

**2009  
Huron Valley Area Intergroup  
Office Survey**



**Dear Valued Customer:**  
**Your responses to the following Survey questions are vital to the continuous improvement of H.V.A.I.'s service to you. Your input will be compiled and the results summarized.**

A.A. is not immune to current economic conditions. The G.S.O. in New York has seen increases in cost operations, warehousing and shipping. A.A. World Services, Inc announces an *increase in book prices* effective July 1, 2009. As of July 1, the Intergroup will be passing the catalog costs on to our members. The cost of most books will rise by \$1.00-\$2.00. Look for the new catalog in June 2009.

**Please circle your responses on the adjacent page**

**SERVICE**

- 1) Have you personally used a Service provided by the Intergroup?
- Always    Sometimes    Never    N/A
- 2) Does the Intergroup office respond promptly to your requests?
- Always    Sometimes    Never    N/A
- 3) Does HVAI respectfully represent all AA groups in Washtenaw County?
- Always    Sometimes    Never    N/A

**LITERATURE**

- 4) Is non-conference approved literature valuable to you?
- Always    Sometimes    Never    N/A
- 5) Does your group use literature developed for Special Needs people (i.e Braille, Sign Language, Large Print, Audio Tapes, etc)
- Always    Sometimes    Never    N/A
- 6) Do you find Welcome Packets helpful?
- Always    Sometimes    Never    N/A

**CONTRIBUTIONS**

- 7) Does your group have regular Group Conscience meetings?
- Always    Sometimes    Never    N/A
- 8) Does your Group Conscience make monetary service contributions?
- Always    Sometimes    Never    N/A
- 9) Does your group use a formula to determine the contributions distribution?
- Always    Sometimes    Never    N/A

10) Does your group follow the suggested distribution of excess funds as suggested in the Self-Support: Where Money and Spirituality Mix Pamphlet, from A.A. World Service?

- 10% to District 4  
 (Treasurer, Box 971502, Ypsilanti, 48197)  
 10% to Central MI Area32  
 (CMIA Treasurer, 10351 Timber Ridge Dr., Milan, MI 48160)  
 30% to G.S.O.  
 (Grand Central Station, box 459, NY, NY 10164-0423)  
 50% to HVAI intergroup  
 (31 South Huron Street, Ypsilanti, MI 48197)
- Always    Sometimes    Never    N/A

***Below please rate the helpfulness of the following services:***

**RANKING SYSTEM (1-10)**

- Annual Anniversary Celebration in cooperation with District 4
- AA Literature Availability at catalog price
- Help Line Remote Call Forward
- Printed Meeting Directories
- Office Hours and Phone Services
- Website
- On-Line Meeting Updates
- On Line Newsletter
- Public Information Booths & Events
- OTHER \_\_\_\_\_

COMMENTS: