2005 Facts:

- 47% of centers operate year-round
- 81% of centers prepare budgets annually, but only 34% conduct a financial audit
- Only 33% have a business plan and only 30% have a strategic plan
- 51% of centers have marketing materials, but for 89% of centers reporting, marketing is less than 5% of the annual operating budget
- 87% of centers in 2005 were non-profit, compared to 91% of centers in 2004
- 13% of centers in 2005 were for-profit, compared to 9% of centers in 2004

Results of the Member Satisfaction Survey:

- 96% of centers would recommend NARHA to other centers
- 60% of centers felt that they received great value from being a member of NARHA
- 78% of centers feel that NARHA meets their needs
- 80% of centers overall are satisfied
- 44% of centers feel that their membership in NARHA greatly enhances their reputation
- 94% of centers feel the NARHA Standards & Accreditation Manual meets their centers’ needs
- 65% of centers feel they experienced an improvement in the service they receive when contacting NARHA

North American Riding for the Handicapped Association, Inc.
P.O. Box 33150 Denver, CO 80233 USA (800) 369-7433, Fax (303) 252-4610
www.narha.org