted that there were many more families with children who could participate in Youth Center activities than were coming to the Youth Center. He also noted from the Leisure Needs Survey data that many potential patrons were going off post for services. Finally, he noted that survey respondents gave Youth Services an "Adequate" overall quality rating. This information told the manager that there were probably higher quality competitors off post that were capturing much of his market.

Set Goals to Address Problems

It is very important to set specific goals for the facility/program improvements that need to be made. All goals should be determined by the group of MWR managers, put onto a list and prioritized. Only the top three to five goals should be targeted for the first year so that full attention can be given to achieving them. The goals should include concrete, measurable factors that can be used to monitor and evaluate the progress of the improvements. The goals should be attainable within a set time frame and should be agreed upon by all stakeholder groups. To

facilitate the process, two levels of goals should be developed for the improvement plans: installation goals and facility goals.

At the installation level, goals should describe how the end results of all facility improvements impact the installation community. Goals should be prioritized based on your specific installation and patron needs. These priorities should have been set and agreed upon by all MWR service providers, and should be made independently of any specific facility improvement plan. Data from the Leisure Activity Analysis section of this report can provide information to formulate these installation facility/program improvement goals.

At the facility level, goals should address what specific improvements to the facility will be made.

Case Study: Fort Anywhere

Each manager took the information gained from the Leisure Needs Survey Report and presented it to the MWR management group. The management group used this information along with known installation priorities (e.g., a major priority of the installation was to help young families adjust to military life). They then developed MWR installation level goals, followed by specific facility priorities to enhance those goals.

Installation Goals:

1. Improve the Ft. Anywhere Restaurant building/space and promote young family adjustment to military life by making the restaurant a family dining facility. The goal was set to increase overall usage by 40% in one year.
2. To further improve young family adjustment to military life, improve participation in Army Youth Services activities (at the Youth Center) by improving the quality of personnel. The goal was set to increase participation at the Youth Center by 50% within two years.
3. Improve Library equipment/furnishings (e.g., books, tapes, computers) to improve usage by 25% in one year.

Facility Goals:

1. Ft. Anywhere Restaurant
 - a. Remodel dining area
 - b. Revise menu
2. Youth Center
 - a. Train personnel
 - b. Add additional staff
3. Library
 - a. Update book and tape collections
 - b. Add Internet access

The MWR management group decided to implement the Ft. Anywhere Restaurant improvements in the current year, and then implement the Youth Center and Library improvements the following year.

Develop Action Plans

Multiple action plans should be developed to reach the facility goals. The action plans should target different areas of facility operation that impact quality. The action plans for each of the areas targeted should be able to produce results that are measurable in terms of the results

put forward in the facility goals. Each action plan should also include estimates of constraints, costs, and results that can be used to compare and contrast competing plans.

In developing action plans, it is good to use other facilities at your installation as guides when choosing improvement techniques. This can be done by using data from this report to identify successful facilities and then examining the business practices of those facilities to identify what works. Successful facilities can be identified in much the same way as problem facilities were identified earlier in this process. Examine the Quality Grid (Exhibit 3-1) to find facilities in the “Keep Up the Good Work” cell that serve a similar function to the facility being assessed. Note that if the “problem” facility is deficient in only one quality component (i.e., building/space, equipment/furnishings or personnel) then that Quality Grid should be reviewed for best practices identification. Next, review the usage figures to see which facilities have both good quality and operate at a high capacity. Then the MWR manager of the facility that needs improvement and the manager of the facility that is the model for improvement should meet and discuss differences in operation that might account for the differences in quality.

Case Study: Fort Anywhere

The MWR management group concentrated on developing action plans for the Ft. Anywhere Restaurant. The restaurant manager coordinated the planning, with help from the rest of the team as needed.

- In her review of the Leisure Needs Survey data, the restaurant manager noted that the Bowling Center Food & Beverage Operation had good quality ratings in the building/space component and high usage rates. The restaurant and bowling managers reviewed the operations at both facilities, noting some similarities and many differences. The bowling center operation had separated the bar from the dining area. The bowling center had children’s tables, and a room devoted just to children’s parties. The bowling center operation was brightly lit and used bright colors throughout its décor. In contrast, the dining area at the Ft. Anywhere Restaurant had very dim lighting and the décor was that of an English Manor House. If the restaurant dining facility was going to provide a family friendly atmosphere like the bowling center, major remodeling was going to be needed.
- The restaurant manager then conducted focus groups of both users and non-users of the Ft. Anywhere Restaurant. Focus group participants indicated that the current facility did not appeal to their children. They suggested that changing the theme of the restaurant would attract families.
- The restaurant manager also visited competing facilities located off post. The manager found that the popular restaurants had bright, cheery interiors and menu items that catered to families. Also of importance, the restaurant manager noted that most of the popular restaurants were over five miles from post. This indicated that if the Ft. Anywhere Restaurant could provide comparable atmosphere, there was great potential to draw patrons living on post.

Monitor Plans and Adjust as Necessary

During the implementation of the action plans, regular monitoring should take place by the management group to guarantee that facility and installation goals are met. The monitoring system should be put in place prior to the implementation of the action plan. It is also good to place monitoring points at times where adjustments can be made to the plan if necessary.

Monitoring should continue past the end of the actual intervention. In many cases, it is best to make some form of monitoring a permanent part of the new operations of the facility.

Case Study: Fort Anywhere

The Ft. Anywhere Restaurant dining facility developed a three stage, six month remodeling plan. The first stage included changes to the décor and lighting. The second stage involved changes to the menu. Finally, the restaurant would get new furniture. Each stage of the remodeling effort would last less than two months, after which new focus groups would be conducted to assess the effect of the changes and alterations to the plan before the next stage would begin. The installation also monitored the Bowling Center's dining facility to insure that they were not being adversely affected. Over time, the Ft. Anywhere Restaurant saw dramatic improvements in usage, and in the next Leisure Needs Survey it was categorized in the "Keep Up the Good Work" cell of the Overall Quality Grid.

GUIDE TO FACILITY ANALYSES WORKSHEETS

MWR facility users were asked to rate their satisfaction with each MWR facility. Users were also asked to rate the quality of each MWR facility's building/facility/space, equipment/furnishings and personnel, as well as the importance of these three quality components. These and other results are presented in this section for each of the facilities in three worksheets:

- **Facility Evaluation Worksheet** - This worksheet provides the number and percentage of respondents using the facility, frequency of use, satisfaction with the facility, and mean quality ratings and quality importance ratings of the facility's building/facility/space, equipment/furnishings and personnel by patron group (active duty, civilian, retiree).
- **Customer Profile Worksheet** - This worksheet summarizes the demographic characteristics of facility users in terms of rank/grade, gender, age, race, education, marital status and residence.
- **Strategic Marketing Analysis Worksheet** - This worksheet summarizes respondent use, satisfaction, quality and quality importance ratings and provides overall Army baseline and MACOM baseline percentage responses for comparison. Results of the previous Leisure Needs Survey (LNS) are also presented where applicable.

Presentation of Results

Results for each facility are presented on three pages. The **Facility Evaluation**, located on the first page; the **Customer Profile**, located on the second page; and the **Strategic Marketing Analysis**, located on the third page. **Note that only standard facilities at your installation, as well as tailored facilities comparable to a standard facility, will have a Strategic Marketing Analysis worksheet.** For those installations surveyed between 1996 and 1998, the Strategic Marketing Analysis also provides usage and quality data on each facility for the most recent previous year in which your installation was surveyed. **Note that in 1996 and 1998 spouses of active duty were included in the survey, and their responses were included in overall numbers reported at that time. In order to directly compare overall numbers from the 2000 Leisure Needs Survey to overall numbers from previous years, overall numbers for 1996 and 1998 were recalculated without the spouses' data.**

The following seven pages provide annotated examples of the three facility worksheets. Compare the examples to actual worksheets in your report. This process will facilitate the appropriate application of your data to MWR program decisions.

FACILITY EVALUATION EXAMPLE

Fitness Center/Gymnasium (Page 1 of 3)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	707	41%						
Did Not Use in Past Year	157	22%						
Did Not Respond/Missing Data	153	22%						
USED PAST YEAR	397	56%						
Frequency of Use	n	%						
Less Than Once A Month	69	17%						
1-3 Times A Month	120	30%						
4 + Times A Month	208	52%						
Satisfaction	n	%						
Very dissatisfied	7	2%						
Somewhat dissatisfied	41	10%						
Satisfied	95	24%						
Somewhat satisfied	154	39%						
Very satisfied	100	25%						
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean						
Building/Facility/Space	385	3.80						
Equipment/Furnishings	377	3.82						
Personnel	369	3.82						
Overall Quality Rating	368	3.82						
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean						
Building/Facility/Space	396	3.60						
Equipment/Furnishings	365	4.10						
Personnel	382	3.83						
Overall Quality Importance Rating	381	3.84						

WHO RESPONDED....

For each of the population groups surveyed, the number of respondents and the percentage of the overall total respondents that they represent are given in the row labeled **Total Respondents**. The total number of respondents for all groups appears in the column labeled **Total Cases**.

HOW MANY USED....

In this section are responses to the question about use of the **Fitness Center/Gymnasium** during the past year. For active duty, 157 or 22% did not use the **Fitness Center/Gymnasium**, whereas 397 or 56% did (see **USED PAST YEAR**). One hundred and fifty-three (22%) active duty respondents did not answer the question.

NOTE: All data reported below this section are based on the responses of those respondents who **used the Fitness Center/Gymnasium** last year.

HOW OFTEN USED....

Under **Frequency of Use**, information is given on how often individuals used the facility last year. Of the 397 active duty who used the **Fitness Center/Gymnasium**, 17% used the **Gym** less than once a month, 30% used the **Fitness Center/Gymnasium** 1-3 times a month and 52% used the **Fitness Center/Gymnasium** more than 4 times a month.

FACILITY EVALUATION EXAMPLE

Fitness Center/Gymnasium (Page 1 of 3) Continued

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	707	41%						
Did Not Use in Past Year	157	22%						
Did Not Respond/Missing Data	153	22%						
USED PAST YEAR	397	56%						
Frequency of Use	n	%						
Less Than Once A Month	69	17%						
1-3 Times A Month	120	30%						
4 + Times A Month	208	52%						
Satisfaction	n	%						
Very dissatisfied	7	2%						
Somewhat dissatisfied	41	10%						
Satisfied	95	24%						
Somewhat satisfied	154	39%						
Very satisfied	100	25%						
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean						
Building/Facility/Space	385	3.80						
Equipment/Furnishings	377	3.82						
Personnel	369	3.82						
Overall Quality Rating	368	3.82						
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean						
Building/Facility/Space	396	3.60						
Equipment/Furnishings	365	4.10						
Personnel	382	3.83						
Overall Quality Importance Rating	381	3.84						

SATISFACTION WITH THE FACILITY....

This section shows how satisfied **Fitness Center/Gymnasium** users are with the facility. Of the 397 active duty respondents who used the **Fitness Center/Gymnasium** in the past year, 349 or 88% were satisfied to some degree with the facility.

PERCEPTIONS ABOUT QUALITY OF FACILITY....

Information about the quality of installation facilities was ascertained by asking individuals who indicated they had used the facility to rate the quality of three components of the facility: building/facility/space, equipment/furnishings and personnel. Users were instructed to rate the quality of each component on a 5-point scale with 1 representing very poor quality and 5 representing very good quality. The average ratings for the three components are presented in the **Mean Quality Ratings by Users** category. As can be seen, 385 of the 397 active duty who used the **Fitness Center/Gymnasium** rated the quality of the **Building/Facility/Space**. The average (or mean) of their ratings is 3.80. The average for both **Equipment/Furnishings** and **Personnel** is 3.82. An average quality rating, shown in the row labeled **Overall Quality Rating**, is computed on the total number of active duty respondents who rated all three components (i.e., 368).

Average quality ratings given by respondents from all three patron groups are presented in the far right column under **Total Cases**.

NOTE: If the number ("n") beside each quality rating is not equivalent to the total number of users (397 active duty in this example), this indicates that some individuals did not provide a rating for the component.

FACILITY EVALUATION EXAMPLE

Fitness Center/Gymnasium (Page 1 of 3) Continued

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	707	41%						
Did Not Use in Past Year	157	22%						
Did Not Respond/Missing Data	153	22%						
USED PAST YEAR	397	56%						
Frequency of Use	n	%						
Less Than Once A Month	69	17%						
1-3 Times A Month	120	30%						
4 + Times A Month	208	52%						
Satisfaction	n	%						
Very dissatisfied	7	2%						
Somewhat dissatisfied	41	10%						
Satisfied	95	24%						
Somewhat satisfied	154	39%						
Very satisfied	100	25%						
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean						
Building/Facility/Space	385	3.80						
Equipment/Furnishings	377	3.82						
Personnel	369	3.82						
Overall Quality Rating	368	3.82						

Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	396	3.60	64	4.25	16	4.50	476	3.74
Equipment/Furnishings	365	4.10	64	4.08	16	3.75	445	3.98
Personnel	382	3.83	64	4.16	16	4.00	462	3.92
Overall Quality Importance Rating	381	3.84	381	4.16	381	4.08	381	3.88

PERCEPTIONS ABOUT IMPORTANCE OF FACILITY QUALITY...

Information about the importance of facility quality was ascertained by asking individuals who indicated they had used the facility to rate the importance of the quality of the building/facility/space, equipment/furnishings and personnel. Users were instructed to rate the importance of each quality component on a 5-point scale with 1 indicating not important at all and 5 indicating very important. The average ratings for the three components are presented in the **Mean Importance of Quality Ratings by Users** category. As can be seen, 396 of the 397 active duty who used the **Fitness Center/Gymnasium** rated the importance of the quality of the **Building/Facility/Space**. The average (or mean) of their ratings is 3.60. The average for **Equipment/Furnishings** is 4.10 and the average for **Personnel** is 3.83. An average importance rating, shown in the row labeled **Overall Quality Importance Rating**, is computed on the total number of active duty respondents who rated all three components (i.e., 381).

Average quality importance ratings given by respondents from all three patron groups are presented in the far right column under **Total Cases**.

CUSTOMER PROFILE EXAMPLE

Fitness Center/Gymnasium (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	278	44%	130	35%
E5-E9	293	46%	193	53%
WO-CW5	3	0%	2	1%
O1-O3	52	8%	36	10%
O4-O10	11	2%	6	2%
Total	637	100%	367	100%

Civilian Groups	N	%	n	%
GS9 or below	194	59%	38	67%
GS10 or above	76	23%	10	18%
Wage Grade	8	2%	1	2%
Crafts and Trades	51	16%	8	14%
Contractor	0	0%	0	0
Total	329	100%	57	100%

Gender	N	%	n	%
Male	1079	64%	393	68%
Female	613	36%	181	32%
Total	1692	100%	574	100%

Age Groups	N	%	n	%
21 and Under	227	13%	74	13%
22-29	336	20%	177	31%
30-38	455	27%	208	36%
39-49	289	17%	78x	14%
50 +	405	24%	36	6%
Total	1712	100%	573	100%

WHO USED....

The **Customer Profile** describes the characteristics of all survey respondents (**Total**) and those individuals who used the **Fitness Center/Gymnasium (Users Only)**.

RANK AND GRADE....

Active Duty Ranks is the first category on the left side of the page. The majority of active duty who used the **Fitness Center/Gymnasium** are enlisted (88%), with more than half of these being senior enlisted (E5-E9).

In the **Civilian Groups** category, the majority of civilians who used the **Fitness Center/Gymnasium** are GS9 or below (67%).

GENDER AND AGE...

In the **Gender** category, 68% of users of the **Fitness Center/Gymnasium** are male.

Two-thirds (67%) of users are between the ages of 22 and 38 years of age (see **Age Groups**).

IMPORTANT POINTS ABOUT THE DATA....

The sum of the numbers (n) reported for **Total** and **Users Only** may not correspond to Section Two of this report or the previous page. This occurs if there are missing data in a category. Percentages, however, are based on those respondents reported in the category and thus will add to 100%. For example, under **Gender**, you see that gender is available on only 574 of the 585 facility users (see Used Past Year on Facility Evaluation page). The percentages (68+32) are based on these 574 respondents (not 585) and add to 100%.

CUSTOMER PROFILE EXAMPLE

Fitness Center/Gymnasium (Page 2 of 3) Continued Customer Profile

WHO USED....

The **Racial/Ethnic Origin** category shows that half of **Fitness Center/Gymnasium** users are White; one-third are Black/African American.

Almost half (48%) who use the **Fitness Center/Gymnasium** have completed some college (see **Education**).

Over three-fourths of **Fitness Center/Gymnasium** users are married, with over half being married with children as indicated under **Marital Status**.

The majority of **Fitness Center/Gymnasium** users live off post (see **Residence**).

NOTE: Demographic data presented under the column labeled **Users Only** provide a profile of those individuals who used the **Fitness Center/Gymnasium** within the last twelve months, whereas data presented under the column labeled **Total** represent all survey respondents. Comparisons between these two groups can assist you in determining who is most likely to use the facility, but comparisons must be screened for appropriateness. For example, the proportion of respondents 50+ years old in the **Total** sample is 24%. In this example, however, only 6% of the users are 50+ years old, which is a more realistic number for **Fitness Center/Gymnasium** use.

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	424	24%	195	33%
White	1134	64%	295	50%
Spanish/Hispanic/Latino	118	7%	58	10%
Asian	46	3%	18	3%
Amer. Indian/Alaskan Native	18	1%	8	1%
Native Hawaiian/Pacific Isl.	31	2%	17	3%
Total	1771	100%	591	100%

Education	Total		Users Only	
	N	%	n	%
Some High School	50	3%	6	1%
H.S. Grad/G.E.D.	517	30%	161	28%
Some College	712	41%	278	48%
College Graduate	271	16%	98	17%
Post-Grad Study/Degree	188	11%	41	7%
Total	1738	100%	584	100%

Marital Status	Total		Users Only	
	N	%	n	%
Single	266	16%	94	16%
Single Parent	98	6%	28	5%
Married w/o Children	472	28%	123	21%
Married with Children	869	51%	331	57%
Total	1705	100%	576	100%

Residence	Total		Users Only	
	N	%	n	%
Barracks/BEQ/BOQ	216	12%	79	13%
Military Housing On Post	331	19%	182	31%
Off-post Housing (<30 min.)	964	55%	267	45%
Off-Post Housing (>=30 min.)	246	14%	59	10%
Total	1757	100%	587	100%

Age Groups	N	%	n	%
21 and Under	227	13%	74	13%
22-29	336	20%	177	31%
30-38	455	27%	208	36%
39-49	289	17%	78x	14%
50 +	405	24%	36	6%
Total	1712	100%	573	100%

STRATEGIC MARKETING EXAMPLE

**Fitness Center/Gymnasium (Page 3 of 3)
Strategic Marketing Analysis**

Number of Users=591 ←

FACILITY USERS....

The number of users is the total number of Leisure Needs Survey respondents who indicated their status group (Active Duty, Civilians, Retirees) and who indicated that they used the **Fitness Center/Gymnasium** at least once in the previous year.

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	<u>2000 Data</u>	<u>Army Baseline</u>	<u>MACOM Baseline</u>	<u>1996 Data</u>
Overall Usage	43.2%	28.8%	27.8%	50.4%
Active Duty:				
E1-E4	68.6%	57.6%	58.6%	74.2%
E5-E9	32.3%	58.2%	58.0%	43.5%
Officers	6.1%	55.5%	54.4%	35.2%
Civilians	17.3%	21.6%	18.1%	20.2%
Retirees	5.2%	10.4%	10.5%	10.1%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	<u>2000 Data</u>	<u>Army Baseline</u>	<u>MACOM Baseline</u>	<u>1996 Data</u>
Overall Satisfaction	4.12	4.21	4.01	N/A
Active Duty:				
E1-E4	4.01	4.29	4.03	N/A
E5-E9	3.98	4.31	4.15	N/A
Officers	3.22	3.15	3.98	N/A
Civilians	4.25	4.01	4.20	N/A
Retirees	4.33	4.28	3.95	N/A

FACILITY USAGE, SATISFACTION AND PAST DATA....

Percentages in the FACILITY USAGE table represent the proportion of each subgroup that indicated they used the facility at least once in the previous year. During 2000, 68.6% of all junior enlisted respondents used the Gym compared with 74.2% in 1996. Note that if N/A appears in the 1996 data column, data were not collected for that facility in 1996.

Means in the FACILITY SATISFACTION table are based on a scale of 1 (very dissatisfied) to 5 (very satisfied) and were calculated for all respondents and for active duty, civilians and retirees. Only respondents who indicated that they had used the **Fitness Center/Gymnasium** are included in these means. Note that comparison means are not available for 1996 as data pertaining to satisfaction were not obtained that year.

ARMY BASELINE....

The Army baseline is the Army-wide aggregate of the 91 installations surveyed this year. Keep in mind that the percentages in this section are not calculated based on the total number of respondents in the baseline. Rather, each percentage reflects the mean percentage of the 91 installations in the baseline.

MACOM BASELINE....

The MACOM baseline is the MACOM-wide aggregate of the installations from your MACOM surveyed this year. Keep in mind that the percentages in this section are not calculated based on the total number of respondents in the baseline. Rather, each percentage reflects the mean percentage of the installations in the MACOM baseline.

STRATEGIC MARKETING EXAMPLE

Fitness Center/Gymnasium (Page 3 of 3) Continued Strategic Marketing Analysis

Number of Users=591

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 Data	Army Baseline	MACOM Baseline	1996 Data
Overall Usage	43.2%	28.8%	27.8%	50.4%
Active Duty:				
E1-E4	68.6%	57.6%	58.6%	74.2%
E5-E9	32.3%	58.2%	58.0%	43.5%
Officers	6.1%	55.5%	54.4%	35.2%

QUALITY EVALUATION....

Means based on a scale of 1 (very poor) to 5 (very good) were calculated for each of the three quality components of the **Fitness Center/Gymnasium**. Only respondents who indicated that they had used the **Fitness Center/Gymnasium** are included in these means. The overall quality rating is the mean of the three quality ratings. This mean includes only those respondents who rated all three quality components for the **Fitness Center/Gymnasium**.

QUALITY EVALUATION (1=very poor, 5=very good)	2000 Data	Army Baseline	MACOM Baseline	1996 Data
Overall Quality Rating	4.14	4.01	3.98	4.07
Building/Facility/Space Rating	3.99	4.02	4.01	4.01
Equipment/Furnishings Rating	4.19	4.03	3.99	4.12
Personnel Rating	4.17	3.97	3.94	4.07

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 Data	Army Baseline	MACOM Baseline	1996 Data
Overall Quality Importance Rating	4.08	4.02	4.00	N/A
Building/Facility/Space Rating	4.05	4.03	3.99	N/A
Equipment/Furnishings Rating	4.32	4.05	4.01	N/A
Personnel Rating	3.88	3.99	4.00	N/A

IMPORTANCE OF QUALITY EVALUATION....

Means based on a scale of 1 (not important at all) to 5 (very important) were calculated for each of the three quality importance components of the **Fitness Center/Gymnasium**. Only respondents who indicated that they had used the **Fitness Center/Gymnasium** are included in these means. The overall quality importance rating is the mean of the three importance ratings. This mean includes only those respondents who rated all three quality importance components for the **Fitness Center/Gymnasium**. Note that comparison means are not available for 1996 as data pertaining to quality importance were not obtained that year.

Army Lodging (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	43	68%	226	89%	143	71%	412	80%
Did Not Respond/Missing Data	4	6%	24	9%	44	22%	72	15%
USED PAST YEAR	16	25%	4	2%	14	7%	34	5%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	10	63%	4	100%	11	79%	25	78%
1-3 Times A Month	3	19%	0	0%	3	21%	6	17%
4 + Times A Month	3	19%	0	0%	0	0%	3	5%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	4	31%	0	0%	0	0%	4	10%
Somewhat Dissatisfied	2	15%	0	0%	0	0%	2	5%
Satisfied	2	15%	0	0%	3	30%	5	22%
Somewhat Satisfied	1	8%	0	0%	1	10%	2	8%
Very Satisfied	4	31%	2	100%	6	60%	12	55%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	13	3.00	2	5.00	9	4.11	24	3.85
Equipment/Furnishings	13	3.23	2	4.50	9	4.11	24	3.87
Personnel	13	3.77	2	4.50	9	4.56	24	4.29
Overall Quality Rating	13	3.33	2	4.67	9	4.26	24	4.00
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	13	4.92	2	5.00	9	4.56	24	4.73
Equipment/Furnishings	13	4.31	2	5.00	9	4.33	24	4.40
Personnel	13	4.38	2	5.00	9	4.56	24	4.55
Overall Quality Importance Rating	13	4.54	2	5.00	9	4.48	24	4.56

Army Lodging (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	2	13%
E5-E9	16	28%	2	13%
WO-CW5	3	5%	0	0%
O1-O3	7	12%	5	31%
O4-O10	23	40%	7	44%
Total	58	100%	16	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	7	19%
White	416	82%	24	74%
Spanish/Hispanic/Latino	19	3%	2	3%
Asian	16	3%	0	0%
Amer. Indian/Alaskan Native	2	0%	1	4%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	34	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	2	50%
GS10 or above	195	79%	2	50%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	4	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	4	14%
Some College	128	26%	7	21%
College Graduate	135	27%	10	31%
Post-Grad Study/Degree	164	31%	13	34%
Total	511	100%	34	100%

Gender	N	%	n	%
Male	358	74%	23	77%
Female	121	26%	8	23%
Total	479	100%	31	100%

Marital Status	N	%	n	%
Single	105	22%	8	23%
Single Parent	14	3%	2	6%
Married w/o Children	207	48%	11	41%
Married with Children	136	27%	12	30%
Total	462	100%	33	100%

Age Groups	N	%	n	%
21 and Under	6	1%	0	0%
22-29	7	1%	2	4%
30-38	51	9%	8	19%
39-49	127	24%	9	21%
50 +	298	66%	13	56%
Total	489	100%	32	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	3	5%
Military Housing On Post	32	3%	10	18%
Off-post Housing (<30 min.)	269	58%	13	51%
Off-Post Housing (>=30 min.)	176	38%	6	26%
Total	490	100%	32	100%

Army Lodging (Page 3 of 3) Strategic Marketing Analysis

Number of Users=34

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	5.2%	9.9%	3.6%	0.0%
Active Duty:				
E1-E4	22.2%	11.4%	4.8%	0.0%
E5-E9	12.5%	15.4%	14.2%	0.0%
Officers	36.4%	21.6%	25.2%	0.0%
Civilians	1.6%	6.8%	2.0%	0.0%
Retirees	7.0%	4.9%	4.4%	0.0%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.95	3.75	4.04	N/A
Active Duty:				
E1-E4	1.00	3.48	2.17	N/A
E5-E9	3.00	3.49	3.95	N/A
Officers	3.10	3.60	3.66	N/A
Civilians	5.00	3.92	4.06	N/A
Retirees	4.30	4.24	4.26	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.00	3.83	4.03	0.00
Building/Facility/Space Rating	3.85	3.76	4.00	0.00
Equipment/Furnishings Rating	3.87	3.77	3.94	0.00
Personnel Rating	4.29	3.93	4.15	0.00

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.56	4.39	4.43	N/A
Building/Facility/Space Rating	4.73	4.37	4.43	N/A
Equipment/Furnishings Rating	4.40	4.36	4.34	N/A
Personnel Rating	4.55	4.43	4.51	N/A

Arts & Crafts Center (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	51	81%	216	85%	148	74%	415	80%
Did Not Respond/Missing Data	5	8%	22	9%	47	23%	74	15%
USED PAST YEAR	7	11%	16	6%	6	3%	29	5%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	5	71%	13	81%	4	67%	22	76%
1-3 Times A Month	2	29%	2	13%	1	17%	5	15%
4 + Times A Month	0	0%	1	6%	1	17%	2	8%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	0	0%	0	0%	0	0%
Somewhat Dissatisfied	0	0%	1	14%	0	0%	1	7%
Satisfied	2	40%	1	14%	1	25%	4	22%
Somewhat Satisfied	2	40%	1	14%	0	0%	3	14%
Very Satisfied	1	20%	4	57%	3	75%	8	57%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	5	3.20	5	4.20	4	3.50	14	3.75
Equipment/Furnishings	5	4.00	6	3.50	4	3.75	15	3.67
Personnel	5	3.60	6	4.67	4	4.50	15	4.42
Overall Quality Rating	5	3.60	5	4.20	4	3.92	14	3.98
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	5	3.40	6	4.33	4	4.50	15	4.23
Equipment/Furnishings	5	4.00	6	4.50	4	4.75	15	4.50
Personnel	5	4.40	6	5.00	4	4.75	15	4.81
Overall Quality Importance Rating	5	3.93	6	4.61	4	4.67	15	4.51

Arts & Crafts Center (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	0	0%
E5-E9	16	28%	0	0%
WO-CW5	3	5%	0	0%
O1-O3	7	12%	1	17%
O4-O10	23	40%	5	83%
Total	58	100%	6	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	2	8%
White	416	82%	23	81%
Spanish/Hispanic/Latino	19	3%	2	6%
Asian	16	3%	0	0%
Amer. Indian/Alaskan Native	2	0%	1	4%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	28	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	5	31%
GS10 or above	195	79%	11	69%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	16	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	4	14%
Some College	128	26%	6	24%
College Graduate	135	27%	7	26%
Post-Grad Study/Degree	164	31%	12	37%
Total	511	100%	29	100%

Gender	N	%	n	%
Male	358	74%	17	57%
Female	121	26%	11	43%
Total	479	100%	28	100%

Marital Status	N	%	n	%
Single	105	22%	8	31%
Single Parent	14	3%	1	4%
Married w/o Children	207	48%	8	34%
Married with Children	136	27%	10	30%
Total	462	100%	27	100%

Age Groups	N	%	n	%
21 and Under	6	1%	1	2%
22-29	7	1%	0	0%
30-38	51	9%	3	8%
39-49	127	24%	11	40%
50 +	298	66%	12	50%
Total	489	100%	27	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	1	2%
Military Housing On Post	32	3%	4	7%
Off-post Housing (<30 min.)	269	58%	11	44%
Off-Post Housing (>=30 min.)	176	38%	11	47%
Total	490	100%	27	100%

Arts & Crafts Center (Page 3 of 3)

Strategic Marketing Analysis

Number of Users=29

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	5.1%	13.9%	6.4%	2.3%
Active Duty:				
E1-E4	0.0%	13.9%	13.9%	1.6%
E5-E9	0.0%	16.4%	9.8%	5.1%
Officers	18.2%	18.6%	6.9%	9.4%
Civilians	6.3%	14.8%	6.0%	1.9%
Retirees	3.0%	9.0%	7.9%	2.6%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.20	3.82	3.86	N/A
Active Duty:				
E1-E4	0.00	3.48	3.47	N/A
E5-E9	0.00	3.68	3.61	N/A
Officers	4.00	3.66	3.87	N/A
Civilians	4.14	3.95	3.96	N/A
Retirees	4.50	4.00	4.01	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	3.98	3.85	3.94	4.42
Building/Facility/Space Rating	3.75	3.74	3.83	4.32
Equipment/Furnishings Rating	3.67	3.75	3.79	4.16
Personnel Rating	4.42	4.02	4.13	4.72

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.51	4.29	4.29	N/A
Building/Facility/Space Rating	4.23	4.17	4.20	N/A
Equipment/Furnishings Rating	4.50	4.27	4.30	N/A
Personnel Rating	4.81	4.41	4.39	N/A

Athletic Fields (Page 1 of 3)

Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	39	62%	208	82%	143	71%	390	76%
Did Not Respond/Missing Data	6	10%	22	9%	47	23%	75	15%
USED PAST YEAR	18	29%	24	9%	11	5%	53	9%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	6	33%	14	58%	5	45%	25	50%
1-3 Times A Month	8	44%	7	29%	4	36%	19	34%
4 + Times A Month	4	22%	3	13%	2	18%	9	16%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	0	0%	0	0%	0	0%
Somewhat Dissatisfied	1	7%	5	31%	1	14%	7	22%
Satisfied	3	21%	4	25%	3	43%	10	29%
Somewhat Satisfied	4	29%	3	19%	1	14%	8	20%
Very Satisfied	6	43%	4	25%	2	29%	12	30%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	14	4.07	16	3.37	7	3.57	37	3.57
Equipment/Furnishings	14	4.00	15	3.40	7	3.71	36	3.61
Personnel	9	3.78	12	3.83	6	3.50	27	3.73
Overall Quality Rating	9	3.96	12	3.64	6	3.61	27	3.69
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	14	4.64	15	4.20	7	4.00	36	4.24
Equipment/Furnishings	14	4.50	16	4.06	7	4.14	37	4.17
Personnel	10	3.70	12	4.17	6	4.17	28	4.08
Overall Quality Importance Rating	10	4.23	12	4.25	6	4.11	28	4.21

Athletic Fields (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	4	25%
E5-E9	16	28%	5	31%
WO-CW5	3	5%	0	0%
O1-O3	7	12%	1	6%
O4-O10	23	40%	6	38%
Total	58	100%	16	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	7	14%
White	416	82%	40	79%
Spanish/Hispanic/Latino	19	3%	3	4%
Asian	16	3%	2	3%
Amer. Indian/Alaskan Native	2	0%	0	0%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	52	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	2	8%
GS10 or above	195	79%	22	92%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	24	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	9	15%
Some College	128	26%	7	12%
College Graduate	135	27%	18	38%
Post-Grad Study/Degree	164	31%	18	35%
Total	511	100%	52	100%

Gender	N	%	n	%
Male	358	74%	38	71%
Female	121	26%	12	29%
Total	479	100%	50	100%

Marital Status	N	%	n	%
Single	105	22%	13	25%
Single Parent	14	3%	1	2%
Married w/o Children	207	48%	17	39%
Married with Children	136	27%	18	33%
Total	462	100%	49	100%

Age Groups	N	%	n	%
21 and Under	6	1%	5	5%
22-29	7	1%	0	0%
30-38	51	9%	6	12%
39-49	127	24%	23	45%
50 +	298	66%	16	38%
Total	489	100%	50	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	6	6%
Military Housing On Post	32	3%	7	7%
Off-post Housing (<30 min.)	269	58%	24	58%
Off-Post Housing (>=30 min.)	176	38%	11	28%
Total	490	100%	48	100%

Athletic Fields (Page 3 of 3)

Strategic Marketing Analysis

Number of Users=53

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	8.8%	23.2%	8.9%	7.9%
Active Duty:				
E1-E4	44.4%	38.4%	50.7%	49.2%
E5-E9	31.3%	39.9%	32.3%	23.1%
Officers	21.2%	39.4%	29.1%	18.7%
Civilians	9.4%	12.7%	9.0%	6.9%
Retirees	5.5%	6.1%	4.5%	2.6%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.57	3.73	3.69	N/A
Active Duty:				
E1-E4	4.33	3.65	3.49	N/A
E5-E9	3.50	3.65	3.69	N/A
Officers	4.50	3.68	3.96	N/A
Civilians	3.38	3.88	3.77	N/A
Retirees	3.57	4.06	3.78	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	3.69	3.74	3.76	3.57
Building/Facility/Space Rating	3.57	3.71	3.72	3.30
Equipment/Furnishings Rating	3.61	3.66	3.62	3.30
Personnel Rating	3.73	3.81	3.88	3.71

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.21	4.24	4.19	N/A
Building/Facility/Space Rating	4.24	4.24	4.18	N/A
Equipment/Furnishings Rating	4.17	4.24	4.15	N/A
Personnel Rating	4.08	4.22	4.20	N/A

Automotive Skills Center (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	41	65%	206	81%	140	70%	387	75%
Did Not Respond/Missing Data	5	8%	21	8%	45	22%	71	14%
USED PAST YEAR	17	27%	27	11%	16	8%	60	10%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	9	53%	23	85%	12	75%	44	77%
1-3 Times A Month	7	41%	4	15%	4	25%	15	22%
4 + Times A Month	1	6%	0	0%	0	0%	1	1%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	0	0%	0	0%	0	0%
Somewhat Dissatisfied	1	7%	0	0%	0	0%	1	1%
Satisfied	5	36%	6	33%	8	80%	19	48%
Somewhat Satisfied	3	21%	3	17%	2	20%	8	19%
Very Satisfied	5	36%	9	50%	0	0%	14	32%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	13	3.85	18	4.11	9	3.78	40	3.97
Equipment/Furnishings	14	3.64	19	4.05	10	3.70	43	3.88
Personnel	14	3.64	18	4.33	10	3.80	42	4.05
Overall Quality Rating	13	3.69	17	4.14	9	3.70	39	3.93
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	14	4.14	18	4.67	10	4.20	42	4.43
Equipment/Furnishings	14	4.14	19	4.68	10	4.30	43	4.48
Personnel	14	4.29	19	4.79	10	4.50	43	4.62
Overall Quality Importance Rating	14	4.19	18	4.70	10	4.33	42	4.50

Automotive Skills Center (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	2	13%
E5-E9	16	28%	5	33%
WO-CW5	3	5%	0	0%
O1-O3	7	12%	1	7%
O4-O10	23	40%	7	47%
Total	58	100%	15	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	5	8%
White	416	82%	47	80%
Spanish/Hispanic/Latino	19	3%	2	4%
Asian	16	3%	5	9%
Amer. Indian/Alaskan Native	2	0%	0	0%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	59	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	3	12%
GS10 or above	195	79%	23	88%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	26	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	8	14%
Some College	128	26%	11	16%
College Graduate	135	27%	20	38%
Post-Grad Study/Degree	164	31%	20	32%
Total	511	100%	59	100%

Gender	N	%	n	%
Male	358	74%	45	80%
Female	121	26%	10	20%
Total	479	100%	55	100%

Marital Status	N	%	n	%
Single	105	22%	11	22%
Single Parent	14	3%	2	4%
Married w/o Children	207	48%	19	40%
Married with Children	136	27%	22	34%
Total	462	100%	54	100%

Age Groups	N	%	n	%
21 and Under	6	1%	2	2%
22-29	7	1%	1	1%
30-38	51	9%	12	19%
39-49	127	24%	16	29%
50 +	298	66%	22	49%
Total	489	100%	53	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	2	2%
Military Housing On Post	32	3%	10	9%
Off-post Housing (<30 min.)	269	58%	29	58%
Off-Post Housing (>=30 min.)	176	38%	15	31%
Total	490	100%	56	100%

Automotive Skills Center (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=60

