

Planning Committee

Statistical Analysis of Member Survey Results

Phase Two: Amenities Usage and Satisfaction

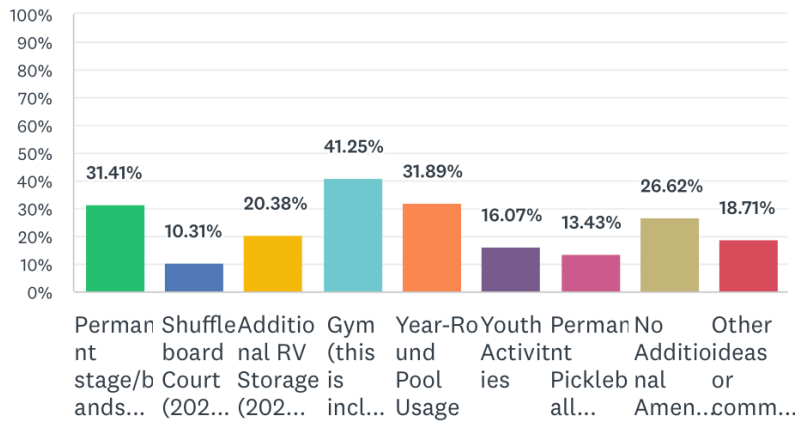
May 23, 2025

TABLE OF CONTENTS

Amenity Additions	2–4
Amenities Usage (Frequency)	5–19
Amenities Satisfaction	20–35
Open-Ended Member Comments: Dissatisfaction	
Condor Cafe/Bar and Lounge Responses Summary	36–39
Condor Room Responses Summary	39–40
Dog Park and Campground Responses Summary	41–44
Equestrian Center Responses Summary	44–46
Golf Course Responses Summary	46–47
Greenbelt Trails	47–48
Lampkin Park	48–50
Pool	50–52
Recreation Room	53–54
Tennis/Pickleball Courts	54–57
Transfer Site	57–59
Miscellaneous Comments	60–61
Conclusion	62–63

The below image is from the previous 2021 survey, asking about additional amenities. The previous survey also had a comment section for members to list amenities they would like added to the POA. We'd like to check back in about these same amenities plus the top suggestions from the previous survey. Would it be beneficial for the PMCPOA to add any of the following amenities?

Answered: 417 Skipped: 0



Strong Support for Gym Addition (41.25%)

- The most popular choice was a **gym**, which was previously included in the clubhouse remodel plan — indicating a substantial percentage of residents would have been aligned with that planned investment.

High Interest in Water and Event Amenities:

- **Year-round pool access (31.89%)** and a **permanent stage/bandstand (31.41%)** tied for second and third place.
- These responses show a desire for more **recreational and community gathering opportunities**.

Mixed Support for Niche Amenities:

- While still supported, **Additional RV Storage (20.38%)**, **Youth Activities (16.07%)**, and **Permanent Pickleball Courts (13.43%)** drew more moderate interest.
- These may appeal to specific resident groups (e.g., families, RV owners, active adults) but don't carry the same universal appeal as the gym or pool.

Lower Interest in Shuffleboard (10.31%)

- This amenity received the least support, suggesting it's not a priority for most respondents.

Notably, Over a Quarter Want No New Amenities (26.62%)

- This group may be budget-conscious or satisfied with current offerings. Their presence underscores the importance of balancing new investments with community-wide value and communication.

Open-ended Responses:

Fitness & Wellness Amenities

- **Spa/hot tub or jacuzzi** (especially year-round) was a common request.
- Requests for a **gym or workout center with weights and cardio**, as well as a space for **yoga and exercise classes**.
- Some mentioned a **longer pool season**, or **pool cover** to support year-round swimming.

Recreational Activities

- **Disc Golf, Pickleball**, and a **Mini-Putt Course** were suggested for more casual, inclusive activities.
- **Snowshoeing, cross-country skiing**, and **trail improvements** were mentioned for seasonal outdoor fun.
- **Youth programs, bingo nights**, and **cultural activities (e.g., art center, theater, music events)** were requested to engage different age groups.

Equestrian Interests

- Multiple requests for **horseback riding access, riding lessons**, and **more stables** for members who don't own horses but want to ride.

Pet-Friendly Spaces

- Calls for an **improved or relocated dog park, dog-friendly patio seating**, and **dog swim hours at Fern's Lake**.

Clubhouse & Facilities Upgrades

- Some requested **remodeling the lounge, kitchen, bathrooms, and Pavilion Room.**
- There are suggestions for a **wood flooring** and a better **sound system in the Condor Room.**
- A few emphasized **solar panel installation** and **self-sustaining facilities.**

Outdoor & Nature-Oriented Features

- Ideas included an **outdoor amphitheater, benches along golf course fences, and quiet reflection or meditation spaces.**
- Some respondents emphasized **preserving nature as the community's greatest amenity,** and opposed overdevelopment.

Community Infrastructure Enhancements

- **Shuttle service/dial-a-ride, trash can additions, paper recycling, and Lampkin Park bathroom access** were mentioned.
- Several requested **improved trail signage** and **paving golf cart paths.**

Event, Dining, and Social Spaces

- Ideas included:
 - A **bar with regular hours** and **outdoor seating**
 - **Themed dinners** (e.g., jazz, wine, comedy)
 - **Wedding venue rentals** and **theater events**

Other Unique Suggestions

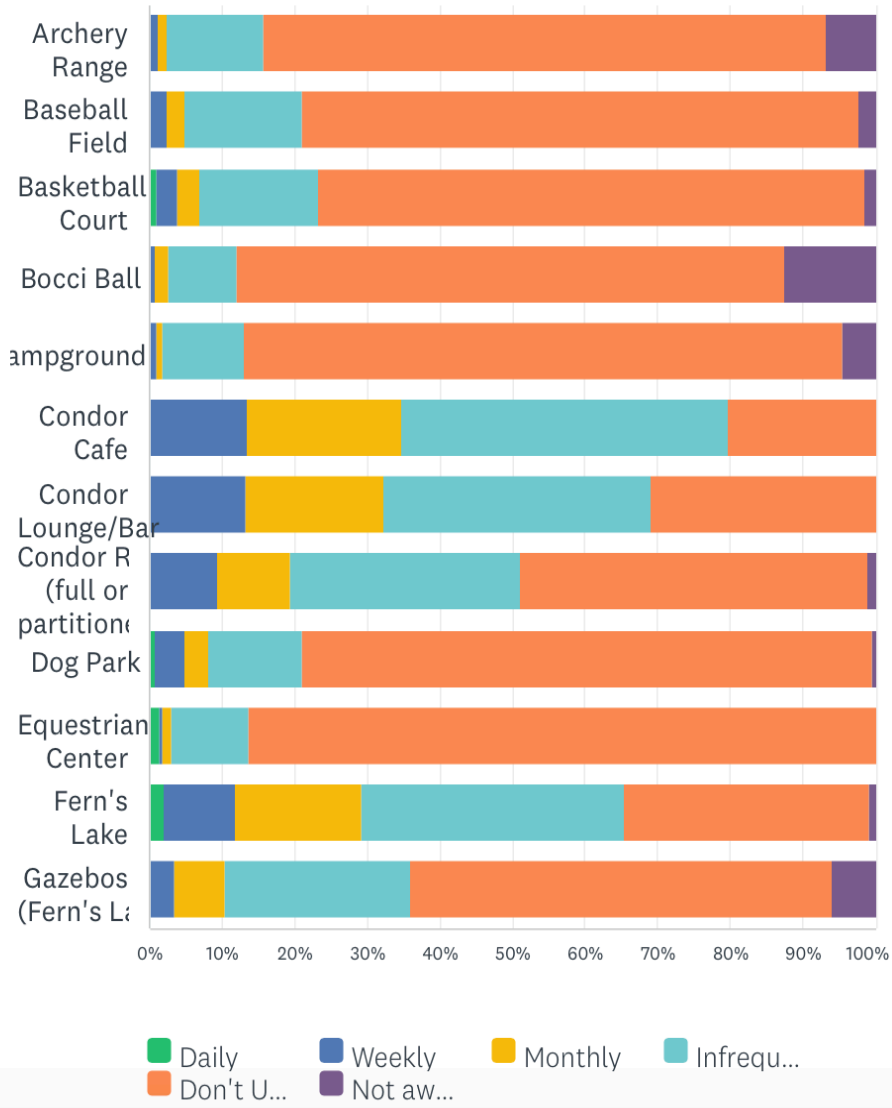
- Shooting or pellet gun range
- Lengthen the golf course
- Convert golf course into a public park

Financial Concerns & Opposition

- Several respondents **strongly opposed new amenities** due to costs or rising assessments.
- Suggestions included:
 - Charging **higher user fees** for specific amenities
 - Making facilities **self-sustaining** or **leasing them out**
 - Avoiding **debt or major renovations** unless necessary
 - Keeping PMC **affordable,** especially for those on fixed incomes

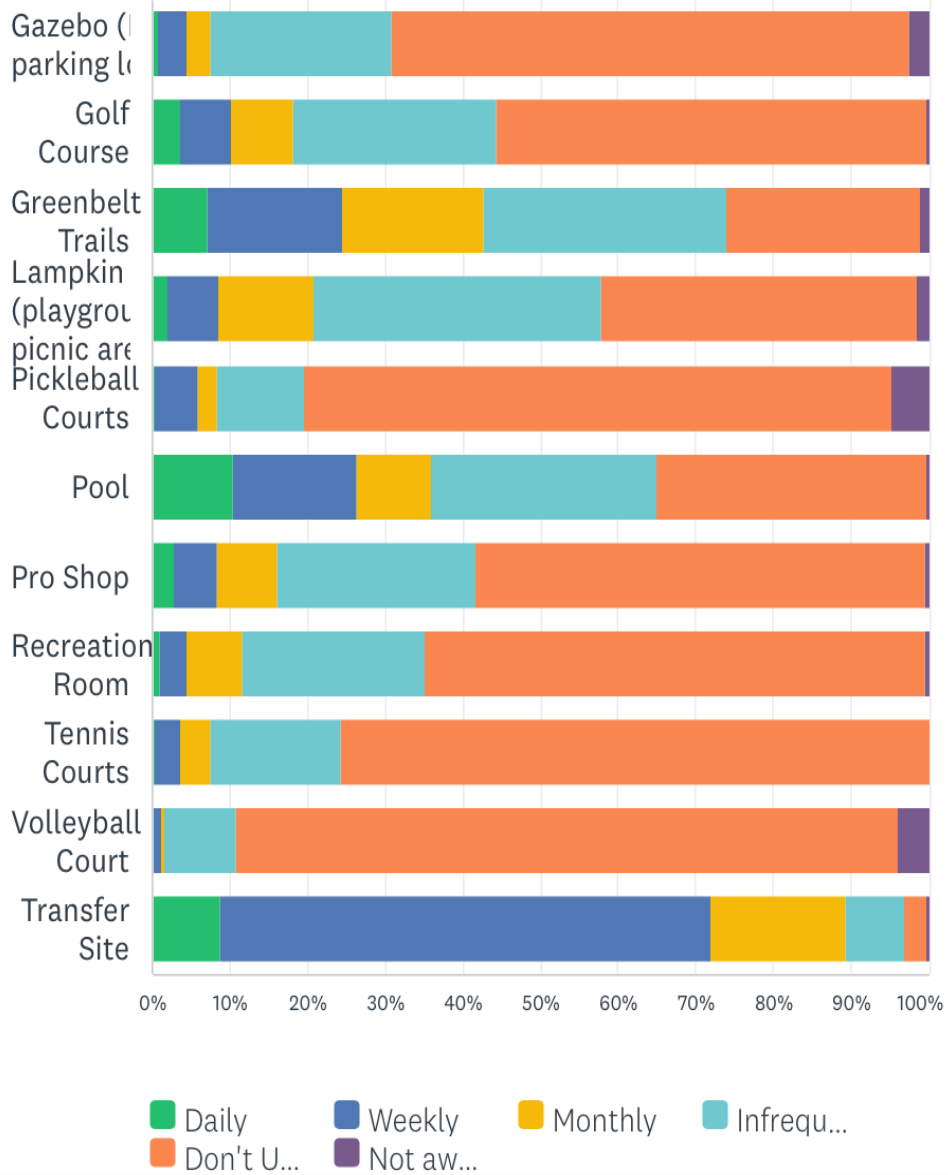
When available/in-season, how often do you use the following PMCPOA facilities/amenities (Part 1):

Answered: 417 Skipped: 0



When available/in-season, how often do you use the following PMCPOA facilities/amenities (Part 2):

Answered: 417 Skipped: 0



PMCPOA Planning Committee 2024 Member Survey Report Phase Two: Amenities

	DAILY	WEEKLY	MONTHLY	INFREQUENTLY	DON'T USE	NOT AWARE OF THIS	TOTAL
▼ Archery Range	0.00% 0	1.24% 5	1.24% 5	13.18% 53	77.61% 312	6.72% 27	402
▼ Baseball Field	0.00% 0	2.48% 10	2.48% 10	16.09% 65	76.73% 310	2.23% 9	404
▼ Basketball Court	0.99% 4	2.98% 12	2.98% 12	16.38% 66	75.19% 303	1.49% 6	403
▼ Bocci Ball	0.00% 0	0.74% 3	1.99% 8	9.43% 38	75.43% 304	12.41% 50	403
▼ Campground	0.25% 1	0.75% 3	0.75% 3	11.25% 45	82.50% 330	4.50% 18	400
▼ Condor Cafe	0.24% 1	13.35% 55	21.12% 87	45.15% 186	20.15% 83	0.00% 0	412
▼ Condor Lounge/Bar	0.00% 0	13.20% 54	19.07% 78	36.92% 151	30.81% 126	0.00% 0	409
▼ Condor Room (full or partitioned)	0.00% 0	9.38% 38	10.12% 41	31.60% 128	47.90% 194	0.99% 4	405
▼ Dog Park	0.74% 3	4.21% 17	3.22% 13	12.87% 52	78.47% 317	0.50% 2	404
▼ Equestrian Center	1.49% 6	0.25% 1	1.24% 5	10.70% 43	86.32% 347	0.00% 0	402
▼ Fern's Lake	1.96% 8	9.80% 40	17.40% 71	36.27% 148	33.82% 138	0.74% 3	408
▼ Gazebos (Fern's Lake)	0.00% 0	3.47% 14	6.95% 28	25.56% 103	58.06% 234	5.96% 24	403

PMCPOA Planning Committee 2024 Member Survey Report Phase Two: Amenities

	DAILY	WEEKLY	MONTHLY	INFREQUENTLY	DON'T USE	NOT AWARE OF THIS	TOTAL
Gazebo (POA parking lot)	0.74% 3	3.69% 15	3.19% 13	23.34% 95	66.58% 271	2.46% 10	407
Golf Course	3.66% 15	6.59% 27	8.05% 33	26.10% 107	55.37% 227	0.24% 1	410
Greenbelt Trails	7.09% 29	17.36% 71	18.34% 75	31.30% 128	24.94% 102	0.98% 4	409
Lampkin Park (playground & picnic areas)	1.96% 8	6.62% 27	12.25% 50	37.01% 151	40.69% 166	1.47% 6	408
Pickleball Courts	0.50% 2	5.46% 22	2.48% 10	11.17% 45	75.68% 305	4.71% 19	403
Pool	10.44% 43	16.02% 66	9.47% 39	29.13% 120	34.71% 143	0.24% 1	412
Pro Shop	2.95% 12	5.41% 22	7.86% 32	25.55% 104	57.74% 235	0.49% 2	407
Recreation Room	0.99% 4	3.45% 14	7.14% 29	23.65% 96	64.29% 261	0.49% 2	406
Tennis Courts	0.49% 2	3.19% 13	3.93% 16	16.71% 68	75.68% 308	0.00% 0	407
Volleyball Court	0.00% 0	1.24% 5	0.50% 2	9.18% 37	85.11% 343	3.97% 16	403
Transfer Site	8.70% 36	63.29% 262	17.39% 72	7.49% 31	2.90% 12	0.24% 1	414

Note: As with previous data summary, Survey Monkey’s percentages reflect the total across categories versus the total number of responses. For this reason, the number 417 is being used as the “Total” for the following analysis, to reflect total participation. (This will create a minor difference between the percentages included in the table and those listed below.)

Key Findings by Amenity

Archery Range

- Daily: 0% usage
- Weekly: 1.20%
- Monthly: 1.20%
- Infrequently: 12.71%
- Don’t Use: 74.82%
- Not Aware of This: 6.47%
- **Combined use (daily, weekly, monthly, infrequently): 15.11%**

Key Insight: The archery range is underutilized, with high "don't use" and low daily/weekly/monthly usage. Better promotion or events may help increase engagement.

Baseball Field

- Daily: 0% usage
- Weekly: 2.40%
- Monthly: 2.40%
- Infrequently: 15.59%
- Don't Use: 74.34%
- Not Aware of This: 2.16%
- **Combined use (daily, weekly, monthly, infrequently): 20.39%**

Key Insight: The baseball field has moderate infrequent use.

Basketball Court

- Daily: 0.96%
- Weekly: 2.88%
- Monthly: 2.88%
- Infrequently: 15.83%
- Don't Use: 72.66%
- Not Aware of This: 1.44%
- **Combined use (daily, weekly, monthly, infrequently): 12.71%**

Key Insight: There is consistent casual use of the basketball court.

Bocce Ball

- Daily: 0%
- Weekly: 0.72%
- Monthly: 1.92%
- Infrequently: 9.11%
- Don't Use: 72.91%
- Not Aware of This: 11.99%
- **Combined use (daily, weekly, monthly, infrequently): 11.75%**

Key Insight: Awareness is a significant issue for Bocce Ball. Efforts to educate members about this facility may help boost interest.

Campground

- Daily: 0.24%

- Weekly: 0.72%
- Monthly: 0.72%
- Infrequently: 10.79%
- Don't Use: 79.14%
- Not Aware of This: 4.32%
- **Combined use (daily, weekly, monthly, infrequently): 11.75%**

Key Insight: The campground has some occasional users but is not widely used overall.

Condor Cafe

- Daily: 0.24%
- Weekly: 13.19%
- Monthly: 20.86%
- Infrequently: 44.60%
- Don't Use: 19.90%
- Not Aware of This: 0%
- **Combined use (daily, weekly, monthly, infrequently): 78.89%**

Key Insight: The Condor Cafe is one of the more utilized amenities, with significant weekly and monthly engagement.

Condor Lounge/Bar

- Daily: 0% usage
- Weekly: 12.95%
- Monthly: 18.71%
- Infrequently: 36.21%
- Don't Use: 30.22%
- Not Aware of This: 0%
- **Combined use (daily, weekly, monthly, infrequently): 67.87%**

Key Insight: Like the Condor Cafe, the Lounge/Bar is a more utilized amenity.

Condor Room

- Daily: 0% usage
- Weekly: 9.11%
- Monthly: 9.83%
- Infrequently: 30.70%
- Don't Use: 46.52%
- Not Aware of This: 0.96%

- **Combined use (daily, weekly, monthly, infrequently): 49.64%**

Key Insight: The Condor Room sees balanced use, with solid weekly and infrequent engagement.

Dog Park

- Daily: 0.72%
- Weekly: 4.08%
- Monthly: 3.12%
- Infrequently: 12.47%
- Don't Use: 76.02%
- Not Aware of This: 0.48%
- **Combined use (daily, weekly, monthly, infrequently): 20.39%**

Key Insight: The dog park has limited overall engagement.

Equestrian Center

- Daily: 1.44%
- Weekly: 0.24%
- Monthly: 1.20%
- Infrequently: 10.31%
- Don't Use: 83.22%
- Not Aware of This: 0%
- **Combined use (daily, weekly, monthly, infrequently): 13.19%**

Key Insight: The Equestrian Center has limited appeal to most members.

Fern's Lake

- Daily: 1.92%
- Weekly: 9.59%
- Monthly: 17.02%
- Infrequently: 35.49%
- Don't Use: 33.09%
- Not Aware of This: 0.72%
- **Combined use (daily, weekly, monthly, infrequently): 64.02%**

Key Insight: Fern's Lake has strong weekly and monthly engagement.

Gazebos (Fern's Lake)

- Daily: 0% usage
- Weekly: 3.36%
- Monthly: 6.72%
- Infrequently: 24.70%
- Don't Use: 56.12%
- Not Aware of This: 5.76%
- **Combined use (daily, weekly, monthly, infrequently): 34.78%**

Key Insight: The Fern's Lake Gazebos have moderate casual use,

Gazebo (POA Parking Lot):

- Daily Use: 0.74%
- Weekly Use: 3.69%
- Monthly Use: 3.19%
- Infrequent Use: 23.34%
- Don't Use: 66.58%
- Not Aware of This: 2.46%
- **Combined use (daily, weekly, monthly, infrequently): 30.96%**

Insight: The Gazebo has low daily, weekly, and monthly usage but moderate infrequent use.

Golf Course:

- Daily Use: 3.66%
- Weekly Use: 6.59%
- Monthly Use: 8.05%
- Infrequent Use: 26.10%
- Don't Use: 55.37%
- Not Aware of This: 0.24%
- **Combined use (daily, weekly, monthly, infrequently): 44.4%**

Insight: The Golf Course shows steady engagement with the highest infrequent use (26.10%) among respondents. Increasing organized tournaments or clinics may help convert infrequent users into regulars.

Greenbelt Trails:

- Daily Use: 7.09%
- Weekly Use: 17.36%
- Monthly Use: 18.34%

- Infrequent Use: 31.30%
- Don't Use: 24.94%
- Not Aware of This: 0.98%
- **Combined use (daily, weekly, monthly, infrequently): 74.09%**

Insight: The trails are one of the most frequently used amenities, with significant daily, weekly, and monthly use.

Lampkin Park (Playground & Picnic Areas):

- Daily Use: 1.96%
- Weekly Use: 6.62%
- Monthly Use: 12.25%
- Infrequent Use: 37.01%
- Don't Use: 40.69%
- Not Aware of This: 1.47%
- **Combined use (daily, weekly, monthly, infrequently): 57.84%**

Insight: Lampkin Park is heavily used on an infrequent basis.

Pickleball Courts:

- Daily Use: 0.50%
- Weekly Use: 5.46%
- Monthly Use: 2.48%
- Infrequent Use: 11.17%
- Don't Use: 75.68%
- Not Aware of This: 4.71%
- **Combined use (daily, weekly, monthly, infrequently): 19.61%**

Insight: The pickleball courts show relatively low use across all categories, and many members (75.68%) do not use them. Hosting tournaments or free beginner clinics may attract more interest.

Pool:

- Daily Use: 10.44%
- Weekly Use: 16.02%
- Monthly Use: 9.47%
- Infrequent Use: 29.13%
- Don't Use: 34.71%
- Not Aware of This: 0.24%
- **Combined use (daily, weekly, monthly, infrequently): 65.06%**

Insight: The Pool is one of the most popular amenities, with the highest daily use (10.44%).

Pro Shop:

- Daily Use: 2.95%
- Weekly Use: 5.41%
- Monthly Use: 7.86%
- Infrequent Use: 25.55%
- Don't Use: 57.74%
- Not Aware of This: 0.49%
- **Combined use (daily, weekly, monthly, infrequently): 41.77%**

Insight: The Pro Shop sees low daily and weekly use but has a strong infrequent visitor base. Enhanced promotions could convert occasional shoppers into frequent customers.

Recreation Room:

- Daily Use: 0.99%
- Weekly Use: 3.45%
- Monthly Use: 7.14%
- Infrequent Use: 23.65%
- Don't Use: 64.29%
- Not Aware of This: 0.49%
- **Combined use (daily, weekly, monthly, infrequently): 35.23%**

Insight: The Recreation Room has moderate infrequent use.

Tennis Courts:

- Daily Use: 0.49%
- Weekly Use: 3.19%
- Monthly Use: 3.93%
- Infrequent Use: 16.71%
- Don't Use: 75.68%
- Not Aware of This: 0%
- **Combined use (daily, weekly, monthly, infrequently): 24.32%**

Insight: The Tennis Courts show limited use in all categories, with 75.68% of respondents not using them.

Volleyball Court:

- Daily Use: 0.00%
- Weekly Use: 1.24%
- Monthly Use: 0.50%
- Infrequent Use: 9.18%
- Don't Use: 85.11%
- Not Aware of This: 3.97%
- **Combined use (daily, weekly, monthly, infrequently): 10.92%**

Insight: The Volleyball Court has extremely low engagement across all categories.

Transfer Site:

- Daily Use: 8.70%
- Weekly Use: 63.29%
- Monthly Use: 17.39%
- Infrequent Use: 7.49%
- Don't Use: 2.90%
- Not Aware of This: 0.24%
- **Combined use (daily, weekly, monthly, infrequently): 96.87%**

Insight: The Transfer Site is the most used amenity across all categories, with its most frequent use on a weekly basis (63.29%).

