

Dear Church Family,

We were thrilled that seventy people took the time to complete the lobby survey. Forty-nine percent of the surveys indicated that the lobby needed revamped and another 39% indicated the lobby needed at least some cosmetic changes. Overall, most individuals just walk through the lobby to check their mailboxes or linger a bit to say "hi" to their friends. On the other hand, 88% said they would or might if they had a reason to take advantage of comfortable sitting areas. Only 34% bring coffee/tea/drink to the services now but 64% would like to have coffee/tea before services. We did receive some comments that the lobby was congested now, could be too noisy for conversation areas, crowded for visitors, coffee stains in carpet, managing kids at coffee bar, and concern for finances. We are taking all comments into careful consideration as we move forward.

We found out individuals think having mailboxes are important and check them on Sundays or during the week, but 10% didn't know they had a mailbox. It was a very close three-way tie that people were looking for ministry information and cards (Christmas, Birthday, Thinking of You), and things they left at Church in their mailboxes. Overall, individuals think the mailboxes are useful but it doesn't matter where they are located.

Many like all three options...website, signup sheets, and email...to sign up for activities. It really didn't matter where the sign-up sheets were located as long as it was clearly communicated.

When it comes to knowing what is going on at our Church, the top three were the Sunday bulletin, announcements during service and emails. Word of mouth was a very close fourth.

As most have agreed, the lobby needs revamped or at least some cosmetic changes. In order to make informed decisions before we proceed, we would like to now gather information by observing our patterns as well as looking at the lobby/sanctuary from a visitor's perspective on Sundays for the month of July. Specifically we will look where people are traveling, for areas of congestion, and how we are taking caring of visitors. We would welcome your partnership with this observation and would appreciate any inputs you might have. The Team will also be meeting with staff and other ministry leaders for inputs. Over the next few months, we will try some different options that we will communicate in advance and ask for your feedback.

Thank you.

Deb Cooper, Sharon Devlin, Shauna and Nate McElroy, Joan Schrock, and Shannon Wright