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	10.4%	19.1%	7.1%	5.5%
Active Duty:				
E1-E4	22.2%	24.4%	28.0%	4.9%
E5-E9	31.3%	29.3%	21.2%	33.3%
Officers	24.2%	24.1%	17.6%	25.0%
Civilians	10.6%	17.3%	6.1%	4.6%
Retirees	8.0%	10.9%	6.6%	4.6%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.82	3.83	3.73	N/A
Active Duty:				
E1-E4	5.00	3.54	3.38	N/A
E5-E9	3.60	3.72	3.85	N/A
Officers	4.00	3.71	3.51	N/A
Civilians	4.17	4.03	3.81	N/A
Retirees	3.20	4.11	3.87	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	3.93	3.82	3.89	4.13
Building/Facility/Space Rating	3.97	3.75	3.80	4.13
Equipment/Furnishings Rating	3.88	3.75	3.73	4.02
Personnel Rating	4.05	3.96	4.10	4.26

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.50	4.37	4.29	N/A
Building/Facility/Space Rating	4.43	4.25	4.11	N/A
Equipment/Furnishings Rating	4.48	4.36	4.27	N/A
Personnel Rating	4.62	4.49	4.46	N/A

Bowling Center (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	31	49%	182	72%	130	65%	343	67%
Did Not Respond/Missing Data	4	6%	22	9%	41	20%	67	14%
USED PAST YEAR	28	44%	50	20%	30	15%	108	19%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	16	57%	28	56%	17	57%	61	56%
1-3 Times A Month	6	21%	7	14%	10	33%	23	21%
4 + Times A Month	6	21%	15	30%	3	10%	24	22%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	1	4%	1	2%	1	4%	3	3%
Somewhat Dissatisfied	0	0%	0	0%	1	4%	1	1%
Satisfied	7	28%	6	14%	4	17%	17	17%
Somewhat Satisfied	7	28%	7	16%	9	39%	23	25%
Very Satisfied	10	40%	30	68%	8	35%	48	54%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	25	4.00	44	4.57	23	4.22	92	4.38
Equipment/Furnishings	25	3.88	42	4.55	23	4.22	90	4.35
Personnel	25	4.08	42	4.36	22	4.09	89	4.24
Overall Quality Rating	25	3.99	42	4.48	22	4.21	89	4.33
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	25	4.28	42	4.48	23	4.35	90	4.41
Equipment/Furnishings	25	4.40	42	4.62	23	4.43	90	4.53
Personnel	25	4.44	42	4.69	21	4.43	88	4.58
Overall Quality Importance Rating	25	4.37	41	4.59	21	4.43	87	4.51

Bowling Center (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	2	7%
E5-E9	16	28%	8	29%
WO-CW5	3	5%	2	7%
O1-O3	7	12%	2	7%
O4-O10	23	40%	14	50%
Total	58	100%	28	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	13	11%
White	416	82%	82	77%
Spanish/Hispanic/Latino	19	3%	7	6%
Asian	16	3%	5	5%
Amer. Indian/Alaskan Native	2	0%	0	0%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	107	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	11	23%
GS10 or above	195	79%	37	77%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	48	100%

Education	N	%	n	%
Some High School	3	1%	1	1%
H.S. Grad/G.E.D.	81	16%	11	11%
Some College	128	26%	29	28%
College Graduate	135	27%	31	30%
Post-Grad Study/Degree	164	31%	36	30%
Total	511	100%	108	100%

Gender	N	%	n	%
Male	358	74%	80	76%
Female	121	26%	24	24%
Total	479	100%	104	100%

Marital Status	N	%	n	%
Single	105	22%	15	15%
Single Parent	14	3%	6	5%
Married w/o Children	207	48%	37	40%
Married with Children	136	27%	46	39%
Total	462	100%	104	100%

Age Groups	N	%	n	%
21 and Under	6	1%	1	0%
22-29	7	1%	2	1%
30-38	51	9%	13	10%
39-49	127	24%	43	39%
50 +	298	66%	44	50%
Total	489	100%	103	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	2	1%
Military Housing On Post	32	3%	21	11%
Off-post Housing (<30 min.)	269	58%	66	74%
Off-Post Housing (>=30 min.)	176	38%	13	14%
Total	490	100%	102	100%

Bowling Center (Page 3 of 3) Strategic Marketing Analysis

Number of Users=108

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	19.0%	26.6%	8.4%	20.9%
Active Duty:				
E1-E4	22.2%	36.4%	19.3%	47.5%
E5-E9	50.0%	37.5%	19.9%	43.6%
Officers	54.5%	33.4%	22.0%	50.0%
Civilians	19.7%	22.3%	7.5%	21.8%
Retirees	14.9%	11.5%	6.4%	12.2%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.25	3.84	3.85	N/A
Active Duty:				
E1-E4	3.00	3.71	3.49	N/A
E5-E9	3.63	3.75	3.78	N/A
Officers	4.33	3.76	3.71	N/A
Civilians	4.48	3.89	3.61	N/A
Retirees	3.96	4.06	3.98	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.33	3.83	3.85	4.45
Building/Facility/Space Rating	4.38	3.81	3.88	4.56
Equipment/Furnishings Rating	4.35	3.75	3.73	4.44
Personnel Rating	4.24	3.95	4.07	4.34

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.51	4.30	4.25	N/A
Building/Facility/Space Rating	4.41	4.23	4.21	N/A
Equipment/Furnishings Rating	4.53	4.26	4.22	N/A
Personnel Rating	4.58	4.41	4.48	N/A

Bowling Ctr. Food & Bev. Operations (Page 1 of 3)

Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	34	54%	167	66%	126	63%	327	64%
Did Not Respond/Missing Data	5	8%	24	9%	42	21%	71	14%
USED PAST YEAR	24	38%	63	25%	33	16%	120	22%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	11	46%	35	56%	19	58%	65	55%
1-3 Times A Month	9	38%	11	17%	10	30%	30	24%
4 + Times A Month	4	17%	17	27%	4	12%	25	21%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	1	2%	0	0%	1	1%
Somewhat Dissatisfied	5	25%	2	4%	0	0%	7	5%
Satisfied	8	40%	10	18%	3	12%	21	18%
Somewhat Satisfied	2	10%	10	18%	10	38%	22	23%
Very Satisfied	5	25%	32	58%	13	50%	50	53%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	20	3.75	55	4.35	26	4.23	101	4.25
Equipment/Furnishings	20	3.95	52	4.10	26	4.12	98	4.09
Personnel	20	3.75	52	4.31	25	4.32	97	4.26
Overall Quality Rating	20	3.82	52	4.24	25	4.23	97	4.19
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	20	4.25	52	4.37	26	4.31	98	4.34
Equipment/Furnishings	20	4.45	52	4.35	26	4.27	98	4.33
Personnel	20	4.40	53	4.64	26	4.50	99	4.57
Overall Quality Importance Rating	20	4.37	52	4.45	26	4.36	98	4.41

Bowling Ctr. Food & Bev. Operations (Page 2 of 3)

Customer Profile

Active Duty Ranks	Total		Users Only		Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%		N	%	n	%
E1-E4	9	16%	1	4%	Black/African-American	58	11%	15	11%
E5-E9	16	28%	7	29%	White	416	82%	93	80%
WO-CW5	3	5%	2	8%	Spanish/Hispanic/Latino	19	3%	6	5%
O1-O3	7	12%	2	8%	Asian	16	3%	5	5%
O4-O10	23	40%	12	50%	Amer. Indian/Alaskan Native	2	0%	0	0%
Total	58	100%	24	100%	Native Hawaiian/Pacific Isl.	0	0%	0	0%
					Total	511	100%	119	100%

Civilian Groups	N		%		Education	N		%	
	n	%	n	%		n	%	n	%
GS9 or below	49	20%	16	27%	Some High School	3	1%	1	1%
GS10 or above	195	79%	43	72%	H.S. Grad/G.E.D.	81	16%	14	13%
Wage Grade	1	0%	1	2%	Some College	128	26%	33	29%
Crafts and Trades	0	0%	0	0%	College Graduate	135	27%	36	30%
Contractor	1	0%	0	0%	Post-Grad Study/Degree	164	31%	36	27%
Total	246	100%	60	100%	Total	511	100%	120	100%

Gender	N		%		Marital Status	N		%	
	n	%	n	%		n	%	n	%
Male	358	74%	86	73%	Single	105	22%	20	19%
Female	121	26%	30	27%	Single Parent	14	3%	5	4%
Total	479	100%	116	100%	Married w/o Children	207	48%	41	40%
					Married with Children	136	27%	45	36%
					Total	462	100%	111	100%

Age Groups	N		%		Residence	N		%	
	n	%	n	%		n	%	n	%
21 and Under	6	1%	1	0%	Barracks/BEQ/BOQ	13	1%	1	0%
22-29	7	1%	0	0%	Military Housing On Post	32	3%	17	8%
30-38	51	9%	16	12%	Off-post Housing (<30 min.)	269	58%	79	76%
39-49	127	24%	44	35%	Off-Post Housing (>=30 min.)	176	38%	17	16%
50 +	298	66%	54	53%	Total	490	100%	114	100%
Total	489	100%	115	100%					

Bowling Ctr. Food & Bev. Operations (Page 3 of 3)

Strategic Marketing Analysis

Number of Users=120

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	22.0%	26.4%	9.3%	18.9%
Active Duty:				
E1-E4	11.1%	32.7%	17.7%	41.0%
E5-E9	43.8%	34.8%	17.3%	41.0%
Officers	48.5%	29.4%	17.8%	40.6%
Civilians	24.8%	27.5%	9.2%	19.9%
Retirees	16.4%	12.2%	5.9%	11.7%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.22	3.80	3.91	N/A
Active Duty:				
E1-E4	5.00	3.70	3.98	N/A
E5-E9	2.67	3.68	3.60	N/A
Officers	3.54	3.54	3.50	N/A
Civilians	4.27	3.85	3.67	N/A
Retirees	4.38	4.07	4.04	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.19	3.83	3.86	4.29
Building/Facility/Space Rating	4.25	3.78	3.85	4.26
Equipment/Furnishings Rating	4.09	3.77	3.78	4.22
Personnel Rating	4.26	3.93	3.96	4.35

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.41	4.30	4.23	N/A
Building/Facility/Space Rating	4.34	4.25	4.19	N/A
Equipment/Furnishings Rating	4.33	4.24	4.15	N/A
Personnel Rating	4.57	4.42	4.35	N/A

Bowling Pro Shop (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	54	86%	222	87%	147	73%	423	81%
Did Not Respond/Missing Data	5	8%	24	9%	47	23%	76	15%
USED PAST YEAR	4	6%	8	3%	7	3%	19	3%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	3	75%	6	75%	6	86%	15	80%
1-3 Times A Month	1	25%	1	13%	1	14%	3	15%
4 + Times A Month	0	0%	1	13%	0	0%	1	6%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	1	25%	0	0%	1	9%
Somewhat Dissatisfied	0	0%	0	0%	0	0%	0	0%
Satisfied	1	33%	0	0%	0	0%	1	4%
Somewhat Satisfied	1	33%	1	25%	3	60%	5	43%
Very Satisfied	1	33%	2	50%	2	40%	5	43%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	3	4.33	4	4.25	5	4.20	12	4.24
Equipment/Furnishings	3	4.33	4	4.00	5	4.20	12	4.14
Personnel	2	4.00	4	4.25	5	4.40	11	4.31
Overall Quality Rating	2	4.33	4	4.17	5	4.27	11	4.23
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	3	4.67	4	4.50	5	4.20	12	4.37
Equipment/Furnishings	3	5.00	4	4.75	5	4.00	12	4.41
Personnel	2	5.00	4	4.75	5	4.20	11	4.49
Overall Quality Importance Rating	2	4.83	4	4.67	5	4.13	11	4.40

Bowling Pro Shop (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only		Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%		N	%	n	%
E1-E4	9	16%	0	0%	Black/African-American	58	11%	4	21%
E5-E9	16	28%	2	67%	White	416	82%	12	67%
WO-CW5	3	5%	0	0%	Spanish/Hispanic/Latino	19	3%	1	6%
O1-O3	7	12%	0	0%	Asian	16	3%	1	6%
O4-O10	23	40%	1	33%	Amer. Indian/Alaskan Native	2	0%	0	0%
Total	58	100%	3	100%	Native Hawaiian/Pacific Isl.	0	0%	0	0%
					Total	511	100%	18	100%

Civilian Groups	Total		Users Only		Education	Total		Users Only	
	N	%	n	%		N	%	n	%
GS9 or below	49	20%	2	33%	Some High School	3	1%	1	6%
GS10 or above	195	79%	4	67%	H.S. Grad/G.E.D.	81	16%	3	19%
Wage Grade	1	0%	0	0%	Some College	128	26%	4	25%
Crafts and Trades	0	0%	0	0%	College Graduate	135	27%	7	39%
Contractor	1	0%	0	0%	Post-Grad Study/Degree	164	31%	3	11%
Total	246	100%	6	100%	Total	511	100%	18	100%

Gender	Total		Users Only		Marital Status	Total		Users Only	
	N	%	n	%		N	%	n	%
Male	358	74%	16	88%	Single	105	22%	4	24%
Female	121	26%	2	12%	Single Parent	14	3%	0	0%
Total	479	100%	18	100%	Married w/o Children	207	48%	7	40%
					Married with Children	136	27%	7	36%
					Total	462	100%	18	100%

Age Groups	Total		Users Only		Residence	Total		Users Only	
	N	%	n	%		N	%	n	%
21 and Under	6	1%	0	0%	Barracks/BEQ/BOQ	13	1%	0	0%
22-29	7	1%	0	0%	Military Housing On Post	32	3%	1	3%
30-38	51	9%	2	12%	Off-post Housing (<30 min.)	269	58%	11	76%
39-49	127	24%	7	32%	Off-Post Housing (>=30 min.)	176	38%	3	21%
50 +	298	66%	9	56%	Total	490	100%	15	100%
Total	489	100%	18	100%					

Bowling Pro Shop (Page 3 of 3) Strategic Marketing Analysis

Number of Users=19

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	3.5%	6.6%	2.4%	5.2%
Active Duty:				
E1-E4	0.0%	9.2%	14.2%	4.9%
E5-E9	12.5%	8.7%	5.6%	7.7%
Officers	3.0%	5.7%	0.8%	0.0%
Civilians	3.1%	5.4%	1.9%	5.6%
Retirees	3.5%	4.6%	2.4%	4.6%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.10	3.74	3.69	N/A
Active Duty:				
E1-E4	0.00	3.60	3.37	N/A
E5-E9	3.50	3.66	3.46	N/A
Officers	5.00	3.64	3.67	N/A
Civilians	3.75	3.83	3.30	N/A
Retirees	4.40	4.01	4.13	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.23	3.73	3.65	4.39
Building/Facility/Space Rating	4.24	3.68	3.59	4.34
Equipment/Furnishings Rating	4.14	3.62	3.48	4.31
Personnel Rating	4.31	3.89	3.85	4.41

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.40	4.25	4.13	N/A
Building/Facility/Space Rating	4.37	4.22	4.16	N/A
Equipment/Furnishings Rating	4.41	4.17	3.93	N/A
Personnel Rating	4.49	4.35	4.25	N/A

Car Wash (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	41	65%	212	83%	140	70%	393	77%
Did Not Respond/Missing Data	3	5%	24	9%	41	20%	68	14%
USED PAST YEAR	19	30%	18	7%	20	10%	57	10%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	9	47%	16	89%	13	65%	38	71%
1-3 Times A Month	7	37%	1	6%	6	30%	14	22%
4 + Times A Month	3	16%	1	6%	1	5%	5	7%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	3	23%	0	0%	1	7%	4	7%
Somewhat Dissatisfied	5	38%	0	0%	2	13%	7	14%
Satisfied	1	8%	3	30%	4	27%	8	24%
Somewhat Satisfied	2	15%	3	30%	3	20%	8	22%
Very Satisfied	2	15%	4	40%	5	33%	11	32%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	14	3.07	9	4.33	15	3.80	38	3.81
Equipment/Furnishings	14	2.71	8	4.00	15	3.53	37	3.49
Personnel	11	2.82	6	3.83	13	3.69	30	3.56
Overall Quality Rating	11	2.97	6	4.22	13	3.59	30	3.62
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	14	4.50	8	4.13	15	4.33	37	4.31
Equipment/Furnishings	14	4.71	8	4.38	15	4.20	37	4.35
Personnel	11	4.18	7	4.29	14	4.14	32	4.19
Overall Quality Importance Rating	11	4.45	6	4.50	14	4.19	31	4.31

Car Wash (Page 2 of 3)

Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	2	11%
E5-E9	16	28%	7	39%
WO-CW5	3	5%	0	0%
O1-O3	7	12%	1	6%
O4-O10	23	40%	8	44%
Total	58	100%	18	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	7	12%
White	416	82%	45	81%
Spanish/Hispanic/Latino	19	3%	2	3%
Asian	16	3%	2	4%
Amer. Indian/Alaskan Native	2	0%	0	0%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	56	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	4	24%
GS10 or above	195	79%	13	76%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	17	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	7	14%
Some College	128	26%	16	26%
College Graduate	135	27%	14	28%
Post-Grad Study/Degree	164	31%	19	32%
Total	511	100%	56	100%

Gender	N	%	n	%
Male	358	74%	46	83%
Female	121	26%	8	17%
Total	479	100%	54	100%

Marital Status	N	%	n	%
Single	105	22%	8	15%
Single Parent	14	3%	4	7%
Married w/o Children	207	48%	17	37%
Married with Children	136	27%	24	41%
Total	462	100%	53	100%

Age Groups	N	%	n	%
21 and Under	6	1%	0	0%
22-29	7	1%	2	2%
30-38	51	9%	8	11%
39-49	127	24%	23	39%
50 +	298	66%	21	48%
Total	489	100%	54	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	4	4%
Military Housing On Post	32	3%	12	12%
Off-post Housing (<30 min.)	269	58%	27	63%
Off-Post Housing (>=30 min.)	176	38%	9	21%
Total	490	100%	52	100%

Car Wash (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=57

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	9.6%	18.3%	4.1%	7.6%
Active Duty:				
E1-E4	22.2%	23.3%	16.1%	8.2%
E5-E9	43.8%	28.3%	22.1%	48.7%
Officers	27.3%	23.0%	6.0%	37.5%
Civilians	7.1%	15.0%	3.8%	6.0%
Retirees	10.0%	8.2%	3.6%	6.1%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.58	3.58	3.74	N/A
Active Duty:				
E1-E4	2.00	3.33	3.10	N/A
E5-E9	2.80	3.43	3.52	N/A
Officers	3.00	3.55	3.50	N/A
Civilians	4.10	3.62	3.60	N/A
Retirees	3.60	4.15	4.11	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	3.62	3.61	3.72	3.97
Building/Facility/Space Rating	3.81	3.58	3.81	4.01
Equipment/Furnishings Rating	3.49	3.50	3.56	3.93
Personnel Rating	3.56	3.70	3.72	4.14

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.31	4.14	4.11	N/A
Building/Facility/Space Rating	4.31	4.10	4.08	N/A
Equipment/Furnishings Rating	4.35	4.14	3.99	N/A
Personnel Rating	4.19	4.14	4.21	N/A

Child Development Center (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	52	83%	217	85%	150	75%	419	81%
Did Not Respond/Missing Data	4	6%	26	10%	48	24%	78	16%
USED PAST YEAR	7	11%	11	4%	3	1%	21	3%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	0	0%	3	27%	2	67%	5	30%
1-3 Times A Month	3	43%	1	9%	1	33%	5	19%
4 + Times A Month	4	57%	7	64%	0	0%	11	51%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	1	11%	0	0%	1	8%
Somewhat Dissatisfied	0	0%	0	0%	0	0%	0	0%
Satisfied	1	17%	0	0%	1	100%	2	12%
Somewhat Satisfied	2	33%	1	11%	0	0%	3	15%
Very Satisfied	3	50%	7	78%	0	0%	10	66%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	6	4.00	9	4.89	1	3.00	16	4.55
Equipment/Furnishings	6	4.17	9	4.89	1	3.00	16	4.58
Personnel	6	4.33	9	4.78	1	3.00	16	4.54
Overall Quality Rating	6	4.17	9	4.85	1	3.00	16	4.56
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	6	5.00	9	4.78	1	3.00	16	4.68
Equipment/Furnishings	6	4.50	9	4.78	1	3.00	16	4.57
Personnel	6	4.50	9	5.00	1	3.00	16	4.73
Overall Quality Importance Rating	6	4.67	9	4.85	1	3.00	16	4.66

Child Development Center (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	0	0%
E5-E9	16	28%	4	67%
WO-CW5	3	5%	0	0%
O1-O3	7	12%	1	17%
O4-O10	23	40%	1	17%
Total	58	100%	6	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	5	23%
White	416	82%	14	71%
Spanish/Hispanic/Latino	19	3%	1	6%
Asian	16	3%	0	0%
Amer. Indian/Alaskan Native	2	0%	0	0%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	20	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	5	45%
GS10 or above	195	79%	6	55%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	11	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	4	24%
Some College	128	26%	5	20%
College Graduate	135	27%	8	45%
Post-Grad Study/Degree	164	31%	3	11%
Total	511	100%	20	100%

Gender	N	%	n	%
Male	358	74%	9	46%
Female	121	26%	10	54%
Total	479	100%	19	100%

Marital Status	N	%	n	%
Single	105	22%	2	13%
Single Parent	14	3%	1	3%
Married w/o Children	207	48%	2	13%
Married with Children	136	27%	14	72%
Total	462	100%	19	100%

Age Groups	N	%	n	%
21 and Under	6	1%	0	0%
22-29	7	1%	0	0%
30-38	51	9%	7	35%
39-49	127	24%	8	45%
50 +	298	66%	3	20%
Total	489	100%	18	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	0	0%
Military Housing On Post	32	3%	5	18%
Off-post Housing (<30 min.)	269	58%	10	68%
Off-Post Housing (>=30 min.)	176	38%	2	14%
Total	490	100%	17	100%

Child Development Center (Page 3 of 3) Strategic Marketing Analysis

Number of Users=21

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	3.5%	8.0%	3.2%	2.2%
Active Duty:				
E1-E4	0.0%	10.1%	2.0%	3.3%
E5-E9	25.0%	15.8%	14.3%	23.1%
Officers	6.1%	11.9%	13.9%	12.5%
Civilians	4.3%	5.5%	3.0%	2.3%
Retirees	1.5%	1.6%	1.4%	0.0%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.30	3.77	4.01	N/A
Active Duty:				
E1-E4	0.00	3.39	3.14	N/A
E5-E9	4.25	3.76	3.96	N/A
Officers	4.50	3.75	3.80	N/A
Civilians	4.44	4.05	3.97	N/A
Retirees	3.00	4.06	4.11	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.56	3.91	3.98	4.39
Building/Facility/Space Rating	4.55	3.89	3.99	4.35
Equipment/Furnishings Rating	4.58	3.89	3.93	4.40
Personnel Rating	4.54	3.92	4.02	4.41

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.66	4.49	4.41	N/A
Building/Facility/Space Rating	4.68	4.47	4.38	N/A
Equipment/Furnishings Rating	4.57	4.42	4.25	N/A
Personnel Rating	4.73	4.55	4.55	N/A

Fitness Center/Gymnasium (Page 1 of 3)

Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	8	13%	174	69%	136	68%	318	65%
Did Not Respond/Missing Data	3	5%	13	5%	31	15%	47	10%
USED PAST YEAR	52	83%	67	26%	34	17%	153	25%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	7	13%	22	33%	10	29%	39	28%
1-3 Times A Month	9	17%	9	13%	10	29%	28	19%
4 + Times A Month	36	69%	36	54%	14	41%	86	53%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	1	2%	0	0%	0	0%	1	0%
Somewhat Dissatisfied	1	2%	3	5%	0	0%	4	3%
Satisfied	11	23%	11	18%	4	13%	26	18%
Somewhat Satisfied	16	33%	11	18%	2	7%	29	18%
Very Satisfied	19	40%	35	58%	24	80%	78	61%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	48	4.00	59	4.14	30	4.73	137	4.28
Equipment/Furnishings	48	3.85	59	4.03	29	4.66	136	4.17
Personnel	48	4.04	59	4.31	30	4.50	137	4.31
Overall Quality Rating	48	3.97	59	4.16	29	4.62	136	4.25
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	48	4.44	59	4.44	30	4.70	137	4.51
Equipment/Furnishings	48	4.54	59	4.54	29	4.83	136	4.62
Personnel	48	4.46	59	4.58	30	4.70	137	4.59
Overall Quality Importance Rating	48	4.48	59	4.52	29	4.74	136	4.57

Fitness Center/Gymnasium (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	8	16%
E5-E9	16	28%	15	31%
WO-CW5	3	5%	2	4%
O1-O3	7	12%	7	14%
O4-O10	23	40%	17	35%
Total	58	100%	49	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	24	15%
White	416	82%	111	76%
Spanish/Hispanic/Latino	19	3%	10	6%
Asian	16	3%	4	2%
Amer. Indian/Alaskan Native	2	0%	1	1%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	150	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	7	11%
GS10 or above	195	79%	57	89%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	64	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	18	11%
Some College	128	26%	30	19%
College Graduate	135	27%	43	31%
Post-Grad Study/Degree	164	31%	58	39%
Total	511	100%	149	100%

Gender	N	%	n	%
Male	358	74%	111	77%
Female	121	26%	31	23%
Total	479	100%	142	100%

Marital Status	N	%	n	%
Single	105	22%	31	22%
Single Parent	14	3%	5	3%
Married w/o Children	207	48%	47	40%
Married with Children	136	27%	56	36%
Total	462	100%	139	100%

Age Groups	N	%	n	%
21 and Under	6	1%	5	2%
22-29	7	1%	6	3%
30-38	51	9%	27	15%
39-49	127	24%	52	34%
50 +	298	66%	54	46%
Total	489	100%	144	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	11	4%
Military Housing On Post	32	3%	29	11%
Off-post Housing (<30 min.)	269	58%	74	62%
Off-Post Housing (>=30 min.)	176	38%	28	22%
Total	490	100%	142	100%

Fitness Center/Gymnasium (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=153

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	25.5%	48.5%	23.8%	24.7%
Active Duty:				
E1-E4	88.9%	74.7%	85.2%	85.2%
E5-E9	93.8%	77.3%	82.6%	76.9%
Officers	78.8%	75.1%	75.8%	71.9%
Civilians	26.4%	36.2%	25.8%	22.7%
Retirees	16.9%	18.6%	15.5%	13.8%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.36	3.99	4.10	N/A
Active Duty:				
E1-E4	4.00	3.87	4.16	N/A
E5-E9	3.67	3.89	4.06	N/A
Officers	4.39	3.92	4.15	N/A
Civilians	4.30	4.10	4.07	N/A
Retirees	4.67	4.32	4.30	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.25	3.96	4.12	4.22
Building/Facility/Space Rating	4.28	3.90	4.06	4.15
Equipment/Furnishings Rating	4.17	3.97	4.12	4.20
Personnel Rating	4.31	4.01	4.16	4.28

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.57	4.47	4.50	N/A
Building/Facility/Space Rating	4.51	4.44	4.45	N/A
Equipment/Furnishings Rating	4.62	4.53	4.56	N/A
Personnel Rating	4.59	4.43	4.47	N/A

Gibbs Hall (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	23	37%	101	40%	91	45%	215	42%
Did Not Respond/Missing Data	4	6%	17	7%	29	14%	50	10%
USED PAST YEAR	36	57%	136	54%	81	40%	253	48%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	23	64%	105	77%	55	68%	183	73%
1-3 Times A Month	12	33%	22	16%	19	23%	53	20%
4 + Times A Month	1	3%	9	7%	7	9%	17	7%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	1	3%	1	1%	1	1%	3	1%
Somewhat Dissatisfied	3	9%	11	9%	4	5%	18	8%
Satisfied	8	25%	26	21%	15	21%	49	21%
Somewhat Satisfied	13	41%	32	25%	16	22%	61	25%
Very Satisfied	7	22%	56	44%	37	51%	100	45%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	32	4.19	126	4.38	73	4.38	231	4.37
Equipment/Furnishings	32	3.91	124	4.22	74	4.35	230	4.25
Personnel	31	3.77	125	4.08	74	4.32	230	4.15
Overall Quality Rating	31	3.98	124	4.23	72	4.35	227	4.26
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	32	4.09	126	4.40	74	4.35	232	4.37
Equipment/Furnishings	32	3.94	124	4.25	71	4.34	227	4.26
Personnel	32	4.44	125	4.52	75	4.65	232	4.56
Overall Quality Importance Rating	32	4.16	123	4.39	71	4.44	226	4.39

Gibbs Hall (Page 2 of 3)
Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	0	0%
E5-E9	16	28%	9	27%
WO-CW5	3	5%	0	0%
O1-O3	7	12%	4	12%
O4-O10	23	40%	20	61%
Total	58	100%	33	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	26	10%
White	416	82%	202	82%
Spanish/Hispanic/Latino	19	3%	9	3%
Asian	16	3%	11	4%
Amer. Indian/Alaskan Native	2	0%	2	1%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	250	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	17	13%
GS10 or above	195	79%	116	87%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	133	100%

Education	N	%	n	%
Some High School	3	1%	1	0%
H.S. Grad/G.E.D.	81	16%	23	9%
Some College	128	26%	52	22%
College Graduate	135	27%	71	29%
Post-Grad Study/Degree	164	31%	105	40%
Total	511	100%	252	100%

Gender	N	%	n	%
Male	358	74%	176	73%
Female	121	26%	60	27%
Total	479	100%	236	100%

Marital Status	N	%	n	%
Single	105	22%	47	20%
Single Parent	14	3%	8	3%
Married w/o Children	207	48%	106	49%
Married with Children	136	27%	72	28%
Total	462	100%	233	100%

Age Groups	N	%	n	%
21 and Under	6	1%	1	0%
22-29	7	1%	3	1%
30-38	51	9%	21	7%
39-49	127	24%	72	28%
50 +	298	66%	140	64%
Total	489	100%	237	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	4	1%
Military Housing On Post	32	3%	20	4%
Off-post Housing (<30 min.)	269	58%	154	66%
Off-Post Housing (>=30 min.)	176	38%	67	29%
Total	490	100%	245	100%

Gibbs Hall (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=253

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	48.1%	35.9%	40.4%	0.0%
Active Duty:				
E1-E4	0.0%	34.4%	34.9%	0.0%
E5-E9	56.3%	43.0%	56.0%	0.0%
Officers	72.7%	51.6%	57.8%	0.0%
Civilians	53.5%	39.9%	48.8%	0.0%
Retirees	40.3%	19.0%	20.6%	0.0%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.06	3.72	3.78	N/A
Active Duty:				
E1-E4	0.00	3.54	3.28	N/A
E5-E9	3.43	3.59	3.65	N/A
Officers	3.95	3.70	3.94	N/A
Civilians	4.04	3.80	3.76	N/A
Retirees	4.15	4.01	3.73	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.26	3.89	3.98	0.00
Building/Facility/Space Rating	4.37	3.92	3.98	0.00
Equipment/Furnishings Rating	4.25	3.85	3.89	0.00
Personnel Rating	4.15	3.91	4.08	0.00

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.39	4.23	4.18	N/A
Building/Facility/Space Rating	4.37	4.09	4.02	N/A
Equipment/Furnishings Rating	4.26	4.16	4.08	N/A
Personnel Rating	4.56	4.44	4.44	N/A

Golf Course Food & Bev. Operations (Page 1 of 3)

Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	51	81%	209	82%	125	62%	385	74%
Did Not Respond/Missing Data	5	8%	27	11%	48	24%	80	16%
USED PAST YEAR	7	11%	18	7%	28	14%	53	10%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	2	29%	12	67%	12	43%	26	51%
1-3 Times A Month	1	14%	3	17%	7	25%	11	21%
4 + Times A Month	4	57%	3	17%	9	32%	16	28%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	2	33%	0	0%	0	0%	2	2%
Somewhat Dissatisfied	0	0%	0	0%	3	13%	3	8%
Satisfied	2	33%	6	50%	9	38%	17	41%
Somewhat Satisfied	0	0%	4	33%	7	29%	11	29%
Very Satisfied	2	33%	2	17%	5	21%	9	20%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	6	4.00	12	3.75	23	3.96	41	3.90
Equipment/Furnishings	6	3.83	11	3.55	23	3.91	40	3.80
Personnel	5	3.80	11	3.82	23	3.91	39	3.88
Overall Quality Rating	5	3.80	11	3.67	23	3.93	39	3.84
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	6	4.17	11	3.73	23	4.39	40	4.18
Equipment/Furnishings	6	4.83	11	3.82	23	4.35	40	4.23
Personnel	6	4.33	11	4.00	23	4.57	40	4.38
Overall Quality Importance Rating	6	4.44	11	3.85	23	4.43	40	4.26

Golf Course Food & Bev. Operations (Page 2 of 3)

Customer Profile

Active Duty Ranks	Total		Users Only		Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%		N	%	n	%
E1-E4	9	16%	1	14%	Black/African-American	58	11%	4	8%
E5-E9	16	28%	0	0%	White	416	82%	45	86%
WO-CW5	3	5%	0	0%	Spanish/Hispanic/Latino	19	3%	1	1%
O1-O3	7	12%	1	14%	Asian	16	3%	1	2%
O4-O10	23	40%	5	71%	Amer. Indian/Alaskan Native	2	0%	1	2%
Total	58	100%	7	100%	Native Hawaiian/Pacific Isl.	0	0%	0	0%
					Total	511	100%	52	100%

Civilian Groups	Total		Users Only		Education	Total		Users Only	
	N	%	n	%		N	%	n	%
GS9 or below	49	20%	1	6%	Some High School	3	1%	0	0%
GS10 or above	195	79%	17	94%	H.S. Grad/G.E.D.	81	16%	7	13%
Wage Grade	1	0%	0	0%	Some College	128	26%	6	12%
Crafts and Trades	0	0%	0	0%	College Graduate	135	27%	15	29%
Contractor	1	0%	0	0%	Post-Grad Study/Degree	164	31%	25	45%
Total	246	100%	18	100%	Total	511	100%	53	100%

Gender	Total		Users Only		Marital Status	Total		Users Only	
	N	%	n	%		N	%	n	%
Male	358	74%	48	95%	Single	105	22%	6	12%
Female	121	26%	3	5%	Single Parent	14	3%	0	0%
Total	479	100%	51	100%	Married w/o Children	207	48%	31	70%
					Married with Children	136	27%	11	18%
					Total	462	100%	48	100%

Age Groups	Total		Users Only		Residence	Total		Users Only	
	N	%	n	%		N	%	n	%
21 and Under	6	1%	1	1%	Barracks/BEQ/BOQ	13	1%	1	1%
22-29	7	1%	0	0%	Military Housing On Post	32	3%	5	5%
30-38	51	9%	3	4%	Off-post Housing (<30 min.)	269	58%	38	84%
39-49	127	24%	11	18%	Off-Post Housing (>=30 min.)	176	38%	5	11%
50 +	298	66%	36	77%	Total	490	100%	49	100%
Total	489	100%	51	100%					

Golf Course Food & Bev. Operations (Page 3 of 3) Strategic Marketing Analysis

Number of Users=53

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	10.2%	12.9%	8.7%	7.6%
Active Duty:				
E1-E4	11.1%	11.6%	15.9%	3.3%
E5-E9	0.0%	13.9%	10.3%	7.7%
Officers	18.2%	21.9%	17.0%	9.4%
Civilians	7.1%	13.9%	9.0%	5.6%
Retirees	13.9%	12.1%	9.6%	12.2%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.57	3.75	3.69	N/A
Active Duty:				
E1-E4	5.00	3.58	3.94	N/A
E5-E9	0.00	3.62	4.10	N/A
Officers	2.60	3.82	3.68	N/A
Civilians	3.67	3.87	3.60	N/A
Retirees	3.58	4.04	4.02	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	3.84	3.86	3.99	4.28
Building/Facility/Space Rating	3.90	3.84	4.01	4.28
Equipment/Furnishings Rating	3.80	3.83	3.93	4.21
Personnel Rating	3.88	3.90	4.05	4.33

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.26	4.23	4.23	N/A
Building/Facility/Space Rating	4.18	4.17	4.17	N/A
Equipment/Furnishings Rating	4.23	4.16	4.11	N/A
Personnel Rating	4.38	4.36	4.38	N/A

Golf Course/Pro Shop (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	48	76%	200	79%	125	62%	373	72%
Did Not Respond/Missing Data	4	6%	25	10%	43	21%	72	15%
USED PAST YEAR	11	17%	29	11%	33	16%	73	14%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	3	27%	17	59%	12	36%	32	45%
1-3 Times A Month	4	36%	6	21%	8	24%	18	24%
4 + Times A Month	4	36%	6	21%	13	39%	23	31%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	2	20%	6	27%	3	10%	11	18%
Somewhat Dissatisfied	1	10%	3	14%	6	21%	10	17%
Satisfied	1	10%	6	27%	7	24%	14	24%
Somewhat Satisfied	3	30%	2	9%	6	21%	11	17%
Very Satisfied	3	30%	5	23%	7	24%	15	24%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	10	3.50	22	3.18	29	4.07	61	3.68
Equipment/Furnishings	10	3.50	21	3.38	28	4.21	59	3.84
Personnel	10	3.60	21	3.86	28	3.86	59	3.84
Overall Quality Rating	10	3.53	21	3.44	27	4.07	58	3.78
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	10	4.60	21	4.29	28	4.54	59	4.44
Equipment/Furnishings	10	4.40	21	4.14	28	4.46	59	4.34
Personnel	10	4.60	21	4.43	29	4.59	60	4.53
Overall Quality Importance Rating	10	4.53	21	4.29	28	4.55	59	4.45

Golf Course/Pro Shop (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	1	9%
E5-E9	16	28%	1	9%
WO-CW5	3	5%	0	0%
O1-O3	7	12%	1	9%
O4-O10	23	40%	8	73%
Total	58	100%	11	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	7	10%
White	416	82%	60	86%
Spanish/Hispanic/Latino	19	3%	2	1%
Asian	16	3%	1	2%
Amer. Indian/Alaskan Native	2	0%	1	2%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	71	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	3	10%
GS10 or above	195	79%	26	90%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	29	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	7	10%
Some College	128	26%	9	13%
College Graduate	135	27%	22	33%
Post-Grad Study/Degree	164	31%	34	44%
Total	511	100%	72	100%

Gender	N	%	n	%
Male	358	74%	61	87%
Female	121	26%	9	13%
Total	479	100%	70	100%

Marital Status	N	%	n	%
Single	105	22%	8	11%
Single Parent	14	3%	0	0%
Married w/o Children	207	48%	38	62%
Married with Children	136	27%	22	27%
Total	462	100%	68	100%