SUMMARY:

Combined Use Rankings (daily, weekly, monthly, infrequently)

1. Transfer Site – 96.87%
2. Condor Cafe – 78.89%
3. Greenbelt Trails – 74.09%
4. Condor Lounge/Bar – 67.87%
5. Pool – 65.06%
6. Fern's Lake – 64.02%
7. Lampkin Park (Playground & Picnic Areas) – 57.84%
8. Condor Room – 49.64%
9. Golf Course – 44.4%
10. Pro Shop – 41.77%
11. Recreation Room – 35.23%
12. Gazebos (Fern's Lake) – 34.78%
13. Gazebo (POA Parking Lot) – 30.96%

14. Tennis Courts – 24.32%
15. Baseball Field – 20.39%
16. Dog Park – 20.39%
17. Pickleball Courts – 19.61%
18. Archery Range – 15.11%
19. Equestrian Center – 13.19%
20. Campground – 11.75%
21. Bocce Ball – 11.75%
22. Volleyball Court – 10.92%

Combined "Don't Use" Rates

- Volleyball Court: 85.11%
- Equestrian Center: 83.22%
- Campground: 79.14%
- Dog Park: 76.02%
- Pickleball Courts: 75.68%
- Tennis Courts: 75.68%
- Archery Range: 74.82%
- Baseball Field: 74.34%
- Bocce Ball: 72.91%
- Basketball Court: 72.66%
- Gazebo (POA Parking Lot): 66.58%
- Tennis Courts: 65.39%
- Recreation Room: 64.29%
- Pro Shop: 57.74%
- Golf Course: 55.37%
- Gazebos (Fern's Lake) 49.68%
- Condor Room 41.19%
- Lampkin Park: 40.69%
- Pool: 34.71%
- Condor Lounge/Bar 26.75%
- Greenbelt Trails: 24.94%
- Condor Cafe 17.62%
- Transfer Site: 2.90%

Amenities with "Not Aware" Rates greater than 1%

- Bocce Ball: 11.99%
- Archery Range: 6.47%
- Gazebos (Fern's Lake): 5.76%

- Pickleball Courts: 4.71%
- Campground: 4.32%
- Volleyball Court: 3.97%
- Gazebo (POA Parking Lot): 2.46%
- Lampkin Park (playground/picnic area): 1.47%

Amenities Daily Use Greater than 0%

- Pool: 10.44%
- Transfer Site: 8.70%
- Greenbelt Trails: 7.09%
- Golf Course: 3.66%
- Pro Shop: 2.95%
- Lampkin Park: 1.96%
- Fern's Lake: 1.92%
- Recreation Room: 0.99%
- Basketball Court: 0.96%
- Equestrian Center: 1.44%
- Gazebo (POA Parking Lot): 0.74%
- Dog Park: 0.72%
- Pickleball Courts: 0.50%
- Tennis Courts: 0.49%
- Condor Cafe: 0.24%
- Campground: 0.24%

Amenities with 0% Daily Use

- Archery Range
- Baseball Field
- Bocce Ball
- Condor Lounge/Bar
- Condor Room
- Gazebos (Fern's Lake)
- Volleyball

Amenities Weekly Use

- Transfer Site: 63.29%
- Greenbelt Trails: 17.36%
- Pool: 16.02%
- Condor Cafe: 13.19%

- Condor Lounge/Bar: 12.95%
- Fern's Lake: 9.59%
- Condor Room: 9.11%
- Lampkin Park: 6.62%
- Golf Course: 6.59%
- Pickleball Courts: 5.46%
- Pro Shop: 5.41%
- Dog Park: 4.08%
- Gazebo (POA Parking Lot): 3.69%
- Recreation Room: 3.45%
- Tennis Courts: 3.19%
- Basketball Court: 2.88%
- Baseball Field: 2.40%
- Volleyball Court: 1.24%
- Campground: 0.72%
- Equestrian Center: 0.24%
- Transfer Site: 63.29%
- Greenbelt Trails: 17.36%
- Pool: 16.02%

Amenities Monthly Use

- Condor Cafe: 20.86%
- Condor Lounge/Bar: 18.71%
- Greenbelt Trails: 18.34%
- Transfer Site: 17.39%
- Fern's Lake: 17.02%
- Lampkin Park: 12.25%
- Condor Room: 9.83%
- Pool: 9.47%
- Golf Course: 8.05%
- Pro Shop: 7.86%
- Recreation Room: 7.14%
- Tennis Courts: 3.93%
- Gazebo (POA Parking Lot): 3.19%
- Basketball Court: 2.88%
- Pickleball Courts: 2.48%
- Baseball Field: 2.40%
- Bocce Ball: 1.92%
- Equestrian Center: 1.20%
- Campground: 0.72%

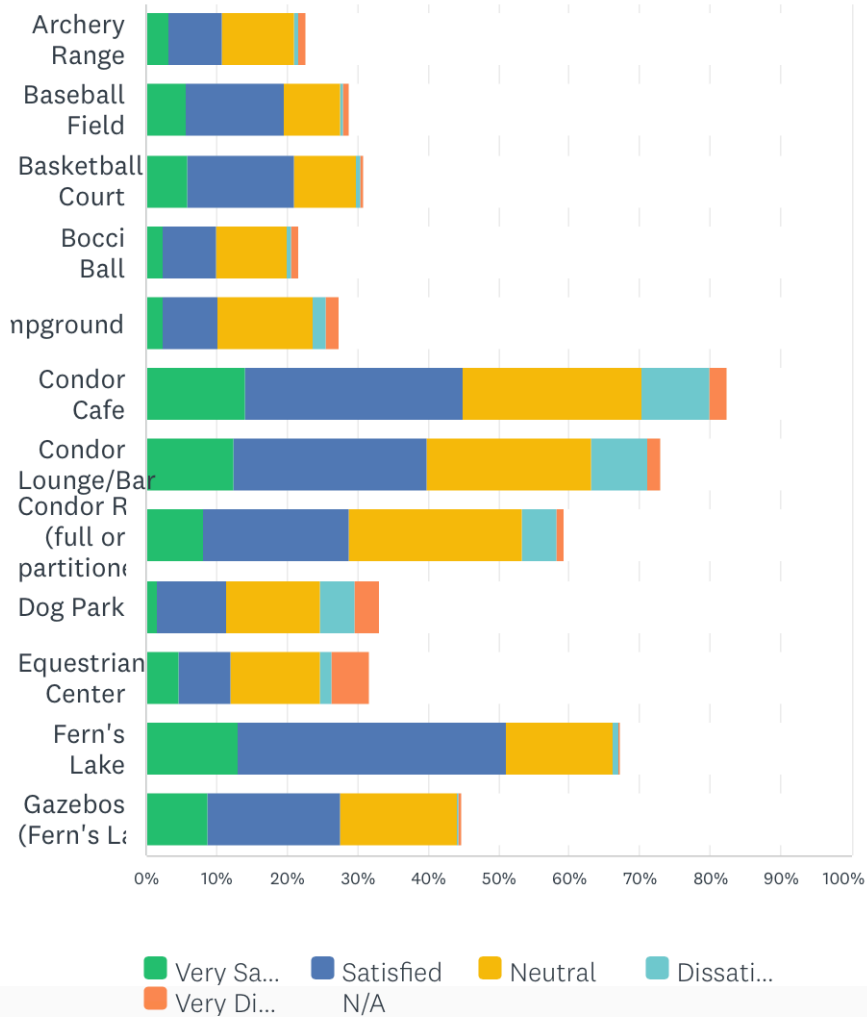
- Volleyball Court: 0.50%
- Greenbelt Trails: 18.34%
- Transfer Site: 17.39%
- Lampkin Park: 12.25%

Amenities Infrequent Use

- Condor Cafe: 44.60%
- Lampkin Park (playground & picnic areas): 37.01%
- Condor Lounge/Bar: 36.21%
- Fern's Lake: 35.49%
- Greenbelt Trails: 31.30%
- Condor Room: 30.70%
- Pool: 29.13%
- Golf Course: 26.10%
- Pro Shop: 25.55%
- Gazebos (Fern's Lake): 24.70%
- Recreation Room: 23.65%
- Gazebo (POA parking lot): 23.34%
- Tennis Courts: 16.71%
- Basketball Court: 15.83%
- Baseball Field: 15.59%
- Archery Range: 12.71%
- Dog Park: 12.47%
- Pickleball Courts: 11.17%
- Campground: 10.79%
- Equestrian Center: 10.31%
- Volleyball Court: 9.18%
- Bocce Ball: 9.11%
- Transfer Site: 7.49%

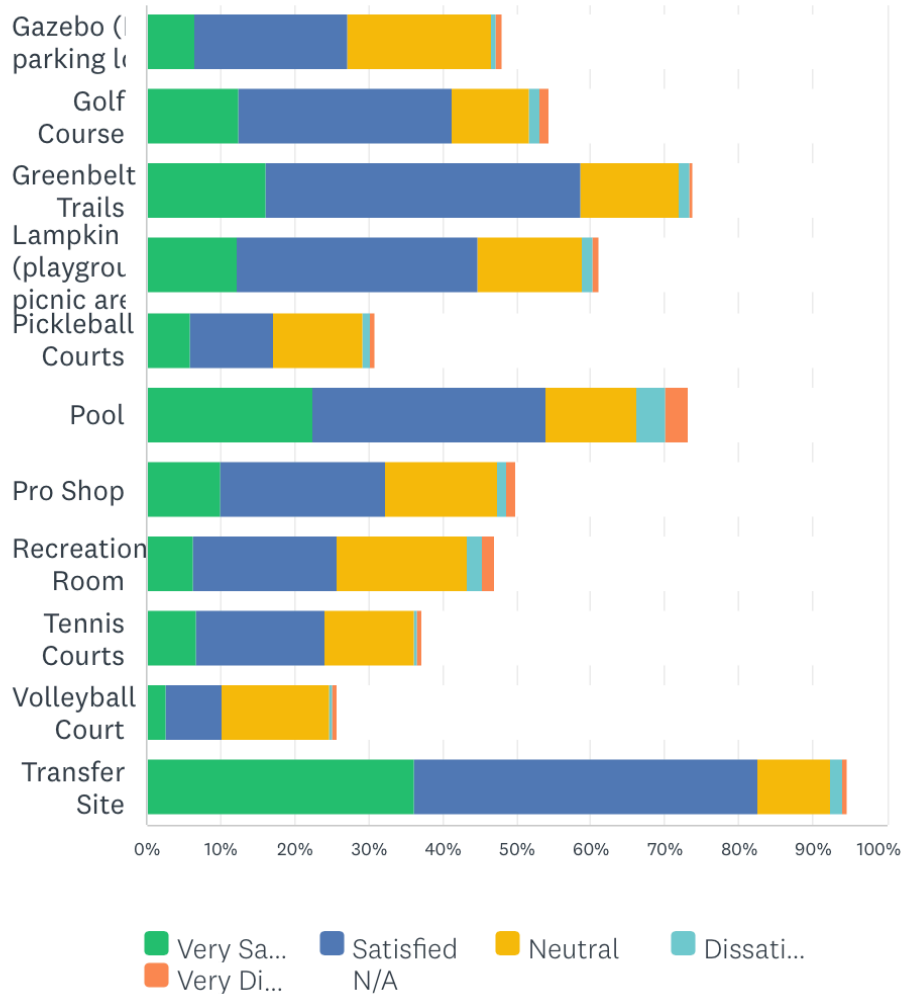
Please rate your satisfaction with the following PMCPOA facilities/amenities (Part 1):

Answered: 417 Skipped: 0



Please rate your satisfaction with the following PMCPOA facilities/amenities (Part 2):

Answered: 417 Skipped: 0



PMCPOA Planning Committee 2024 Member Survey Report Phase Two: Amenities

	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL
Archery Range	3.19% 13	7.62% 31	10.32% 42	0.49% 2	0.98% 4	77.40% 315	407
Baseball Field	5.64% 23	13.97% 57	8.09% 33	0.25% 1	0.98% 4	71.08% 290	408
Basketball Court	5.88% 24	15.20% 62	8.82% 36	0.49% 2	0.49% 2	69.12% 282	408
Bocci Ball	2.46% 10	7.64% 31	9.85% 40	0.74% 3	0.99% 4	78.33% 318	406
Campground	2.49% 10	7.71% 31	13.43% 54	1.99% 8	1.74% 7	72.64% 292	402
Condor Cafe	14.18% 58	30.81% 126	25.43% 104	9.54% 39	2.44% 10	17.60% 72	409
Condor Lounge/Bar	12.38% 51	27.43% 113	23.30% 96	8.01% 33	1.94% 8	26.94% 111	412
Condor Room (full or partitioned)	8.09% 33	20.83% 85	24.51% 100	4.90% 20	0.98% 4	40.69% 166	408
Dog Park	1.72% 7	9.83% 40	13.27% 54	4.91% 20	3.44% 14	66.83% 272	407
Equestrian Center	4.74% 19	7.23% 29	12.72% 51	1.75% 7	5.24% 21	68.33% 274	401
Fern's Lake	13.17% 54	38.05% 156	15.12% 62	0.73% 3	0.24% 1	32.68% 134	410
Gazebos (Fern's Lake)	8.78% 36	18.78% 77	16.59% 68	0.24% 1	0.49% 2	55.12% 226	410

PMCPOA Planning Committee 2024 Member Survey Report Phase Two: Amenities

	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL
Gazebo (POA parking lot)	6.62% 27	20.59% 84	19.36% 79	0.74% 3	0.74% 3	51.96% 212	408
Golf Course	12.38% 51	28.88% 119	10.44% 43	1.46% 6	1.21% 5	45.63% 188	412
Greenbelt Trails	16.09% 65	42.57% 172	13.37% 54	1.49% 6	0.25% 1	26.24% 106	404
Lampkin Park (playground & picnic areas)	12.32% 50	32.51% 132	14.04% 57	1.48% 6	0.74% 3	38.92% 158	406
Pickleball Courts	5.99% 24	11.22% 45	11.97% 48	1.00% 4	0.75% 3	69.08% 277	401
Pool	22.44% 92	31.46% 129	12.44% 51	3.90% 16	2.93% 12	26.83% 110	410
Pro Shop	10.10% 41	22.17% 90	15.27% 62	1.23% 5	1.23% 5	50.00% 203	406
Recreation Room	6.40% 26	19.46% 79	17.49% 71	1.97% 8	1.72% 7	52.96% 215	406
Tennis Courts	6.65% 27	17.49% 71	12.07% 49	0.49% 2	0.49% 2	62.81% 255	406
Volleyball Court	2.72% 11	7.43% 30	14.60% 59	0.50% 2	0.50% 2	74.26% 300	404
Transfer Site	36.19% 148	46.45% 190	9.78% 40	1.71% 7	0.49% 2	5.38% 22	409

Note: As with previous data summary, Survey Monkey’s percentages reflect the total across categories versus the total number of responses. For this reason, the number 417 is being used as the “Total” for the following analysis, to reflect total participation. (This will create a minor difference between the percentages included in the table and those listed below.)

Satisfaction By Amenity

Archery Range

- Very Satisfied: 3.19%
- Satisfied: 7.62%
- Neutral: 10.32%
- Dissatisfied: 0.49%
- Very Dissatisfied: 0.98%

Baseball Field

- Very Satisfied: 5.64%
- Satisfied: 13.97%
- Neutral: 8.09%
- Dissatisfied: 0.25%
- Very Dissatisfied: 0.98%

Basketball Court

- Very Satisfied: 5.88%
- Satisfied: 15.20%
- Neutral: 8.82%
- Dissatisfied: 0.49%
- Very Dissatisfied: 0.49%

Bocci Ball

- Very Satisfied: 2.46%
- Satisfied: 7.64%
- Neutral: 9.85%
- Dissatisfied: 0.74%
- Very Dissatisfied: 0.99%

Campground

- Very Satisfied: 2.49%
- Satisfied: 7.71%
- Neutral: 13.43%
- Dissatisfied: 1.99%
- Very Dissatisfied: 1.74%

Condor Cafe

- Very Satisfied: 14.18%
- Satisfied: 30.81%
- Neutral: 25.43%
- Dissatisfied: 9.54%
- Very Dissatisfied: 2.44%

Condor Lounge/Bar

- Very Satisfied: 12.38%
- Satisfied: 27.43%
- Neutral: 23.30%
- Dissatisfied: 8.01%
- Very Dissatisfied: 1.94%

Condor Room (full or partitioned)

- Very Satisfied: 8.09%
- Satisfied: 20.83%
- Neutral: 24.51%
- Dissatisfied: 4.90%
- Very Dissatisfied: 0.98%

Dog Park

- Very Satisfied: 1.72%
- Satisfied: 9.83%
- Neutral: 13.27%
- Dissatisfied: 4.91%
- Very Dissatisfied: 3.44%

Equestrian Center

- Very Satisfied: 4.74%
- Satisfied: 7.23%
- Neutral: 12.72%
- Dissatisfied: 1.75%
- Very Dissatisfied: 5.24%

Fern's Lake

- Very Satisfied: 13.17%
- Satisfied: 38.05%
- Neutral: 15.12%
- Dissatisfied: 0.73%
- Very Dissatisfied: 0.24%

Gazebos (Fern's Lake)

- Very Satisfied: 8.78%
- Satisfied: 18.78%
- Neutral: 16.59%
- Dissatisfied: 0.24%
- Very Dissatisfied: 0.49%

Gazebo (POA parking lot)

- Very Satisfied: 6.62%
- Satisfied: 20.59%
- Neutral: 19.36%
- Dissatisfied: 0.74%
- Very Dissatisfied: 0.74%

Golf Course

- Very Satisfied: 12.38%
- Satisfied: 28.88%
- Neutral: 10.44%
- Dissatisfied: 1.46%
- Very Dissatisfied: 1.21%

Greenbelt Trails

- Very Satisfied: 16.09%
- Satisfied: 42.57%
- Neutral: 13.37%
- Dissatisfied: 1.49%
- Very Dissatisfied: 0.25%

Lampkin Park (playground & picnic areas)

- Very Satisfied: 12.32%
- Satisfied: 32.51%
- Neutral: 14.04%
- Dissatisfied: 1.48%
- Very Dissatisfied: 0.74%

Pickleball Courts

- Very Satisfied: 5.99%
- Satisfied: 11.22%
- Neutral: 11.97%
- Dissatisfied: 1.00%
- Very Dissatisfied: 0.75%

Pool

- Very Satisfied: 22.44%
- Satisfied: 31.46%
- Neutral: 12.44%
- Dissatisfied: 3.90%
- Very Dissatisfied: 2.93%

Pro Shop

- Very Satisfied: 10.10%
- Satisfied: 22.17%
- Neutral: 15.27%
- Dissatisfied: 1.23%
- Very Dissatisfied: 1.23%

Recreation Room

- Very Satisfied: 6.40%
- Satisfied: 19.46%
- Neutral: 17.49%
- Dissatisfied: 1.97%
- Very Dissatisfied: 1.72%

Tennis Courts

- Very Satisfied: 6.65%
- Satisfied: 17.49%
- Neutral: 12.07%
- Dissatisfied: 0.49%
- Very Dissatisfied: 0.49%

Volleyball Court

- Very Satisfied: 2.72%
- Satisfied: 7.43%
- Neutral: 14.60%
- Dissatisfied: 0.50%
- Very Dissatisfied: 0.50%

Transfer Site

- Very Satisfied: 36.19%
- Satisfied: 46.45%
- Neutral: 9.78%
- Dissatisfied: 1.71%
- Very Dissatisfied: 0.49%

Gazebo (POA parking lot)

- Very Satisfied: 6.62%
- Satisfied: 20.59%
- Neutral: 19.36%
- Dissatisfied: 0.74%
- Very Dissatisfied: 0.74%

Golf Course

- Very Satisfied: 12.38%
- Satisfied: 28.88%
- Neutral: 10.44%
- Dissatisfied: 1.46%
- Very Dissatisfied: 1.21%

Greenbelt Trails

- Very Satisfied: 16.09%
- Satisfied: 42.57%
- Neutral: 13.37%
- Dissatisfied: 1.49%
- Very Dissatisfied: 0.25%

Lampkin Park (playground & picnic areas)

- Very Satisfied: 12.32%
- Satisfied: 32.51%
- Neutral: 14.04%
- Dissatisfied: 1.48%
- Very Dissatisfied: 0.74%

Pickleball Courts

- Very Satisfied: 5.99%
- Satisfied: 11.22%
- Neutral: 11.97%
- Dissatisfied: 1.00%
- Very Dissatisfied: 0.75%

Pool

- Very Satisfied: 22.44%
- Satisfied: 31.46%
- Neutral: 12.44%
- Dissatisfied: 3.90%
- Very Dissatisfied: 2.93%

Pro Shop

- Very Satisfied: 10.10%
- Satisfied: 22.17%
- Neutral: 15.27%
- Dissatisfied: 1.23%
- Very Dissatisfied: 1.23%

Recreation Room

- Very Satisfied: 6.40%
- Satisfied: 19.46%
- Neutral: 17.49%
- Dissatisfied: 1.97%
- Very Dissatisfied: 1.72%

Tennis Courts

- Very Satisfied: 6.65%
- Satisfied: 17.49%
- Neutral: 12.07%
- Dissatisfied: 0.49%
- Very Dissatisfied: 0.49%

Volleyball Court

- Very Satisfied: 2.72%
- Satisfied: 7.43%
- Neutral: 14.60%
- Dissatisfied: 0.50%
- Very Dissatisfied: 0.50%

Transfer Site

- Very Satisfied: 36.19%
- Satisfied: 46.45%
- Neutral: 9.78%
- Dissatisfied: 1.71%
- Very Dissatisfied: 0.49%

SUMMARY:

Total Satisfaction Ratings (Very Satisfied + Satisfied):

- Transfer Site – 82.64%
- Greenbelt Trails – 58.66%
- Pool – 53.90%
- Fern’s Lake – 51.22%
- Condor Cafe – 44.99%
- Lampkin Park (playground & picnic areas) – 44.83%
- Golf Course – 41.26%
- Condor Lounge/Bar – 39.81%
- Pro Shop – 32.27%
- Condor Room (full or partitioned) – 28.92%
- Gazebo (POA parking lot) – 27.21%
- Recreation Room – 25.86%

- Gazebos (Fern's Lake) – 27.56%
- Tennis Courts – 24.14%
- Basketball Court – 21.08%
- Baseball Field – 19.61%
- Pickleball Courts – 17.21%
- Dog Park – 11.55%
- Campground – 10.20%
- Bocce Ball – 10.04%
- Archery Range – 10.81%
- Volleyball Court – 10.15%
- Equestrian Center – 11.97%

Total Dissatisfaction Ratings (Dissatisfied + Very Dissatisfied):

- Condor Cafe – 11.98%
- Condor Lounge/Bar – 9.95%
- Dog Park – 8.35%
- Equestrian Center – 6.99%
- Pool – 6.83%
- Condor Room (full or partitioned) – 5.88%
- Campground – 3.73%
- Recreation Room – 3.69%
- Golf Course – 2.67%
- Pro Shop – 2.46%
- Pickleball Courts – 1.75%
- Bocce Ball – 1.73%
- Gazebo (POA parking lot) – 1.48%
- Lampkin Park (playground & picnic areas) – 2.22%
- Baseball Field – 1.23%
- Archery Range – 1.47%
- Basketball Court – 0.98%
- Fern's Lake – 0.97%
- Transfer Site – 0.98%
- Greenbelt Trails – 0.74%
- Gazebos (Fern's Lake) – 0.73%
- Volleyball Court – 1.00%
- Tennis Courts – 0.98%

Rates of “Very Satisfied” from greatest to least:

- Transfer Site: 36.19%
- Pool: 22.44%
- Greenbelt Trails: 16.09%
- Fern’s Lake: 13.17%
- Golf Course: 12.38%
- Condor Lounge/Bar: 12.38%
- Lampkin Park (playground & picnic areas): 12.32%
- Condor Cafe: 14.18%
- Condor Room (full or partitioned): 8.09%
- Gazebos (Fern’s Lake): 8.78%
- Pro Shop: 10.10%
- Tennis Courts: 6.65%
- Gazebo (POA parking lot): 6.62%
- Basketball Court: 5.88%
- Pickleball Courts: 5.99%
- Equestrian Center: 4.74%
- Baseball Field: 5.64%
- Recreation Room: 6.40%
- Archery Range: 3.19%
- Bocci Ball: 2.40%
- Campground: 2.49%
- Volleyball Court: 2.72%
- Dog Park: 1.72%

Rates of “Satisfied” from greatest to least:

- Transfer Site: 46.45%
- Greenbelt Trails: 42.57%
- Fern’s Lake: 38.05%
- Lampkin Park (playground & picnic areas): 32.51%
- Pool: 31.46%
- Condor Cafe: 30.81%
- Golf Course: 28.88%
- Condor Lounge/Bar: 27.43%
- Pro Shop: 22.17%
- Condor Room (full or partitioned): 20.83%
- Gazebo (POA parking lot): 20.59%
- Recreation Room: 19.46%

