

**Ponderosa Community Club Homeowner Survey Results
June, 2010**

There were 184 homeowners who returned the survey – thank you! We will be publishing the summary of results via email, on the website, in the July *Pine Needler*, and will post a copy on the bulletin board. We will have the results with all the comments in the office, and can make copies as needed. The results and complete set of comments will also be available online, as described below. (Note: We did remove homeowner names and foul language from the comments.) The Ponderosa staff, committees and Board will be reading and analyzing the comments and results over the weeks to come.

We used an online service called survey monkey to consolidate the results. Thank you to our Office Manager, Chelcie Strode, for tabulating the results! You can view the numerical results, as well as all the comments, by clicking the following link:

http://www.surveymonkey.com/sr.aspx?sm=QOLIQnq_2f4QJWewKl16UgmuXNs5tw1TnscKLSqhMSxR8_3d

The survey monkey link will be active until September 1.

In the Results Summary below, we reported the average satisfaction, as well as the percentage satisfied (rated 3 or higher) and the percentage not satisfied (rated 2 or lower.) The scale for rating satisfaction is as follows:

	Not at all Satisfied		Satisfied		Very Satisfied
• Example	1	2	3	4	5

RESULTS SUMMARY

1. How would you **PREFER TO RECEIVE THE SURVEY?**

- Next year, I want to receive a paper survey with the May ballot 53.5%
- Next year, I want to complete the survey online. 46.5%

2. How satisfied are you with the maintenance of our **ROADS AND WATER SYSTEM?**

	Average Satisfaction	Percent Satisfied (Rated 3 or higher)	Percent Not Satisfied (Rated 2 or lower)
• Water quality	4.23	97.6	2.3
• Dust control	3.2	77.4	22.6
• Road surface quality	3.32	79.5	20.5
• Snowplowing/sanding	3.72	90.5	9.5
• Road Signs	3.47	87.3	12.7
• Comments Summary: There were 63 comments, the most frequent follow:			
○ Water		Need new water system (4 comments)	
○ Dust Control		More dust control (11)	
○ Roads		Pave roads (14)	
○ Roads		Grade gravel roads & fix pothole (6)	
○ Snowplowing		Remove snow berms in driveways (4)	
○ Road Signs		Improve signs (11)	

3. How satisfied are you with the **CLUBHOUSE/PLAYGROUND/SWIMMING POOL?**

	Average Satisfaction	Percent Satisfied (Rated 3 or higher)	Percent Not Satisfied (Rated 2 or lower)
• Clubhouse	3.82	93.9	6.1
• Playground	3.88	96.9	3.1
• Swimming pool	3.9	94.4	5.6
• Comments Summary: There were 61 comments, the most frequent follow:			
○ Pool		Enforce the rules(13)	
○ Pool		Add lounge chairs (5)	
○ Pool		Add hot tub (4)	
○ Clubhouse		Open for general use (6)	
○ Clubhouse		New improvements are good (4)	
○ Comments will be reviewed further by the Buildings & Grounds Committee.			

4. How satisfied are you with our **COMMUNICATION?**

	Average Satisfaction	Percent Satisfied (Rated 3 or higher)	Percent Not Satisfied (Rated 2 or lower)
• Office	3.92	93.5	6.5
• PINE NEEDLER	4.02	94.9	5.1
• Board Members	3.54	86.5	13.5
• Website	3.85	94.7	5.3
• Comments Summary: There were 35 comments covering a range of topics. There was one topic which was mentioned more than four times:			
○ Website	Add webcams (4)		

5. How satisfied are you with our **ADMINISTRATION OF FINANCES?**

	Average Satisfaction	Percent Satisfied (Rated 3 or higher)	Percent Not Satisfied (Rated 2 or lower)
• Reports	3.70	94.7	5.3
• Account Administration	3.61	91.0	9.0
• Comments Summary: There were 24 comments, the most frequent follow:			
○ Reduce spending and dues (9)			
○ Good job (8)			

6. Please indicate which **SOCIAL COMMITTEE EVENTS** you attend. Events are listed below.

	Percent Attend	Percent Don't Attend	Percent Would Like to Attend, But Don't
• March Pancake Breakfast and Easter Egg Hunt	5.3	74.3	20.4
• July 4 th Parade, Ice Cream Social & BBQ	28.3	47.8	23.9
• Labor Day BBQ	13.9	55.6	30.5
• Halloween Party –Costumes, snacks, games	1.3	80.0	18.7
• November Soup & Rolls/Decorate Clubhouse	6.7	71.8	21.5
• December Potluck Dessert Event	6.6	72.4	21.1
• December Christmas Lighting Judging	4.8	74.1	21.1
• January Soup & Rolls/"Undecorate" Clubhouse	1.4	78.6	20.0
• Comments Summary: There were 59 comments about events which will be reviewed further by the Social Committee.			

7. Do you use our **GREENBELTS?**

Comments Summary: There were 96 comments, the vast majority said they used the trails. Comments will be reviewed further by the Watershed Committee.

8. Do you have suggestions for **new trails** or comments on **trail maintenance?**

Comments Summary: There were 42 comments which will be reviewed by the Watershed Committee.

9. Do you ever recreate in the **WENATCHEE RIVER?**

Comments Summary: There were 118 comments, the vast majority said they used the river for rafting, floating, and fishing. Comments will be reviewed further by the Watershed Committee.

10. Please rate the following **PROBLEMS** as to their **PRIORITY FOR YOU:**

	Average Priority Level	Percent Rated as Priority (Rated 3 or higher)	Percent Not a Priority (Rated 2 or lower)
• Speeding	3.31	68.0	32.0
• Threatening Dogs	3.40	67.2	32.8
• Illegal Fires	3.72	78.2	21.8
• Wild animals (bear,etc)	2.06	29.0	71.0
• Late night noise/parties	2.90	54.6	45.4

- Comments Summary: There were 63 comments which will be reviewed further.

11. Please indicate which **ADDITIONAL FACILITIES/SERVICES** you would like us to add.

	Percent Yes	Percent No
• Ice skating rink	38.5	61.5
• Relocate sledding hill	34.1	65.9

12. What level of relative funding you would support to make them a reality?

	<u>LEVEL OF FUNDING PERCENTAGES</u>			
	None	Low	Moderate	High
• Ice skating rink	52.9	22.3	22.3	2.5
• Relocate sledding hill	52.2	23	17.7	7.1

13. Please list facilities or services you would like us to add.

Comments Summary: There were 62 comments which will be reviewed further.

14. Any other feedback or comments?

Comments Summary: There were 62 comments, the most frequent follow:

- Thank you to volunteers and staff (17)
- Great job (10)
- Reduce dues (4)