Age Groups	N	%	n	%
21 and Under	6	1%	1	1%
22-29	7	1%	1	1%
30-38	51	9%	4	4%
39-49	127	24%	19	24%
50 +	298	66%	45	70%
Total	489	100%	70	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	1	1%
Military Housing On Post	32	3%	9	6%
Off-post Housing (<30 min.)	269	58%	52	82%
Off-Post Housing (>=30 min.)	176	38%	7	11%
Total	490	100%	69	100%

Golf Course/Pro Shop (Page 3 of 3) Strategic Marketing Analysis

Number of Users=73

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	13.9%	12.0%	8.0%	12.4%
Active Duty:				
E1-E4	11.1%	12.1%	19.9%	9.8%
E5-E9	6.3%	13.5%	7.5%	10.3%
Officers	27.3%	22.5%	17.5%	12.5%
Civilians	11.4%	10.2%	8.0%	9.7%
Retirees	16.4%	12.4%	9.4%	18.4%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.13	3.81	3.77	N/A
Active Duty:				
E1-E4	5.00	3.58	3.38	N/A
E5-E9	2.00	3.70	3.84	N/A
Officers	3.38	3.87	3.57	N/A
Civilians	2.86	3.91	3.58	N/A
Retirees	3.28	4.10	3.84	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	3.78	3.86	3.93	4.29
Building/Facility/Space Rating	3.68	3.80	3.83	4.46
Equipment/Furnishings Rating	3.84	3.83	3.93	4.46
Personnel Rating	3.84	3.94	4.01	3.89

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.45	4.30	4.32	N/A
Building/Facility/Space Rating	4.44	4.25	4.28	N/A
Equipment/Furnishings Rating	4.34	4.25	4.23	N/A
Personnel Rating	4.53	4.39	4.41	N/A

ITR Office/Commercial Travel Agency (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	36	57%	155	61%	128	64%	319	62%
Did Not Respond/Missing Data	5	8%	17	7%	45	22%	67	13%
USED PAST YEAR	22	35%	82	32%	28	14%	132	25%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	17	77%	73	89%	24	86%	114	87%
1-3 Times A Month	4	18%	6	7%	4	14%	14	10%
4 + Times A Month	1	5%	3	4%	0	0%	4	3%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	1	6%	1	2%	0	0%	2	2%
Somewhat Dissatisfied	2	13%	0	0%	0	0%	2	1%
Satisfied	4	25%	13	21%	2	12%	19	20%
Somewhat Satisfied	3	19%	13	21%	5	29%	21	23%
Very Satisfied	6	38%	34	56%	10	59%	50	55%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	15	4.00	61	4.16	17	3.88	93	4.09
Equipment/Furnishings	15	3.87	61	4.05	15	3.93	91	4.01
Personnel	15	3.87	61	4.41	14	4.29	90	4.34
Overall Quality Rating	14	3.95	61	4.21	14	4.12	89	4.17
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	16	4.31	61	3.92	16	4.19	93	4.00
Equipment/Furnishings	14	3.93	61	3.97	14	4.21	89	4.01
Personnel	16	4.31	61	4.59	15	4.40	92	4.53
Overall Quality Importance Rating	14	4.17	61	4.16	14	4.29	89	4.18

ITR Office/Commercial Travel Agency (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only		Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%		N	%	n	%
E1-E4	9	16%	1	5%	Black/African-American	58	11%	16	12%
E5-E9	16	28%	6	29%	White	416	82%	102	80%
WO-CW5	3	5%	0	0%	Spanish/Hispanic/Latino	19	3%	4	2%
O1-O3	7	12%	4	19%	Asian	16	3%	5	4%
O4-O10	23	40%	10	48%	Amer. Indian/Alaskan Native	2	0%	2	1%
Total	58	100%	21	100%	Native Hawaiian/Pacific Isl.	0	0%	0	0%
					Total	511	100%	129	100%

Civilian Groups	Total		Users Only		Education	Total		Users Only	
	N	%	n	%		N	%	n	%
GS9 or below	49	20%	15	19%	Some High School	3	1%	1	1%
GS10 or above	195	79%	66	81%	H.S. Grad/G.E.D.	81	16%	13	11%
Wage Grade	1	0%	0	0%	Some College	128	26%	36	28%
Crafts and Trades	0	0%	0	0%	College Graduate	135	27%	35	27%
Contractor	1	0%	0	0%	Post-Grad Study/Degree	164	31%	46	33%
Total	246	100%	81	100%	Total	511	100%	131	100%

Gender	Total		Users Only		Marital Status	Total		Users Only	
	N	%	n	%		N	%	n	%
Male	358	74%	82	65%	Single	105	22%	29	25%
Female	121	26%	43	35%	Single Parent	14	3%	6	5%
Total	479	100%	125	100%	Married w/o Children	207	48%	41	38%
					Married with Children	136	27%	43	33%
					Total	462	100%	119	100%

Age Groups	Total		Users Only		Residence	Total		Users Only	
	N	%	n	%		N	%	n	%
21 and Under	6	1%	0	0%	Barracks/BEQ/BOQ	13	1%	2	1%
22-29	7	1%	2	1%	Military Housing On Post	32	3%	14	5%
30-38	51	9%	15	9%	Off-post Housing (<30 min.)	269	58%	77	67%
39-49	127	24%	46	35%	Off-Post Housing (>=30 min.)	176	38%	32	27%
50 +	298	66%	60	54%	Total	490	100%	125	100%
Total	489	100%	123	100%					

ITR Office/Commercial Travel Agency (Page 3 of 3) Strategic Marketing Analysis

Number of Users=132

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	24.6%	26.4%	18.5%	30.9%
Active Duty:				
E1-E4	11.1%	22.5%	26.3%	6.6%
E5-E9	37.5%	32.0%	35.7%	43.6%
Officers	42.4%	42.4%	38.7%	56.2%
Civilians	32.3%	31.9%	22.9%	40.7%
Retirees	13.9%	13.7%	8.5%	12.2%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.28	3.88	4.09	N/A
Active Duty:				
E1-E4	3.00	3.72	3.84	N/A
E5-E9	4.20	3.79	4.24	N/A
Officers	3.50	3.72	3.71	N/A
Civilians	4.30	3.98	4.08	N/A
Retirees	4.47	4.20	4.31	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.17	3.89	4.05	4.08
Building/Facility/Space Rating	4.09	3.82	3.95	4.07
Equipment/Furnishings Rating	4.01	3.82	3.90	4.11
Personnel Rating	4.34	4.01	4.28	4.01

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.18	4.19	4.11	N/A
Building/Facility/Space Rating	4.00	4.03	3.91	N/A
Equipment/Furnishings Rating	4.01	4.02	3.91	N/A
Personnel Rating	4.53	4.51	4.52	N/A

Lane Hall (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	21	33%	94	37%	113	56%	228	45%
Did Not Respond/Missing Data	4	6%	16	6%	44	22%	64	13%
USED PAST YEAR	38	60%	144	57%	44	22%	226	42%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	29	76%	114	79%	31	70%	174	77%
1-3 Times A Month	8	21%	23	16%	12	27%	43	19%
4 + Times A Month	1	3%	7	5%	1	2%	9	4%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	1	1%	0	0%	1	1%
Somewhat Dissatisfied	4	13%	9	7%	3	8%	16	8%
Satisfied	8	27%	36	27%	8	22%	52	26%
Somewhat Satisfied	9	30%	35	27%	9	24%	53	26%
Very Satisfied	9	30%	51	39%	17	46%	77	40%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	31	4.10	131	4.46	37	4.32	199	4.40
Equipment/Furnishings	30	3.87	130	4.27	36	4.28	196	4.24
Personnel	30	3.93	132	4.27	37	4.14	199	4.21
Overall Quality Rating	30	3.98	130	4.33	36	4.25	196	4.29
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	31	4.13	132	4.39	37	4.22	200	4.33
Equipment/Furnishings	30	4.03	130	4.25	35	4.26	195	4.24
Personnel	30	4.47	131	4.54	36	4.64	197	4.56
Overall Quality Importance Rating	30	4.21	129	4.39	35	4.37	194	4.37

Lane Hall (Page 2 of 3)
Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	2	6%
E5-E9	16	28%	12	33%
WO-CW5	3	5%	1	3%
O1-O3	7	12%	5	14%
O4-O10	23	40%	16	44%
Total	58	100%	36	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	27	11%
White	416	82%	180	82%
Spanish/Hispanic/Latino	19	3%	8	3%
Asian	16	3%	9	4%
Amer. Indian/Alaskan Native	2	0%	0	0%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	224	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	26	18%
GS10 or above	195	79%	114	81%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	1	1%
Total	246	100%	141	100%

Education	N	%	n	%
Some High School	3	1%	1	1%
H.S. Grad/G.E.D.	81	16%	24	11%
Some College	128	26%	56	26%
College Graduate	135	27%	65	29%
Post-Grad Study/Degree	164	31%	79	34%
Total	511	100%	225	100%

Gender	N	%	n	%
Male	358	74%	146	65%
Female	121	26%	69	35%
Total	479	100%	215	100%

Marital Status	N	%	n	%
Single	105	22%	47	23%
Single Parent	14	3%	8	4%
Married w/o Children	207	48%	81	43%
Married with Children	136	27%	70	30%
Total	462	100%	206	100%

Age Groups	N	%	n	%
21 and Under	6	1%	3	1%
22-29	7	1%	2	1%
30-38	51	9%	24	9%
39-49	127	24%	74	32%
50 +	298	66%	110	58%
Total	489	100%	213	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	6	1%
Military Housing On Post	32	3%	23	5%
Off-post Housing (<30 min.)	269	58%	133	66%
Off-Post Housing (>=30 min.)	176	38%	57	28%
Total	490	100%	219	100%

Lane Hall (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=226

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	42.0%	35.9%	40.4%	43.4%
Active Duty:				
E1-E4	22.2%	34.4%	34.9%	4.9%
E5-E9	75.0%	43.0%	56.0%	59.0%
Officers	66.7%	51.6%	57.8%	75.0%
Civilians	56.7%	39.9%	48.8%	55.1%
Retirees	21.9%	19.0%	20.6%	23.0%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.97	3.72	3.78	N/A
Active Duty:				
E1-E4	5.00	3.54	3.28	N/A
E5-E9	3.56	3.59	3.65	N/A
Officers	3.94	3.70	3.94	N/A
Civilians	3.95	3.80	3.76	N/A
Retirees	4.08	4.01	3.73	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.29	3.89	3.98	4.45
Building/Facility/Space Rating	4.40	3.92	3.98	4.56
Equipment/Furnishings Rating	4.24	3.85	3.89	4.48
Personnel Rating	4.21	3.91	4.08	4.34

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.37	4.23	4.18	N/A
Building/Facility/Space Rating	4.33	4.09	4.02	N/A
Equipment/Furnishings Rating	4.24	4.16	4.08	N/A
Personnel Rating	4.56	4.44	4.44	N/A

Library (Page 1 of 3)

Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	29	46%	155	61%	123	61%	307	60%
Did Not Respond/Missing Data	8	13%	21	8%	41	20%	70	14%
USED PAST YEAR	26	41%	78	31%	37	18%	141	26%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	11	42%	48	62%	18	49%	77	56%
1-3 Times A Month	10	38%	25	32%	15	41%	50	35%
4 + Times A Month	5	19%	5	6%	4	11%	14	9%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	2	11%	0	0%	0	0%	2	1%
Somewhat Dissatisfied	3	17%	0	0%	0	0%	3	1%
Satisfied	3	17%	7	12%	8	26%	18	17%
Somewhat Satisfied	3	17%	17	29%	6	19%	26	25%
Very Satisfied	7	39%	35	59%	17	55%	59	56%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	18	3.83	61	4.48	31	4.48	110	4.43
Equipment/Furnishings	18	3.78	61	4.31	31	4.29	110	4.26
Personnel	18	4.11	60	4.60	31	4.71	109	4.60
Overall Quality Rating	18	3.91	60	4.46	31	4.49	109	4.43
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	18	4.33	60	4.47	31	4.35	109	4.42
Equipment/Furnishings	18	4.28	61	4.46	31	4.29	110	4.39
Personnel	18	4.50	60	4.70	31	4.74	109	4.70
Overall Quality Importance Rating	18	4.37	59	4.54	31	4.46	108	4.50

Library (Page 2 of 3)
Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	4	17%
E5-E9	16	28%	5	21%
WO-CW5	3	5%	1	4%
O1-O3	7	12%	3	13%
O4-O10	23	40%	11	46%
Total	58	100%	24	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	16	10%
White	416	82%	104	77%
Spanish/Hispanic/Latino	19	3%	7	5%
Asian	16	3%	10	8%
Amer. Indian/Alaskan Native	2	0%	1	1%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	138	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	15	20%
GS10 or above	195	79%	60	79%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	1	1%
Total	246	100%	76	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	13	9%
Some College	128	26%	33	24%
College Graduate	135	27%	40	30%
Post-Grad Study/Degree	164	31%	54	37%
Total	511	100%	140	100%

Gender	N	%	n	%
Male	358	74%	96	71%
Female	121	26%	37	29%
Total	479	100%	133	100%

Marital Status	N	%	n	%
Single	105	22%	27	21%
Single Parent	14	3%	6	4%
Married w/o Children	207	48%	47	41%
Married with Children	136	27%	46	33%
Total	462	100%	126	100%

Age Groups	N	%	n	%
21 and Under	6	1%	3	1%
22-29	7	1%	3	2%
30-38	51	9%	18	12%
39-49	127	24%	43	31%
50 +	298	66%	63	54%
Total	489	100%	130	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	5	2%
Military Housing On Post	32	3%	15	5%
Off-post Housing (<30 min.)	269	58%	77	63%
Off-Post Housing (>=30 min.)	176	38%	38	30%
Total	490	100%	135	100%

Library (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=141

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	26.0%	34.9%	12.1%	26.3%
Active Duty:				
E1-E4	44.4%	41.9%	24.4%	9.8%
E5-E9	31.3%	43.6%	18.0%	48.7%
Officers	45.5%	43.5%	17.2%	46.9%
Civilians	30.7%	34.7%	12.9%	28.2%
Retirees	18.4%	15.1%	7.5%	22.4%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.34	3.88	3.85	N/A
Active Duty:				
E1-E4	3.33	3.66	3.65	N/A
E5-E9	3.00	3.73	3.44	N/A
Officers	4.00	3.77	3.97	N/A
Civilians	4.47	4.05	3.89	N/A
Retirees	4.29	4.15	3.89	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.43	3.93	3.92	4.56
Building/Facility/Space Rating	4.43	3.80	3.76	4.49
Equipment/Furnishings Rating	4.26	3.77	3.68	4.44
Personnel Rating	4.60	4.21	4.31	4.69

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.50	4.36	4.25	N/A
Building/Facility/Space Rating	4.42	4.28	4.17	N/A
Equipment/Furnishings Rating	4.39	4.32	4.23	N/A
Personnel Rating	4.70	4.48	4.46	N/A

Marina (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	45	71%	196	77%	137	68%	378	73%
Did Not Respond/Missing Data	5	8%	30	12%	48	24%	83	17%
USED PAST YEAR	13	21%	28	11%	16	8%	57	10%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	8	62%	21	75%	11	69%	40	71%
1-3 Times A Month	3	23%	5	18%	3	19%	11	19%
4 + Times A Month	2	15%	2	7%	2	13%	6	10%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	0	0%	0	0%	0	0%
Somewhat Dissatisfied	0	0%	0	0%	1	10%	1	3%
Satisfied	3	27%	8	32%	2	20%	13	28%
Somewhat Satisfied	2	18%	6	24%	0	0%	8	17%
Very Satisfied	6	55%	11	44%	7	70%	24	52%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	11	4.18	24	4.33	9	4.56	44	4.37
Equipment/Furnishings	11	4.18	24	3.92	9	4.44	44	4.08
Personnel	11	4.45	23	4.35	10	4.60	44	4.43
Overall Quality Rating	11	4.27	23	4.23	8	4.54	42	4.31
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	11	4.55	24	3.96	9	4.56	44	4.18
Equipment/Furnishings	11	4.45	24	4.08	8	4.63	43	4.25
Personnel	11	4.73	24	4.46	10	4.80	45	4.58
Overall Quality Importance Rating	11	4.58	24	4.17	8	4.67	43	4.33

Marina (Page 2 of 3)
Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	0	0%
E5-E9	16	28%	4	33%
WO-CW5	3	5%	1	8%
O1-O3	7	12%	2	17%
O4-O10	23	40%	5	42%
Total	58	100%	12	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	3	5%
White	416	82%	46	83%
Spanish/Hispanic/Latino	19	3%	3	4%
Asian	16	3%	4	8%
Amer. Indian/Alaskan Native	2	0%	0	0%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	56	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	6	21%
GS10 or above	195	79%	22	79%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	28	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	7	13%
Some College	128	26%	14	26%
College Graduate	135	27%	19	32%
Post-Grad Study/Degree	164	31%	17	29%
Total	511	100%	57	100%

Gender	N	%	n	%
Male	358	74%	41	76%
Female	121	26%	12	24%
Total	479	100%	53	100%

Marital Status	N	%	n	%
Single	105	22%	15	31%
Single Parent	14	3%	2	3%
Married w/o Children	207	48%	18	38%
Married with Children	136	27%	18	28%
Total	462	100%	53	100%

Age Groups	N	%	n	%
21 and Under	6	1%	1	1%
22-29	7	1%	2	4%
30-38	51	9%	6	8%
39-49	127	24%	18	30%
50 +	298	66%	27	57%
Total	489	100%	54	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	1	1%
Military Housing On Post	32	3%	9	9%
Off-post Housing (<30 min.)	269	58%	28	57%
Off-Post Housing (>=30 min.)	176	38%	16	33%
Total	490	100%	54	100%

Marina (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=57

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	10.2%	0.0%	0.0%	0.0%
Active Duty:				
E1-E4	0.0%	0.0%	0.0%	0.0%
E5-E9	25.0%	0.0%	0.0%	0.0%
Officers	24.2%	0.0%	0.0%	0.0%
Civilians	11.0%	0.0%	0.0%	0.0%
Retirees	8.0%	0.0%	0.0%	0.0%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.18	0.00	0.00	N/A
Active Duty:				
E1-E4	0.00	0.00	0.00	N/A
E5-E9	4.33	0.00	0.00	N/A
Officers	4.43	0.00	0.00	N/A
Civilians	4.12	0.00	0.00	N/A
Retirees	4.30	0.00	0.00	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.31	0.00	0.00	0.00
Building/Facility/Space Rating	4.37	0.00	0.00	0.00
Equipment/Furnishings Rating	4.08	0.00	0.00	0.00
Personnel Rating	4.43	0.00	0.00	0.00

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.33	0.00	0.00	N/A
Building/Facility/Space Rating	4.18	0.00	0.00	N/A
Equipment/Furnishings Rating	4.25	0.00	0.00	N/A
Personnel Rating	4.58	0.00	0.00	N/A

Post Picnic Areas (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	44	70%	181	71%	145	72%	370	72%
Did Not Respond/Missing Data	6	10%	22	9%	44	22%	72	14%
USED PAST YEAR	13	21%	51	20%	12	6%	76	14%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	11	85%	45	88%	10	83%	66	87%
1-3 Times A Month	2	15%	6	12%	2	17%	10	13%
4 + Times A Month	0	0%	0	0%	0	0%	0	0
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	0	0%	0	0%	0	0%
Somewhat Dissatisfied	1	9%	2	6%	0	0%	3	5%
Satisfied	3	27%	6	17%	3	33%	12	21%
Somewhat Satisfied	4	36%	12	33%	3	33%	19	34%
Very Satisfied	3	27%	16	44%	3	33%	22	41%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	11	3.73	38	4.03	9	4.00	58	3.99
Equipment/Furnishings	11	3.82	38	3.95	9	3.89	58	3.92
Personnel	8	4.13	28	4.04	6	3.83	42	4.01
Overall Quality Rating	8	4.00	28	4.06	6	3.78	42	4.01
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	11	4.55	37	4.41	9	3.44	57	4.24
Equipment/Furnishings	11	4.55	38	4.32	9	3.56	58	4.20
Personnel	9	4.22	31	4.35	7	3.57	47	4.21
Overall Quality Importance Rating	9	4.52	31	4.39	7	3.67	47	4.27

Post Picnic Areas (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	2	17%
E5-E9	16	28%	2	17%
WO-CW5	3	5%	1	8%
O1-O3	7	12%	0	0%
O4-O10	23	40%	7	58%
Total	58	100%	12	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	6	8%
White	416	82%	58	79%
Spanish/Hispanic/Latino	19	3%	3	3%
Asian	16	3%	7	10%
Amer. Indian/Alaskan Native	2	0%	0	0%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	74	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	8	16%
GS10 or above	195	79%	41	82%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	1	2%
Total	246	100%	50	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	9	12%
Some College	128	26%	24	33%
College Graduate	135	27%	21	30%
Post-Grad Study/Degree	164	31%	22	26%
Total	511	100%	76	100%

Gender	N	%	n	%
Male	358	74%	52	69%
Female	121	26%	21	31%
Total	479	100%	73	100%

Marital Status	N	%	n	%
Single	105	22%	13	18%
Single Parent	14	3%	5	8%
Married w/o Children	207	48%	23	33%
Married with Children	136	27%	33	42%
Total	462	100%	74	100%

Age Groups	N	%	n	%
21 and Under	6	1%	2	1%
22-29	7	1%	1	1%
30-38	51	9%	9	13%
39-49	127	24%	26	35%
50 +	298	66%	33	50%
Total	489	100%	71	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	2	1%
Military Housing On Post	32	3%	10	7%
Off-post Housing (<30 min.)	269	58%	39	58%
Off-Post Housing (>=30 min.)	176	38%	22	33%
Total	490	100%	73	100%

Post Picnic Areas (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=76

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	14.1%	19.6%	18.1%	18.4%
Active Duty:				
E1-E4	22.2%	23.0%	27.7%	18.0%
E5-E9	12.5%	25.5%	27.5%	25.6%
Officers	24.2%	22.0%	18.7%	28.1%
Civilians	20.1%	20.9%	21.7%	24.1%
Retirees	6.0%	12.0%	10.2%	6.1%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.10	3.80	4.06	N/A
Active Duty:				
E1-E4	4.50	3.62	4.09	N/A
E5-E9	3.50	3.62	3.98	N/A
Officers	3.83	3.65	3.94	N/A
Civilians	4.17	3.91	4.09	N/A
Retirees	4.00	4.15	4.10	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.01	3.74	3.97	4.18
Building/Facility/Space Rating	3.99	3.72	4.02	4.02
Equipment/Furnishings Rating	3.92	3.64	3.89	3.91
Personnel Rating	4.01	3.80	3.99	4.20

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.27	4.20	4.23	N/A
Building/Facility/Space Rating	4.24	4.19	4.22	N/A
Equipment/Furnishings Rating	4.20	4.20	4.23	N/A
Personnel Rating	4.21	4.19	4.22	N/A

Post Restaurant (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	44	70%	183	72%	119	59%	346	66%
Did Not Respond/Missing Data	5	8%	33	13%	43	21%	81	16%
USED PAST YEAR	14	22%	38	15%	39	19%	91	17%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	8	57%	24	63%	23	59%	55	61%
1-3 Times A Month	5	36%	7	18%	10	26%	22	23%
4 + Times A Month	1	7%	7	18%	6	15%	14	16%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	1	9%	0	0%	0	0%	1	1%
Somewhat Dissatisfied	0	0%	1	3%	1	3%	2	3%
Satisfied	7	64%	10	31%	8	25%	25	30%
Somewhat Satisfied	0	0%	10	31%	10	31%	20	29%
Very Satisfied	3	27%	11	34%	13	41%	27	37%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	11	3.73	34	4.09	32	4.38	77	4.20
Equipment/Furnishings	11	3.64	34	4.03	31	4.29	76	4.12
Personnel	11	4.09	34	4.03	33	4.27	78	4.15
Overall Quality Rating	11	3.82	34	4.05	31	4.31	76	4.15
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	11	4.09	34	4.06	32	4.16	77	4.11
Equipment/Furnishings	11	4.18	34	3.82	31	4.23	76	4.03
Personnel	11	4.36	33	4.30	32	4.50	76	4.40
Overall Quality Importance Rating	11	4.21	33	4.04	31	4.28	75	4.16

Post Restaurant (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	1	8%
E5-E9	16	28%	4	31%
WO-CW5	3	5%	0	0%
O1-O3	7	12%	1	8%
O4-O10	23	40%	7	54%
Total	58	100%	13	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	10	10%
White	416	82%	70	81%
Spanish/Hispanic/Latino	19	3%	5	4%
Asian	16	3%	4	5%
Amer. Indian/Alaskan Native	2	0%	1	1%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	90	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	7	19%
GS10 or above	195	79%	30	81%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	37	100%

Education	N	%	n	%
Some High School	3	1%	1	1%
H.S. Grad/G.E.D.	81	16%	13	14%
Some College	128	26%	17	19%
College Graduate	135	27%	29	32%
Post-Grad Study/Degree	164	31%	31	33%
Total	511	100%	91	100%

Gender	N	%	n	%
Male	358	74%	70	82%
Female	121	26%	15	18%
Total	479	100%	85	100%

Marital Status	N	%	n	%
Single	105	22%	19	21%
Single Parent	14	3%	3	3%
Married w/o Children	207	48%	39	51%
Married with Children	136	27%	23	25%
Total	462	100%	84	100%

Age Groups	N	%	n	%
21 and Under	6	1%	2	1%
22-29	7	1%	2	2%
30-38	51	9%	8	6%
39-49	127	24%	24	25%
50 +	298	66%	51	65%
Total	489	100%	87	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	3	2%
Military Housing On Post	32	3%	8	4%
Off-post Housing (<30 min.)	269	58%	48	60%
Off-Post Housing (>=30 min.)	176	38%	27	34%
Total	490	100%	86	100%

Post Restaurant (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=91

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	17.3%	0.0%	0.0%	0.0%
Active Duty:				
E1-E4	11.1%	0.0%	0.0%	0.0%
E5-E9	25.0%	0.0%	0.0%	0.0%
Officers	24.2%	0.0%	0.0%	0.0%
Civilians	15.0%	0.0%	0.0%	0.0%
Retirees	19.4%	0.0%	0.0%	0.0%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.99	0.00	0.00	N/A
Active Duty:				
E1-E4	5.00	0.00	0.00	N/A
E5-E9	3.67	0.00	0.00	N/A
Officers	3.00	0.00	0.00	N/A
Civilians	3.97	0.00	0.00	N/A
Retirees	4.09	0.00	0.00	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.15	0.00	0.00	0.00
Building/Facility/Space Rating	4.20	0.00	0.00	0.00
Equipment/Furnishings Rating	4.12	0.00	0.00	0.00
Personnel Rating	4.15	0.00	0.00	0.00

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.16	0.00	0.00	N/A
Building/Facility/Space Rating	4.11	0.00	0.00	N/A
Equipment/Furnishings Rating	4.03	0.00	0.00	N/A
Personnel Rating	4.40	0.00	0.00	N/A

Recreation Ctr./Comm. Activity Ctr. (Page 1 of 3)

Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	37	59%	210	83%	142	71%	389	76%
Did Not Respond/Missing Data	5	8%	24	9%	44	22%	73	15%
USED PAST YEAR	21	33%	20	8%	15	7%	56	9%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	15	71%	17	85%	10	67%	42	76%
1-3 Times A Month	3	14%	1	5%	5	33%	9	17%
4 + Times A Month	3	14%	2	10%	0	0%	5	7%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	2	13%	0	0%	2	6%
Somewhat Dissatisfied	2	13%	1	7%	1	8%	4	9%
Satisfied	6	40%	5	33%	4	33%	15	35%
Somewhat Satisfied	5	33%	3	20%	2	17%	10	21%
Very Satisfied	2	13%	4	27%	5	42%	11	30%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	16	3.50	15	3.33	12	3.58	43	3.46
Equipment/Furnishings	16	3.63	14	3.50	12	3.58	42	3.56
Personnel	16	3.75	13	4.54	11	4.09	40	4.20
Overall Quality Rating	16	3.63	13	3.82	11	3.76	40	3.75
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	16	4.19	14	4.21	12	4.17	42	4.19
Equipment/Furnishings	16	4.25	14	4.36	12	4.08	42	4.23
Personnel	16	4.00	13	4.31	11	4.27	40	4.23
Overall Quality Importance Rating	16	4.15	13	4.31	11	4.18	40	4.23

Recreation Ctr./Comm. Activity Ctr. (Page 2 of 3)
Customer Profile

Active Duty Ranks	Total		Users Only		Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%		N	%	n	%
E1-E4	9	16%	0	0%	Black/African-American	58	11%	8	12%
E5-E9	16	28%	6	32%	White	416	82%	42	83%
WO-CW5	3	5%	1	5%	Spanish/Hispanic/Latino	19	3%	4	5%
O1-O3	7	12%	3	16%	Asian	16	3%	0	0%
O4-O10	23	40%	9	47%	Amer. Indian/Alaskan Native	2	0%	0	0%
Total	58	100%	19	100%	Native Hawaiian/Pacific Isl.	0	0%	0	0%
					Total	511	100%	54	100%

Civilian Groups	Total		Users Only		Education	Total		Users Only	
	N	%	n	%		N	%	n	%
GS9 or below	49	20%	4	21%	Some High School	3	1%	1	2%
GS10 or above	195	79%	15	79%	H.S. Grad/G.E.D.	81	16%	4	8%
Wage Grade	1	0%	0	0%	Some College	128	26%	12	21%
Crafts and Trades	0	0%	0	0%	College Graduate	135	27%	13	26%
Contractor	1	0%	0	0%	Post-Grad Study/Degree	164	31%	25	43%
Total	246	100%	19	100%	Total	511	100%	55	100%

Gender	Total		Users Only		Marital Status	Total		Users Only	
	N	%	n	%		N	%	n	%
Male	358	74%	40	78%	Single	105	22%	6	10%
Female	121	26%	11	22%	Single Parent	14	3%	4	7%
Total	479	100%	51	100%	Married w/o Children	207	48%	16	38%
					Married with Children	136	27%	26	45%
					Total	462	100%	52	100%

Age Groups	Total		Users Only		Residence	Total		Users Only	
	N	%	n	%		N	%	n	%
21 and Under	6	1%	1	1%	Barracks/BEQ/BOQ	13	1%	2	2%
22-29	7	1%	0	0%	Military Housing On Post	32	3%	14	15%
30-38	51	9%	10	12%	Off-post Housing (<30 min.)	269	58%	25	59%
39-49	127	24%	22	42%	Off-Post Housing (>=30 min.)	176	38%	10	24%
50 +	298	66%	18	45%	Total	490	100%	51	100%
Total	489	100%	51	100%					

Recreation Ctr./Comm. Activity Ctr. (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=56

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	9.1%	13.4%	7.0%	5.2%
Active Duty:				
E1-E4	0.0%	15.8%	12.0%	8.2%
E5-E9	37.5%	20.1%	26.2%	10.3%
Officers	39.4%	18.6%	19.1%	6.2%
Civilians	7.9%	12.7%	7.5%	6.0%
Retirees	7.5%	5.3%	5.1%	2.6%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.60	3.80	4.01	N/A
Active Duty:				
E1-E4	0.00	3.63	3.93	N/A
E5-E9	3.40	3.76	4.01	N/A
Officers	3.75	3.72	3.95	N/A
Civilians	3.40	3.95	3.90	N/A
Retirees	3.92	4.14	4.11	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	3.75	3.84	4.01	3.90
Building/Facility/Space Rating	3.46	3.78	3.93	3.93
Equipment/Furnishings Rating	3.56	3.75	3.90	3.63
Personnel Rating	4.20	3.97	4.19	4.12

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.23	4.27	4.26	N/A
Building/Facility/Space Rating	4.19	4.20	4.15	N/A
Equipment/Furnishings Rating	4.23	4.22	4.21	N/A
Personnel Rating	4.23	4.37	4.39	N/A

Recreational Equip. Checkout (Page 1 of 3)

Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	45	71%	193	76%	139	69%	377	73%
Did Not Respond/Missing Data	3	5%	21	8%	36	18%	60	12%
USED PAST YEAR	15	24%	40	16%	26	13%	81	15%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	12	80%	38	95%	19	73%	69	86%
1-3 Times A Month	3	20%	1	3%	7	27%	11	13%
4 + Times A Month	0	0%	1	3%	0	0%	1	1%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	1	9%	0	0%	0	0%	1	1%
Somewhat Dissatisfied	2	18%	0	0%	0	0%	2	2%
Satisfied	1	9%	5	16%	4	22%	10	18%
Somewhat Satisfied	4	36%	7	23%	3	17%	14	22%
Very Satisfied	3	27%	19	61%	11	61%	33	58%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	12	3.67	31	4.23	17	4.29	60	4.19
Equipment/Furnishings	12	3.83	30	4.03	17	4.35	59	4.12
Personnel	12	3.83	30	4.43	18	4.50	60	4.40
Overall Quality Rating	12	3.78	30	4.22	16	4.35	58	4.22
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	12	4.25	30	3.63	17	4.29	59	3.92
Equipment/Furnishings	12	4.42	30	4.17	17	4.18	59	4.19
Personnel	12	4.50	30	4.43	18	4.50	60	4.46
Overall Quality Importance Rating	12	4.39	29	4.05	17	4.31	58	4.17

Recreational Equip. Checkout (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	0	0%
E5-E9	16	28%	3	21%
WO-CW5	3	5%	0	0%
O1-O3	7	12%	2	14%
O4-O10	23	40%	9	64%
Total	58	100%	14	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	12	16%
White	416	82%	62	79%
Spanish/Hispanic/Latino	19	3%	1	1%
Asian	16	3%	3	4%
Amer. Indian/Alaskan Native	2	0%	0	0%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	78	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	4	11%
GS10 or above	195	79%	34	89%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	38	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	10	13%
Some College	128	26%	19	24%
College Graduate	135	27%	22	30%
Post-Grad Study/Degree	164	31%	28	32%
Total	511	100%	79	100%

Gender	N	%	n	%
Male	358	74%	64	81%
Female	121	26%	14	19%
Total	479	100%	78	100%

Marital Status	N	%	n	%
Single	105	22%	11	15%
Single Parent	14	3%	4	5%
Married w/o Children	207	48%	28	41%
Married with Children	136	27%	32	38%
Total	462	100%	75	100%

Age Groups	N	%	n	%
21 and Under	6	1%	0	0%
22-29	7	1%	0	0%
30-38	51	9%	9	9%
39-49	127	24%	30	36%
50 +	298	66%	39	56%
Total	489	100%	78	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	0	0%
Military Housing On Post	32	3%	11	7%
Off-post Housing (<30 min.)	269	58%	47	69%
Off-Post Housing (>=30 min.)	176	38%	17	24%
Total	490	100%	75	100%

Recreational Equip. Checkout (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=81

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	15.0%	14.0%	13.6%	11.8%
Active Duty:				
E1-E4	0.0%	14.3%	8.3%	6.6%
E5-E9	18.8%	18.1%	21.5%	17.9%
Officers	33.3%	20.2%	31.1%	21.9%
Civilians	15.7%	12.6%	15.3%	14.4%
Retirees	12.9%	8.8%	10.1%	6.6%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.35	3.89	4.09	N/A
Active Duty:				
E1-E4	0.00	3.69	4.02	N/A
E5-E9	4.00	3.78	4.04	N/A
Officers	3.57	3.70	3.93	N/A
Civilians	4.45	4.05	4.03	N/A
Retirees	4.39	4.22	4.15	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.22	3.87	4.05	4.20
Building/Facility/Space Rating	4.19	3.79	3.99	4.11
Equipment/Furnishings Rating	4.12	3.78	3.96	4.18
Personnel Rating	4.40	4.03	4.24	4.25

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.17	4.26	4.33	N/A
Building/Facility/Space Rating	3.92	4.08	4.04	N/A
Equipment/Furnishings Rating	4.19	4.30	4.38	N/A
Personnel Rating	4.46	4.39	4.55	N/A

Swimming Pool (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	29	46%	217	85%	144	72%	390	77%
Did Not Respond/Missing Data	5	8%	18	7%	44	22%	67	13%
USED PAST YEAR	29	46%	19	7%	13	6%	61	9%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	14	48%	14	74%	5	38%	33	56%
1-3 Times A Month	6	21%	2	11%	5	38%	13	22%
4 + Times A Month	9	31%	3	16%	3	23%	15	22%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	2	8%	0	0%	0	0%	2	3%
Somewhat Dissatisfied	1	4%	3	25%	1	13%	5	15%
Satisfied	9	38%	2	17%	1	13%	12	23%
Somewhat Satisfied	7	29%	0	0%	0	0%	7	10%
Very Satisfied	5	21%	7	58%	6	75%	18	50%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	25	3.68	12	3.92	8	4.25	45	3.92
Equipment/Furnishings	25	3.76	12	3.75	8	4.00	45	3.82
Personnel	25	4.12	12	4.33	8	4.25	45	4.24
Overall Quality Rating	25	3.85	12	4.00	8	4.17	45	3.99
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	25	4.36	12	4.50	8	4.25	45	4.38
Equipment/Furnishings	25	4.40	12	4.58	8	4.25	45	4.43
Personnel	25	4.44	12	4.50	8	4.38	45	4.45
Overall Quality Importance Rating	25	4.40	12	4.53	8	4.29	45	4.42

Swimming Pool (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only	
	N	%	n	%
E1-E4	9	16%	4	14%
E5-E9	16	28%	7	25%
WO-CW5	3	5%	2	7%
O1-O3	7	12%	3	11%
O4-O10	23	40%	12	43%
Total	58	100%	28	100%

Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%
Black/African-American	58	11%	8	13%
White	416	82%	44	73%
Spanish/Hispanic/Latino	19	3%	5	6%
Asian	16	3%	3	5%
Amer. Indian/Alaskan Native	2	0%	1	2%
Native Hawaiian/Pacific Isl.	0	0%	0	0%
Total	511	100%	61	100%

Civilian Groups	N	%	n	%
GS9 or below	49	20%	2	11%
GS10 or above	195	79%	17	89%
Wage Grade	1	0%	0	0%
Crafts and Trades	0	0%	0	0%
Contractor	1	0%	0	0%
Total	246	100%	19	100%

Education	N	%	n	%
Some High School	3	1%	0	0%
H.S. Grad/G.E.D.	81	16%	11	20%
Some College	128	26%	12	21%
College Graduate	135	27%	15	27%
Post-Grad Study/Degree	164	31%	22	32%
Total	511	100%	60	100%