- Gazebos (Fern's Lake): 18.78%
- Tennis Courts: 17.49%
- Basketball Court: 15.20%
- Baseball Field: 13.97%
- Pickleball Courts: 11.22%
- Dog Park: 9.83%
- Campground: 7.71%
- Bocci Ball: 7.64%
- Archery Range: 7.62%
- Volleyball Court: 7.43%
- Equestrian Center: 7.23%

Rates of "Neutral" from greatest to least:

- Condor Cafe: 25.43%
- Condor Room (full or partitioned): 24.51%
- Condor Lounge/Bar: 23.30%
- Gazebo (POA parking lot): 19.36%
- Recreation Room: 17.49%
- Gazebos (Fern's Lake): 16.59%
- Pro Shop: 15.27%
- Fern's Lake: 15.12%
- Volleyball Court: 14.60%
- Lampkin Park (playground & picnic areas): 14.04%
- Campground: 13.43%
- Greenbelt Trails: 13.37%
- Dog Park: 13.27%
- Equestrian Center: 12.72%
- Pool: 12.44%
- Tennis Courts: 12.07%
- Pickleball Courts: 11.97%
- Golf Course: 10.44%
- Archery Range: 10.32%
- Bocci Ball: 9.85%
- Transfer Site: 9.78%
- Basketball Court: 8.82%
- Baseball Field: 8.09%

Rates of “Dissatisfied” from greatest to least:

- Condor Cafe: 9.54%
- Condor Lounge/Bar: 8.01%
- Dog Park: 4.91%
- Condor Room (full or partitioned): 4.90%
- Pool: 3.90%
- Campground: 1.99%
- Recreation Room: 1.97%
- Equestrian Center: 1.75%
- Transfer Site: 1.71%
- Greenbelt Trails: 1.49%
- Lampkin Park (playground & picnic areas): 1.48%
- Golf Course: 1.46%
- Pro Shop: 1.23%
- Pickleball Courts: 1.00%
- Bocci Ball: 0.74%
- Gazebo (POA parking lot): 0.74%
- Fern’s Lake: 0.73%
- Volleyball Court: 0.50%
- Tennis Courts: 0.49%
- Archery Range: 0.49%
- Basketball Court: 0.49%
- Baseball Field: 0.25%
- Gazebos (Fern’s Lake): 0.24%

Rates of “Very Dissatisfied” from greatest to least:

- Equestrian Center: 5.24%
- Dog Park: 3.44%
- Pool: 2.93%
- Condor Cafe: 2.44%
- Condor Lounge/Bar: 1.94%
- Campground: 1.74%
- Recreation Room: 1.72%
- Pro Shop: 1.23%
- Golf Course: 1.21%
- Bocci Ball: 0.99%
- Condor Room (full or partitioned): 0.98%
- Baseball Field: 0.98%

PMCPOA Planning Committee 2024 Member Survey Report Phase Two: Amenities

- Archery Range: 0.98%
- Pickleball Courts: 0.75%
- Gazebo (POA parking lot): 0.74%
- Lampkin Park (playground & picnic areas): 0.74%
- Volleyball Court: 0.50%
- Tennis Courts: 0.49%
- Gazebos (Fern's Lake): 0.49%
- Basketball Court: 0.49%
- Transfer Site: 0.49%
- Greenbelt Trails: 0.25%
- Fern's Lake: 0.24%

If you selected Dissatisfied or Very Dissatisfied, please list the facility/amenity and give a brief explanation.

Answered: 114 Skipped: 303

Open Ended Responses: Covering (in alphabetical order) The Condor Cafe/Lounge, Dog Park/Campground, Equestrian Center, Golf Course/Pro Shop, Green Belts/trails, Lampkin Park, Pool, Recreation Room, Tennis/Pickleball Courts, Transfer Site, and Misc. comments.

Condor Cafe, Food, and Lounge-Related Responses Analysis and Summary

Food Quality and Menu Concerns

- **Major complaints about food quality with descriptors such as:**
 - *"Mediocre food"*
 - *"Poor food quality"*
 - *"Cheap ingredients"*
 - *"The food is not very good in the Condor Cafe or lounge. If it was better, we would go more often."*
 - *"The food isn't very good because the cost-cutting is out of control—can't even get avocado anymore."*
- **Limited dietary options, especially for vegans and vegetarians, preventing some from dining there:**
 - *"It would be nice if there were more good quality food options for those who don't eat meat and/or are vegan."*
 - *"My family is vegan and we have very limited food options, if any, when eating at the Condor Cafe or Lounge. We do not eat there as a result."*
- **Pool service options should be included:**

- *“Pool service would generate additional income and provide an enjoyable pool experience.”*
- The cafe should be *“open during pool hours with a basic menu (could use existing pass-thru window.”* (i.e. snack bar window)

Pricing Issues

- **Many respondents believe the Condor Cafe and Lounge are too expensive for what they offer:**
 - *“Condor Cafe is too expensive for the quality of food.”*
 - *“The lounge is overpriced for poor food quality.”*

Financial Viability & Subsidization Concerns

- **A number of respondents believe the Condor Cafe and Lounge should not be subsidized by property owners.**
 - *“This feature should be self-sufficient.”*
 - *“The lounge and cafe cost us too much money without enough return.”*
 - *“Why are we subsidizing this? The cafe should be self-sufficient.”*
 - *“Time to stop subsidizing this facility.”*

Atmosphere and Lounge Experience

- Some residents want a **family-friendly environment**, while others feel the focus is too much on **alcohol and loud music**.
- **Suggestions for improvement:**
 - Dedicated **kid-friendly** or **family-friendly hours**.
 - Include additional activities like **trivia nights, mixers, or weekend events**.

Facility Condition and Updates Needed

- **The Condor Cafe and Lounge need an update:**
 - *"The current state of the clubhouse, which houses the Condor Cafe, is cramped, dilapidated, and ill-suited for members or employees."*
 - *"It feels patched together to meet minimum requirements rather than being a place you want to visit."*
- **Specific renovation suggestions:**
 - Update interior aesthetics, including better lighting, fresh paint, and modern decor.
 - Improve the Condor Room to attract more private event rentals.
 - Expand the kitchen to improve service speed.

Key Takeaways & Actionable Suggestions

Improve Food Quality

- Simplify the menu for efficiency but maintain quality options.
- Improve food quality and menu items.
- Introduce better ingredients and vegan/vegetarian options.

Reduce Wait Times & Improve Service

- Improve payment processing systems.
- Address customer service issues.

Expand Service Options

- Provide a poolside menu with seasonal refreshments, food and snacks.

Address Pricing Concerns & Revenue Generation

- Consider a pricing strategy that aligns with quality.
- Explore ways for the Condor Cafe and Lounge to be more self-sufficient.
- Utilize the Condor Cafe and Lounge for private events to bring in additional revenue.

Reevaluate Lounge Atmosphere

- Implement family-friendly hours.
- Differentiate the Condor Lounge from The Perch with a clearer target audience and purpose.

Renovation & Modernization

- Update the interior to make it more welcoming.
 - Expand seating and kitchen space for better customer flow.
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Condor Room Responses Analysis and Summary

Key Issues Identified:

Usability and Revenue Potential

- Many respondents believe the Condor Room has significant rental **potential for private events, parties, retreats, and community gatherings.**
- Current limitations prevent it from being a revenue-generating asset for the association.
- Suggestion to transform it into a **fully functional multipurpose event space** that can host private events beyond its current usage.
 - This would increase usage and generate revenue.

Flooring Concerns

- The existing **carpeting makes it difficult to use the room** for certain activities.
 - *"Carpeting makes dancing and exercise classes difficult."*
- **A smooth wood or synthetic floor with padding** is recommended to enhance usability.
 - This change would better accommodate dance, fitness, and other movement-based activities.

Ventilation and Comfort Issues

- **Lack of ventilation and privacy** is another major concern.
 - This can make events, exercise classes, or large gatherings uncomfortable.
- **Improvements in airflow, acoustics, and layout** adjustments would enhance the experience.

Suggested Improvements:

- **Remove carpeting** and install a smooth, cushioned wood or synthetic floor.
- **Improve ventilation and privacy** to make the space more comfortable.
- **Market the Condor Room as a multipurpose rental space** to increase community engagement and revenue generation.

