

FACP Survey Report

Survey: **Thursday Survey 11-21-13**

Total Responses: **51**

How does your Chamber bill member renewals?

Answer	Votes	%	Graph
Annually, in the members' anniversary months	47	92.1%	
Annually, with all members being billed at the same time	4	7.8%	

Has the current billing method always been the method used by your Chamber?

Answer	Votes	%	Graph
Yes, we have always used this method	43	84.3%	
No, we used to bill the alternative method, but switched	8	15.6%	

If your Chamber does annual billing (with all members being billed at the same time), please select the choice that best describes the timing of the annual billing.

Answer	Votes	%	Graph
The first month of our fiscal year	1	1.9%	
The last month of our fiscal year	1	1.9%	
Other	4	7.8%	
No Response	45	88.2%	

If your Chamber does annual billing (with all members being billed at one time), how is the billing handled for those members that join throughout the year?

Answer	Votes	%	Graph
We prorate their new dues for the months remaining until the annual billing	2	3.9%	
They pay the full amount when they join and we prorate their renewal dues for their first renewal	3	5.8%	
Other	1	1.9%	
No Response	45	88.2%	

If you answered "other" to the question above, please explain.

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If your Chamber formerly billed on anniversary months, but switched to annual billing, what advice would you offer to ensure a smooth transition?

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