Gender	N	%	n	%
Male	358	74%	45	72%
Female	121	26%	14	28%
Total	479	100%	59	100%

Marital Status	N	%	n	%
Single	105	22%	13	24%
Single Parent	14	3%	3	5%
Married w/o Children	207	48%	14	31%
Married with Children	136	27%	27	40%
Total	462	100%	57	100%

Age Groups	N	%	n	%
21 and Under	6	1%	5	5%
22-29	7	1%	1	1%
30-38	51	9%	8	11%
39-49	127	24%	25	40%
50 +	298	66%	19	44%
Total	489	100%	58	100%

Residence	N	%	n	%
Barracks/BEQ/BOQ	13	1%	5	5%
Military Housing On Post	32	3%	16	16%
Off-post Housing (<30 min.)	269	58%	23	53%
Off-Post Housing (>=30 min.)	176	38%	12	26%
Total	490	100%	56	100%

Swimming Pool (Page 3 of 3)

Strategic Marketing Analysis

Number of Users=61

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	9.2%	18.7%	11.1%	11.5%
Active Duty:				
E1-E4	44.4%	28.7%	34.5%	67.2%
E5-E9	43.8%	27.5%	24.8%	25.6%
Officers	51.5%	28.4%	36.0%	25.0%
Civilians	7.5%	14.2%	10.8%	7.4%
Retirees	6.5%	10.1%	8.2%	10.2%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.90	3.81	4.00	N/A
Active Duty:				
E1-E4	4.00	3.60	3.99	N/A
E5-E9	3.33	3.69	3.41	N/A
Officers	3.53	3.76	4.04	N/A
Civilians	3.92	3.90	4.05	N/A
Retirees	4.38	4.21	4.25	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	3.99	3.83	4.00	4.53
Building/Facility/Space Rating	3.92	3.78	3.99	4.51
Equipment/Furnishings Rating	3.82	3.77	3.90	4.44
Personnel Rating	4.24	3.90	4.05	4.64

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.42	4.31	4.38	N/A
Building/Facility/Space Rating	4.38	4.27	4.32	N/A
Equipment/Furnishings Rating	4.43	4.28	4.37	N/A
Personnel Rating	4.45	4.35	4.46	N/A

Tennis Courts (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	48	76%	219	86%	150	75%	417	81%
Did Not Respond/Missing Data	6	10%	20	8%	46	23%	72	14%
USED PAST YEAR	9	14%	15	6%	5	2%	29	5%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	5	56%	12	80%	5	100%	22	80%
1-3 Times A Month	2	22%	2	13%	0	0%	4	12%
4 + Times A Month	2	22%	1	7%	0	0%	3	8%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	1	13%	1	50%	2	16%
Somewhat Dissatisfied	1	14%	3	38%	0	0%	4	26%
Satisfied	2	29%	1	13%	1	50%	4	22%
Somewhat Satisfied	2	29%	1	13%	0	0%	3	14%
Very Satisfied	2	29%	2	25%	0	0%	4	22%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	7	3.00	8	2.88	2	2.50	17	2.84
Equipment/Furnishings	7	3.57	8	2.88	2	2.00	17	2.90
Personnel	6	4.00	7	3.86	1	3.00	14	3.81
Overall Quality Rating	6	3.56	7	3.29	1	3.00	14	3.32
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	7	4.14	8	4.62	2	3.50	17	4.33
Equipment/Furnishings	7	4.29	8	4.75	2	4.00	17	4.52
Personnel	6	3.67	7	4.71	1	4.00	14	4.39
Overall Quality Importance Rating	6	4.06	7	4.76	1	3.67	14	4.48

Tennis Courts (Page 2 of 3)

Customer Profile

Active Duty Ranks	Total		Users Only		Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%		N	%	n	%
E1-E4	9	16%	1	13%	Black/African-American	58	11%	4	14%
E5-E9	16	28%	0	0%	White	416	82%	21	74%
WO-CW5	3	5%	0	0%	Spanish/Hispanic/Latino	19	3%	2	4%
O1-O3	7	12%	1	13%	Asian	16	3%	2	8%
O4-O10	23	40%	6	75%	Amer. Indian/Alaskan Native	2	0%	0	0%
Total	58	100%	8	100%	Native Hawaiian/Pacific Isl.	0	0%	0	0%
					Total	511	100%	29	100%

Civilian Groups	Total		Users Only		Education	Total		Users Only	
	N	%	n	%		N	%	n	%
GS9 or below	49	20%	1	7%	Some High School	3	1%	0	0%
GS10 or above	195	79%	14	93%	H.S. Grad/G.E.D.	81	16%	5	16%
Wage Grade	1	0%	0	0%	Some College	128	26%	2	8%
Crafts and Trades	0	0%	0	0%	College Graduate	135	27%	9	35%
Contractor	1	0%	0	0%	Post-Grad Study/Degree	164	31%	13	40%
Total	246	100%	15	100%	Total	511	100%	29	100%

Gender	Total		Users Only		Marital Status	Total		Users Only	
	N	%	n	%		N	%	n	%
Male	358	74%	21	73%	Single	105	22%	7	27%
Female	121	26%	7	27%	Single Parent	14	3%	1	2%
Total	479	100%	28	100%	Married w/o Children	207	48%	8	38%
					Married with Children	136	27%	10	33%
					Total	462	100%	26	100%

Age Groups	Total		Users Only		Residence	Total		Users Only	
	N	%	n	%		N	%	n	%
21 and Under	6	1%	2	4%	Barracks/BEQ/BOQ	13	1%	2	4%
22-29	7	1%	0	0%	Military Housing On Post	32	3%	6	11%
30-38	51	9%	3	8%	Off-post Housing (<30 min.)	269	58%	12	50%
39-49	127	24%	9	29%	Off-Post Housing (>=30 min.)	176	38%	8	35%
50 +	298	66%	14	59%	Total	490	100%	28	100%
Total	489	100%	28	100%					

Tennis Courts (Page 3 of 3)

Strategic Marketing Analysis

Number of Users=29

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	4.9%	8.1%	4.7%	3.0%
Active Duty:				
E1-E4	11.1%	12.2%	15.7%	11.5%
E5-E9	0.0%	9.3%	4.5%	2.6%
Officers	21.2%	11.6%	13.4%	9.4%
Civilians	5.9%	6.7%	5.1%	2.8%
Retirees	2.5%	4.2%	3.6%	2.0%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	3.01	3.57	3.57	N/A
Active Duty:				
E1-E4	5.00	3.53	4.33	N/A
E5-E9	0.00	3.49	3.68	N/A
Officers	3.60	3.66	3.84	N/A
Civilians	3.00	3.64	3.45	N/A
Retirees	2.00	3.83	3.69	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	3.32	3.58	3.57	3.02
Building/Facility/Space Rating	2.84	3.51	3.53	3.01
Equipment/Furnishings Rating	2.90	3.48	3.42	3.13
Personnel Rating	3.81	3.65	3.70	3.06

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.48	4.17	4.13	N/A
Building/Facility/Space Rating	4.33	4.15	4.15	N/A
Equipment/Furnishings Rating	4.52	4.19	4.22	N/A
Personnel Rating	4.39	4.15	3.96	N/A

Vet Treatment Facility (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	34	54%	214	84%	134	67%	382	75%
Did Not Respond/Missing Data	5	8%	32	13%	45	22%	82	17%
USED PAST YEAR	24	38%	8	3%	22	11%	54	8%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	19	79%	7	88%	18	82%	44	82%
1-3 Times A Month	4	17%	1	13%	4	18%	9	17%
4 + Times A Month	1	4%	0	0%	0	0%	1	1%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	0	0%	0	0%	0	0%
Somewhat Dissatisfied	0	0%	0	0%	2	12%	2	6%
Satisfied	3	13%	3	50%	3	18%	9	22%
Somewhat Satisfied	1	4%	0	0%	3	18%	4	11%
Very Satisfied	19	83%	3	50%	9	53%	31	61%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	22	4.14	4	4.25	16	4.69	42	4.46
Equipment/Furnishings	22	4.14	5	4.20	16	4.31	43	4.24
Personnel	22	4.59	5	4.80	17	4.47	44	4.56
Overall Quality Rating	22	4.29	4	4.33	16	4.50	42	4.41
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	22	4.14	4	4.25	17	4.47	43	4.34
Equipment/Furnishings	22	4.14	5	4.00	16	4.00	43	4.04
Personnel	22	4.68	5	4.60	17	4.88	44	4.78
Overall Quality Importance Rating	22	4.32	4	4.17	16	4.44	42	4.36

Vet Treatment Facility (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only		Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%		N	%	n	%
E1-E4	9	16%	1	5%	Black/African-American	58	11%	6	11%
E5-E9	16	28%	9	41%	White	416	82%	43	82%
WO-CW5	3	5%	1	5%	Spanish/Hispanic/Latino	19	3%	3	5%
O1-O3	7	12%	1	5%	Asian	16	3%	0	0%
O4-O10	23	40%	10	45%	Amer. Indian/Alaskan Native	2	0%	1	3%
Total	58	100%	22	100%	Native Hawaiian/Pacific Isl.	0	0%	0	0%
					Total	511	100%	53	100%

Civilian Groups	Total		Users Only		Education	Total		Users Only	
	N	%	n	%		N	%	n	%
GS9 or below	49	20%	4	50%	Some High School	3	1%	0	0%
GS10 or above	195	79%	4	50%	H.S. Grad/G.E.D.	81	16%	6	13%
Wage Grade	1	0%	0	0%	Some College	128	26%	13	24%
Crafts and Trades	0	0%	0	0%	College Graduate	135	27%	15	30%
Contractor	1	0%	0	0%	Post-Grad Study/Degree	164	31%	20	33%
Total	246	100%	8	100%	Total	511	100%	54	100%

Gender	Total		Users Only		Marital Status	Total		Users Only	
	N	%	n	%		N	%	n	%
Male	358	74%	43	86%	Single	105	22%	5	12%
Female	121	26%	6	14%	Single Parent	14	3%	3	5%
Total	479	100%	49	100%	Married w/o Children	207	48%	18	48%
					Married with Children	136	27%	24	34%
					Total	462	100%	50	100%

Age Groups	Total		Users Only		Residence	Total		Users Only	
	N	%	n	%		N	%	n	%
21 and Under	6	1%	1	1%	Barracks/BEQ/BOQ	13	1%	1	1%
22-29	7	1%	3	5%	Military Housing On Post	32	3%	17	20%
30-38	51	9%	6	9%	Off-post Housing (<30 min.)	269	58%	22	55%
39-49	127	24%	17	26%	Off-Post Housing (>=30 min.)	176	38%	9	24%
50 +	298	66%	21	59%	Total	490	100%	49	100%
Total	489	100%	48	100%					

Vet Treatment Facility (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=54

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	8.4%	0.0%	0.0%	0.0%
Active Duty:				
E1-E4	11.1%	0.0%	0.0%	0.0%
E5-E9	56.3%	0.0%	0.0%	0.0%
Officers	36.4%	0.0%	0.0%	0.0%
Civilians	3.1%	0.0%	0.0%	0.0%
Retirees	10.9%	0.0%	0.0%	0.0%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.27	0.00	0.00	N/A
Active Duty:				
E1-E4	5.00	0.00	0.00	N/A
E5-E9	4.50	0.00	0.00	N/A
Officers	4.92	0.00	0.00	N/A
Civilians	4.00	0.00	0.00	N/A
Retirees	4.12	0.00	0.00	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.41	0.00	0.00	0.00
Building/Facility/Space Rating	4.46	0.00	0.00	0.00
Equipment/Furnishings Rating	4.24	0.00	0.00	0.00
Personnel Rating	4.56	0.00	0.00	0.00

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.36	0.00	0.00	N/A
Building/Facility/Space Rating	4.34	0.00	0.00	N/A
Equipment/Furnishings Rating	4.04	0.00	0.00	N/A
Personnel Rating	4.78	0.00	0.00	N/A

Youth Center (Page 1 of 3) Facility Evaluation

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
Total Respondents	63	12%	254	49%	201	39%	518	100%
Did Not Use in Past Year	45	71%	216	85%	149	74%	410	80%
Did Not Respond/Missing Data	4	6%	25	10%	47	23%	76	15%
USED PAST YEAR	14	22%	13	5%	5	2%	32	5%
Frequency of Use	n	%	n	%	n	%	n	%
Less Than Once A Month	3	21%	4	31%	3	60%	10	35%
1-3 Times A Month	4	29%	2	15%	1	20%	7	20%
4 + Times A Month	7	50%	7	54%	1	20%	15	46%
Satisfaction	n	%	n	%	n	%	n	%
Very Dissatisfied	0	0%	1	10%	0	0%	1	5%
Somewhat Dissatisfied	1	8%	0	0%	0	0%	1	2%
Satisfied	3	23%	2	20%	2	67%	7	29%
Somewhat Satisfied	5	38%	0	0%	0	0%	5	12%
Very Satisfied	4	31%	7	70%	1	33%	12	52%
Mean Quality Ratings by Users (1=very poor, 5=very good)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	13	4.15	10	4.70	3	4.33	26	4.47
Equipment/Furnishings	13	4.23	10	4.60	3	4.00	26	4.39
Personnel	13	4.08	10	4.50	3	4.33	26	4.35
Overall Quality Rating	13	4.15	10	4.60	3	4.22	26	4.40
Mean Importance of Quality Ratings by Users (1=not important at all, 5=very important)	n	Mean	n	Mean	n	Mean	n	Mean
Building/Facility/Space	12	4.58	10	4.90	3	4.00	25	4.66
Equipment/Furnishings	13	4.77	10	5.00	3	4.00	26	4.76
Personnel	13	4.85	10	5.00	3	4.00	26	4.79
Overall Quality Importance Rating	12	4.75	10	4.97	3	4.00	25	4.74

Youth Center (Page 2 of 3) Customer Profile

Active Duty Ranks	Total		Users Only		Racial/Ethnic Origin	Total		Users Only	
	N	%	n	%		N	%	n	%
E1-E4	9	16%	0	0%	Black/African-American	58	11%	11	31%
E5-E9	16	28%	6	43%	White	416	82%	20	64%
WO-CW5	3	5%	1	7%	Spanish/Hispanic/Latino	19	3%	1	4%
O1-O3	7	12%	1	7%	Asian	16	3%	0	0%
O4-O10	23	40%	6	43%	Amer. Indian/Alaskan Native	2	0%	0	0%
Total	58	100%	14	100%	Native Hawaiian/Pacific Isl.	0	0%	0	0%
					Total	511	100%	32	100%

Civilian Groups	Total		Users Only		Education	Total		Users Only	
	N	%	n	%		N	%	n	%
GS9 or below	49	20%	4	33%	Some High School	3	1%	0	0%
GS10 or above	195	79%	8	67%	H.S. Grad/G.E.D.	81	16%	2	8%
Wage Grade	1	0%	0	0%	Some College	128	26%	10	34%
Crafts and Trades	0	0%	0	0%	College Graduate	135	27%	12	41%
Contractor	1	0%	0	0%	Post-Grad Study/Degree	164	31%	8	17%
Total	246	100%	12	100%	Total	511	100%	32	100%

Gender	Total		Users Only		Marital Status	Total		Users Only	
	N	%	n	%		N	%	n	%
Male	358	74%	20	65%	Single	105	22%	2	9%
Female	121	26%	9	35%	Single Parent	14	3%	5	17%
Total	479	100%	29	100%	Married w/o Children	207	48%	4	18%
					Married with Children	136	27%	19	56%
					Total	462	100%	30	100%

Age Groups	Total		Users Only		Residence	Total		Users Only	
	N	%	n	%		N	%	n	%
21 and Under	6	1%	0	0%	Barracks/BEQ/BOQ	13	1%	0	0%
22-29	7	1%	1	2%	Military Housing On Post	32	3%	12	23%
30-38	51	9%	6	16%	Off-post Housing (<30 min.)	269	58%	13	59%
39-49	127	24%	15	46%	Off-Post Housing (>=30 min.)	176	38%	4	18%
50 +	298	66%	8	36%	Total	490	100%	29	100%
Total	489	100%	30	100%					

Youth Center (Page 3 of 3)
Strategic Marketing Analysis

Number of Users=32

FACILITY USAGE (percent of <i>Total</i> that has used the facility)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Usage	4.9%	8.2%	3.5%	2.6%
Active Duty:				
E1-E4	0.0%	7.9%	1.8%	4.9%
E5-E9	37.5%	15.7%	17.1%	15.4%
Officers	24.2%	12.7%	20.6%	9.4%
Civilians	5.1%	7.5%	3.3%	2.8%
Retirees	2.5%	2.4%	1.8%	1.0%

FACILITY SATISFACTION (1=very dissatisfied, 5=very satisfied)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Satisfaction	4.03	3.75	3.96	N/A
Active Duty:				
E1-E4	0.00	3.44	2.93	N/A
E5-E9	4.00	3.78	4.32	N/A
Officers	3.86	3.59	3.49	N/A
Civilians	4.20	3.93	3.94	N/A
Retirees	3.67	4.16	4.18	N/A

QUALITY EVALUATION (1=very poor, 5=very good)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Rating	4.40	3.80	3.99	4.26
Building/Facility/Space Rating	4.47	3.72	3.86	4.21
Equipment/Furnishings Rating	4.39	3.75	3.86	4.12
Personnel Rating	4.35	3.91	4.20	4.46

IMPORTANCE OF QUALITY EVALUATION (1=very important, 5=not important at all)	2000 <u>Data</u>	Army <u>Baseline</u>	AMC <u>Baseline</u>	1996 <u>Data</u>
Overall Quality Importance Rating	4.74	4.40	4.35	N/A
Building/Facility/Space Rating	4.66	4.35	4.26	N/A
Equipment/Furnishings Rating	4.76	4.33	4.21	N/A
Personnel Rating	4.79	4.50	4.58	N/A

SECTION FOUR: MWR ACTIVITY ANALYSIS

TABLE OF CONTENTS

INTRODUCTION TO MWR ACTIVITY ANALYSIS	4-4
Presentation of Results	4-4
Use of the Data	4-4
Activity Worksheet Example	4-5
TEAM SPORTS	4-7
Basketball	4-7
Hockey	4-8
Soccer	4-9
Softball	4-10
Touch/Flag Football	4-11
Volleyball	4-12
OUTDOOR RECREATION	4-13
Bicycle Riding/Mountain Biking	4-13
Camping/Hiking/Backpacking	4-14
Canoeing/Kayaking/Rafting	4-15
Fishing	4-16
Going to Beaches/Lakes	4-17
Horseback Riding	4-18
Hunting	4-19
In-line Skating	4-20
Paintball	4-21
Picnicking	4-22
Power Boating/Sailing/Jet Skiing/Water Skiing	4-23
Rock Climbing/Mountain Climbing	4-24
Skeet/Trap Shooting	4-25
Sky Diving	4-26
Snow Skiing	4-27
Volksmarching	4-28
Windsurfing/Surfing/Boogie Boarding	4-29

SOCIAL	4-30
Dancing	4-30
Entertaining Guests at Home	4-31
Happy Hour/Social Hour.....	4-32
Night Clubs/Lounges	4-33
Shopping Trips	4-34
Special Family Events.....	4-35
SPORTS AND FITNESS.....	4-36
Aerobics (group classes)	4-36
Bowling	4-37
Boxing	4-38
Cardiovascular Exercise.....	4-39
Golf.....	4-40
Martial Arts	4-41
Racquetball.....	4-42
Roller/Ice Skating.....	4-43
Running/Jogging	4-44
Swimming (Pool)	4-45
Tennis	4-46
Walking	4-47
Weight/Strength Training.....	4-48
Wrestling	4-49
ENTERTAINMENT	4-50
Attending Sporting Events	4-50
Billiards/Game Room/Video Arcades.....	4-51
Bingo	4-52
Card/Table Games.....	4-53
Festivals/Events.....	4-54
Going to Movie Theaters	4-55
Live Entertainment.....	4-56
Miniature Golf.....	4-57
Plays/Shows/Concerts	4-58
Special Entertainment Activity Events	4-59
Watching TV/VCR Movies.....	4-60
Ordering Pay-Per-View Events.....	4-61

SPECIAL INTEREST/ARTS & CRAFTS	4-62
Art/Metal/Jewelry Making	4-62
Auto Detailing/Customization/Painting	4-64
Auto Maintenance/Washing Auto	4-66
Ceramics/Pottery	4-68
Collecting	4-70
Computer Games	4-72
Computer Graphics/Design	4-74
Drawing/Painting	4-76
Fiber/Decoration/Decor	4-78
Gardening	4-80
Internet Access/Applications (web surfing)	4-82
Model Making	4-84
Participating in Music/Theater (Bands/Plays)	4-86
Photography/Development	4-88
Picture Framing	4-90
Reading/Book Clubs	4-92
Sculpture/3D Design	4-94
Stained Glass	4-96
Trips/Touring	4-98
Trophy Making	4-100
Woodworking/Industrial Arts	4-102

SECTION FOUR MWR ACTIVITY ANALYSIS

INTRODUCTION TO MWR ACTIVITY ANALYSIS

The information presented in this section is based on responses to questions about social and recreational activities (Questions 54-56) on the 2000 Leisure Needs Survey. This introduction provides instructions on how to interpret the survey results.

Presentation of Results

All exhibit pages are presented in the same format and each contains the results for one activity. The numbers of active duty, civilians and retirees who participated in the activity in the past year, whether on post, off post or at home (if applicable), are indicated at the top of each page. Frequency of participation, as well as the rank and residence of participants, is presented for those who participated in the activity on post, for those who participated off post and for those who participated at home. Please follow the annotated example on the following page to familiarize yourself with the presentation of these activity data.

Use of the Data

By comparing results across activities, the recreational interests and preferences of different population groups can be determined. The demographic information offers a description (or profile) of those individuals who participated in the specified activity. Use of this information can be helpful in program planning and in identifying activities preferred by patron groups.

THE EXAMPLE BEGINS ON THE NEXT PAGE 

ACTIVITY WORKSHEET EXAMPLE

SPECIAL INTEREST/ARTS & CRAFTS

Auto Maintenance/Washing Auto

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	264	37%						
PARTICIPATED ON POST	248	35%						
Less Than Once A Month	85	12%						
1-3 Times A Month	60	9%						
4 Or More Times A Month	103	15%						
Did Not Participate	298	42%						
Did Not Respond/Missing Data	161	23%						
Total Respondents	707	100%						
Participants' Rank								
E1-E4	108	49%						
E5-E9	96	44%						
O1-O3,WO1-CW5	16	7%						
O4-O10	0	0%						
Participants' Residence								
Barracks/BEQ/BOQ	78	32%						
Military Housing On Post	57	23%						
Off-post Housing (<30 min.)	76	31%						
Off-post Housing (>=30 min.)	31	13%						
PARTICIPATED OFF POST	178	25%						
Less Than Once A Month	59	8%						
1-3 Times A Month	39	6%						
4 Or More Times A Month	80	11%						
Did Not Participate	382	54%						
Did Not Respond/Missing Data	147	21%						
Total Respondents	707	100%						
Participants' Rank								
E1-E4	53	35%						
E5-E9	82	55%						
O1-O3,WO1-CW5	15	10%						
O4-O10	0	0%						
Participants' Residence								
Barracks/BEQ/BOQ	35	21%						
Military Housing On Post	22	14%						
Off-post Housing (<30 min.)	81	50%						
Off-post Housing (>=30 min.)	25	15%						

WHO PARTICIPATED....

The number and percentage of respondents in each patron group who participated in the activity either on post, off post or at home in the past year are shown in the row labeled **Overall Participation**. The total number of respondents for all groups who participated in the activity appears in the column labeled **Total Cases**.

PARTICIPATION ON POST/OFF POST/ AT HOME....

Information is presented on how often individuals participated in an activity either on or off post. Information on how often individuals participated in an activity at home is presented only for Special Interest/Arts & Crafts activities. Special Interest/Arts & Crafts activities will therefore have two-page worksheets, with information on at home participation on the second page, whereas all other activities will have one-page worksheets. Respondents may participate on post, off post and at home (if applicable) and thus the number and percent of each will not equal the **Overall Participation** numbers.

Two hundred and forty-eight (35%) active duty respondents participated in **auto maintenance/washing auto** on post, whereas 178 or 25% participated off post. As can be seen on the second worksheet page, 134 or 19% of active duty respondents participated in **auto maintenance/washing auto** at home.

RANK/RESIDENCE....

Rank and residence data are provided for individuals who participate on post, off post and at home (if applicable). The majority of active duty respondents who participated on post are junior enlisted (49%); off post participants are mostly senior enlisted (55%). The majority of individuals who participated at home are Officers (69%). These percentages apply only to those individuals participating in the activity and do not apply to the overall population.

ACTIVITY WORKSHEET EXAMPLE (CONTINUED)

SPECIAL INTEREST/ARTS & CRAFTS

Auto Maintenance/Washing Auto (continued)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	264	37%	188	32%	92	25%	544	18%
PARTICIPATED AT HOME	134	19%	99	17%	43	12%	276	9%
Less Than Once A Month	24	3%	33	6%	13	4%	70	3%
1-3 Times A Month	41	6%	33	6%	21	6%	95	6%
4 Or More Times A Month	69	10%	33	6%	9	2%	111	7%
Did Not Participate	451	64%	396	66%	257	69%	1104	66%
Did Not Respond/Missing Data	122	17%	100	16%	72	19%	294	18%
Total Respondents	707	100%	595	100%	372	100%	1674	100%
Participants' Rank								
E1-E4	20	15%	0	0%	9	21%	29	17%
E5-E9	21	16%	0	0%	10	23%	31	18%
O1-O3,WO1-CW5	42	33%	0	0%	11	26%	53	31%
O4-O10	46	36%	0	0%	13	30%	59	34%
Participants' Residence								
Barracks/BEQ/BOQ	22	17%	0	0%	0	0%	22	8%
Military Housing On Post	30	22%	0	0%	0	0%	30	11%
Off-post Housing (<30 min.)	48	36%	66	67%	3	7%	117	42%
Off-post Housing (>=30 min.)	34	25%	33	33%	40	93%	107	39%

TEAM SPORTS

BASKETBALL

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	15	24%	21	8%	14	7%	50	9%
PARTICIPATED ON POST	14	22%	10	4%	5	2%	29	4%
Less Than Once A Month	7	11%	2	1%	2	1%	11	1%
1-3 Times A Month	1	2%	3	1%	2	1%	6	1%
4 + Times A Month	6	10%	5	2%	1	0%	12	2%
Did Not Participate	46	73%	205	81%	152	76%	403	78%
Did Not Respond/Missing Data	3	5%	39	15%	44	22%	86	18%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	7%	0	0%	0	0%	1	4%
E5-E9	6	43%	0	0%	3	60%	9	51%
O1-O3,WO1-CW5	3	21%	0	0%	1	20%	4	21%
O4-O10	4	29%	0	0%	1	20%	5	13%
Participants' Residence								
Barracks/BEQ/BOQ	2	17%	0	0%	0	0%	2	4%
Military Housing On Post	8	67%	0	0%	0	0%	8	17%
Off-post Housing (<30 min.)	0	0%	8	80%	4	80%	12	60%
Off-post Housing (>=30 min.)	2	14%	2	20%	1	20%	5	18%
PARTICIPATED OFF POST	6	10%	15	6%	10	5%	31	6%
Less Than Once A Month	2	3%	6	2%	7	3%	15	3%
1-3 Times A Month	2	3%	1	0%	2	1%	5	1%
4 + Times A Month	2	3%	8	3%	1	0%	11	2%
Did Not Participate	44	70%	159	63%	114	57%	317	60%
Did Not Respond/Missing Data	13	21%	80	31%	77	38%	170	34%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	10%	1	8%
E5-E9	3	50%	0	0%	5	50%	8	50%
O1-O3,WO1-CW5	2	33%	0	0%	0	0%	2	7%
O4-O10	1	17%	0	0%	4	40%	5	16%
Participants' Residence								
Barracks/BEQ/BOQ	1	17%	0	0%	0	0%	1	2%
Military Housing On Post	3	50%	0	0%	0	0%	3	5%
Off-post Housing (<30 min.)	0	0%	8	53%	3	33%	11	41%
Off-post Housing (>=30 min.)	2	33%	7	47%	6	60%	15	50%

TEAM SPORTS

HOCKEY

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	4	2%	4	2%	12	2%
PARTICIPATED ON POST	3	5%	1	0%	1	0%	5	1%
Less Than Once A Month	3	5%	1	0%	1	0%	5	1%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	54	86%	213	84%	150	75%	417	80%
Did Not Respond/Missing Data	6	10%	40	16%	50	25%	96	19%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	33%	0	0%	0	0%	1	18%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	33%	0	0%	1	100%	2	63%
O4-O10	1	33%	0	0%	0	0%	1	13%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	15%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	0	0%	0	0%	1	100%	1	36%
Off-post Housing (>=30 min.)	1	33%	1	100%	0	0%	2	43%
PARTICIPATED OFF POST	1	2%	3	1%	3	1%	7	1%
Less Than Once A Month	0	0%	1	0%	2	1%	3	1%
1-3 Times A Month	1	2%	1	0%	0	0%	2	0%
4 + Times A Month	0	0%	1	0%	1	0%	2	0%
Did Not Participate	47	75%	164	65%	119	59%	330	63%
Did Not Respond/Missing Data	15	24%	87	34%	79	39%	181	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	50%	1	41%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	100%	0	0%	0	0%	1	17%
O4-O10	0	0%	0	0%	1	33%	1	16%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	1	33%	0	0%	2	26%
Off-post Housing (<30 min.)	0	0%	2	67%	0	0%	2	36%
Off-post Housing (>=30 min.)	0	0%	0	0%	2	67%	2	32%

TEAM SPORTS

SOCCKER

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	7	11%	14	6%	6	3%	27	5%
PARTICIPATED ON POST	5	8%	1	0%	2	1%	8	1%
Less Than Once A Month	3	5%	0	0%	2	1%	5	1%
1-3 Times A Month	1	2%	0	0%	0	0%	1	0%
4 + Times A Month	1	2%	1	0%	0	0%	2	0%
Did Not Participate	52	83%	213	84%	148	74%	413	79%
Did Not Respond/Missing Data	6	10%	40	16%	51	25%	97	20%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	2	40%	0	0%	1	50%	3	45%
O1-O3,WO1-CW5	2	40%	0	0%	1	50%	3	45%
O4-O10	1	20%	0	0%	0	0%	1	8%
Participants' Residence								
Barracks/BEQ/BOQ	1	25%	0	0%	0	0%	1	9%
Military Housing On Post	2	50%	0	0%	0	0%	2	18%
Off-post Housing (<30 min.)	0	0%	0	0%	2	100%	2	43%
Off-post Housing (>=30 min.)	1	20%	1	100%	0	0%	2	27%
PARTICIPATED OFF POST	4	6%	13	5%	4	2%	21	4%
Less Than Once A Month	1	2%	5	2%	2	1%	8	2%
1-3 Times A Month	2	3%	2	1%	0	0%	4	1%
4 + Times A Month	1	2%	6	2%	2	1%	9	2%
Did Not Participate	45	71%	161	63%	117	58%	323	62%
Did Not Respond/Missing Data	14	22%	80	31%	80	40%	174	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	25%	1	18%
E5-E9	1	25%	0	0%	0	0%	1	7%
O1-O3,WO1-CW5	2	50%	0	0%	1	25%	3	32%
O4-O10	1	25%	0	0%	2	50%	3	13%
Participants' Residence								
Barracks/BEQ/BOQ	1	25%	0	0%	0	0%	1	2%
Military Housing On Post	3	75%	0	0%	0	0%	3	7%
Off-post Housing (<30 min.)	0	0%	7	54%	1	25%	8	43%
Off-post Housing (>=30 min.)	0	0%	6	46%	3	75%	9	48%

TEAM SPORTS

SOFTBALL

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	24	9%	9	4%	43	8%
PARTICIPATED ON POST	7	11%	17	7%	4	2%	28	5%
Less Than Once A Month	5	8%	3	1%	1	0%	9	1%
1-3 Times A Month	1	2%	7	3%	1	0%	9	2%
4 + Times A Month	1	2%	7	3%	2	1%	10	2%
Did Not Participate	51	81%	203	80%	146	73%	400	77%
Did Not Respond/Missing Data	5	8%	34	13%	51	25%	90	18%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	14%	0	0%	2	50%	3	35%
O1-O3,WO1-CW5	1	14%	0	0%	1	25%	2	20%
O4-O10	5	71%	0	0%	1	25%	6	13%
Participants' Residence								
Barracks/BEQ/BOQ	1	17%	0	0%	0	0%	1	2%
Military Housing On Post	3	50%	0	0%	0	0%	3	5%
Off-post Housing (<30 min.)	1	17%	15	88%	4	100%	20	82%
Off-post Housing (>=30 min.)	1	14%	2	12%	0	0%	3	10%
PARTICIPATED OFF POST	5	8%	11	4%	6	3%	22	4%
Less Than Once A Month	1	2%	3	1%	3	1%	7	1%
1-3 Times A Month	3	5%	4	2%	1	0%	8	1%
4 + Times A Month	1	2%	4	2%	2	1%	7	1%
Did Not Participate	43	68%	161	63%	116	58%	320	61%
Did Not Respond/Missing Data	15	24%	82	32%	79	39%	176	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	20%	1	14%
E5-E9	3	60%	0	0%	2	40%	5	46%
O1-O3,WO1-CW5	0	0%	0	0%	1	20%	1	14%
O4-O10	2	40%	0	0%	1	17%	3	10%
Participants' Residence								
Barracks/BEQ/BOQ	1	25%	0	0%	0	0%	1	3%
Military Housing On Post	3	75%	0	0%	0	0%	3	8%
Off-post Housing (<30 min.)	0	0%	7	70%	1	25%	8	51%
Off-post Housing (>=30 min.)	0	0%	3	27%	3	50%	6	32%

TEAM SPORTS

TOUCH/FLAG FOOTBALL

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	4	2%	5	2%	13	2%
PARTICIPATED ON POST	4	6%	1	0%	3	1%	8	1%
Less Than Once A Month	3	5%	0	0%	2	1%	5	1%
1-3 Times A Month	1	2%	1	0%	1	0%	3	1%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	54	86%	212	83%	147	73%	413	79%
Did Not Respond/Missing Data	5	8%	41	16%	51	25%	97	20%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	25%	0	0%	0	0%	1	9%
E5-E9	1	25%	0	0%	2	67%	3	52%
O1-O3,WO1-CW5	1	25%	0	0%	1	33%	2	30%
O4-O10	1	25%	0	0%	0	0%	1	7%
Participants' Residence								
Barracks/BEQ/BOQ	1	33%	0	0%	0	0%	1	8%
Military Housing On Post	1	33%	0	0%	0	0%	1	8%
Off-post Housing (<30 min.)	0	0%	0	0%	3	100%	3	58%
Off-post Housing (>=30 min.)	1	25%	1	100%	0	0%	2	24%
PARTICIPATED OFF POST	0	0%	4	2%	2	1%	6	1%
Less Than Once A Month	0	0%	1	0%	1	0%	2	0%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	3	1%	1	0%	4	1%
Did Not Participate	47	75%	162	64%	119	59%	328	62%
Did Not Respond/Missing Data	16	25%	88	35%	80	40%	184	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	50%	1	50%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	1	50%	1	17%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	0	0%	1	25%	0	0%	1	16%
Off-post Housing (>=30 min.)	0	0%	3	75%	2	100%	5	84%

TEAM SPORTS

VOLLEYBALL

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	11	17%	17	7%	7	3%	35	6%
PARTICIPATED ON POST	11	17%	8	3%	1	0%	20	3%
Less Than Once A Month	6	10%	5	2%	1	0%	12	2%
1-3 Times A Month	2	3%	1	0%	0	0%	3	0%
4 + Times A Month	3	5%	2	1%	0	0%	5	1%
Did Not Participate	47	75%	207	81%	148	74%	402	78%
Did Not Respond/Missing Data	5	8%	39	15%	52	26%	96	19%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	27%	0	0%	0	0%	3	22%
E5-E9	3	27%	0	0%	1	100%	4	40%
O1-O3,WO1-CW5	3	27%	0	0%	0	0%	3	22%
O4-O10	2	18%	0	0%	0	0%	2	6%
Participants' Residence								
Barracks/BEQ/BOQ	4	40%	0	0%	0	0%	4	13%
Military Housing On Post	4	40%	0	0%	0	0%	4	13%
Off-post Housing (<30 min.)	1	10%	5	63%	1	100%	7	48%
Off-post Housing (>=30 min.)	1	9%	3	38%	0	0%	4	25%
PARTICIPATED OFF POST	4	6%	12	5%	6	3%	22	4%
Less Than Once A Month	2	3%	9	4%	5	2%	16	3%
1-3 Times A Month	1	2%	0	0%	0	0%	1	0%
4 + Times A Month	1	2%	3	1%	1	0%	5	1%
Did Not Participate	44	70%	156	61%	115	57%	315	60%
Did Not Respond/Missing Data	15	24%	86	34%	80	40%	181	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	25%	0	0%	1	20%	2	21%
E5-E9	1	25%	0	0%	0	0%	1	6%
O1-O3,WO1-CW5	1	25%	0	0%	1	20%	2	21%
O4-O10	1	25%	0	0%	3	50%	4	18%
Participants' Residence								
Barracks/BEQ/BOQ	2	50%	0	0%	0	0%	2	5%
Military Housing On Post	2	50%	0	0%	0	0%	2	5%
Off-post Housing (<30 min.)	0	0%	6	55%	1	20%	7	39%
Off-post Housing (>=30 min.)	0	0%	5	42%	4	67%	9	46%

OUTDOOR RECREATION

BICYCLE RIDING/MOUNTAIN BIKING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	15	24%	72	28%	32	16%	119	23%
PARTICIPATED ON POST	10	16%	10	4%	7	3%	27	4%
Less Than Once A Month	3	5%	5	2%	4	2%	12	2%
1-3 Times A Month	5	8%	3	1%	2	1%	10	1%
4 + Times A Month	2	3%	2	1%	1	0%	5	1%
Did Not Participate	48	76%	192	76%	137	68%	377	72%
Did Not Respond/Missing Data	5	8%	52	20%	57	28%	114	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	2	20%	0	0%	5	71%	7	52%
O1-O3,WO1-CW5	2	20%	0	0%	0	0%	2	7%
O4-O10	6	60%	0	0%	2	29%	8	22%
Participants' Residence								
Barracks/BEQ/BOQ	1	11%	0	0%	0	0%	1	2%
Military Housing On Post	6	67%	0	0%	0	0%	6	13%
Off-post Housing (<30 min.)	2	22%	8	80%	3	50%	13	59%
Off-post Housing (>=30 min.)	0	0%	2	20%	3	43%	5	24%
PARTICIPATED OFF POST	11	17%	66	26%	30	15%	107	21%
Less Than Once A Month	4	6%	24	9%	13	6%	41	8%
1-3 Times A Month	7	11%	23	9%	12	6%	42	8%
4 + Times A Month	0	0%	19	7%	5	2%	24	5%
Did Not Participate	33	52%	109	43%	89	44%	231	44%
Did Not Respond/Missing Data	19	30%	79	31%	82	41%	180	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	9%	0	0%	1	3%	2	4%
E5-E9	2	18%	0	0%	16	53%	18	49%
O1-O3,WO1-CW5	2	18%	0	0%	1	3%	3	5%
O4-O10	6	55%	0	0%	12	40%	18	15%
Participants' Residence								
Barracks/BEQ/BOQ	1	9%	0	0%	0	0%	1	0%
Military Housing On Post	8	73%	0	0%	0	0%	8	3%
Off-post Housing (<30 min.)	2	18%	40	61%	21	72%	63	62%
Off-post Housing (>=30 min.)	0	0%	26	39%	8	27%	34	34%

OUTDOOR RECREATION

CAMPING/HIKING/BACKPACKING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	49	19%	27	13%	86	17%
PARTICIPATED ON POST	4	6%	10	4%	7	3%	21	4%
Less Than Once A Month	3	5%	6	2%	6	3%	15	3%
1-3 Times A Month	1	2%	4	2%	0	0%	5	1%
4 + Times A Month	0	0%	0	0%	1	0%	1	0%
Did Not Participate	53	84%	196	77%	134	67%	383	73%
Did Not Respond/Missing Data	6	10%	48	19%	60	30%	114	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	25%	0	0%	4	57%	5	51%
O1-O3,WO1-CW5	1	25%	0	0%	0	0%	1	5%
O4-O10	2	50%	0	0%	3	43%	5	21%
Participants' Residence								
Barracks/BEQ/BOQ	1	33%	0	0%	0	0%	1	3%
Military Housing On Post	1	33%	0	0%	0	0%	1	3%
Off-post Housing (<30 min.)	1	33%	6	60%	3	75%	10	62%
Off-post Housing (>=30 min.)	0	0%	4	40%	1	14%	5	26%
PARTICIPATED OFF POST	9	14%	43	17%	20	10%	72	14%
Less Than Once A Month	7	11%	24	9%	16	8%	47	9%
1-3 Times A Month	2	3%	15	6%	0	0%	17	3%
4 + Times A Month	0	0%	4	2%	4	2%	8	2%
Did Not Participate	35	56%	126	50%	98	49%	259	50%
Did Not Respond/Missing Data	19	30%	85	33%	83	41%	187	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	33%	0	0%	3	15%	6	18%
E5-E9	1	11%	0	0%	10	50%	11	44%
O1-O3,WO1-CW5	2	22%	0	0%	1	5%	3	8%
O4-O10	3	33%	0	0%	6	30%	9	11%
Participants' Residence								
Barracks/BEQ/BOQ	4	44%	0	0%	0	0%	4	3%
Military Housing On Post	3	33%	0	0%	0	0%	3	2%
Off-post Housing (<30 min.)	1	11%	22	51%	10	53%	33	49%
Off-post Housing (>=30 min.)	1	11%	21	49%	9	45%	31	45%

OUTDOOR RECREATION

CANOEING/KAYAKING/RAFTING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	5	8%	23	9%	11	5%	39	7%
PARTICIPATED ON POST	3	5%	4	2%	4	2%	11	2%
Less Than Once A Month	2	3%	3	1%	3	1%	8	1%
1-3 Times A Month	0	0%	0	0%	1	0%	1	0%
4 + Times A Month	1	2%	1	0%	0	0%	2	0%
Did Not Participate	54	86%	199	78%	140	70%	393	75%
Did Not Respond/Missing Data	6	10%	51	20%	57	28%	114	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	33%	0	0%	2	50%	3	46%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	2	67%	0	0%	2	50%	4	31%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	12%
Off-post Housing (<30 min.)	0	0%	1	25%	1	50%	2	29%
Off-post Housing (>=30 min.)	0	0%	3	75%	1	25%	4	43%
PARTICIPATED OFF POST	2	3%	21	8%	8	4%	31	6%
Less Than Once A Month	2	3%	18	7%	7	3%	27	5%
1-3 Times A Month	0	0%	2	1%	1	0%	3	1%
4 + Times A Month	0	0%	1	0%	0	0%	1	0%
Did Not Participate	43	68%	146	57%	105	52%	294	56%
Did Not Respond/Missing Data	18	29%	87	34%	88	44%	193	38%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	14%	1	13%
E5-E9	0	0%	0	0%	2	29%	2	26%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	5%
O4-O10	1	50%	0	0%	4	50%	5	15%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	3%
Off-post Housing (<30 min.)	0	0%	13	62%	4	57%	17	59%
Off-post Housing (>=30 min.)	0	0%	8	38%	3	38%	11	37%

OUTDOOR RECREATION

FISHING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	18	29%	49	19%	46	23%	113	21%
PARTICIPATED ON POST	7	11%	5	2%	17	8%	29	5%
Less Than Once A Month	2	3%	4	2%	8	4%	14	3%
1-3 Times A Month	3	5%	1	0%	5	2%	9	2%
4 + Times A Month	2	3%	0	0%	4	2%	6	1%
Did Not Participate	50	79%	194	76%	129	64%	373	71%
Did Not Respond/Missing Data	6	10%	55	22%	55	27%	116	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	3	43%	0	0%	13	81%	16	75%
O1-O3,WO1-CW5	2	29%	0	0%	1	6%	3	10%
O4-O10	2	29%	0	0%	2	12%	4	11%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	6	100%	0	0%	0	0%	6	11%
Off-post Housing (<30 min.)	0	0%	3	60%	10	67%	13	58%
Off-post Housing (>=30 min.)	0	0%	2	40%	5	29%	7	28%
PARTICIPATED OFF POST	15	24%	48	19%	38	19%	101	19%
Less Than Once A Month	9	14%	29	11%	16	8%	54	10%
1-3 Times A Month	3	5%	6	2%	14	7%	23	4%
4 + Times A Month	3	5%	13	5%	8	4%	24	5%
Did Not Participate	32	51%	127	50%	89	44%	248	48%
Did Not Respond/Missing Data	16	25%	79	31%	74	37%	169	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	7%	0	0%	3	8%	4	8%
E5-E9	4	27%	0	0%	20	56%	24	51%
O1-O3,WO1-CW5	3	20%	0	0%	4	11%	7	12%
O4-O10	7	47%	0	0%	9	24%	16	13%
Participants' Residence								
Barracks/BEQ/BOQ	1	7%	0	0%	0	0%	1	0%
Military Housing On Post	11	79%	0	0%	0	0%	11	5%
Off-post Housing (<30 min.)	1	7%	31	65%	22	65%	54	61%
Off-post Housing (>=30 min.)	1	7%	17	35%	12	32%	30	32%

OUTDOOR RECREATION

GOING TO BEACHES/LAKES

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	36	57%	133	52%	85	42%	254	48%
PARTICIPATED ON POST	7	11%	14	6%	16	8%	37	7%
Less Than Once A Month	2	3%	9	4%	13	6%	24	5%
1-3 Times A Month	2	3%	2	1%	2	1%	6	1%
4 + Times A Month	3	5%	3	1%	1	0%	7	1%
Did Not Participate	50	79%	179	70%	124	62%	353	67%
Did Not Respond/Missing Data	6	10%	61	24%	61	30%	128	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	33%	0	0%	0	0%	2	5%
E5-E9	1	17%	0	0%	9	60%	10	54%
O1-O3,WO1-CW5	2	33%	0	0%	1	7%	3	10%
O4-O10	1	14%	0	0%	5	31%	6	17%
Participants' Residence								
Barracks/BEQ/BOQ	1	17%	0	0%	0	0%	1	1%
Military Housing On Post	4	67%	0	0%	0	0%	4	6%
Off-post Housing (<30 min.)	1	17%	9	64%	5	42%	15	50%
Off-post Housing (>=30 min.)	0	0%	5	36%	7	44%	12	36%
PARTICIPATED OFF POST	33	52%	128	50%	73	36%	234	44%
Less Than Once A Month	12	19%	42	17%	25	12%	79	15%
1-3 Times A Month	16	25%	51	20%	39	19%	106	20%
4 + Times A Month	5	8%	35	14%	9	4%	49	9%
Did Not Participate	14	22%	60	24%	54	27%	128	25%
Did Not Respond/Missing Data	16	25%	66	26%	74	37%	156	31%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	5	15%	0	0%	2	3%	7	5%
E5-E9	10	30%	0	0%	32	44%	42	42%
O1-O3,WO1-CW5	4	12%	0	0%	6	8%	10	9%
O4-O10	14	42%	0	0%	33	45%	47	19%
Participants' Residence								
Barracks/BEQ/BOQ	6	19%	0	0%	0	0%	6	1%
Military Housing On Post	21	68%	2	2%	0	0%	23	5%
Off-post Housing (<30 min.)	3	10%	77	60%	43	62%	123	58%
Off-post Housing (>=30 min.)	1	3%	49	38%	26	36%	76	35%

OUTDOOR RECREATION

HORSEBACK RIDING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	15	6%	5	2%	24	4%
PARTICIPATED ON POST	1	2%	1	0%	1	0%	3	1%
Less Than Once A Month	1	2%	1	0%	1	0%	3	1%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	56	89%	200	79%	142	71%	398	76%
Did Not Respond/Missing Data	6	10%	53	21%	58	29%	117	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	1	100%	1	71%
O1-O3,WO1-CW5	1	100%	0	0%	0	0%	1	29%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	30%
Off-post Housing (<30 min.)	0	0%	0	0%	0	0%	0	0%
Off-post Housing (>=30 min.)	0	0%	1	100%	0	0%	1	40%
PARTICIPATED OFF POST	4	6%	15	6%	4	2%	23	4%
Less Than Once A Month	3	5%	10	4%	3	1%	16	3%
1-3 Times A Month	1	2%	1	0%	0	0%	2	0%
4 + Times A Month	0	0%	4	2%	1	0%	5	1%
Did Not Participate	41	65%	153	60%	113	56%	307	59%
Did Not Respond/Missing Data	18	29%	86	34%	84	42%	188	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	25%	1	18%
E5-E9	0	0%	0	0%	2	50%	2	35%
O1-O3,WO1-CW5	1	25%	0	0%	0	0%	1	7%
O4-O10	3	75%	0	0%	1	25%	4	11%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	50%	0	0%	0	0%	2	4%
Off-post Housing (<30 min.)	2	50%	9	60%	1	25%	12	52%
Off-post Housing (>=30 min.)	0	0%	6	40%	3	75%	9	44%

OUTDOOR RECREATION

HUNTING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	5	8%	8	3%	9	4%	22	4%
PARTICIPATED ON POST	1	2%	1	0%	1	0%	3	1%
Less Than Once A Month	0	0%	0	0%	1	0%	1	0%
1-3 Times A Month	0	0%	1	0%	0	0%	1	0%
4 + Times A Month	1	2%	0	0%	0	0%	1	0%
Did Not Participate	56	89%	200	79%	142	71%	398	76%
Did Not Respond/Missing Data	6	10%	53	21%	58	29%	117	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	100%	0	0%	1	100%	2	100%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	0	0%	1	100%	0	0%	1	100%
Off-post Housing (>=30 min.)	0	0%	0	0%	0	0%	0	0%
PARTICIPATED OFF POST	4	6%	7	3%	8	4%	19	3%
Less Than Once A Month	3	5%	5	2%	5	2%	13	2%
1-3 Times A Month	1	2%	0	0%	0	0%	1	0%
4 + Times A Month	0	0%	2	1%	3	1%	5	1%
Did Not Participate	40	63%	159	63%	112	56%	311	60%
Did Not Respond/Missing Data	19	30%	88	35%	81	40%	188	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	2	25%	2	21%
E5-E9	0	0%	0	0%	2	25%	2	21%
O1-O3,WO1-CW5	2	50%	0	0%	2	25%	4	29%
O4-O10	2	50%	0	0%	2	25%	4	17%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	67%	0	0%	0	0%	2	5%
Off-post Housing (<30 min.)	0	0%	6	86%	3	38%	9	55%
Off-post Housing (>=30 min.)	1	25%	1	14%	5	63%	7	39%

OUTDOOR RECREATION

IN-LINE SKATING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	11	17%	19	7%	2	1%	32	5%
PARTICIPATED ON POST	6	10%	4	2%	0	0%	10	1%
Less Than Once A Month	3	5%	2	1%	0	0%	5	1%
1-3 Times A Month	3	5%	1	0%	0	0%	4	0%
4 + Times A Month	0	0%	1	0%	0	0%	1	0%
Did Not Participate	51	81%	199	78%	144	72%	394	76%
Did Not Respond/Missing Data	6	10%	51	20%	57	28%	114	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	20%	0	0%	0	0%	1	20%
E5-E9	1	20%	0	0%	0	0%	1	20%
O1-O3,WO1-CW5	1	20%	0	0%	0	0%	1	20%
O4-O10	2	33%	0	0%	0	0%	2	13%
Participants' Residence								
Barracks/BEQ/BOQ	2	33%	0	0%	0	0%	2	13%
Military Housing On Post	4	67%	0	0%	0	0%	4	26%
Off-post Housing (<30 min.)	0	0%	2	50%	0	0%	2	30%
Off-post Housing (>=30 min.)	0	0%	2	50%	0	0%	2	30%
PARTICIPATED OFF POST	10	16%	16	6%	2	1%	28	5%
Less Than Once A Month	6	10%	10	4%	1	0%	17	3%
1-3 Times A Month	3	5%	5	2%	1	0%	9	1%
4 + Times A Month	1	2%	1	0%	0	0%	2	0%
Did Not Participate	35	56%	150	59%	114	57%	299	58%
Did Not Respond/Missing Data	18	29%	88	35%	85	42%	191	38%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	33%	0	0%	1	50%	4	39%
E5-E9	2	22%	0	0%	1	50%	3	32%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	4	40%	0	0%	0	0%	4	8%
Participants' Residence								
Barracks/BEQ/BOQ	4	40%	0	0%	0	0%	4	8%
Military Housing On Post	5	50%	0	0%	0	0%	5	10%
Off-post Housing (<30 min.)	1	10%	10	63%	1	50%	12	51%
Off-post Housing (>=30 min.)	0	0%	6	38%	1	50%	7	31%

OUTDOOR RECREATION

PAINTBALL

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	5	2%	7	3%	16	3%
PARTICIPATED ON POST	1	2%	0	0%	2	1%	3	1%
Less Than Once A Month	1	2%	0	0%	2	1%	3	1%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	56	89%	201	79%	142	71%	399	76%
Did Not Respond/Missing Data	6	10%	53	21%	57	28%	116	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	1	50%	1	41%
O1-O3,WO1-CW5	1	100%	0	0%	1	50%	2	59%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	29%
Off-post Housing (<30 min.)	0	0%	0	0%	0	0%	0	0%
Off-post Housing (>=30 min.)	0	0%	0	0%	1	50%	1	41%
PARTICIPATED OFF POST	3	5%	5	2%	5	2%	13	2%
Less Than Once A Month	1	2%	4	2%	3	1%	8	2%
1-3 Times A Month	1	2%	1	0%	2	1%	4	1%
4 + Times A Month	1	2%	0	0%	0	0%	1	0%
Did Not Participate	42	67%	164	65%	113	56%	319	61%
Did Not Respond/Missing Data	18	29%	85	33%	83	41%	186	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	20%	1	16%
E5-E9	1	33%	0	0%	3	60%	4	55%
O1-O3,WO1-CW5	0	0%	0	0%	1	20%	1	16%
O4-O10	2	67%	0	0%	0	0%	2	8%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	100%	0	0%	0	0%	3	11%
Off-post Housing (<30 min.)	0	0%	2	40%	2	40%	4	35%
Off-post Housing (>=30 min.)	0	0%	3	60%	3	60%	6	53%

OUTDOOR RECREATION

PICNICKING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	26	41%	96	38%	45	22%	167	31%
PARTICIPATED ON POST	16	25%	34	13%	16	8%	66	12%
Less Than Once A Month	11	17%	28	11%	13	6%	52	9%
1-3 Times A Month	4	6%	5	2%	2	1%	11	2%
4 + Times A Month	1	2%	1	0%	1	0%	3	1%
Did Not Participate	42	67%	163	64%	129	64%	334	64%
Did Not Respond/Missing Data	5	8%	57	22%	56	28%	118	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	6%	0	0%	0	0%	1	2%
E5-E9	4	25%	0	0%	12	80%	16	63%
O1-O3,WO1-CW5	2	13%	0	0%	0	0%	2	4%
O4-O10	9	56%	0	0%	3	19%	12	12%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	13	93%	0	0%	0	0%	13	11%
Off-post Housing (<30 min.)	1	7%	23	68%	8	67%	32	60%
Off-post Housing (>=30 min.)	0	0%	11	32%	4	25%	15	26%
PARTICIPATED OFF POST	20	32%	85	33%	35	17%	140	26%
Less Than Once A Month	14	22%	51	20%	23	11%	88	17%
1-3 Times A Month	4	6%	29	11%	9	4%	42	8%
4 + Times A Month	2	3%	5	2%	3	1%	10	2%
Did Not Participate	28	44%	92	36%	86	43%	206	39%
Did Not Respond/Missing Data	15	24%	77	30%	80	40%	172	34%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	15%	0	0%	1	3%	4	5%
E5-E9	7	35%	0	0%	18	51%	25	48%
O1-O3,WO1-CW5	2	10%	0	0%	3	9%	5	9%
O4-O10	8	40%	0	0%	13	37%	21	13%
Participants' Residence								
Barracks/BEQ/BOQ	3	15%	0	0%	0	0%	3	1%
Military Housing On Post	16	80%	1	1%	0	0%	17	6%
Off-post Housing (<30 min.)	0	0%	54	64%	23	68%	77	60%
Off-post Housing (>=30 min.)	1	5%	30	35%	11	31%	42	32%

OUTDOOR RECREATION

POWER BOAT/SAIL/JET & WATER SKI

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	32	13%	22	11%	64	12%
PARTICIPATED ON POST	4	6%	6	2%	8	4%	18	3%
Less Than Once A Month	0	0%	4	2%	6	3%	10	2%
1-3 Times A Month	2	3%	2	1%	1	0%	5	1%
4 + Times A Month	2	3%	0	0%	1	0%	3	0%
Did Not Participate	53	84%	193	76%	135	67%	381	73%
Did Not Respond/Missing Data	6	10%	55	22%	58	29%	119	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	6	75%	6	62%
O1-O3,WO1-CW5	1	25%	0	0%	0	0%	1	4%
O4-O10	3	75%	0	0%	2	25%	5	21%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	100%	0	0%	0	0%	3	10%
Off-post Housing (<30 min.)	0	0%	4	67%	4	67%	8	60%
Off-post Housing (>=30 min.)	0	0%	2	33%	2	25%	4	25%
PARTICIPATED OFF POST	9	14%	29	11%	16	8%	54	10%
Less Than Once A Month	6	10%	13	5%	4	2%	23	4%
1-3 Times A Month	2	3%	8	3%	6	3%	16	3%
4 + Times A Month	1	2%	8	3%	6	3%	15	3%
Did Not Participate	37	59%	142	56%	104	52%	283	54%
Did Not Respond/Missing Data	17	27%	83	33%	81	40%	181	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	11%	0	0%	1	6%	2	7%
E5-E9	0	0%	0	0%	8	50%	8	41%
O1-O3,WO1-CW5	3	33%	0	0%	0	0%	3	6%
O4-O10	5	56%	0	0%	7	44%	12	19%
Participants' Residence								
Barracks/BEQ/BOQ	1	13%	0	0%	0	0%	1	1%
Military Housing On Post	6	75%	0	0%	0	0%	6	6%
Off-post Housing (<30 min.)	1	13%	16	55%	9	64%	26	55%
Off-post Housing (>=30 min.)	0	0%	13	45%	5	31%	18	37%

OUTDOOR RECREATION

ROCK CLIMBING/MOUNTAIN CLIMBING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	9	4%	7	3%	20	4%
PARTICIPATED ON POST	1	2%	2	1%	2	1%	5	1%
Less Than Once A Month	1	2%	1	0%	2	1%	4	1%
1-3 Times A Month	0	0%	1	0%	0	0%	1	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	56	89%	200	79%	142	71%	398	76%
Did Not Respond/Missing Data	6	10%	52	20%	57	28%	115	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	2	100%	2	83%
O1-O3,WO1-CW5	1	100%	0	0%	0	0%	1	17%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	12%
Off-post Housing (<30 min.)	0	0%	0	0%	1	100%	1	30%
Off-post Housing (>=30 min.)	0	0%	2	100%	0	0%	2	44%
PARTICIPATED OFF POST	4	6%	7	3%	5	2%	16	3%
Less Than Once A Month	3	5%	6	2%	4	2%	13	2%
1-3 Times A Month	1	2%	1	0%	1	0%	3	1%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	41	65%	162	64%	113	56%	316	61%
Did Not Respond/Missing Data	18	29%	85	33%	83	41%	186	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	25%	1	18%
E5-E9	1	25%	0	0%	2	50%	3	43%
O1-O3,WO1-CW5	1	25%	0	0%	0	0%	1	7%
O4-O10	2	50%	0	0%	1	20%	3	14%
Participants' Residence								
Barracks/BEQ/BOQ	1	25%	0	0%	0	0%	1	3%
Military Housing On Post	3	75%	0	0%	0	0%	3	10%
Off-post Housing (<30 min.)	0	0%	3	43%	2	50%	5	39%
Off-post Housing (>=30 min.)	0	0%	4	57%	2	40%	6	44%

OUTDOOR RECREATION

SKEET/TRAP SHOOTING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	1	2%	5	2%	8	4%	14	3%
PARTICIPATED ON POST	0	0%	1	0%	1	0%	2	0%
Less Than Once A Month	0	0%	0	0%	1	0%	1	0%
1-3 Times A Month	0	0%	1	0%	0	0%	1	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	57	90%	200	79%	143	71%	400	76%
Did Not Respond/Missing Data	6	10%	53	21%	57	28%	116	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	1	100%	1	100%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	0	0%	1	100%	0	0%	1	100%
Off-post Housing (>=30 min.)	0	0%	0	0%	0	0%	0	0%
PARTICIPATED OFF POST	1	2%	4	2%	7	3%	12	2%
Less Than Once A Month	1	2%	2	1%	6	3%	9	2%
1-3 Times A Month	0	0%	2	1%	0	0%	2	0%
4 + Times A Month	0	0%	0	0%	1	0%	1	0%
Did Not Participate	44	70%	165	65%	111	55%	320	61%
Did Not Respond/Missing Data	18	29%	85	33%	83	41%	186	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	14%	1	13%
E5-E9	0	0%	0	0%	2	29%	2	27%
O1-O3,WO1-CW5	0	0%	0	0%	2	29%	2	27%
O4-O10	1	100%	0	0%	2	29%	3	21%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	4%
Off-post Housing (<30 min.)	0	0%	3	75%	4	57%	7	61%
Off-post Housing (>=30 min.)	0	0%	1	25%	3	43%	4	35%

OUTDOOR RECREATION

SKY DIVING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	2	3%	1	0%	1	0%	4	1%
PARTICIPATED ON POST	0	0%	1	0%	0	0%	1	0%
Less Than Once A Month	0	0%	0	0%	0	0%	0	0%
1-3 Times A Month	0	0%	1	0%	0	0%	1	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	57	90%	200	79%	144	72%	401	76%
Did Not Respond/Missing Data	6	10%	53	21%	57	28%	116	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	0	0%	0	0%	0	0%	0	0%
Off-post Housing (>=30 min.)	0	0%	1	100%	0	0%	1	100%
PARTICIPATED OFF POST	2	3%	1	0%	1	0%	4	1%
Less Than Once A Month	2	3%	1	0%	1	0%	4	1%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	43	68%	168	66%	115	57%	326	62%
Did Not Respond/Missing Data	18	29%	85	33%	85	42%	188	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	50%	0	0%	1	100%	2	77%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	23%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	15%
Military Housing On Post	1	50%	0	0%	0	0%	1	15%
Off-post Housing (<30 min.)	0	0%	0	0%	0	0%	0	0%
Off-post Housing (>=30 min.)	0	0%	1	100%	1	100%	2	70%

OUTDOOR RECREATION

SNOW SKIING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	11	17%	23	9%	17	8%	51	9%
PARTICIPATED ON POST	3	5%	4	2%	3	1%	10	2%
Less Than Once A Month	2	3%	3	1%	2	1%	7	1%
1-3 Times A Month	1	2%	1	0%	1	0%	3	1%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	54	86%	194	76%	142	71%	390	74%
Did Not Respond/Missing Data	6	10%	56	22%	56	28%	118	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	33%	0	0%	2	67%	3	57%
O1-O3,WO1-CW5	1	33%	0	0%	0	0%	1	10%
O4-O10	1	33%	0	0%	1	33%	2	18%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	50%	0	0%	0	0%	1	7%
Off-post Housing (<30 min.)	1	50%	2	50%	1	100%	4	59%
Off-post Housing (>=30 min.)	0	0%	2	50%	0	0%	2	24%
PARTICIPATED OFF POST	9	14%	21	8%	15	7%	45	8%
Less Than Once A Month	6	10%	18	7%	9	4%	33	6%
1-3 Times A Month	2	3%	3	1%	3	1%	8	1%
4 + Times A Month	1	2%	0	0%	3	1%	4	1%
Did Not Participate	37	59%	151	59%	104	52%	292	56%
Did Not Respond/Missing Data	17	27%	82	32%	82	41%	181	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	11%	0	0%	1	7%	2	8%
E5-E9	0	0%	0	0%	5	33%	5	27%
O1-O3,WO1-CW5	2	22%	0	0%	0	0%	2	4%
O4-O10	6	67%	0	0%	9	60%	15	30%
Participants' Residence								
Barracks/BEQ/BOQ	2	22%	0	0%	0	0%	2	2%
Military Housing On Post	6	67%	0	0%	0	0%	6	7%
Off-post Housing (<30 min.)	0	0%	14	67%	10	71%	24	62%
Off-post Housing (>=30 min.)	1	11%	7	33%	4	27%	12	29%

OUTDOOR RECREATION

VOLKSMARCHING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	3	5%	11	4%	7	3%	21	4%
PARTICIPATED ON POST	1	2%	5	2%	4	2%	10	2%
Less Than Once A Month	1	2%	1	0%	4	2%	6	1%
1-3 Times A Month	0	0%	2	1%	0	0%	2	0%
4 + Times A Month	0	0%	2	1%	0	0%	2	0%
Did Not Participate	56	89%	196	77%	140	70%	392	75%
Did Not Respond/Missing Data	6	10%	53	21%	57	28%	116	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	4	100%	4	91%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	100%	0	0%	0	0%	1	5%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	1	100%	1	20%	3	100%	5	53%
Off-post Housing (>=30 min.)	0	0%	4	80%	0	0%	4	42%
PARTICIPATED OFF POST	2	3%	10	4%	4	2%	16	3%
Less Than Once A Month	1	2%	6	2%	3	1%	10	2%
1-3 Times A Month	0	0%	2	1%	0	0%	2	0%
4 + Times A Month	1	2%	2	1%	1	0%	4	1%
Did Not Participate	43	68%	160	63%	110	55%	313	60%
Did Not Respond/Missing Data	18	29%	84	33%	87	43%	189	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	25%	1	21%
E5-E9	1	50%	0	0%	3	75%	4	71%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	9%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	3%
Military Housing On Post	1	50%	0	0%	0	0%	1	3%
Off-post Housing (<30 min.)	0	0%	4	40%	2	50%	6	40%
Off-post Housing (>=30 min.)	0	0%	6	60%	2	50%	8	54%

OUTDOOR RECREATION

WINDSURF/SURF/BOOGIE BOARDING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	5	8%	11	4%	2	1%	18	3%
PARTICIPATED ON POST	2	3%	0	0%	0	0%	2	0%
Less Than Once A Month	2	3%	0	0%	0	0%	2	0%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	55	87%	199	78%	142	71%	396	76%
Did Not Respond/Missing Data	6	10%	55	22%	59	29%	120	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	50%	0	0%	0	0%	1	50%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	50%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	100%
Off-post Housing (<30 min.)	0	0%	0	0%	0	0%	0	0%
Off-post Housing (>=30 min.)	0	0%	0	0%	0	0%	0	0%
PARTICIPATED OFF POST	4	6%	11	4%	2	1%	17	3%
Less Than Once A Month	2	3%	5	2%	1	0%	8	1%
1-3 Times A Month	1	2%	2	1%	0	0%	3	0%
4 + Times A Month	1	2%	4	2%	1	0%	6	1%
Did Not Participate	41	65%	159	63%	113	56%	313	60%
Did Not Respond/Missing Data	18	29%	84	33%	86	43%	188	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	50%	1	27%
E5-E9	1	25%	0	0%	0	0%	1	11%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	3	75%	0	0%	1	50%	4	16%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	4	100%	0	0%	0	0%	4	12%
Off-post Housing (<30 min.)	0	0%	6	55%	0	0%	6	40%
Off-post Housing (>=30 min.)	0	0%	5	45%	2	100%	7	48%

SOCIAL

DANCING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	23	37%	99	39%	74	37%	196	38%
PARTICIPATED ON POST	10	16%	26	10%	25	12%	61	11%
Less Than Once A Month	9	14%	19	7%	22	11%	50	9%
1-3 Times A Month	1	2%	5	2%	3	1%	9	2%
4 + Times A Month	0	0%	2	1%	0	0%	2	0%
Did Not Participate	45	71%	175	69%	118	59%	338	65%
Did Not Respond/Missing Data	8	13%	53	21%	58	29%	119	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	30%	0	0%	0	0%	3	4%
E5-E9	2	20%	0	0%	9	38%	11	35%
O1-O3,WO1-CW5	0	0%	0	0%	5	21%	5	18%
O4-O10	5	50%	0	0%	10	40%	15	22%
Participants' Residence								
Barracks/BEQ/BOQ	3	30%	0	0%	0	0%	3	2%
Military Housing On Post	7	70%	0	0%	0	0%	7	6%
Off-post Housing (<30 min.)	0	0%	17	65%	15	65%	32	60%
Off-post Housing (>=30 min.)	0	0%	9	35%	8	32%	17	31%
PARTICIPATED OFF POST	21	33%	88	35%	64	32%	173	33%
Less Than Once A Month	13	21%	60	24%	46	23%	119	23%
1-3 Times A Month	8	13%	20	8%	16	8%	44	8%
4 + Times A Month	0	0%	8	3%	2	1%	10	2%
Did Not Participate	29	46%	97	38%	65	32%	191	36%
Did Not Respond/Missing Data	13	21%	69	27%	72	36%	154	31%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	6	29%	0	0%	2	3%	8	6%
E5-E9	6	29%	0	0%	26	42%	32	40%
O1-O3,WO1-CW5	2	10%	0	0%	7	11%	9	11%
O4-O10	7	33%	0	0%	27	42%	34	19%
Participants' Residence								
Barracks/BEQ/BOQ	7	37%	0	0%	0	0%	7	2%
Military Housing On Post	10	53%	1	1%	0	0%	11	3%
Off-post Housing (<30 min.)	2	11%	55	63%	32	53%	89	56%
Off-post Housing (>=30 min.)	0	0%	32	36%	28	44%	60	37%

SOCIAL

ENTERTAINING GUESTS AT HOME

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	31	49%	174	69%	120	60%	325	64%
PARTICIPATED ON POST	20	32%	18	7%	23	11%	61	10%
Less Than Once A Month	10	16%	5	2%	15	7%	30	5%
1-3 Times A Month	9	14%	13	5%	8	4%	30	5%
4 + Times A Month	1	2%	0	0%	0	0%	1	0%
Did Not Participate	36	57%	176	69%	109	54%	321	62%
Did Not Respond/Missing Data	7	11%	60	24%	69	34%	136	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	5%	0	0%	0	0%	1	1%
E5-E9	6	30%	0	0%	10	43%	16	40%
O1-O3,WO1-CW5	3	15%	0	0%	3	13%	6	14%
O4-O10	10	50%	0	0%	10	43%	20	29%
Participants' Residence								
Barracks/BEQ/BOQ	1	5%	0	0%	0	0%	1	1%
Military Housing On Post	17	89%	0	0%	0	0%	17	16%
Off-post Housing (<30 min.)	1	5%	10	56%	12	63%	23	50%
Off-post Housing (>=30 min.)	0	0%	8	44%	7	30%	15	30%
PARTICIPATED OFF POST	16	25%	161	63%	104	52%	281	56%
Less Than Once A Month	6	10%	64	25%	39	19%	109	22%
1-3 Times A Month	8	13%	62	24%	52	26%	122	24%
4 + Times A Month	2	3%	35	14%	13	6%	50	10%
Did Not Participate	33	52%	26	10%	34	17%	93	15%
Did Not Respond/Missing Data	14	22%	67	26%	63	31%	144	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	3	3%	3	3%
E5-E9	4	27%	0	0%	43	42%	47	41%
O1-O3,WO1-CW5	3	20%	0	0%	9	9%	12	9%
O4-O10	8	50%	0	0%	47	45%	55	19%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	8	57%	1	1%	0	0%	9	2%
Off-post Housing (<30 min.)	5	36%	101	63%	64	64%	170	63%
Off-post Housing (>=30 min.)	1	6%	58	36%	36	35%	95	35%

SOCIAL

HAPPY HOUR/SOCIAL HOUR

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	23	37%	83	33%	54	27%	160	30%
PARTICIPATED ON POST	12	19%	19	7%	19	9%	50	9%
Less Than Once A Month	11	17%	11	4%	11	5%	33	6%
1-3 Times A Month	1	2%	8	3%	6	3%	15	3%
4 + Times A Month	0	0%	0	0%	2	1%	2	0%
Did Not Participate	46	73%	180	71%	115	57%	341	65%
Did Not Respond/Missing Data	5	8%	55	22%	67	33%	127	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	8%	0	0%	0	0%	1	2%
E5-E9	2	17%	0	0%	7	37%	9	33%
O1-O3,WO1-CW5	2	17%	0	0%	2	11%	4	12%
O4-O10	7	58%	0	0%	10	53%	17	31%
Participants' Residence								
Barracks/BEQ/BOQ	2	18%	0	0%	0	0%	2	2%
Military Housing On Post	8	73%	0	0%	0	0%	8	9%
Off-post Housing (<30 min.)	1	9%	15	79%	13	81%	29	72%
Off-post Housing (>=30 min.)	0	0%	4	21%	3	16%	7	16%
PARTICIPATED OFF POST	20	32%	69	27%	42	21%	131	25%
Less Than Once A Month	13	21%	40	16%	25	12%	78	15%
1-3 Times A Month	5	8%	19	7%	11	5%	35	7%
4 + Times A Month	2	3%	10	4%	6	3%	18	3%
Did Not Participate	30	48%	108	43%	84	42%	222	42%
Did Not Respond/Missing Data	13	21%	77	30%	75	37%	165	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	15%	0	0%	1	2%	4	5%
E5-E9	5	25%	0	0%	18	44%	23	41%
O1-O3,WO1-CW5	3	15%	0	0%	5	12%	8	13%
O4-O10	9	45%	0	0%	17	40%	26	18%
Participants' Residence								
Barracks/BEQ/BOQ	4	24%	0	0%	0	0%	4	1%
Military Housing On Post	11	65%	0	0%	0	0%	11	4%
Off-post Housing (<30 min.)	2	12%	37	54%	20	51%	59	51%
Off-post Housing (>=30 min.)	0	0%	31	45%	19	45%	50	42%

SOCIAL

NIGHT CLUBS/LOUNGES

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	24	38%	87	34%	54	27%	165	31%
PARTICIPATED ON POST	9	14%	12	5%	15	7%	36	6%
Less Than Once A Month	9	14%	6	2%	13	6%	28	5%
1-3 Times A Month	0	0%	6	2%	1	0%	7	1%
4 + Times A Month	0	0%	0	0%	1	0%	1	0%
Did Not Participate	48	76%	184	72%	119	59%	351	67%
Did Not Respond/Missing Data	6	10%	58	23%	67	33%	131	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	11%	0	0%	0	0%	1	2%
E5-E9	2	22%	0	0%	9	60%	11	52%
O1-O3,WO1-CW5	2	22%	0	0%	1	7%	3	10%
O4-O10	4	44%	0	0%	5	33%	9	22%
Participants' Residence								
Barracks/BEQ/BOQ	2	25%	0	0%	0	0%	2	3%
Military Housing On Post	5	63%	0	0%	0	0%	5	7%
Off-post Housing (<30 min.)	1	13%	9	75%	10	71%	20	66%
Off-post Housing (>=30 min.)	0	0%	3	25%	4	27%	7	23%
PARTICIPATED OFF POST	24	38%	79	31%	45	22%	148	28%
Less Than Once A Month	12	19%	49	19%	32	16%	93	18%
1-3 Times A Month	8	13%	23	9%	8	4%	39	7%
4 + Times A Month	4	6%	7	3%	5	2%	16	3%
Did Not Participate	26	41%	99	39%	84	42%	209	40%
Did Not Respond/Missing Data	13	21%	76	30%	72	36%	161	32%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	5	21%	0	0%	1	2%	6	6%
E5-E9	7	29%	0	0%	25	56%	32	51%
O1-O3,WO1-CW5	4	17%	0	0%	4	9%	8	10%
O4-O10	8	33%	0	0%	15	33%	23	14%
Participants' Residence								
Barracks/BEQ/BOQ	7	33%	0	0%	0	0%	7	2%
Military Housing On Post	11	52%	0	0%	0	0%	11	4%
Off-post Housing (<30 min.)	3	14%	48	61%	23	53%	74	55%
Off-post Housing (>=30 min.)	0	0%	31	39%	20	44%	51	38%

SOCIAL

SHOPPING TRIPS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	34	54%	154	61%	118	59%	306	59%
PARTICIPATED ON POST	11	17%	20	8%	49	24%	80	15%
Less Than Once A Month	2	3%	13	5%	19	9%	34	7%
1-3 Times A Month	7	11%	6	2%	20	10%	33	6%
4 + Times A Month	2	3%	1	0%	10	5%	13	3%
Did Not Participate	46	73%	175	69%	84	42%	305	58%
Did Not Respond/Missing Data	6	10%	59	23%	68	34%	133	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	20%	0	0%	1	2%	3	3%
E5-E9	3	30%	0	0%	24	49%	27	47%
O1-O3,WO1-CW5	2	20%	0	0%	6	12%	8	13%
O4-O10	3	27%	0	0%	18	37%	21	26%
Participants' Residence								
Barracks/BEQ/BOQ	3	27%	0	0%	0	0%	3	2%
Military Housing On Post	7	64%	0	0%	0	0%	7	4%
Off-post Housing (<30 min.)	1	9%	17	85%	31	69%	49	69%
Off-post Housing (>=30 min.)	0	0%	3	15%	14	29%	17	23%
PARTICIPATED OFF POST	33	52%	146	57%	105	52%	284	55%
Less Than Once A Month	14	22%	51	20%	28	14%	93	18%
1-3 Times A Month	13	21%	62	24%	40	20%	115	22%
4 + Times A Month	6	10%	33	13%	37	18%	76	15%
Did Not Participate	17	27%	42	17%	31	15%	90	17%
Did Not Respond/Missing Data	13	21%	66	26%	65	32%	144	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	6	19%	0	0%	3	3%	9	5%
E5-E9	8	26%	0	0%	47	46%	55	43%
O1-O3,WO1-CW5	3	10%	0	0%	9	9%	12	9%
O4-O10	14	42%	0	0%	44	42%	58	19%
Participants' Residence								
Barracks/BEQ/BOQ	8	28%	0	0%	0	0%	8	1%
Military Housing On Post	16	55%	2	1%	0	0%	18	3%
Off-post Housing (<30 min.)	4	14%	96	66%	60	61%	160	61%
Off-post Housing (>=30 min.)	1	3%	48	33%	39	37%	88	33%

SOCIAL

SPECIAL FAMILY EVENTS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	30	48%	169	67%	115	57%	314	61%
PARTICIPATED ON POST	12	19%	26	10%	30	15%	68	13%
Less Than Once A Month	9	14%	18	7%	24	12%	51	10%
1-3 Times A Month	3	5%	7	3%	3	1%	13	2%
4 + Times A Month	0	0%	1	0%	3	1%	4	1%
Did Not Participate	45	71%	167	66%	103	51%	315	60%
Did Not Respond/Missing Data	6	10%	61	24%	68	34%	135	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	9%	0	0%	0	0%	1	1%
E5-E9	3	27%	0	0%	18	60%	21	56%
O1-O3,WO1-CW5	1	9%	0	0%	5	17%	6	16%
O4-O10	6	50%	0	0%	7	23%	13	16%
Participants' Residence								
Barracks/BEQ/BOQ	1	9%	0	0%	0	0%	1	1%
Military Housing On Post	7	64%	0	0%	0	0%	7	5%
Off-post Housing (<30 min.)	3	27%	18	69%	20	71%	41	67%
Off-post Housing (>=30 min.)	0	0%	8	31%	8	27%	16	26%
PARTICIPATED OFF POST	28	44%	158	62%	98	49%	284	55%
Less Than Once A Month	15	24%	77	30%	53	26%	145	28%
1-3 Times A Month	11	17%	55	22%	36	18%	102	20%
4 + Times A Month	2	3%	26	10%	9	4%	37	7%
Did Not Participate	23	37%	35	14%	37	18%	95	17%
Did Not Respond/Missing Data	12	19%	61	24%	66	33%	139	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	11%	0	0%	3	3%	6	4%
E5-E9	7	26%	0	0%	43	44%	50	42%
O1-O3,WO1-CW5	2	7%	0	0%	8	8%	10	8%
O4-O10	15	54%	0	0%	43	44%	58	19%
Participants' Residence								
Barracks/BEQ/BOQ	3	12%	0	0%	0	0%	3	0%
Military Housing On Post	17	68%	2	1%	0	0%	19	4%
Off-post Housing (<30 min.)	4	16%	102	65%	58	62%	164	62%
Off-post Housing (>=30 min.)	1	4%	54	34%	36	37%	91	34%

SPORTS AND FITNESS

GROUP AEROBICS CLASSES

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	24	9%	7	3%	41	7%
PARTICIPATED ON POST	9	14%	7	3%	2	1%	18	3%
Less Than Once A Month	5	8%	0	0%	1	0%	6	1%
1-3 Times A Month	1	2%	4	2%	0	0%	5	1%
4 + Times A Month	3	5%	3	1%	1	0%	7	1%
Did Not Participate	46	73%	195	77%	144	72%	385	74%
Did Not Respond/Missing Data	8	13%	52	20%	55	27%	115	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	4	44%	0	0%	0	0%	4	29%
E5-E9	3	33%	0	0%	1	50%	4	39%
O1-O3,WO1-CW5	1	11%	0	0%	0	0%	1	7%
O4-O10	1	11%	0	0%	1	50%	2	11%
Participants' Residence								
Barracks/BEQ/BOQ	4	50%	0	0%	0	0%	4	14%
Military Housing On Post	3	38%	0	0%	0	0%	3	10%
Off-post Housing (<30 min.)	1	13%	5	71%	1	50%	7	52%
Off-post Housing (>=30 min.)	0	0%	2	29%	1	50%	3	23%
PARTICIPATED OFF POST	1	2%	19	7%	6	3%	26	5%
Less Than Once A Month	1	2%	5	2%	1	0%	7	1%
1-3 Times A Month	0	0%	6	2%	0	0%	6	1%
4 + Times A Month	0	0%	8	3%	5	2%	13	3%
Did Not Participate	48	76%	166	65%	116	58%	330	63%
Did Not Respond/Missing Data	14	22%	69	27%	79	39%	162	32%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	100%	0	0%	3	50%	4	53%
O1-O3,WO1-CW5	0	0%	0	0%	1	17%	1	16%
O4-O10	0	0%	0	0%	2	33%	2	8%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	2%
Off-post Housing (<30 min.)	0	0%	13	68%	4	67%	17	67%
Off-post Housing (>=30 min.)	0	0%	6	32%	2	33%	8	31%

SPORTS AND FITNESS

BOWLING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	20	32%	58	23%	35	17%	113	21%
PARTICIPATED ON POST	19	30%	40	16%	25	12%	84	15%
Less Than Once A Month	10	16%	18	7%	16	8%	44	8%
1-3 Times A Month	3	5%	10	4%	6	3%	19	4%
4 + Times A Month	6	10%	12	5%	3	1%	21	4%
Did Not Participate	36	57%	161	63%	117	58%	314	61%
Did Not Respond/Missing Data	8	13%	53	21%	59	29%	120	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	5%	0	0%	0	0%	1	1%
E5-E9	8	42%	0	0%	17	74%	25	66%
O1-O3,WO1-CW5	1	5%	0	0%	1	4%	2	5%
O4-O10	9	47%	0	0%	5	20%	14	12%
Participants' Residence								
Barracks/BEQ/BOQ	2	11%	0	0%	0	0%	2	1%
Military Housing On Post	14	78%	1	3%	0	0%	15	10%
Off-post Housing (<30 min.)	2	11%	35	88%	20	87%	57	79%
Off-post Housing (>=30 min.)	0	0%	4	10%	3	12%	7	10%
PARTICIPATED OFF POST	5	8%	32	13%	22	11%	59	12%
Less Than Once A Month	4	6%	26	10%	12	6%	42	8%
1-3 Times A Month	1	2%	2	1%	8	4%	11	2%
4 + Times A Month	0	0%	4	2%	2	1%	6	1%
Did Not Participate	44	70%	154	61%	102	51%	300	57%
Did Not Respond/Missing Data	14	22%	68	27%	77	38%	159	31%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	20%	0	0%	0	0%	1	2%
E5-E9	4	80%	0	0%	15	75%	19	75%
O1-O3,WO1-CW5	0	0%	0	0%	2	10%	2	9%
O4-O10	0	0%	0	0%	3	14%	3	5%
Participants' Residence								
Barracks/BEQ/BOQ	1	20%	0	0%	0	0%	1	1%
Military Housing On Post	4	80%	0	0%	0	0%	4	3%
Off-post Housing (<30 min.)	0	0%	23	72%	14	67%	37	67%
Off-post Housing (>=30 min.)	0	0%	9	28%	7	32%	16	29%

SPORTS AND FITNESS

BOXING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	1	2%	9	4%	3	1%	13	3%
PARTICIPATED ON POST	1	2%	6	2%	0	0%	7	1%
Less Than Once A Month	0	0%	5	2%	0	0%	5	1%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	1	2%	1	0%	0	0%	2	0%
Did Not Participate	53	84%	193	76%	140	70%	386	74%
Did Not Respond/Missing Data	9	14%	55	22%	61	30%	125	25%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	100%	0	0%	0	0%	1	7%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	1	100%	4	67%	0	0%	5	69%
Off-post Housing (>=30 min.)	0	0%	2	33%	0	0%	2	31%
PARTICIPATED OFF POST	1	2%	6	2%	3	1%	10	2%
Less Than Once A Month	0	0%	4	2%	0	0%	4	1%
1-3 Times A Month	0	0%	2	1%	2	1%	4	1%
4 + Times A Month	1	2%	0	0%	1	0%	2	0%
Did Not Participate	47	75%	174	69%	117	58%	338	64%
Did Not Respond/Missing Data	15	24%	74	29%	81	40%	170	34%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	2	100%	2	83%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	100%	0	0%	0	0%	1	5%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	1	100%	3	50%	0	0%	4	40%
Off-post Housing (>=30 min.)	0	0%	3	50%	2	67%	5	53%

SPORTS AND FITNESS

CARDIOVASCULAR EXERCISE

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	38	60%	99	39%	66	33%	203	38%
PARTICIPATED ON POST	34	54%	37	15%	24	12%	95	16%
Less Than Once A Month	1	2%	5	2%	6	3%	12	2%
1-3 Times A Month	6	10%	9	4%	9	4%	24	4%
4 + Times A Month	27	43%	23	9%	9	4%	59	9%
Did Not Participate	22	35%	164	65%	119	59%	305	61%
Did Not Respond/Missing Data	7	11%	53	21%	58	29%	118	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	6	19%	0	0%	0	0%	6	7%
E5-E9	10	31%	0	0%	13	54%	23	46%
O1-O3,WO1-CW5	5	16%	0	0%	0	0%	5	6%
O4-O10	11	32%	0	0%	11	46%	22	21%
Participants' Residence								
Barracks/BEQ/BOQ	9	29%	0	0%	0	0%	9	5%
Military Housing On Post	18	58%	1	3%	0	0%	19	12%
Off-post Housing (<30 min.)	3	10%	23	64%	19	86%	45	61%
Off-post Housing (>=30 min.)	1	3%	12	32%	3	13%	16	20%
PARTICIPATED OFF POST	18	29%	83	33%	52	26%	153	30%
Less Than Once A Month	1	2%	17	7%	11	5%	29	6%
1-3 Times A Month	4	6%	16	6%	12	6%	32	6%
4 + Times A Month	13	21%	50	20%	29	14%	92	17%
Did Not Participate	32	51%	103	41%	75	37%	210	40%
Did Not Respond/Missing Data	13	21%	68	27%	74	37%	155	31%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	12%	0	0%	2	4%	4	5%
E5-E9	5	29%	0	0%	26	50%	31	48%
O1-O3,WO1-CW5	3	18%	0	0%	2	4%	5	5%
O4-O10	7	39%	0	0%	22	42%	29	18%
Participants' Residence								
Barracks/BEQ/BOQ	3	18%	0	0%	0	0%	3	1%
Military Housing On Post	7	41%	1	1%	0	0%	8	3%
Off-post Housing (<30 min.)	5	29%	50	60%	28	55%	83	57%
Off-post Housing (>=30 min.)	2	11%	32	39%	23	44%	57	39%

SPORTS AND FITNESS

GOLF

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	7	11%	38	15%	53	26%	98	20%
PARTICIPATED ON POST	7	11%	22	9%	33	16%	62	12%
Less Than Once A Month	2	3%	11	4%	11	5%	24	5%
1-3 Times A Month	2	3%	4	2%	8	4%	14	3%
4 + Times A Month	3	5%	7	3%	14	7%	24	5%
Did Not Participate	48	76%	177	70%	114	57%	339	64%
Did Not Respond/Missing Data	8	13%	55	22%	54	27%	117	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	14%	0	0%	12	36%	13	35%
O1-O3,WO1-CW5	0	0%	0	0%	3	9%	3	8%
O4-O10	6	86%	0	0%	18	55%	24	36%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	7	100%	0	0%	0	0%	7	6%
Off-post Housing (<30 min.)	0	0%	19	90%	26	90%	45	85%
Off-post Housing (>=30 min.)	0	0%	2	9%	3	9%	5	9%
PARTICIPATED OFF POST	3	5%	34	13%	44	22%	81	17%
Less Than Once A Month	1	2%	23	9%	16	8%	40	8%
1-3 Times A Month	2	3%	6	2%	17	8%	25	5%
4 + Times A Month	0	0%	5	2%	11	5%	16	3%
Did Not Participate	46	73%	153	60%	83	41%	282	53%
Did Not Respond/Missing Data	14	22%	67	26%	74	37%	155	31%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	33%	0	0%	14	33%	15	33%
O1-O3,WO1-CW5	0	0%	0	0%	5	12%	5	11%
O4-O10	2	67%	0	0%	24	55%	26	32%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	100%	0	0%	0	0%	3	2%
Off-post Housing (<30 min.)	0	0%	24	73%	27	64%	51	67%
Off-post Housing (>=30 min.)	0	0%	9	26%	15	34%	24	30%

SPORTS AND FITNESS

MARTIAL ARTS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	10	4%	2	1%	16	3%
PARTICIPATED ON POST	1	2%	4	2%	0	0%	5	1%
Less Than Once A Month	1	2%	0	0%	0	0%	1	0%
1-3 Times A Month	0	0%	3	1%	0	0%	3	1%
4 + Times A Month	0	0%	1	0%	0	0%	1	0%
Did Not Participate	54	86%	195	77%	142	71%	391	75%
Did Not Respond/Missing Data	8	13%	55	22%	59	29%	122	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	100%	0	0%	0	0%	1	100%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	1	100%	0	0%	0	0%	1	10%
Military Housing On Post	0	0%	1	25%	0	0%	1	23%
Off-post Housing (<30 min.)	0	0%	2	50%	0	0%	2	45%
Off-post Housing (>=30 min.)	0	0%	1	25%	0	0%	1	23%
PARTICIPATED OFF POST	3	5%	9	4%	2	1%	14	3%
Less Than Once A Month	1	2%	2	1%	1	0%	4	1%
1-3 Times A Month	0	0%	3	1%	1	0%	4	1%
4 + Times A Month	2	3%	4	2%	0	0%	6	1%
Did Not Participate	47	75%	175	69%	117	58%	339	65%
Did Not Respond/Missing Data	13	21%	70	28%	82	41%	165	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	33%	0	0%	2	100%	3	74%
O1-O3,WO1-CW5	2	67%	0	0%	0	0%	2	26%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	67%	1	11%	0	0%	3	15%
Off-post Housing (<30 min.)	0	0%	5	56%	0	0%	5	40%
Off-post Housing (>=30 min.)	1	33%	3	33%	2	100%	6	45%

SPORTS AND FITNESS

RACQUETBALL

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	11	17%	14	6%	4	2%	29	5%
PARTICIPATED ON POST	11	17%	5	2%	2	1%	18	2%
Less Than Once A Month	7	11%	2	1%	2	1%	11	1%
1-3 Times A Month	3	5%	1	0%	0	0%	4	0%
4 + Times A Month	1	2%	2	1%	0	0%	3	0%
Did Not Participate	44	70%	195	77%	140	70%	379	73%
Did Not Respond/Missing Data	8	13%	54	21%	59	29%	121	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	5	45%	0	0%	0	0%	5	32%
E5-E9	3	27%	0	0%	2	100%	5	49%
O1-O3,WO1-CW5	1	9%	0	0%	0	0%	1	6%
O4-O10	2	18%	0	0%	0	0%	2	7%
Participants' Residence								
Barracks/BEQ/BOQ	4	36%	0	0%	0	0%	4	16%
Military Housing On Post	6	55%	0	0%	0	0%	6	24%
Off-post Housing (<30 min.)	0	0%	2	40%	1	100%	3	28%
Off-post Housing (>=30 min.)	1	9%	3	60%	0	0%	4	29%
PARTICIPATED OFF POST	2	3%	11	4%	2	1%	15	3%
Less Than Once A Month	1	2%	7	3%	0	0%	8	2%
1-3 Times A Month	0	0%	4	2%	0	0%	4	1%
4 + Times A Month	1	2%	0	0%	2	1%	3	1%
Did Not Participate	48	76%	172	68%	119	59%	339	65%
Did Not Respond/Missing Data	13	21%	71	28%	80	40%	164	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	15%
O4-O10	1	50%	0	0%	2	100%	3	18%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	50%	0	0%	0	0%	1	3%
Off-post Housing (<30 min.)	0	0%	6	55%	1	50%	7	50%
Off-post Housing (>=30 min.)	1	50%	5	45%	1	50%	7	46%

SPORTS AND FITNESS

ROLLER/ICE SKATING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	14	22%	18	7%	3	1%	35	6%
PARTICIPATED ON POST	5	8%	3	1%	0	0%	8	1%
Less Than Once A Month	3	5%	0	0%	0	0%	3	0%
1-3 Times A Month	0	0%	1	0%	0	0%	1	0%
4 + Times A Month	2	3%	2	1%	0	0%	4	1%
Did Not Participate	50	79%	195	77%	141	70%	386	74%
Did Not Respond/Missing Data	8	13%	56	22%	60	30%	124	25%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	20%	0	0%	0	0%	1	20%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	4	80%	0	0%	0	0%	4	34%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	4	80%	1	33%	0	0%	5	53%
Off-post Housing (<30 min.)	1	20%	0	0%	0	0%	1	8%
Off-post Housing (>=30 min.)	0	0%	2	67%	0	0%	2	39%
PARTICIPATED OFF POST	13	21%	17	7%	3	1%	33	5%
Less Than Once A Month	10	16%	11	4%	1	0%	22	3%
1-3 Times A Month	0	0%	2	1%	2	1%	4	1%
4 + Times A Month	3	5%	4	2%	0	0%	7	1%
Did Not Participate	37	59%	167	66%	117	58%	321	62%
Did Not Respond/Missing Data	13	21%	70	28%	81	40%	164	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	15%	0	0%	0	0%	2	10%
E5-E9	3	23%	0	0%	2	67%	5	39%
O1-O3,WO1-CW5	1	8%	0	0%	0	0%	1	5%
O4-O10	7	54%	0	0%	1	33%	8	16%
Participants' Residence								
Barracks/BEQ/BOQ	2	15%	0	0%	0	0%	2	3%
Military Housing On Post	8	62%	1	6%	0	0%	9	17%
Off-post Housing (<30 min.)	2	15%	11	65%	3	100%	16	58%
Off-post Housing (>=30 min.)	1	8%	5	29%	0	0%	6	21%

SPORTS AND FITNESS

RUNNING/JOGGING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	44	70%	45	18%	31	15%	120	20%
PARTICIPATED ON POST	41	65%	18	7%	12	6%	71	10%
Less Than Once A Month	1	2%	4	2%	4	2%	9	2%
1-3 Times A Month	7	11%	5	2%	1	0%	13	2%
4 + Times A Month	33	52%	9	4%	7	3%	49	6%
Did Not Participate	15	24%	181	71%	134	67%	330	67%
Did Not Respond/Missing Data	7	11%	55	22%	55	27%	117	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	7	18%	0	0%	0	0%	7	10%
E5-E9	11	28%	0	0%	4	33%	15	30%
O1-O3,WO1-CW5	6	15%	0	0%	1	8%	7	12%
O4-O10	15	37%	0	0%	7	58%	22	29%
Participants' Residence								
Barracks/BEQ/BOQ	10	27%	0	0%	0	0%	10	10%
Military Housing On Post	21	57%	0	0%	0	0%	21	20%
Off-post Housing (<30 min.)	3	8%	14	78%	8	80%	25	53%
Off-post Housing (>=30 min.)	3	7%	4	22%	2	17%	9	15%
PARTICIPATED OFF POST	25	40%	37	15%	26	13%	88	15%
Less Than Once A Month	3	5%	10	4%	7	3%	20	4%
1-3 Times A Month	3	5%	7	3%	6	3%	16	3%
4 + Times A Month	19	30%	20	8%	13	6%	52	9%
Did Not Participate	26	41%	151	59%	100	50%	277	54%
Did Not Respond/Missing Data	12	19%	66	26%	75	37%	153	30%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	4	17%	0	0%	0	0%	4	5%
E5-E9	6	25%	0	0%	9	35%	15	32%
O1-O3,WO1-CW5	4	17%	0	0%	2	8%	6	10%
O4-O10	10	40%	0	0%	15	58%	25	27%
Participants' Residence								
Barracks/BEQ/BOQ	4	17%	0	0%	0	0%	4	2%
Military Housing On Post	13	54%	0	0%	0	0%	13	8%
Off-post Housing (<30 min.)	3	13%	24	65%	16	62%	43	56%
Off-post Housing (>=30 min.)	4	16%	13	35%	10	38%	27	34%

SPORTS AND FITNESS

SWIMMING AT POOL

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	24	38%	79	31%	45	22%	148	28%
PARTICIPATED ON POST	21	33%	18	7%	16	8%	55	9%
Less Than Once A Month	11	17%	3	1%	8	4%	22	3%
1-3 Times A Month	2	3%	9	4%	3	1%	14	3%
4 + Times A Month	8	13%	6	2%	5	2%	19	3%
Did Not Participate	34	54%	183	72%	127	63%	344	67%
Did Not Respond/Missing Data	8	13%	53	21%	58	29%	119	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	4	19%	0	0%	0	0%	4	7%
E5-E9	9	43%	0	0%	10	63%	19	56%
O1-O3,WO1-CW5	2	10%	0	0%	0	0%	2	3%
O4-O10	6	29%	0	0%	6	38%	12	20%
Participants' Residence								
Barracks/BEQ/BOQ	4	21%	0	0%	0	0%	4	4%
Military Housing On Post	13	68%	1	6%	0	0%	14	17%
Off-post Housing (<30 min.)	1	5%	13	72%	12	92%	26	65%
Off-post Housing (>=30 min.)	1	5%	4	22%	1	6%	6	12%
PARTICIPATED OFF POST	7	11%	70	28%	37	18%	114	23%
Less Than Once A Month	5	8%	30	12%	18	9%	53	10%
1-3 Times A Month	1	2%	19	7%	7	3%	27	5%
4 + Times A Month	1	2%	21	8%	12	6%	34	7%
Did Not Participate	42	67%	121	48%	90	45%	253	47%
Did Not Respond/Missing Data	14	22%	63	25%	74	37%	151	30%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	14%	0	0%	1	3%	2	4%
E5-E9	1	14%	0	0%	12	32%	13	31%
O1-O3,WO1-CW5	1	14%	0	0%	1	3%	2	4%
O4-O10	4	57%	0	0%	23	62%	27	23%
Participants' Residence								
Barracks/BEQ/BOQ	1	14%	0	0%	0	0%	1	0%
Military Housing On Post	4	57%	1	1%	0	0%	5	2%
Off-post Housing (<30 min.)	2	29%	43	61%	23	64%	68	61%
Off-post Housing (>=30 min.)	0	0%	26	37%	13	35%	39	35%

SPORTS AND FITNESS

TENNIS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	7	11%	21	8%	9	4%	37	7%
PARTICIPATED ON POST	5	8%	9	4%	3	1%	17	3%
Less Than Once A Month	4	6%	3	1%	1	0%	8	1%
1-3 Times A Month	0	0%	4	2%	0	0%	4	1%
4 + Times A Month	1	2%	2	1%	2	1%	5	1%
Did Not Participate	50	79%	190	75%	137	68%	377	72%
Did Not Respond/Missing Data	8	13%	55	22%	61	30%	124	25%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	20%	0	0%	0	0%	1	8%
E5-E9	0	0%	0	0%	3	100%	3	59%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	4	80%	0	0%	0	0%	4	12%
Participants' Residence								
Barracks/BEQ/BOQ	1	20%	0	0%	0	0%	1	3%
Military Housing On Post	4	80%	0	0%	0	0%	4	12%
Off-post Housing (<30 min.)	0	0%	5	56%	3	100%	8	57%
Off-post Housing (>=30 min.)	0	0%	4	44%	0	0%	4	28%
PARTICIPATED OFF POST	3	5%	18	7%	8	4%	29	6%
Less Than Once A Month	3	5%	10	4%	4	2%	17	3%
1-3 Times A Month	0	0%	4	2%	2	1%	6	1%
4 + Times A Month	0	0%	4	2%	2	1%	6	1%
Did Not Participate	46	73%	166	65%	113	56%	325	62%
Did Not Respond/Missing Data	14	22%	70	28%	80	40%	164	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	33%	0	0%	3	38%	4	37%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	2	67%	0	0%	5	63%	7	22%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	67%	0	0%	0	0%	2	3%
Off-post Housing (<30 min.)	1	33%	10	56%	4	50%	15	53%
Off-post Housing (>=30 min.)	0	0%	8	44%	4	50%	12	44%

SPORTS AND FITNESS

WALKING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	28	44%	162	64%	120	60%	310	61%
PARTICIPATED ON POST	23	37%	81	32%	35	17%	139	26%
Less Than Once A Month	6	10%	11	4%	4	2%	21	4%
1-3 Times A Month	5	8%	27	11%	9	4%	41	8%
4 + Times A Month	12	19%	43	17%	22	11%	77	14%
Did Not Participate	33	52%	123	48%	108	54%	264	51%
Did Not Respond/Missing Data	7	11%	50	20%	58	29%	115	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	14%	0	0%	0	0%	3	3%
E5-E9	9	41%	0	0%	24	71%	33	64%
O1-O3,WO1-CW5	1	5%	0	0%	1	3%	2	3%
O4-O10	9	39%	0	0%	9	26%	18	10%
Participants' Residence								
Barracks/BEQ/BOQ	4	20%	0	0%	0	0%	4	1%
Military Housing On Post	15	75%	1	1%	0	0%	16	6%
Off-post Housing (<30 min.)	1	5%	56	70%	25	86%	82	69%
Off-post Housing (>=30 min.)	0	0%	23	28%	4	11%	27	21%
PARTICIPATED OFF POST	17	27%	147	58%	106	53%	270	54%
Less Than Once A Month	6	10%	22	9%	9	4%	37	7%
1-3 Times A Month	8	13%	31	12%	21	10%	60	11%
4 + Times A Month	3	5%	94	37%	76	38%	173	36%
Did Not Participate	33	52%	53	21%	32	16%	118	21%
Did Not Respond/Missing Data	13	21%	54	21%	63	31%	130	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	12%	0	0%	2	2%	4	3%
E5-E9	7	41%	0	0%	51	50%	58	49%
O1-O3,WO1-CW5	1	6%	0	0%	7	7%	8	7%
O4-O10	7	41%	0	0%	43	41%	50	18%
Participants' Residence								
Barracks/BEQ/BOQ	2	12%	0	0%	0	0%	2	0%
Military Housing On Post	11	65%	1	1%	0	0%	12	2%
Off-post Housing (<30 min.)	3	18%	98	67%	57	57%	158	62%
Off-post Housing (>=30 min.)	1	6%	47	32%	43	41%	91	35%

SPORTS AND FITNESS

WEIGHT/STRENGTH TRAINING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	40	63%	68	27%	39	19%	147	26%
PARTICIPATED ON POST	37	59%	34	13%	16	8%	87	14%
Less Than Once A Month	3	5%	5	2%	7	3%	15	3%
1-3 Times A Month	5	8%	6	2%	3	1%	14	2%
4 + Times A Month	29	46%	23	9%	6	3%	58	9%
Did Not Participate	21	33%	167	66%	128	64%	316	63%
Did Not Respond/Missing Data	5	8%	53	21%	57	28%	115	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	8	23%	0	0%	0	0%	8	11%
E5-E9	10	29%	0	0%	9	56%	19	43%
O1-O3,WO1-CW5	5	14%	0	0%	1	6%	6	10%
O4-O10	12	32%	0	0%	6	38%	18	17%
Participants' Residence								
Barracks/BEQ/BOQ	11	31%	0	0%	0	0%	11	8%
Military Housing On Post	20	57%	2	6%	0	0%	22	17%
Off-post Housing (<30 min.)	2	6%	22	67%	11	79%	35	55%
Off-post Housing (>=30 min.)	2	5%	9	26%	3	19%	14	19%
PARTICIPATED OFF POST	12	19%	48	19%	30	15%	90	17%
Less Than Once A Month	2	3%	13	5%	4	2%	19	4%
1-3 Times A Month	3	5%	9	4%	7	3%	19	4%
4 + Times A Month	7	11%	26	10%	19	9%	52	10%
Did Not Participate	38	60%	138	54%	93	46%	269	51%
Did Not Respond/Missing Data	13	21%	68	27%	78	39%	159	32%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	18%	0	0%	1	3%	3	5%
E5-E9	2	18%	0	0%	13	43%	15	40%
O1-O3,WO1-CW5	2	18%	0	0%	2	7%	4	8%
O4-O10	5	42%	0	0%	14	47%	19	20%
Participants' Residence								
Barracks/BEQ/BOQ	2	18%	0	0%	0	0%	2	1%
Military Housing On Post	4	36%	2	4%	0	0%	6	4%
Off-post Housing (<30 min.)	2	18%	27	56%	17	57%	46	54%
Off-post Housing (>=30 min.)	3	25%	19	40%	13	43%	35	40%

SPORTS AND FITNESS

WRESTLING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	1	2%	2	1%	1	0%	4	1%
PARTICIPATED ON POST	1	2%	1	0%	0	0%	2	0%
Less Than Once A Month	1	2%	1	0%	0	0%	2	0%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	54	86%	195	77%	141	70%	390	74%
Did Not Respond/Missing Data	8	13%	58	23%	60	30%	126	25%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	100%	0	0%	0	0%	1	100%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	1	100%	0	0%	0	0%	1	30%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	0	0%	0	0%	0	0%	0	0%
Off-post Housing (>=30 min.)	0	0%	1	100%	0	0%	1	70%
PARTICIPATED OFF POST								
	0	0%	1	0%	1	0%	2	0%
Less Than Once A Month	0	0%	0	0%	0	0%	0	0%
1-3 Times A Month	0	0%	1	0%	0	0%	1	0%
4 + Times A Month	0	0%	0	0%	1	0%	1	0%
Did Not Participate	49	78%	182	72%	117	58%	348	66%
Did Not Respond/Missing Data	14	22%	71	28%	83	41%	168	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	1	100%	1	51%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	0	0%	0	0%	1	100%	1	51%
Off-post Housing (>=30 min.)	0	0%	1	100%	0	0%	1	49%

ENTERTAINMENT

ATTENDING SPORTS EVENTS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	27	43%	102	40%	60	30%	189	36%
PARTICIPATED ON POST	18	29%	19	7%	12	6%	49	8%
Less Than Once A Month	9	14%	16	6%	5	2%	30	5%
1-3 Times A Month	6	10%	2	1%	7	3%	15	2%
4 + Times A Month	3	5%	1	0%	0	0%	4	0%
Did Not Participate	38	60%	180	71%	132	66%	350	68%
Did Not Respond/Missing Data	7	11%	55	22%	57	28%	119	24%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	4	24%	0	0%	0	0%	4	9%
E5-E9	4	24%	0	0%	10	83%	14	61%
O1-O3,WO1-CW5	2	12%	0	0%	0	0%	2	4%
O4-O10	7	39%	0	0%	2	17%	9	13%
Participants' Residence								
Barracks/BEQ/BOQ	7	41%	0	0%	0	0%	7	8%
Military Housing On Post	9	53%	0	0%	0	0%	9	11%
Off-post Housing (<30 min.)	0	0%	16	84%	6	60%	22	60%
Off-post Housing (>=30 min.)	1	6%	3	16%	4	33%	8	19%
PARTICIPATED OFF POST	18	29%	96	38%	54	27%	168	33%
Less Than Once A Month	12	19%	64	25%	36	18%	112	22%
1-3 Times A Month	4	6%	18	7%	11	5%	33	6%
4 + Times A Month	2	3%	14	6%	7	3%	23	5%
Did Not Participate	33	52%	99	39%	77	38%	209	39%
Did Not Respond/Missing Data	12	19%	59	23%	70	35%	141	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	11%	0	0%	0	0%	2	1%
E5-E9	4	22%	0	0%	23	43%	27	41%
O1-O3,WO1-CW5	2	11%	0	0%	4	8%	6	8%
O4-O10	10	56%	0	0%	26	48%	36	20%
Participants' Residence								
Barracks/BEQ/BOQ	3	19%	0	0%	0	0%	3	1%
Military Housing On Post	9	56%	1	1%	0	0%	10	3%
Off-post Housing (<30 min.)	4	25%	61	64%	31	60%	96	61%
Off-post Housing (>=30 min.)	0	0%	33	34%	21	39%	54	34%

ENTERTAINMENT

BILLIARDS/GAME ROOM/VIDEO ARCADE

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	13	21%	40	16%	19	9%	72	13%
PARTICIPATED ON POST	5	8%	7	3%	4	2%	16	3%
Less Than Once A Month	2	3%	5	2%	2	1%	9	2%
1-3 Times A Month	1	2%	1	0%	2	1%	4	1%
4 + Times A Month	2	3%	1	0%	0	0%	3	0%
Did Not Participate	51	81%	191	75%	136	68%	378	72%
Did Not Respond/Missing Data	7	11%	56	22%	61	30%	124	25%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	60%	0	0%	0	0%	3	20%
E5-E9	0	0%	0	0%	3	75%	3	49%
O1-O3,WO1-CW5	0	0%	0	0%	1	25%	1	16%
O4-O10	2	40%	0	0%	0	0%	2	6%
Participants' Residence								
Barracks/BEQ/BOQ	3	60%	0	0%	0	0%	3	11%
Military Housing On Post	2	40%	0	0%	0	0%	2	7%
Off-post Housing (<30 min.)	0	0%	5	71%	3	100%	8	66%
Off-post Housing (>=30 min.)	0	0%	2	29%	0	0%	2	15%
PARTICIPATED OFF POST	11	17%	36	14%	17	8%	64	12%
Less Than Once A Month	6	10%	22	9%	8	4%	36	7%
1-3 Times A Month	2	3%	9	4%	6	3%	17	3%
4 + Times A Month	3	5%	5	2%	3	1%	11	2%
Did Not Participate	38	60%	151	59%	106	53%	295	57%
Did Not Respond/Missing Data	14	22%	67	26%	78	39%	159	31%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	27%	0	0%	0	0%	3	6%
E5-E9	3	27%	0	0%	11	65%	14	57%
O1-O3,WO1-CW5	1	9%	0	0%	3	18%	4	16%
O4-O10	4	36%	0	0%	3	18%	7	8%
Participants' Residence								
Barracks/BEQ/BOQ	4	40%	0	0%	0	0%	4	3%
Military Housing On Post	4	40%	1	3%	0	0%	5	5%
Off-post Housing (<30 min.)	1	10%	23	64%	11	65%	35	60%
Off-post Housing (>=30 min.)	1	9%	12	33%	6	35%	19	32%

ENTERTAINMENT

BINGO

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	2	3%	18	7%	10	5%	30	6%
PARTICIPATED ON POST	2	3%	8	3%	2	1%	12	2%
Less Than Once A Month	1	2%	4	2%	0	0%	5	1%
1-3 Times A Month	1	2%	2	1%	2	1%	5	1%
4 + Times A Month	0	0%	2	1%	0	0%	2	0%
Did Not Participate	54	86%	190	75%	137	68%	381	73%
Did Not Respond/Missing Data	7	11%	56	22%	62	31%	125	25%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	50%	0	0%	2	100%	3	85%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	50%	0	0%	0	0%	1	4%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	4%
Military Housing On Post	1	50%	0	0%	0	0%	1	4%
Off-post Housing (<30 min.)	0	0%	3	43%	2	100%	5	51%
Off-post Housing (>=30 min.)	0	0%	4	50%	0	0%	4	36%
PARTICIPATED OFF POST	1	2%	12	5%	8	4%	21	4%
Less Than Once A Month	1	2%	8	3%	6	3%	15	3%
1-3 Times A Month	0	0%	1	0%	1	0%	2	0%
4 + Times A Month	0	0%	3	1%	1	0%	4	1%
Did Not Participate	48	76%	171	67%	117	58%	336	64%
Did Not Respond/Missing Data	14	22%	71	28%	76	38%	161	32%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	3	38%	3	36%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	100%	0	0%	5	63%	6	27%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	1	8%	0	0%	2	7%
Off-post Housing (<30 min.)	0	0%	7	58%	4	50%	11	54%
Off-post Housing (>=30 min.)	0	0%	4	33%	4	50%	8	39%

ENTERTAINMENT

CARD/TABLE GAMES

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	9	14%	61	24%	34	17%	104	20%
PARTICIPATED ON POST	2	3%	4	2%	3	1%	9	2%
Less Than Once A Month	1	2%	3	1%	2	1%	6	1%
1-3 Times A Month	0	0%	0	0%	1	0%	1	0%
4 + Times A Month	1	2%	1	0%	0	0%	2	0%
Did Not Participate	55	87%	192	76%	136	68%	383	73%
Did Not Respond/Missing Data	6	10%	58	23%	62	31%	126	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	50%	0	0%	0	0%	1	11%
E5-E9	0	0%	0	0%	3	100%	3	78%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	50%	0	0%	0	0%	1	5%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	6%
Military Housing On Post	1	50%	0	0%	0	0%	1	6%
Off-post Housing (<30 min.)	0	0%	2	50%	2	100%	4	59%
Off-post Housing (>=30 min.)	0	0%	2	50%	0	0%	2	25%
PARTICIPATED OFF POST	9	14%	59	23%	33	16%	101	20%
Less Than Once A Month	5	8%	36	14%	13	6%	54	11%
1-3 Times A Month	3	5%	14	6%	9	4%	26	5%
4 + Times A Month	1	2%	9	4%	11	5%	21	4%
Did Not Participate	41	65%	132	52%	94	47%	267	50%
Did Not Respond/Missing Data	13	21%	63	25%	74	37%	150	30%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	22%	0	0%	0	0%	2	2%
E5-E9	3	33%	0	0%	16	50%	19	48%
O1-O3,WO1-CW5	1	11%	0	0%	1	3%	2	4%
O4-O10	3	33%	0	0%	15	45%	18	17%
Participants' Residence								
Barracks/BEQ/BOQ	2	29%	0	0%	0	0%	2	1%
Military Housing On Post	4	57%	0	0%	0	0%	4	2%
Off-post Housing (<30 min.)	0	0%	35	60%	22	73%	57	63%
Off-post Housing (>=30 min.)	1	11%	23	39%	8	24%	32	33%

ENTERTAINMENT

FESTIVALS/EVENTS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	27	43%	140	55%	65	32%	232	45%
PARTICIPATED ON POST	12	19%	67	26%	17	8%	96	18%
Less Than Once A Month	10	16%	54	21%	15	7%	79	15%
1-3 Times A Month	2	3%	11	4%	2	1%	15	3%
4 + Times A Month	0	0%	2	1%	0	0%	2	0%
Did Not Participate	44	70%	130	51%	123	61%	297	57%
Did Not Respond/Missing Data	7	11%	57	22%	61	30%	125	25%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	8%	0	0%	0	0%	1	2%
E5-E9	4	33%	0	0%	11	69%	15	60%
O1-O3,WO1-CW5	1	8%	0	0%	2	13%	3	12%
O4-O10	6	50%	0	0%	3	18%	9	6%
Participants' Residence								
Barracks/BEQ/BOQ	2	17%	0	0%	0	0%	2	1%
Military Housing On Post	10	83%	2	3%	0	0%	12	7%
Off-post Housing (<30 min.)	0	0%	46	70%	15	100%	61	71%
Off-post Housing (>=30 min.)	0	0%	18	27%	0	0%	18	20%
PARTICIPATED OFF POST	26	41%	128	50%	64	32%	218	42%
Less Than Once A Month	21	33%	91	36%	48	24%	160	31%
1-3 Times A Month	4	6%	28	11%	14	7%	46	9%
4 + Times A Month	1	2%	9	4%	2	1%	12	2%
Did Not Participate	25	40%	67	26%	64	32%	156	29%
Did Not Respond/Missing Data	12	19%	59	23%	73	36%	144	29%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	12%	0	0%	2	3%	5	4%
E5-E9	8	31%	0	0%	31	50%	39	47%
O1-O3,WO1-CW5	4	15%	0	0%	3	5%	7	6%
O4-O10	11	42%	0	0%	26	41%	37	16%
Participants' Residence								
Barracks/BEQ/BOQ	4	16%	0	0%	0	0%	4	1%
Military Housing On Post	17	68%	2	2%	0	0%	19	5%
Off-post Housing (<30 min.)	2	8%	82	64%	35	58%	119	59%
Off-post Housing (>=30 min.)	2	8%	44	34%	25	39%	71	34%

ENTERTAINMENT

GOING TO MOVIE THEATERS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	45	71%	168	66%	89	44%	302	57%
PARTICIPATED ON POST	5	8%	12	5%	8	4%	25	5%
Less Than Once A Month	1	2%	9	4%	5	2%	15	3%
1-3 Times A Month	3	5%	1	0%	3	1%	7	1%
4 + Times A Month	1	2%	2	1%	0	0%	3	0%
Did Not Participate	52	83%	184	72%	132	66%	368	70%
Did Not Respond/Missing Data	6	10%	58	23%	61	30%	125	25%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	25%	0	0%	0	0%	1	4%
E5-E9	3	75%	0	0%	8	100%	11	96%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	2	40%	0	0%	0	0%	2	4%
Military Housing On Post	2	40%	0	0%	0	0%	2	4%
Off-post Housing (<30 min.)	1	20%	10	83%	5	83%	16	77%
Off-post Housing (>=30 min.)	0	0%	2	17%	1	13%	3	14%
PARTICIPATED OFF POST	41	65%	166	65%	85	42%	292	55%
Less Than Once A Month	14	22%	83	33%	53	26%	150	29%
1-3 Times A Month	21	33%	64	25%	24	12%	109	20%
4 + Times A Month	6	10%	19	7%	8	4%	33	6%
Did Not Participate	10	16%	45	18%	53	26%	108	21%
Did Not Respond/Missing Data	12	19%	43	17%	63	31%	118	23%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	5	13%	0	0%	1	1%	6	3%
E5-E9	11	28%	0	0%	40	48%	51	44%
O1-O3,WO1-CW5	4	10%	0	0%	6	7%	10	8%
O4-O10	19	46%	0	0%	37	44%	56	17%
Participants' Residence								
Barracks/BEQ/BOQ	9	25%	0	0%	0	0%	9	1%
Military Housing On Post	20	56%	2	1%	0	0%	22	4%
Off-post Housing (<30 min.)	5	14%	108	65%	46	58%	159	60%
Off-post Housing (>=30 min.)	2	5%	55	33%	33	39%	90	33%

ENTERTAINMENT

LIVE ENTERTAINMENT

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	23	37%	117	46%	58	29%	198	38%
PARTICIPATED ON POST	5	8%	25	10%	13	6%	43	8%
Less Than Once A Month	4	6%	18	7%	11	5%	33	6%
1-3 Times A Month	1	2%	4	2%	2	1%	7	1%
4 + Times A Month	0	0%	3	1%	0	0%	3	1%
Did Not Participate	51	81%	169	67%	126	63%	346	66%
Did Not Respond/Missing Data	7	11%	60	24%	62	31%	129	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	20%	0	0%	0	0%	1	3%
E5-E9	1	20%	0	0%	9	69%	10	62%
O1-O3,WO1-CW5	1	20%	0	0%	3	23%	4	23%
O4-O10	2	40%	0	0%	1	8%	3	5%
Participants' Residence								
Barracks/BEQ/BOQ	2	40%	0	0%	0	0%	2	2%
Military Housing On Post	3	60%	0	0%	0	0%	3	3%
Off-post Housing (<30 min.)	0	0%	20	80%	9	90%	29	78%
Off-post Housing (>=30 min.)	0	0%	5	20%	1	8%	6	15%
PARTICIPATED OFF POST	21	33%	112	44%	53	26%	186	36%
Less Than Once A Month	16	25%	83	33%	37	18%	136	26%
1-3 Times A Month	3	5%	24	9%	13	6%	40	8%
4 + Times A Month	2	3%	5	2%	3	1%	10	2%
Did Not Participate	30	48%	80	31%	75	37%	185	35%
Did Not Respond/Missing Data	12	19%	62	24%	73	36%	147	29%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	14%	0	0%	0	0%	3	2%
E5-E9	5	24%	0	0%	22	42%	27	40%
O1-O3,WO1-CW5	3	14%	0	0%	4	8%	7	9%
O4-O10	10	48%	0	0%	26	49%	36	18%
Participants' Residence								
Barracks/BEQ/BOQ	5	26%	0	0%	0	0%	5	1%
Military Housing On Post	9	47%	0	0%	0	0%	9	2%
Off-post Housing (<30 min.)	2	11%	77	69%	26	51%	105	61%
Off-post Housing (>=30 min.)	3	14%	34	30%	25	47%	62	35%

ENTERTAINMENT

MINIATURE GOLF

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	64	25%	24	12%	98	19%
PARTICIPATED ON POST	1	2%	4	2%	2	1%	7	1%
Less Than Once A Month	1	2%	3	1%	1	0%	5	1%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	1	0%	1	0%	2	0%
Did Not Participate	55	87%	193	76%	136	68%	384	73%
Did Not Respond/Missing Data	7	11%	57	22%	63	31%	127	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	1	50%	1	41%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	100%	0	0%	1	50%	2	23%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	8%
Off-post Housing (<30 min.)	0	0%	3	75%	1	100%	4	74%
Off-post Housing (>=30 min.)	0	0%	1	25%	0	0%	1	15%
PARTICIPATED OFF POST	10	16%	61	24%	23	11%	94	18%
Less Than Once A Month	9	14%	52	20%	21	10%	82	16%
1-3 Times A Month	0	0%	7	3%	0	0%	7	1%
4 + Times A Month	1	2%	2	1%	2	1%	5	1%
Did Not Participate	39	62%	129	51%	106	53%	274	52%
Did Not Respond/Missing Data	14	22%	64	25%	72	36%	150	30%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	3	33%	0	0%	11	48%	14	46%
O1-O3,WO1-CW5	0	0%	0	0%	1	4%	1	4%
O4-O10	6	60%	0	0%	11	48%	17	16%
Participants' Residence								
Barracks/BEQ/BOQ	1	13%	0	0%	0	0%	1	0%
Military Housing On Post	5	63%	1	2%	0	0%	6	4%
Off-post Housing (<30 min.)	2	25%	37	61%	14	64%	53	60%
Off-post Housing (>=30 min.)	0	0%	23	38%	8	35%	31	35%

ENTERTAINMENT

PLAYS/SHOWS/CONCERTS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	28	44%	143	56%	76	38%	247	48%
PARTICIPATED ON POST	4	6%	30	12%	10	5%	44	9%
Less Than Once A Month	4	6%	23	9%	8	4%	35	7%
1-3 Times A Month	0	0%	3	1%	2	1%	5	1%
4 + Times A Month	0	0%	4	2%	0	0%	4	1%
Did Not Participate	51	81%	167	66%	127	63%	345	65%
Did Not Respond/Missing Data	8	13%	57	22%	64	32%	129	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	2	50%	0	0%	8	80%	10	76%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	2	50%	0	0%	2	20%	4	7%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	4	100%	0	0%	0	0%	4	4%
Off-post Housing (<30 min.)	0	0%	22	73%	8	89%	30	74%
Off-post Housing (>=30 min.)	0	0%	8	27%	1	10%	9	21%
PARTICIPATED OFF POST	26	41%	136	54%	74	37%	236	46%
Less Than Once A Month	20	32%	98	39%	55	27%	173	33%
1-3 Times A Month	3	5%	31	12%	17	8%	51	10%
4 + Times A Month	3	5%	7	3%	2	1%	12	2%
Did Not Participate	24	38%	63	25%	58	29%	145	27%
Did Not Respond/Missing Data	13	21%	55	22%	69	34%	137	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	4	15%	0	0%	2	3%	6	4%
E5-E9	8	31%	0	0%	29	40%	37	39%
O1-O3,WO1-CW5	2	8%	0	0%	4	5%	6	6%
O4-O10	12	46%	0	0%	38	51%	50	20%
Participants' Residence								
Barracks/BEQ/BOQ	6	27%	0	0%	0	0%	6	1%
Military Housing On Post	14	64%	1	1%	0	0%	15	3%
Off-post Housing (<30 min.)	1	5%	88	65%	40	57%	129	60%
Off-post Housing (>=30 min.)	1	4%	46	34%	30	41%	77	35%

ENTERTAINMENT

SPECIAL ENTERTAINMENT EVENTS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	14	22%	91	36%	44	22%	149	29%
PARTICIPATED ON POST	7	11%	30	12%	13	6%	50	9%
Less Than Once A Month	5	8%	23	9%	12	6%	40	8%
1-3 Times A Month	1	2%	2	1%	1	0%	4	1%
4 + Times A Month	1	2%	5	2%	0	0%	6	1%
Did Not Participate	50	79%	166	65%	124	62%	340	65%
Did Not Respond/Missing Data	6	10%	58	23%	64	32%	128	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	14%	0	0%	0	0%	1	3%
E5-E9	2	29%	0	0%	9	69%	11	62%
O1-O3,WO1-CW5	1	14%	0	0%	1	8%	2	9%
O4-O10	3	43%	0	0%	3	23%	6	10%
Participants' Residence								
Barracks/BEQ/BOQ	2	29%	0	0%	0	0%	2	2%
Military Housing On Post	5	71%	0	0%	0	0%	5	5%
Off-post Housing (<30 min.)	0	0%	26	87%	12	92%	38	83%
Off-post Housing (>=30 min.)	0	0%	4	13%	1	8%	5	11%
PARTICIPATED OFF POST	13	21%	86	34%	41	20%	140	27%
Less Than Once A Month	7	11%	64	25%	31	15%	102	20%
1-3 Times A Month	5	8%	13	5%	6	3%	24	4%
4 + Times A Month	1	2%	9	4%	4	2%	14	3%
Did Not Participate	37	59%	103	41%	85	42%	225	42%
Did Not Respond/Missing Data	13	21%	65	26%	75	37%	153	30%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	15%	0	0%	0	0%	2	2%
E5-E9	4	31%	0	0%	18	44%	22	42%
O1-O3,WO1-CW5	1	8%	0	0%	2	5%	3	5%
O4-O10	6	46%	0	0%	21	51%	27	18%
Participants' Residence								
Barracks/BEQ/BOQ	4	33%	0	0%	0	0%	4	1%
Military Housing On Post	5	42%	0	0%	0	0%	5	2%
Off-post Housing (<30 min.)	2	17%	58	67%	21	54%	81	61%
Off-post Housing (>=30 min.)	1	8%	28	33%	18	44%	47	35%

ENTERTAINMENT

WATCHING TV/VCR MOVIES

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	48	76%	205	81%	131	65%	384	74%
PARTICIPATED ON POST	32	51%	12	5%	20	10%	64	10%
Less Than Once A Month	2	3%	3	1%	5	2%	10	2%
1-3 Times A Month	9	14%	3	1%	3	1%	15	2%
4 + Times A Month	21	33%	6	2%	12	6%	39	6%
Did Not Participate	24	38%	179	70%	118	59%	321	64%
Did Not Respond/Missing Data	7	11%	63	25%	63	31%	133	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	7	23%	0	0%	1	5%	8	12%
E5-E9	10	33%	0	0%	15	75%	25	59%
O1-O3,WO1-CW5	1	3%	0	0%	1	5%	2	4%
O4-O10	12	38%	0	0%	3	15%	15	18%
Participants' Residence								
Barracks/BEQ/BOQ	9	31%	0	0%	0	0%	9	9%
Military Housing On Post	19	66%	0	0%	0	0%	19	19%
Off-post Housing (<30 min.)	1	3%	6	50%	13	76%	20	47%
Off-post Housing (>=30 min.)	0	0%	6	50%	4	20%	10	22%
PARTICIPATED OFF POST	30	48%	201	79%	121	60%	352	69%
Less Than Once A Month	3	5%	18	7%	11	5%	32	6%
1-3 Times A Month	9	14%	30	12%	22	11%	61	12%
4 + Times A Month	18	29%	153	60%	88	44%	259	51%
Did Not Participate	21	33%	11	4%	25	12%	57	9%
Did Not Respond/Missing Data	12	19%	42	17%	55	27%	109	21%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	5	17%	0	0%	3	3%	8	4%
E5-E9	8	28%	0	0%	55	46%	63	45%
O1-O3,WO1-CW5	5	17%	0	0%	10	8%	15	9%
O4-O10	11	37%	0	0%	51	42%	62	17%
Participants' Residence								
Barracks/BEQ/BOQ	5	19%	0	0%	0	0%	5	1%
Military Housing On Post	14	52%	2	1%	0	0%	16	2%
Off-post Housing (<30 min.)	6	22%	128	65%	70	61%	204	62%
Off-post Housing (>=30 min.)	2	7%	68	34%	44	36%	114	34%

ENTERTAINMENT

ORDERING PAY-PER-VIEW EVENTS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	9	14%	50	20%	34	17%	93	18%
PARTICIPATED ON POST	3	5%	4	2%	6	3%	13	2%
Less Than Once A Month	3	5%	1	0%	4	2%	8	1%
1-3 Times A Month	0	0%	1	0%	1	0%	2	0%
4 + Times A Month	0	0%	2	1%	1	0%	3	1%
Did Not Participate	54	86%	190	75%	134	67%	378	72%
Did Not Respond/Missing Data	6	10%	60	24%	61	30%	127	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	2	67%	0	0%	5	83%	7	80%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	33%	0	0%	1	17%	2	13%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	100%	0	0%	0	0%	3	12%
Off-post Housing (<30 min.)	0	0%	2	50%	3	60%	5	49%
Off-post Housing (>=30 min.)	0	0%	2	50%	2	33%	4	35%
PARTICIPATED OFF POST	7	11%	47	19%	30	15%	84	17%
Less Than Once A Month	5	8%	29	11%	22	11%	56	11%
1-3 Times A Month	2	3%	8	3%	3	1%	13	2%
4 + Times A Month	0	0%	10	4%	5	2%	15	3%
Did Not Participate	42	67%	146	57%	101	50%	289	55%
Did Not Respond/Missing Data	14	22%	61	24%	70	35%	145	29%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	14%	0	0%	1	3%	2	4%
E5-E9	4	57%	0	0%	17	57%	21	57%
O1-O3,WO1-CW5	0	0%	0	0%	3	10%	3	9%
O4-O10	2	29%	0	0%	9	30%	11	13%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	5	83%	1	2%	0	0%	6	4%
Off-post Housing (<30 min.)	0	0%	29	63%	19	63%	48	61%
Off-post Housing (>=30 min.)	1	14%	16	34%	11	37%	28	34%

SPECIAL INTEREST/ARTS & CRAFTS

ART/METAL/JEWELRY MAKING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	6	10%	17	7%	9	4%	32	6%
PARTICIPATED ON POST	2	3%	3	1%	1	0%	6	1%
Less Than Once A Month	2	3%	1	0%	0	0%	3	0%
1-3 Times A Month	0	0%	1	0%	1	0%	2	0%
4 + Times A Month	0	0%	1	0%	0	0%	1	0%
Did Not Participate	52	83%	193	76%	138	69%	383	73%
Did Not Respond/Missing Data	9	14%	58	23%	62	31%	129	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	50%	0	0%	0	0%	1	23%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	50%	0	0%	1	100%	2	30%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	18%
Off-post Housing (<30 min.)	0	0%	1	33%	1	100%	2	42%
Off-post Housing (>=30 min.)	0	0%	2	67%	0	0%	2	41%
PARTICIPATED OFF POST	2	3%	1	0%	2	1%	5	1%
Less Than Once A Month	1	2%	1	0%	0	0%	2	0%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	1	2%	0	0%	2	1%	3	1%
Did Not Participate	47	75%	176	69%	116	58%	339	65%
Did Not Respond/Missing Data	14	22%	77	30%	83	41%	174	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	50%	0	0%	0	0%	1	15%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	15%
O4-O10	0	0%	0	0%	2	100%	2	53%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	11%
Military Housing On Post	1	50%	0	0%	0	0%	1	11%
Off-post Housing (<30 min.)	0	0%	0	0%	2	100%	2	53%
Off-post Housing (>=30 min.)	0	0%	1	100%	0	0%	1	25%

SPECIAL INTEREST/ARTS & CRAFTS

ART/METAL/JEWELRY MAKING (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	6	10%	17	7%	9	4%	32	6%
PARTICIPATED AT HOME	6	10%	14	6%	8	4%	28	5%
Less Than Once A Month	2	3%	7	3%	2	1%	11	2%
1-3 Times A Month	4	6%	4	2%	1	0%	9	1%
4 + Times A Month	0	0%	3	1%	5	2%	8	2%
Did Not Participate	42	67%	165	65%	116	58%	323	62%
Did Not Respond/Missing Data	15	24%	75	30%	77	38%	167	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	13%	1	10%
E5-E9	4	67%	0	0%	1	13%	5	25%
O1-O3, WO1-CW5	1	17%	0	0%	1	13%	2	13%
O4-O10	1	17%	0	0%	5	63%	6	23%
Participants' Residence								
Barracks/BEQ/BOQ	1	17%	0	0%	0	0%	1	2%
Military Housing On Post	5	83%	0	0%	0	0%	5	9%
Off-post Housing (<30 min.)	0	0%	6	43%	4	50%	10	41%
Off-post Housing (>=30 min.)	0	0%	8	57%	4	50%	12	49%

SPECIAL INTEREST/ARTS & CRAFTS

AUTO DETAIL/CUSTOMIZATION/PAINT

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	23	9%	13	6%	46	8%
PARTICIPATED ON POST	4	6%	4	2%	4	2%	12	2%
Less Than Once A Month	2	3%	3	1%	3	1%	8	1%
1-3 Times A Month	1	2%	0	0%	1	0%	2	0%
4 + Times A Month	1	2%	1	0%	0	0%	2	0%
Did Not Participate	51	81%	189	74%	132	66%	372	71%
Did Not Respond/Missing Data	8	13%	61	24%	65	32%	134	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	25%	0	0%	0	0%	1	7%
E5-E9	1	25%	0	0%	3	75%	4	60%
O1-O3,WO1-CW5	1	25%	0	0%	0	0%	1	7%
O4-O10	1	25%	0	0%	1	25%	2	15%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	5%
Military Housing On Post	1	50%	0	0%	0	0%	1	5%
Off-post Housing (<30 min.)	0	0%	2	50%	3	100%	5	64%
Off-post Housing (>=30 min.)	0	0%	2	50%	0	0%	2	20%
PARTICIPATED OFF POST	2	3%	5	2%	2	1%	9	2%
Less Than Once A Month	1	2%	5	2%	2	1%	8	2%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	1	2%	0	0%	0	0%	1	0%
Did Not Participate	47	75%	171	67%	111	55%	329	63%
Did Not Respond/Missing Data	14	22%	78	31%	88	44%	180	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	1	50%	1	35%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	15%
O4-O10	1	50%	0	0%	1	50%	2	19%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	11%
Off-post Housing (<30 min.)	0	0%	5	100%	1	50%	6	76%
Off-post Housing (>=30 min.)	0	0%	0	0%	1	50%	1	13%

SPECIAL INTEREST/ARTS & CRAFTS

AUTO DETAIL/CUSTOMIZATION/PAINT (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	23	9%	13	6%	46	8%
PARTICIPATED AT HOME	8	13%	16	6%	10	5%	34	6%
Less Than Once A Month	1	2%	10	4%	6	3%	17	3%
1-3 Times A Month	4	6%	3	1%	4	2%	11	2%
4 + Times A Month	3	5%	3	1%	0	0%	6	1%
Did Not Participate	41	65%	164	65%	110	55%	315	60%
Did Not Respond/Missing Data	14	22%	74	29%	81	40%	169	34%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	2	33%	0	0%	8	80%	10	71%
O1-O3,WO1-CW5	3	50%	0	0%	1	10%	4	18%
O4-O10	1	13%	0	0%	1	10%	2	5%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	50%	0	0%	0	0%	3	4%
Off-post Housing (<30 min.)	2	33%	7	44%	7	70%	16	52%
Off-post Housing (>=30 min.)	1	13%	9	56%	3	30%	13	42%

SPECIAL INTEREST/ARTS & CRAFTS

AUTO MAINTENANCE/WASHING AUTO

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	32	51%	114	45%	91	45%	237	45%
PARTICIPATED ON POST	20	32%	22	9%	12	6%	54	9%
Less Than Once A Month	8	13%	17	7%	9	4%	34	6%
1-3 Times A Month	8	13%	2	1%	3	1%	13	2%
4 + Times A Month	4	6%	3	1%	0	0%	7	1%
Did Not Participate	33	52%	174	69%	125	62%	332	65%
Did Not Respond/Missing Data	10	16%	58	23%	64	32%	132	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	4	21%	0	0%	0	0%	4	8%
E5-E9	7	37%	0	0%	7	58%	14	50%
O1-O3,WO1-CW5	2	11%	0	0%	0	0%	2	4%
O4-O10	6	30%	0	0%	5	42%	11	18%
Participants' Residence								
Barracks/BEQ/BOQ	5	29%	0	0%	0	0%	5	5%
Military Housing On Post	12	71%	0	0%	0	0%	12	13%
Off-post Housing (<30 min.)	0	0%	18	82%	10	91%	28	70%
Off-post Housing (>=30 min.)	0	0%	4	18%	1	8%	5	12%
PARTICIPATED OFF POST	19	30%	62	24%	45	22%	126	24%
Less Than Once A Month	8	13%	33	13%	29	14%	70	14%
1-3 Times A Month	9	14%	26	10%	14	7%	49	9%
4 + Times A Month	2	3%	3	1%	2	1%	7	1%
Did Not Participate	30	48%	120	47%	71	35%	221	42%
Did Not Respond/Missing Data	14	22%	72	28%	85	42%	171	34%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	11%	0	0%	0	0%	2	2%
E5-E9	5	28%	0	0%	21	49%	26	46%
O1-O3,WO1-CW5	5	28%	0	0%	3	7%	8	10%
O4-O10	6	32%	0	0%	19	42%	25	19%
Participants' Residence								
Barracks/BEQ/BOQ	4	22%	0	0%	0	0%	4	2%
Military Housing On Post	11	61%	2	3%	0	0%	13	6%
Off-post Housing (<30 min.)	1	6%	37	60%	24	57%	62	55%
Off-post Housing (>=30 min.)	2	11%	23	37%	18	40%	43	36%

SPECIAL INTEREST/ARTS & CRAFTS

AUTO MAINTENANCE/WASHING AUTO (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	32	51%	114	45%	91	45%	237	45%
PARTICIPATED AT HOME	20	32%	89	35%	76	38%	185	36%
Less Than Once A Month	10	16%	48	19%	31	15%	89	17%
1-3 Times A Month	6	10%	35	14%	31	15%	72	14%
4 + Times A Month	4	6%	6	2%	14	7%	24	5%
Did Not Participate	27	43%	97	38%	56	28%	180	34%
Did Not Respond/Missing Data	16	25%	68	27%	69	34%	153	30%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	11%	0	0%	1	1%	3	2%
E5-E9	5	26%	0	0%	41	56%	46	53%
O1-O3,WO1-CW5	3	16%	0	0%	5	7%	8	8%
O4-O10	9	45%	0	0%	26	34%	35	18%
Participants' Residence								
Barracks/BEQ/BOQ	2	11%	0	0%	0	0%	2	1%
Military Housing On Post	13	72%	2	2%	0	0%	15	4%
Off-post Housing (<30 min.)	2	11%	54	61%	45	62%	101	59%
Off-post Housing (≥30 min.)	1	5%	33	37%	28	37%	62	35%

SPECIAL INTEREST/ARTS & CRAFTS

CERAMICS/POTTERY

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	8	13%	13	5%	5	2%	26	4%
PARTICIPATED ON POST	3	5%	6	2%	2	1%	11	2%
Less Than Once A Month	2	3%	2	1%	0	0%	4	1%
1-3 Times A Month	1	2%	1	0%	1	0%	3	1%
4 + Times A Month	0	0%	3	1%	1	0%	4	1%
Did Not Participate	52	83%	187	74%	134	67%	373	71%
Did Not Respond/Missing Data	8	13%	61	24%	65	32%	134	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	33%	0	0%	1	50%	2	44%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	2	67%	0	0%	1	50%	3	20%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	10%
Off-post Housing (<30 min.)	0	0%	5	83%	2	100%	7	79%
Off-post Housing (>=30 min.)	0	0%	1	17%	0	0%	1	11%
PARTICIPATED OFF POST	3	5%	4	2%	1	0%	8	1%
Less Than Once A Month	0	0%	2	1%	1	0%	3	1%
1-3 Times A Month	2	3%	0	0%	0	0%	2	0%
4 + Times A Month	1	2%	2	1%	0	0%	3	0%
Did Not Participate	46	73%	173	68%	114	57%	333	64%
Did Not Respond/Missing Data	14	22%	77	30%	86	43%	177	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	33%	0	0%	1	100%	2	63%
O1-O3,WO1-CW5	2	67%	0	0%	0	0%	2	37%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	7%
Military Housing On Post	1	50%	0	0%	0	0%	1	7%
Off-post Housing (<30 min.)	0	0%	3	75%	1	100%	4	68%
Off-post Housing (>=30 min.)	0	0%	1	25%	0	0%	1	16%

SPECIAL INTEREST/ARTS & CRAFTS

CERAMICS/POTTERY (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	8	13%	13	5%	5	2%	26	4%
PARTICIPATED AT HOME	4	6%	6	2%	4	2%	14	2%
Less Than Once A Month	1	2%	5	2%	1	0%	7	1%
1-3 Times A Month	1	2%	1	0%	2	1%	4	1%
4 + Times A Month	2	3%	0	0%	1	0%	3	0%
Did Not Participate	44	70%	171	67%	116	58%	331	63%
Did Not Respond/Missing Data	15	24%	77	30%	81	40%	173	34%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	25%	1	18%
E5-E9	1	25%	0	0%	1	25%	2	25%
O1-O3,WO1-CW5	1	25%	0	0%	0	0%	1	7%
O4-O10	2	50%	0	0%	2	50%	4	25%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	67%	0	0%	0	0%	2	8%
Off-post Housing (<30 min.)	0	0%	3	50%	3	75%	6	53%
Off-post Housing (>=30 min.)	1	25%	3	50%	1	25%	5	38%

SPECIAL INTEREST/ARTS & CRAFTS

COLLECTING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	9	14%	57	22%	48	24%	114	23%
PARTICIPATED ON POST	1	2%	3	1%	4	2%	8	2%
Less Than Once A Month	0	0%	3	1%	3	1%	6	1%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	1	2%	0	0%	1	0%	2	0%
Did Not Participate	54	86%	190	75%	133	66%	377	72%
Did Not Respond/Missing Data	8	13%	61	24%	64	32%	133	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	3	75%	3	68%
O1-O3,WO1-CW5	1	100%	0	0%	0	0%	1	9%
O4-O10	0	0%	0	0%	1	25%	1	14%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	7%
Off-post Housing (<30 min.)	0	0%	3	100%	3	100%	6	93%
Off-post Housing (>=30 min.)	0	0%	0	0%	0	0%	0	0%
PARTICIPATED OFF POST	4	6%	19	7%	23	11%	46	9%
Less Than Once A Month	1	2%	9	4%	10	5%	20	4%
1-3 Times A Month	3	5%	9	4%	4	2%	16	3%
4 + Times A Month	0	0%	1	0%	9	4%	10	2%
Did Not Participate	45	71%	158	62%	91	45%	294	55%
Did Not Respond/Missing Data	14	22%	77	30%	87	43%	178	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	25%	0	0%	1	4%	2	6%
E5-E9	1	25%	0	0%	14	61%	15	58%
O1-O3,WO1-CW5	2	50%	0	0%	0	0%	2	3%
O4-O10	0	0%	0	0%	8	35%	8	19%
Participants' Residence								
Barracks/BEQ/BOQ	1	25%	0	0%	0	0%	1	1%
Military Housing On Post	2	50%	0	0%	0	0%	2	2%
Off-post Housing (<30 min.)	1	25%	8	42%	14	64%	23	53%
Off-post Housing (>=30 min.)	0	0%	11	58%	8	35%	19	43%

SPECIAL INTEREST/ARTS & CRAFTS

COLLECTING (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	9	14%	57	22%	48	24%	114	23%
PARTICIPATED AT HOME	7	11%	53	21%	42	21%	102	20%
Less Than Once A Month	1	2%	25	10%	14	7%	40	8%
1-3 Times A Month	6	10%	15	6%	16	8%	37	7%
4 + Times A Month	0	0%	13	5%	12	6%	25	5%
Did Not Participate	41	65%	126	50%	82	41%	249	47%
Did Not Respond/Missing Data	15	24%	75	30%	77	38%	167	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	14%	0	0%	0	0%	1	1%
E5-E9	2	29%	0	0%	23	56%	25	54%
O1-O3,WO1-CW5	2	29%	0	0%	3	7%	5	9%
O4-O10	2	29%	0	0%	15	36%	17	17%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	5	71%	1	2%	0	0%	6	3%
Off-post Housing (<30 min.)	2	29%	28	54%	24	62%	54	56%
Off-post Housing (>=30 min.)	0	0%	23	43%	15	36%	38	39%

SPECIAL INTEREST/ARTS & CRAFTS

COMPUTER GAMES

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	28	44%	97	38%	48	24%	173	32%
PARTICIPATED ON POST	8	13%	10	4%	2	1%	20	3%
Less Than Once A Month	2	3%	2	1%	0	0%	4	1%
1-3 Times A Month	3	5%	2	1%	0	0%	5	1%
4 + Times A Month	3	5%	6	2%	2	1%	11	2%
Did Not Participate	47	75%	182	72%	129	64%	358	69%
Did Not Respond/Missing Data	8	13%	62	24%	70	35%	140	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	3	43%	0	0%	0	0%	3	25%
E5-E9	1	14%	0	0%	1	50%	2	29%
O1-O3,WO1-CW5	1	14%	0	0%	0	0%	1	8%
O4-O10	2	25%	0	0%	1	50%	3	12%
Participants' Residence								
Barracks/BEQ/BOQ	3	43%	0	0%	0	0%	3	9%
Military Housing On Post	3	43%	0	0%	0	0%	3	9%
Off-post Housing (<30 min.)	1	14%	7	70%	1	100%	9	60%
Off-post Housing (>=30 min.)	0	0%	3	30%	0	0%	3	19%
PARTICIPATED OFF POST	3	5%	21	8%	11	5%	35	7%
Less Than Once A Month	2	3%	11	4%	4	2%	17	3%
1-3 Times A Month	0	0%	7	3%	1	0%	8	2%
4 + Times A Month	1	2%	3	1%	6	3%	10	2%
Did Not Participate	46	73%	154	61%	103	51%	303	57%
Did Not Respond/Missing Data	14	22%	79	31%	87	43%	180	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	33%	0	0%	6	55%	7	52%
O1-O3,WO1-CW5	1	33%	0	0%	0	0%	1	3%
O4-O10	1	33%	0	0%	5	45%	6	17%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	100%	0	0%	0	0%	3	4%
Off-post Housing (<30 min.)	0	0%	15	71%	4	36%	19	57%
Off-post Housing (>=30 min.)	0	0%	6	29%	7	64%	13	39%

SPECIAL INTEREST/ARTS & CRAFTS

COMPUTER GAMES (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	28	44%	97	38%	48	24%	173	32%
PARTICIPATED AT HOME	23	37%	93	37%	45	22%	161	31%
Less Than Once A Month	3	5%	31	12%	13	6%	47	9%
1-3 Times A Month	8	13%	26	10%	8	4%	42	8%
4 + Times A Month	12	19%	36	14%	24	12%	72	13%
Did Not Participate	26	41%	96	38%	80	40%	202	39%
Did Not Respond/Missing Data	14	22%	65	26%	76	38%	155	31%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	5%	0	0%	0	0%	1	1%
E5-E9	7	32%	0	0%	22	50%	29	47%
O1-O3,WO1-CW5	2	9%	0	0%	2	5%	4	5%
O4-O10	12	52%	0	0%	20	44%	32	17%
Participants' Residence								
Barracks/BEQ/BOQ	2	10%	0	0%	0	0%	2	1%
Military Housing On Post	15	75%	0	0%	0	0%	15	4%
Off-post Housing (<30 min.)	1	5%	55	60%	33	75%	89	61%
Off-post Housing (>=30 min.)	2	9%	37	40%	11	24%	50	33%

SPECIAL INTEREST/ARTS & CRAFTS

COMPUTER GRAPHICS/DESIGN

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	14	22%	32	13%	23	11%	69	13%
PARTICIPATED ON POST	5	8%	7	3%	3	1%	15	3%
Less Than Once A Month	1	2%	6	2%	0	0%	7	1%
1-3 Times A Month	4	6%	0	0%	0	0%	4	0%
4 + Times A Month	0	0%	1	0%	3	1%	4	1%
Did Not Participate	50	79%	186	73%	130	65%	366	70%
Did Not Respond/Missing Data	8	13%	61	24%	68	34%	137	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	20%	0	0%	2	67%	3	48%
O1-O3,WO1-CW5	2	40%	0	0%	0	0%	2	16%
O4-O10	2	40%	0	0%	1	33%	3	16%
Participants' Residence								
Barracks/BEQ/BOQ	2	50%	0	0%	0	0%	2	7%
Military Housing On Post	2	50%	0	0%	0	0%	2	7%
Off-post Housing (<30 min.)	0	0%	4	57%	3	100%	7	60%
Off-post Housing (>=30 min.)	0	0%	3	43%	0	0%	3	24%
PARTICIPATED OFF POST	2	3%	5	2%	5	2%	12	2%
Less Than Once A Month	1	2%	1	0%	2	1%	4	1%
1-3 Times A Month	1	2%	2	1%	0	0%	3	0%
4 + Times A Month	0	0%	2	1%	3	1%	5	1%
Did Not Participate	47	75%	170	67%	109	54%	326	62%
Did Not Respond/Missing Data	14	22%	79	31%	87	43%	180	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	50%	0	0%	3	60%	4	59%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	7%
O4-O10	0	0%	0	0%	2	40%	2	19%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	4%
Military Housing On Post	1	50%	0	0%	0	0%	1	4%
Off-post Housing (<30 min.)	0	0%	2	40%	2	50%	4	41%
Off-post Housing (>=30 min.)	0	0%	3	60%	2	40%	5	46%

SPECIAL INTEREST/ARTS & CRAFTS

COMPUTER GRAPHICS/DESIGN (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	14	22%	32	13%	23	11%	69	13%
PARTICIPATED AT HOME	14	22%	30	12%	22	11%	66	12%
Less Than Once A Month	4	6%	14	6%	7	3%	25	5%
1-3 Times A Month	7	11%	9	4%	4	2%	20	3%
4 + Times A Month	3	5%	7	3%	11	5%	21	4%
Did Not Participate	34	54%	151	59%	101	50%	286	55%
Did Not Respond/Missing Data	15	24%	73	29%	78	39%	166	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	7%	0	0%	0	0%	1	2%
E5-E9	4	29%	0	0%	12	57%	16	51%
O1-O3,WO1-CW5	3	21%	0	0%	0	0%	3	5%
O4-O10	6	43%	0	0%	9	41%	15	20%
Participants' Residence								
Barracks/BEQ/BOQ	2	17%	0	0%	0	0%	2	2%
Military Housing On Post	7	58%	0	0%	0	0%	7	5%
Off-post Housing (<30 min.)	1	8%	17	57%	17	81%	35	62%
Off-post Housing (>=30 min.)	2	14%	13	43%	4	18%	19	31%

SPECIAL INTEREST/ARTS & CRAFTS

DRAWING/PAINTING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	36	14%	12	6%	58	11%
PARTICIPATED ON POST	2	3%	3	1%	2	1%	7	1%
Less Than Once A Month	2	3%	3	1%	1	0%	6	1%
1-3 Times A Month	0	0%	0	0%	1	0%	1	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	53	84%	191	75%	132	66%	376	72%
Did Not Respond/Missing Data	8	13%	60	24%	67	33%	135	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	1	50%	1	35%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	15%
O4-O10	1	50%	0	0%	1	50%	2	25%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	15%
Off-post Housing (<30 min.)	0	0%	1	33%	2	100%	3	52%
Off-post Housing (>=30 min.)	0	0%	2	67%	0	0%	2	34%
PARTICIPATED OFF POST	2	3%	7	3%	4	2%	13	2%
Less Than Once A Month	0	0%	2	1%	2	1%	4	1%
1-3 Times A Month	0	0%	2	1%	1	0%	3	1%
4 + Times A Month	2	3%	3	1%	1	0%	6	1%
Did Not Participate	46	73%	167	66%	109	54%	322	61%
Did Not Respond/Missing Data	15	24%	80	31%	88	44%	183	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	50%	0	0%	1	25%	2	29%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	9%
O4-O10	0	0%	0	0%	3	75%	3	26%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	4%
Military Housing On Post	1	50%	0	0%	0	0%	1	4%
Off-post Housing (<30 min.)	0	0%	4	57%	2	50%	6	51%
Off-post Housing (>=30 min.)	0	0%	3	43%	2	50%	5	42%

SPECIAL INTEREST/ARTS & CRAFTS

DRAWING/PAINTING (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	36	14%	12	6%	58	11%
PARTICIPATED AT HOME	10	16%	33	13%	11	5%	54	10%
Less Than Once A Month	3	5%	18	7%	3	1%	24	5%
1-3 Times A Month	5	8%	8	3%	2	1%	15	2%
4 + Times A Month	2	3%	7	3%	6	3%	15	3%
Did Not Participate	38	60%	148	58%	111	55%	297	57%
Did Not Respond/Missing Data	15	24%	73	29%	79	39%	167	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	10%	0	0%	0	0%	1	3%
E5-E9	3	30%	0	0%	4	40%	7	37%
O1-O3,WO1-CW5	3	30%	0	0%	0	0%	3	9%
O4-O10	3	30%	0	0%	6	55%	9	16%
Participants' Residence								
Barracks/BEQ/BOQ	3	30%	0	0%	0	0%	3	3%
Military Housing On Post	5	50%	1	3%	0	0%	6	7%
Off-post Housing (<30 min.)	1	10%	22	67%	6	60%	29	60%
Off-post Housing (>=30 min.)	1	10%	10	30%	4	36%	15	30%

SPECIAL INTEREST/ARTS & CRAFTS

FIBER/DECORATION/DECOR

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	5	8%	46	18%	9	4%	60	12%
PARTICIPATED ON POST	2	3%	3	1%	1	0%	6	1%
Less Than Once A Month	0	0%	1	0%	1	0%	2	0%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	2	3%	2	1%	0	0%	4	1%
Did Not Participate	52	83%	190	75%	136	68%	378	72%
Did Not Respond/Missing Data	9	14%	61	24%	64	32%	134	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	23%
O4-O10	1	50%	0	0%	1	100%	2	30%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	13%
Off-post Housing (<30 min.)	0	0%	1	33%	0	0%	1	29%
Off-post Housing (>=30 min.)	0	0%	2	67%	0	0%	2	41%
PARTICIPATED OFF POST	1	2%	4	2%	0	0%	5	1%
Less Than Once A Month	0	0%	2	1%	0	0%	2	0%
1-3 Times A Month	1	2%	2	1%	0	0%	3	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	47	75%	172	68%	112	56%	331	63%
Did Not Respond/Missing Data	15	24%	78	31%	89	44%	182	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	100%	0	0%	0	0%	1	100%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	10%
Off-post Housing (<30 min.)	0	0%	1	25%	0	0%	1	23%
Off-post Housing (>=30 min.)	0	0%	3	75%	0	0%	3	68%

SPECIAL INTEREST/ARTS & CRAFTS

FIBER/DECORATION/DECOR (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	5	8%	46	18%	9	4%	60	12%
PARTICIPATED AT HOME	5	8%	43	17%	8	4%	56	11%
Less Than Once A Month	1	2%	17	7%	3	1%	21	4%
1-3 Times A Month	3	5%	18	7%	0	0%	21	4%
4 + Times A Month	1	2%	8	3%	5	2%	14	3%
Did Not Participate	42	67%	142	56%	112	56%	296	56%
Did Not Respond/Missing Data	16	25%	69	27%	81	40%	166	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	20%	0	0%	0	0%	1	4%
E5-E9	2	40%	0	0%	4	50%	6	48%
O1-O3,WO1-CW5	1	20%	0	0%	0	0%	1	4%
O4-O10	1	20%	0	0%	4	50%	5	9%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	4	100%	1	2%	0	0%	5	5%
Off-post Housing (<30 min.)	0	0%	32	74%	7	88%	39	74%
Off-post Housing (>=30 min.)	0	0%	10	23%	1	13%	11	21%

SPECIAL INTEREST/ARTS & CRAFTS

GARDENING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	19	30%	137	54%	98	49%	254	50%
PARTICIPATED ON POST	6	10%	5	2%	5	2%	16	3%
Less Than Once A Month	1	2%	2	1%	4	2%	7	1%
1-3 Times A Month	3	5%	3	1%	0	0%	6	1%
4 + Times A Month	2	3%	0	0%	1	0%	3	0%
Did Not Participate	48	76%	186	73%	130	65%	364	70%
Did Not Respond/Missing Data	9	14%	63	25%	66	33%	138	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	17%	0	0%	0	0%	1	6%
E5-E9	2	33%	0	0%	3	60%	5	51%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	3	50%	0	0%	2	40%	5	26%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	6	100%	0	0%	0	0%	6	24%
Off-post Housing (<30 min.)	0	0%	4	80%	3	100%	7	66%
Off-post Housing (>=30 min.)	0	0%	1	20%	0	0%	1	8%
PARTICIPATED OFF POST	3	5%	20	8%	18	9%	41	8%
Less Than Once A Month	1	2%	7	3%	6	3%	14	3%
1-3 Times A Month	1	2%	7	3%	5	2%	13	3%
4 + Times A Month	1	2%	6	2%	7	3%	14	3%
Did Not Participate	46	73%	155	61%	101	50%	302	57%
Did Not Respond/Missing Data	14	22%	79	31%	82	41%	175	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	33%	0	0%	6	35%	7	35%
O1-O3,WO1-CW5	1	33%	0	0%	2	12%	3	13%
O4-O10	1	33%	0	0%	9	50%	10	25%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	100%	0	0%	0	0%	3	3%
Off-post Housing (<30 min.)	0	0%	14	70%	10	56%	24	61%
Off-post Housing (>=30 min.)	0	0%	6	30%	8	44%	14	36%

SPECIAL INTEREST/ARTS & CRAFTS

GARDENING (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	19	30%	137	54%	98	49%	254	50%
PARTICIPATED AT HOME	17	27%	132	52%	91	45%	240	48%
Less Than Once A Month	4	6%	36	14%	16	8%	56	11%
1-3 Times A Month	9	14%	42	17%	31	15%	82	16%
4 + Times A Month	4	6%	54	21%	44	22%	102	21%
Did Not Participate	32	51%	66	26%	50	25%	148	27%
Did Not Respond/Missing Data	14	22%	56	22%	60	30%	130	25%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	6%	0	0%	2	2%	3	3%
E5-E9	7	41%	0	0%	38	43%	45	43%
O1-O3,WO1-CW5	3	18%	0	0%	8	9%	11	10%
O4-O10	6	35%	0	0%	41	45%	47	19%
Participants' Residence								
Barracks/BEQ/BOQ	1	6%	0	0%	0	0%	1	0%
Military Housing On Post	13	76%	1	1%	0	0%	14	3%
Off-post Housing (<30 min.)	2	12%	84	64%	53	59%	139	60%
Off-post Housing (≥30 min.)	1	6%	47	36%	37	41%	85	37%

SPECIAL INTEREST/ARTS & CRAFTS

INTERNET ACCESS/APPLICATIONS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	41	65%	144	57%	68	34%	253	47%
PARTICIPATED ON POST	17	27%	69	27%	8	4%	94	17%
Less Than Once A Month	0	0%	5	2%	1	0%	6	1%
1-3 Times A Month	3	5%	16	6%	2	1%	21	4%
4 + Times A Month	14	22%	48	19%	5	2%	67	12%
Did Not Participate	38	60%	123	48%	128	64%	289	56%
Did Not Respond/Missing Data	8	13%	62	24%	65	32%	135	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	4	25%	0	0%	0	0%	4	12%
E5-E9	6	38%	0	0%	5	71%	11	55%
O1-O3,WO1-CW5	1	6%	0	0%	0	0%	1	3%
O4-O10	5	29%	0	0%	2	25%	7	5%
Participants' Residence								
Barracks/BEQ/BOQ	6	40%	0	0%	0	0%	6	3%
Military Housing On Post	7	47%	0	0%	0	0%	7	4%
Off-post Housing (<30 min.)	0	0%	44	65%	6	100%	50	62%
Off-post Housing (>=30 min.)	2	12%	24	35%	0	0%	26	29%
PARTICIPATED OFF POST	7	11%	34	13%	20	10%	61	12%
Less Than Once A Month	3	5%	9	4%	1	0%	13	2%
1-3 Times A Month	0	0%	6	2%	6	3%	12	2%
4 + Times A Month	4	6%	19	7%	13	6%	36	7%
Did Not Participate	43	68%	143	56%	96	48%	282	53%
Did Not Respond/Missing Data	13	21%	77	30%	85	42%	175	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	14%	0	0%	0	0%	1	2%
E5-E9	2	29%	0	0%	10	50%	12	47%
O1-O3,WO1-CW5	2	29%	0	0%	2	10%	4	12%
O4-O10	2	29%	0	0%	8	40%	10	16%
Participants' Residence								
Barracks/BEQ/BOQ	2	29%	0	0%	0	0%	2	2%
Military Housing On Post	4	57%	0	0%	0	0%	4	3%
Off-post Housing (<30 min.)	0	0%	23	68%	10	53%	33	59%
Off-post Housing (>=30 min.)	1	14%	11	32%	9	45%	21	36%

SPECIAL INTEREST/ARTS & CRAFTS

INTERNET ACCESS/APPLICATIONS (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	41	65%	144	57%	68	34%	253	47%
PARTICIPATED AT HOME	33	52%	121	48%	63	31%	217	41%
Less Than Once A Month	0	0%	10	4%	2	1%	12	2%
1-3 Times A Month	6	10%	20	8%	5	2%	31	6%
4 + Times A Month	27	43%	91	36%	56	28%	174	33%
Did Not Participate	17	27%	69	27%	70	35%	156	30%
Did Not Respond/Missing Data	13	21%	64	25%	68	34%	145	29%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	6%	0	0%	1	2%	3	2%
E5-E9	8	25%	0	0%	27	44%	35	40%
O1-O3,WO1-CW5	7	22%	0	0%	3	5%	10	8%
O4-O10	15	45%	0	0%	31	49%	46	19%
Participants' Residence								
Barracks/BEQ/BOQ	4	13%	0	0%	0	0%	4	1%
Military Housing On Post	19	63%	0	0%	0	0%	19	4%
Off-post Housing (<30 min.)	4	13%	78	66%	43	70%	125	64%
Off-post Housing (>=30 min.)	3	9%	41	34%	18	29%	62	30%

SPECIAL INTEREST/ARTS & CRAFTS

MODEL MAKING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	5	8%	15	6%	10	5%	30	6%
PARTICIPATED ON POST	1	2%	0	0%	0	0%	1	0%
Less Than Once A Month	1	2%	0	0%	0	0%	1	0%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	54	86%	194	76%	135	67%	383	73%
Did Not Respond/Missing Data	8	13%	60	24%	66	33%	134	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	100%	0	0%	0	0%	1	100%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	100%
Off-post Housing (<30 min.)	0	0%	0	0%	0	0%	0	0%
Off-post Housing (>=30 min.)	0	0%	0	0%	0	0%	0	0%
PARTICIPATED OFF POST	2	3%	1	0%	1	0%	4	1%
Less Than Once A Month	0	0%	0	0%	1	0%	1	0%
1-3 Times A Month	2	3%	1	0%	0	0%	3	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	47	75%	176	69%	112	56%	335	64%
Did Not Respond/Missing Data	14	22%	77	30%	88	44%	179	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	23%
O4-O10	1	50%	0	0%	1	100%	2	51%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	50%	0	0%	0	0%	1	15%
Off-post Housing (<30 min.)	1	50%	0	0%	1	100%	2	51%
Off-post Housing (>=30 min.)	0	0%	1	100%	0	0%	1	34%

SPECIAL INTEREST/ARTS & CRAFTS

MODEL MAKING (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	5	8%	15	6%	10	5%	30	6%
PARTICIPATED AT HOME	5	8%	15	6%	10	5%	30	6%
Less Than Once A Month	3	5%	10	4%	3	1%	16	3%
1-3 Times A Month	2	3%	4	2%	5	2%	11	2%
4 + Times A Month	0	0%	1	0%	2	1%	3	1%
Did Not Participate	43	68%	166	65%	110	55%	319	61%
Did Not Respond/Missing Data	15	24%	73	29%	81	40%	169	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	11%	1	9%
E5-E9	1	20%	0	0%	4	44%	5	40%
O1-O3,WO1-CW5	1	20%	0	0%	0	0%	1	4%
O4-O10	3	60%	0	0%	4	40%	7	20%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	60%	1	7%	0	0%	4	9%
Off-post Housing (<30 min.)	2	40%	7	47%	5	56%	14	49%
Off-post Housing (>=30 min.)	0	0%	7	47%	4	40%	11	40%

SPECIAL INTEREST/ARTS & CRAFTS

PARTICIPATION IN MUSIC/THEATER

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	32	13%	20	10%	56	11%
PARTICIPATED ON POST	2	3%	4	2%	4	2%	10	2%
Less Than Once A Month	1	2%	3	1%	3	1%	7	1%
1-3 Times A Month	0	0%	1	0%	0	0%	1	0%
4 + Times A Month	1	2%	0	0%	1	0%	2	0%
Did Not Participate	53	84%	192	76%	132	66%	377	72%
Did Not Respond/Missing Data	8	13%	58	23%	65	32%	131	26%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	50%	0	0%	0	0%	1	9%
E5-E9	0	0%	0	0%	3	75%	3	62%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	9%
O4-O10	0	0%	0	0%	1	25%	1	12%
Participants' Residence								
Barracks/BEQ/BOQ	1	50%	0	0%	0	0%	1	6%
Military Housing On Post	1	50%	0	0%	0	0%	1	6%
Off-post Housing (<30 min.)	0	0%	2	50%	2	100%	4	59%
Off-post Housing (>=30 min.)	0	0%	2	50%	0	0%	2	22%
PARTICIPATED OFF POST	2	3%	20	8%	10	5%	32	6%
Less Than Once A Month	1	2%	12	5%	5	2%	18	4%
1-3 Times A Month	0	0%	8	3%	3	1%	11	2%
4 + Times A Month	1	2%	0	0%	2	1%	3	1%
Did Not Participate	47	75%	159	63%	105	52%	311	59%
Did Not Respond/Missing Data	14	22%	75	30%	86	43%	175	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	3	30%	3	28%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	4%
O4-O10	1	50%	0	0%	7	70%	8	25%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	3%
Off-post Housing (<30 min.)	0	0%	12	60%	8	80%	20	65%
Off-post Housing (>=30 min.)	0	0%	8	40%	2	20%	10	32%

SPECIAL INTEREST/ARTS & CRAFTS

PARTICIPATION IN MUSIC/THEATER (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	32	13%	20	10%	56	11%
PARTICIPATED AT HOME	1	2%	19	7%	8	4%	28	6%
Less Than Once A Month	0	0%	12	5%	4	2%	16	3%
1-3 Times A Month	1	2%	5	2%	2	1%	8	2%
4 + Times A Month	0	0%	2	1%	2	1%	4	1%
Did Not Participate	47	75%	163	64%	109	54%	319	60%
Did Not Respond/Missing Data	15	24%	72	28%	84	42%	171	34%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	13%	1	12%
E5-E9	1	100%	0	0%	4	50%	5	52%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	3	38%	3	11%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	2%
Off-post Housing (<30 min.)	0	0%	12	63%	4	50%	16	58%
Off-post Housing (>=30 min.)	0	0%	7	37%	4	50%	11	40%

SPECIAL INTEREST/ARTS & CRAFTS

PHOTOGRAPHY/DEVELOPMENT

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	8	13%	45	18%	32	16%	85	17%
PARTICIPATED ON POST	4	6%	2	1%	4	2%	10	2%
Less Than Once A Month	2	3%	1	0%	3	1%	6	1%
1-3 Times A Month	1	2%	0	0%	1	0%	2	0%
4 + Times A Month	1	2%	1	0%	0	0%	2	0%
Did Not Participate	51	81%	191	75%	129	64%	371	71%
Did Not Respond/Missing Data	8	13%	61	24%	68	34%	137	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	25%	0	0%	2	50%	3	43%
O1-O3,WO1-CW5	2	50%	0	0%	1	25%	3	32%
O4-O10	1	25%	0	0%	1	25%	2	19%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	75%	0	0%	0	0%	3	19%
Off-post Housing (<30 min.)	0	0%	0	0%	3	100%	3	46%
Off-post Housing (>=30 min.)	1	25%	2	100%	0	0%	3	31%
PARTICIPATED OFF POST	2	3%	21	8%	6	3%	29	6%
Less Than Once A Month	0	0%	16	6%	3	1%	19	4%
1-3 Times A Month	1	2%	4	2%	1	0%	6	1%
4 + Times A Month	1	2%	1	0%	2	1%	4	1%
Did Not Participate	46	73%	156	61%	106	53%	308	58%
Did Not Respond/Missing Data	15	24%	77	30%	89	44%	181	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	50%	0	0%	2	33%	3	35%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	50%	0	0%	4	67%	5	16%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	3%
Off-post Housing (<30 min.)	0	0%	11	52%	4	67%	15	54%
Off-post Housing (>=30 min.)	0	0%	10	48%	2	33%	12	43%

SPECIAL INTEREST/ARTS & CRAFTS

PHOTOGRAPHY/DEVELOPMENT (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	8	13%	45	18%	32	16%	85	17%
PARTICIPATED AT HOME	5	8%	36	14%	27	13%	68	14%
Less Than Once A Month	1	2%	20	8%	12	6%	33	7%
1-3 Times A Month	3	5%	11	4%	10	5%	24	5%
4 + Times A Month	1	2%	5	2%	5	2%	11	2%
Did Not Participate	43	68%	147	58%	100	50%	290	55%
Did Not Respond/Missing Data	15	24%	71	28%	74	37%	160	32%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	20%	0	0%	1	4%	2	5%
E5-E9	2	40%	0	0%	10	38%	12	39%
O1-O3,WO1-CW5	1	20%	0	0%	1	4%	2	5%
O4-O10	1	20%	0	0%	14	52%	15	23%
Participants' Residence								
Barracks/BEQ/BOQ	1	20%	0	0%	0	0%	1	1%
Military Housing On Post	4	80%	1	3%	0	0%	5	4%
Off-post Housing (<30 min.)	0	0%	17	47%	22	81%	39	60%
Off-post Housing (≥30 min.)	0	0%	18	50%	5	19%	23	35%

SPECIAL INTEREST/ARTS & CRAFTS

PICTURE FRAMING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	31	12%	10	5%	51	9%
PARTICIPATED ON POST	4	6%	3	1%	3	1%	10	2%
Less Than Once A Month	2	3%	2	1%	2	1%	6	1%
1-3 Times A Month	0	0%	0	0%	1	0%	1	0%
4 + Times A Month	2	3%	1	0%	0	0%	3	0%
Did Not Participate	51	81%	191	75%	132	66%	374	71%
Did Not Respond/Missing Data	8	13%	60	24%	66	33%	134	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	1	33%	1	21%
O1-O3,WO1-CW5	2	50%	0	0%	0	0%	2	18%
O4-O10	2	50%	0	0%	2	67%	4	38%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	75%	0	0%	0	0%	3	19%
Off-post Housing (<30 min.)	0	0%	2	67%	2	100%	4	60%
Off-post Housing (>=30 min.)	1	25%	1	33%	0	0%	2	18%
PARTICIPATED OFF POST	2	3%	7	3%	1	0%	10	2%
Less Than Once A Month	1	2%	6	2%	0	0%	7	1%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	1	2%	1	0%	1	0%	3	1%
Did Not Participate	46	73%	169	67%	112	56%	327	62%
Did Not Respond/Missing Data	15	24%	78	31%	88	44%	181	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	23%
O4-O10	1	50%	0	0%	1	100%	2	17%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	10%
Off-post Housing (<30 min.)	0	0%	5	71%	0	0%	5	56%
Off-post Housing (>=30 min.)	0	0%	2	29%	1	100%	3	34%

SPECIAL INTEREST/ARTS & CRAFTS

PICTURE FRAMING (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	10	16%	31	12%	10	5%	51	9%
PARTICIPATED AT HOME	8	13%	28	11%	7	3%	43	8%
Less Than Once A Month	5	8%	21	8%	5	2%	31	6%
1-3 Times A Month	3	5%	5	2%	1	0%	9	1%
4 + Times A Month	0	0%	2	1%	1	0%	3	1%
Did Not Participate	40	63%	154	61%	113	56%	307	59%
Did Not Respond/Missing Data	15	24%	72	28%	81	40%	168	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	4	50%	0	0%	2	29%	6	35%
O1-O3,WO1-CW5	1	13%	0	0%	0	0%	1	4%
O4-O10	3	38%	0	0%	5	71%	8	17%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	7	88%	0	0%	0	0%	7	8%
Off-post Housing (<30 min.)	1	13%	17	61%	5	71%	23	58%
Off-post Housing (>=30 min.)	0	0%	11	39%	2	29%	13	34%

SPECIAL INTEREST/ARTS & CRAFTS

READING/BOOK CLUBS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	23	37%	96	38%	67	33%	186	36%
PARTICIPATED ON POST	7	11%	16	6%	5	2%	28	5%
Less Than Once A Month	2	3%	7	3%	0	0%	9	2%
1-3 Times A Month	1	2%	4	2%	3	1%	8	2%
4 + Times A Month	4	6%	5	2%	2	1%	11	2%
Did Not Participate	48	76%	178	70%	129	64%	355	68%
Did Not Respond/Missing Data	8	13%	60	24%	67	33%	135	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	17%	0	0%	0	0%	1	6%
E5-E9	1	17%	0	0%	1	25%	2	22%
O1-O3,WO1-CW5	2	33%	0	0%	1	25%	3	28%
O4-O10	2	29%	0	0%	2	40%	4	12%
Participants' Residence								
Barracks/BEQ/BOQ	2	29%	0	0%	0	0%	2	4%
Military Housing On Post	4	57%	0	0%	0	0%	4	7%
Off-post Housing (<30 min.)	0	0%	11	69%	5	100%	16	67%
Off-post Housing (>=30 min.)	1	14%	5	31%	0	0%	6	22%
PARTICIPATED OFF POST	6	10%	30	12%	22	11%	58	11%
Less Than Once A Month	1	2%	10	4%	4	2%	15	3%
1-3 Times A Month	1	2%	8	3%	5	2%	14	3%
4 + Times A Month	4	6%	12	5%	13	6%	29	6%
Did Not Participate	44	70%	145	57%	93	46%	282	53%
Did Not Respond/Missing Data	13	21%	79	31%	86	43%	178	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	2	33%	0	0%	14	64%	16	61%
O1-O3,WO1-CW5	2	33%	0	0%	0	0%	2	3%
O4-O10	2	33%	0	0%	8	36%	10	17%
Participants' Residence								
Barracks/BEQ/BOQ	1	17%	0	0%	0	0%	1	1%
Military Housing On Post	4	67%	0	0%	0	0%	4	3%
Off-post Housing (<30 min.)	0	0%	16	53%	11	55%	27	51%
Off-post Housing (>=30 min.)	1	17%	14	47%	9	41%	24	43%

SPECIAL INTEREST/ARTS & CRAFTS

READING/BOOK CLUBS (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	23	37%	96	38%	67	33%	186	36%
PARTICIPATED AT HOME	22	35%	93	37%	65	32%	180	35%
Less Than Once A Month	4	6%	20	8%	14	7%	38	7%
1-3 Times A Month	5	8%	22	9%	13	6%	40	8%
4 + Times A Month	13	21%	51	20%	38	19%	102	20%
Did Not Participate	28	44%	90	35%	63	31%	181	34%
Did Not Respond/Missing Data	13	21%	71	28%	73	36%	157	31%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	2	9%	0	0%	1	2%	3	3%
E5-E9	6	27%	0	0%	31	49%	37	46%
O1-O3,WO1-CW5	3	14%	0	0%	4	6%	7	7%
O4-O10	11	50%	0	0%	27	42%	38	19%
Participants' Residence								
Barracks/BEQ/BOQ	4	18%	0	0%	0	0%	4	1%
Military Housing On Post	17	77%	1	1%	0	0%	18	5%
Off-post Housing (<30 min.)	0	0%	62	67%	37	60%	99	61%
Off-post Housing (>=30 min.)	1	5%	29	31%	25	38%	55	33%

SPECIAL INTEREST/ARTS & CRAFTS

SCULPTURE/3D DESIGN

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	3	5%	6	2%	3	1%	12	2%
PARTICIPATED ON POST	1	2%	2	1%	0	0%	3	0%
Less Than Once A Month	0	0%	0	0%	0	0%	0	0%
1-3 Times A Month	1	2%	1	0%	0	0%	2	0%
4 + Times A Month	0	0%	1	0%	0	0%	1	0%
Did Not Participate	54	86%	193	76%	135	67%	382	73%
Did Not Respond/Missing Data	8	13%	59	23%	66	33%	133	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	100%	0	0%	0	0%	1	100%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	18%
Off-post Housing (<30 min.)	0	0%	1	50%	0	0%	1	41%
Off-post Housing (>=30 min.)	0	0%	1	50%	0	0%	1	41%
PARTICIPATED OFF POST	1	2%	3	1%	0	0%	4	1%
Less Than Once A Month	0	0%	1	0%	0	0%	1	0%
1-3 Times A Month	1	2%	1	0%	0	0%	2	0%
4 + Times A Month	0	0%	1	0%	0	0%	1	0%
Did Not Participate	48	76%	174	69%	114	57%	336	64%
Did Not Respond/Missing Data	14	22%	77	30%	87	43%	178	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	100%	0	0%	0	0%	1	100%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	13%
Off-post Housing (<30 min.)	0	0%	2	67%	0	0%	2	58%
Off-post Housing (>=30 min.)	0	0%	1	33%	0	0%	1	29%

SPECIAL INTEREST/ARTS & CRAFTS

SCULPTURE/3D DESIGN (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	3	5%	6	2%	3	1%	12	2%
PARTICIPATED AT HOME	3	5%	5	2%	3	1%	11	2%
Less Than Once A Month	0	0%	2	1%	1	0%	3	1%
1-3 Times A Month	2	3%	2	1%	1	0%	5	1%
4 + Times A Month	1	2%	1	0%	1	0%	3	1%
Did Not Participate	45	71%	175	69%	116	58%	336	64%
Did Not Respond/Missing Data	15	24%	74	29%	82	41%	171	34%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	2	67%	0	0%	2	67%	4	67%
O1-O3,WO1-CW5	1	33%	0	0%	0	0%	1	10%
O4-O10	0	0%	0	0%	1	33%	1	11%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	3	100%	0	0%	0	0%	3	14%
Off-post Housing (<30 min.)	0	0%	3	60%	2	67%	5	54%
Off-post Housing (>=30 min.)	0	0%	2	40%	1	33%	3	32%

SPECIAL INTEREST/ARTS & CRAFTS

STAINED GLASS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	11	4%	4	2%	19	3%
PARTICIPATED ON POST	1	2%	3	1%	0	0%	4	1%
Less Than Once A Month	1	2%	2	1%	0	0%	3	0%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	1	0%	0	0%	1	0%
Did Not Participate	54	86%	190	75%	132	66%	376	72%
Did Not Respond/Missing Data	8	13%	61	24%	69	34%	138	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	1	100%	0	0%	0	0%	1	13%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	13%
Off-post Housing (<30 min.)	0	0%	2	67%	0	0%	2	58%
Off-post Housing (>=30 min.)	0	0%	1	33%	0	0%	1	29%
PARTICIPATED OFF POST	1	2%	2	1%	1	0%	4	1%
Less Than Once A Month	1	2%	1	0%	1	0%	3	1%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	1	0%	0	0%	1	0%
Did Not Participate	48	76%	172	68%	110	55%	330	63%
Did Not Respond/Missing Data	14	22%	80	31%	90	45%	184	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	100%	0	0%	0	0%	1	29%
O4-O10	0	0%	0	0%	1	100%	1	30%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	100%	0	0%	0	0%	1	12%
Off-post Housing (<30 min.)	0	0%	1	50%	1	100%	2	59%
Off-post Housing (>=30 min.)	0	0%	1	50%	0	0%	1	29%

SPECIAL INTEREST/ARTS & CRAFTS

STAINED GLASS (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	11	4%	4	2%	19	3%
PARTICIPATED AT HOME	4	6%	8	3%	3	1%	15	3%
Less Than Once A Month	3	5%	5	2%	3	1%	11	2%
1-3 Times A Month	1	2%	2	1%	0	0%	3	0%
4 + Times A Month	0	0%	1	0%	0	0%	1	0%
Did Not Participate	43	68%	170	67%	114	57%	327	63%
Did Not Respond/Missing Data	16	25%	76	30%	84	42%	176	35%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	25%	0	0%	0	0%	1	9%
O1-O3,WO1-CW5	1	25%	0	0%	0	0%	1	9%
O4-O10	2	50%	0	0%	3	100%	5	31%
Participants' Residence								
Barracks/BEQ/BOQ	1	25%	0	0%	0	0%	1	3%
Military Housing On Post	3	75%	0	0%	0	0%	3	10%
Off-post Housing (<30 min.)	0	0%	5	63%	3	100%	8	63%
Off-post Housing (>=30 min.)	0	0%	3	38%	0	0%	3	23%

SPECIAL INTEREST/ARTS & CRAFTS

TRIPS/TOURING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	22	35%	135	53%	93	46%	250	49%
PARTICIPATED ON POST	5	8%	27	11%	11	5%	43	8%
Less Than Once A Month	1	2%	22	9%	8	4%	31	6%
1-3 Times A Month	4	6%	3	1%	3	1%	10	2%
4 + Times A Month	0	0%	2	1%	0	0%	2	0%
Did Not Participate	50	79%	167	66%	123	61%	340	65%
Did Not Respond/Missing Data	8	13%	60	24%	67	33%	135	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	2	40%	0	0%	9	82%	11	75%
O1-O3,WO1-CW5	2	40%	0	0%	1	9%	3	14%
O4-O10	1	20%	0	0%	1	9%	2	4%
Participants' Residence								
Barracks/BEQ/BOQ	1	20%	0	0%	0	0%	1	1%
Military Housing On Post	4	80%	0	0%	0	0%	4	5%
Off-post Housing (<30 min.)	0	0%	22	85%	8	89%	30	81%
Off-post Housing (>=30 min.)	0	0%	4	15%	1	9%	5	12%
PARTICIPATED OFF POST	14	22%	77	30%	47	23%	138	27%
Less Than Once A Month	6	10%	44	17%	27	13%	77	15%
1-3 Times A Month	6	10%	25	10%	15	7%	46	9%
4 + Times A Month	2	3%	8	3%	5	2%	15	3%
Did Not Participate	35	56%	104	41%	74	37%	213	40%
Did Not Respond/Missing Data	14	22%	73	29%	80	40%	167	33%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	7%	0	0%	0	0%	1	1%
E5-E9	2	14%	0	0%	23	49%	25	45%
O1-O3,WO1-CW5	4	29%	0	0%	3	6%	7	9%
O4-O10	7	50%	0	0%	21	45%	28	19%
Participants' Residence								
Barracks/BEQ/BOQ	3	21%	0	0%	0	0%	3	1%
Military Housing On Post	8	57%	1	1%	0	0%	9	3%
Off-post Housing (<30 min.)	3	21%	53	69%	30	67%	86	66%
Off-post Housing (>=30 min.)	0	0%	23	30%	15	32%	38	29%

SPECIAL INTEREST/ARTS & CRAFTS

TRIPS/TOURING (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	22	35%	135	53%	93	46%	250	49%
PARTICIPATED AT HOME	12	19%	99	39%	67	33%	178	35%
Less Than Once A Month	5	8%	54	21%	41	20%	100	20%
1-3 Times A Month	5	8%	37	15%	19	9%	61	12%
4 + Times A Month	2	3%	8	3%	7	3%	17	3%
Did Not Participate	35	56%	88	35%	65	32%	188	35%
Did Not Respond/Missing Data	16	25%	67	26%	69	34%	152	30%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	1	8%	0	0%	2	3%	3	3%
E5-E9	6	50%	0	0%	29	44%	35	44%
O1-O3,WO1-CW5	3	25%	0	0%	7	11%	10	12%
O4-O10	2	17%	0	0%	28	42%	30	17%
Participants' Residence								
Barracks/BEQ/BOQ	3	27%	0	0%	0	0%	3	1%
Military Housing On Post	7	64%	0	0%	0	0%	7	2%
Off-post Housing (<30 min.)	0	0%	63	64%	36	54%	99	58%
Off-post Housing (>=30 min.)	1	8%	36	36%	31	46%	68	40%

SPECIAL INTEREST/ARTS & CRAFTS

TROPHY MAKING

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	3	1%	1	0%	8	1%
PARTICIPATED ON POST	2	3%	2	1%	0	0%	4	1%
Less Than Once A Month	1	2%	1	0%	0	0%	2	0%
1-3 Times A Month	1	2%	1	0%	0	0%	2	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	53	84%	192	76%	135	67%	380	72%
Did Not Respond/Missing Data	8	13%	60	24%	66	33%	134	27%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	2	100%	0	0%	0	0%	2	100%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	1	50%	0	0%	0	0%	1	15%
Off-post Housing (<30 min.)	0	0%	1	50%	0	0%	1	35%
Off-post Housing (>=30 min.)	1	50%	1	50%	0	0%	2	50%
PARTICIPATED OFF POST								
	0	0%	0	0%	0	0%	0	0%
Less Than Once A Month	0	0%	0	0%	0	0%	0	0%
1-3 Times A Month	0	0%	0	0%	0	0%	0	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	49	78%	173	68%	111	55%	333	63%
Did Not Respond/Missing Data	14	22%	81	32%	90	45%	185	37%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	0	0%	0	0%	0	0%	0	0%
O4-O10	0	0%	0	0%	0	0%	0	0%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	0	0%	0	0%	0	0%	0	0%
Off-post Housing (<30 min.)	0	0%	0	0%	0	0%	0	0%
Off-post Housing (>=30 min.)	0	0%	0	0%	0	0%	0	0%

SPECIAL INTEREST/ARTS & CRAFTS

TROPHY MAKING (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	4	6%	3	1%	1	0%	8	1%
PARTICIPATED AT HOME	3	5%	1	0%	1	0%	5	1%
Less Than Once A Month	2	3%	1	0%	1	0%	4	1%
1-3 Times A Month	1	2%	0	0%	0	0%	1	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	45	71%	176	69%	119	59%	340	65%
Did Not Respond/Missing Data	15	24%	77	30%	81	40%	173	34%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	1	33%	0	0%	0	0%	1	18%
O1-O3,WO1-CW5	1	33%	0	0%	0	0%	1	18%
O4-O10	1	33%	0	0%	1	100%	2	44%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	67%	0	0%	0	0%	2	26%
Off-post Housing (<30 min.)	1	33%	0	0%	1	100%	2	44%
Off-post Housing (>=30 min.)	0	0%	1	100%	0	0%	1	30%

SPECIAL INTEREST/ARTS & CRAFTS

WOODWORKING/INDUSTRIAL ARTS

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	9	14%	32	13%	33	16%	74	14%
PARTICIPATED ON POST	2	3%	1	0%	1	0%	4	1%
Less Than Once A Month	1	2%	1	0%	0	0%	2	0%
1-3 Times A Month	1	2%	0	0%	1	0%	2	0%
4 + Times A Month	0	0%	0	0%	0	0%	0	0%
Did Not Participate	53	84%	192	76%	132	66%	377	72%
Did Not Respond/Missing Data	8	13%	61	24%	68	34%	137	28%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	1	100%	1	55%
O1-O3,WO1-CW5	1	50%	0	0%	0	0%	1	23%
O4-O10	1	50%	0	0%	0	0%	1	15%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	100%	0	0%	0	0%	2	30%
Off-post Housing (<30 min.)	0	0%	0	0%	0	0%	0	0%
Off-post Housing (>=30 min.)	0	0%	1	100%	1	100%	2	70%
PARTICIPATED OFF POST	3	5%	5	2%	2	1%	10	2%
Less Than Once A Month	2	3%	2	1%	1	0%	5	1%
1-3 Times A Month	1	2%	2	1%	0	0%	3	0%
4 + Times A Month	0	0%	1	0%	1	0%	2	0%
Did Not Participate	46	73%	170	67%	113	56%	329	63%
Did Not Respond/Missing Data	14	22%	79	31%	86	43%	179	36%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	0	0%	0	0%
E5-E9	0	0%	0	0%	0	0%	0	0%
O1-O3,WO1-CW5	1	33%	0	0%	1	50%	2	44%
O4-O10	2	67%	0	0%	1	50%	3	23%
Participants' Residence								
Barracks/BEQ/BOQ	0	0%	0	0%	0	0%	0	0%
Military Housing On Post	2	67%	0	0%	0	0%	2	10%
Off-post Housing (<30 min.)	1	33%	4	80%	1	50%	6	65%
Off-post Housing (>=30 min.)	0	0%	1	20%	1	50%	2	24%

SPECIAL INTEREST/ARTS & CRAFTS

WOODWORKING/INDUSTRIAL ARTS (CONTINUED)

	Active Duty		Civilians		Retirees		Total Cases	
	n	%	n	%	n	%	n	%
OVERALL PARTICIPATION	9	14%	32	13%	33	16%	74	14%
PARTICIPATED AT HOME	8	13%	31	12%	33	16%	72	14%
Less Than Once A Month	4	6%	16	6%	9	4%	29	6%
1-3 Times A Month	3	5%	9	4%	15	7%	27	5%
4 + Times A Month	1	2%	6	2%	9	4%	16	3%
Did Not Participate	40	63%	151	59%	91	45%	282	54%
Did Not Respond/Missing Data	15	24%	72	28%	77	38%	164	32%
Total Respondents	63	100%	254	100%	201	100%	518	100%
Participants' Rank								
E1-E4	0	0%	0	0%	1	3%	1	3%
E5-E9	2	25%	0	0%	18	55%	20	52%
O1-O3,WO1-CW5	1	13%	0	0%	2	6%	3	7%
O4-O10	5	63%	0	0%	12	36%	17	21%
Participants' Residence								
Barracks/BEQ/BOQ	1	13%	0	0%	0	0%	1	1%
Military Housing On Post	3	38%	0	0%	0	0%	3	2%
Off-post Housing (<30 min.)	3	38%	22	71%	16	50%	41	59%
Off-post Housing (>=30 min.)	1	13%	9	29%	16	48%	26	38%