Key Takeaways:

- **The Condor Room is currently underutilized due to poor ventilation, flooring issues, and lack of privacy.**
- **Better flooring and ventilation** would significantly enhance usability and attractiveness.
- With proper upgrades and marketing, it could become a **valuable revenue-generating amenity for private events.**

Dog Park and Campground Responses Analysis and Summary

Key Issues Identified:

Poor Location and Lack of Aesthetic Appeal

- **Both the campground and dog park are in "obscure" and poorly chosen locations, making them difficult to find and access.**
- **They lack the natural beauty and ambiance expected in PMC**, as they do not blend well with the surrounding forest.
- **Tree removal has negatively impacted the environment**, with complaints about:
 - *"The trees have been cut down, there is little shade, and it is not inviting."*

Maintenance and Cleanliness Issues

- **Dog Park Conditions:**
 - *Note: Members at large are not aware that the dog park is not a non-sanctioned amenity. Therefore, additional communication may be helpful in keeping members adequately informed.*
 - The dog park is described as "a disaster zone" with **excessive rocks, weeds, dirt, and even dog waste left uncollected.**
 - *"The dog park is a mess—rocks and weeds—terrible parking terrain—smells bad—WE DESERVE BETTER!"*
 - *"It is full of rocks and dirt/mud. It would be so easy to get some mulch and a group of volunteers to clean it up and make it usable."*
 - *"The dog park needs to be a better facility for our furry friends. Seating, shade, and general landscaping would be wonderful."*
 - **The surface is problematic**, as rough rocks are **damaging dogs' paws**, with **suggestions to replace them with mulch, astroturf, or drought-resistant grass.**

- **Campground Conditions:**

- The campground is in **poor condition**, with complaints that it is **not well-maintained or developed**.
- **Erosion control** of the soil is listed as a concern.
- *"The condition of the campground is atrocious—my grandson's scout troop stayed there, and it really needs an upgrade."*
- *"The campground needs erosion control of soil at the campsites. It's too dusty."*
- **No full hookups or proper services**, limiting its usability:
 - *"Only one site with full hookups is a shame."*
- **Campfire ban reduces usage:**
 - Note: The committee is aware that allowing fires at the campsite would be in conflict with PMCPOA's Governing Docs; however, communication to members that provides greater clarity on why PMC's policy is different from the Los Padres National Forest may help to reduce dissatisfaction in this area.
 - *"How are campfires allowed in Los Padres but not in our campground?"*
 - *"It's too cold to camp without a fire—that's the whole point of camping!"*

Functional and Safety Concerns

- **Gazebo Design Flaws:**

- **The new gazebo** near the dog park is **considered unsafe:**
 - *"It looks dangerous and was not installed well—too much of a drop, someone will trip."*
 - *"Too close to the fence—dogs or people could get stuck behind it."*

- **Dog Park Safety Hazards:**

- The current **rocky terrain is dangerous** for dogs, **causing injuries** to their feet.
- **Lack of proper fencing, layout, and designated spaces** for small and large dogs.

Overwhelming Need for Renovation and Upgrades

- **Dog Park Recommendations:**
 - **Flatten and relocate the park** to a more public and accessible location (e.g., near a community space).
 - **Add ground cover to eliminate rocks and rough terrain:**
 - Suggested materials include mulch, astroturf, or native drought-resistant grass.
 - **Improve cleanliness and maintenance**, including **better waste disposal** systems.
 - **Increase benefits**, such as:
 - **Shady areas, seating, water stations, and separate enclosures** for small and large dogs.
- **Campground Recommendations:**
 - **Improve erosion control and add tree coverage** to provide shade.
 - **Increase full-hookup sites and extend operating months.**
 - **Reevaluate the campfire ban to align with Los Padres National Forest** regulations, allowing controlled fires.
 - **Upgrade general facilities** to make it a more attractive camping option.

Key Takeaways & Suggested Actions

- **Renovate the dog park for better safety, accessibility, and usability.**
- **Upgrade campground facilities** to increase comfort, shade, and usability.
- **Improve cleanliness and landscaping** to make both amenities more inviting.
- **Redesign and secure the gazebo** to prevent accidents and improve placement.

- **Improve communication** with members regarding the dog park's "unofficial" designation as well as **PMC's open fire restriction** and reasons it may not align with Los Padres National Forest.
-

Equestrian Center Responses Analysis and Summary

Key Issues Identified:

Financial Burden & Lack of Self-Sufficiency

- **Overwhelming frustration** regarding the **high cost** of maintaining the Equestrian Center, especially given that only a **small percentage of members benefit from it**.
- Many respondents feel it is an unfair **drain on POA resources**, with **repeated statements like**:
 - *"It serves a tiny percentage of PMCPOA members yet costs us a lot to support."*
 - *"The equestrian center costs too much money every year to maintain and doesn't bring in adequate revenue."*
 - *"The cost to the association is way out of line given how few use it."*
- **A common demand is that either**:
 - **The center should be self-sustaining**, meaning users must fully fund its operations.
 - **Current subsidization funds should be reallocated** to lower assessments or improve more widely used amenities.

Calls to Reduce or Eliminate POA Subsidization

- Many feel the center **should be treated as a business, not an amenity funded by all members**.

- **Common proposals** for financial restructuring include:
 - **Increase user fees and cut spending** to ensure the facility operates **without POA subsidies**.
 - **Impose a subsidy cap**—one suggestion was:
 - *"Update governing documents to limit subsidy to 5% of the amenity budget and prevent deficits exceeding 5 consecutive years without an aggressive financial plan."*
 - If self-sufficiency is not possible, some suggest **privatizing or selling** the center.

Lack of Accessibility for the General Membership

- **Widespread complaints** that the center only **benefits a few people** while **all members are required to pay for it**:
 - *"An obscene amount of money is spent and subsidized for an amenity that only 29 out of 2,900 members can use—shameful!"*
 - *"The equestrian center is not used by enough members to justify its existence."*
 - *"Let the people that own horses pay for this."*
- **Many suggest adding programs** to make the center more inclusive, and increase revenue, such as:
 - **Horse rentals or guided trail tours**
 - **Tiered pricing** for members vs. visitors
 - **Riding lessons, 4-H club activities, and educational programs** to make the center more engaging for families and children.
 - **Expanding youth-focused programs** to create a broader community benefit.

Suggested Solutions & Improvements

Increase Fees and Reduce POA Subsidy

- Shift towards a **self-sustaining model**, increasing boarding and usage fees.
- **Implement tiered pricing** for residents vs. non-residents to encourage external revenue.

Expand Services to Increase Revenue & Accessibility

- Introduce **horse rentals, guided trail rides, riding lessons, and kids' programs (e.g., a 4-H Club)** to engage more members.
- Develop **seasonal programs or events** to broaden community involvement.

Reevaluate POA Funding Allocation

- **Cap the amount of subsidy** the center receives from association funds.
 - **Privatization or outsourcing** could be explored if sustainability remains an issue.
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Golf Course Survey Responses Analysis and Summary

- **Issues Raised:**
 - Poor maintenance: Tee boxes in bad shape
 - No soapy water in ball wash stations
 - Broken flags are not replaced
 - Bunkers are never raked
 - No seed provided to fill divots or fix tee boxes
- **Suggestions for Improvement:**
 - Regular maintenance of tee boxes.

- Ensure ball wash stations are stocked with soapy water.
- Replace broken flags promptly.
- Rake bunkers regularly.
- Provide seed to repair divots and tee boxes.

Pro Shop Survey Responses Analysis and Summary

- **Issues Raised:**

- Retail items, such as beanies, hats, and sweatshirts are considered overpriced.
- No golf clubs available for sale.

- **Suggestions for Improvement:**

- Adjusting retail prices for products may boost sales and increase revenue.
 - Stock and sell golf clubs to meet customer demand.
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Greenbelt Trail Survey Responses Analysis and Summary

Issues Raised:

Poor Maintenance:

- The Snowflake Trail (south of Freeman, near the water tank) has not been maintained.
- The Enchanted Forest and Woodman, Ironwood waterfall green belts are full of dangerous and hazardous levels of fuel and debris.
- The area is overgrown and neglected.
- Trails get mowed infrequently, leaving large amounts of weeds and foxtails on the paths.

Fire Hazard Concerns:

- The unmaintained vegetation poses a fire risk.

Aesthetic and Usability Issues:

- These areas are described as “**disaster zones,**” indicating it is both unsightly and difficult to navigate.
- Greenbelt trails, in general, need regular upkeep.

Suggestions for Improvement:

Fire Risk Mitigation:

- Reduce dry brush and overgrowth to minimize fire hazards.
- Consider controlled maintenance efforts (such as periodic trimming or clearing) to prevent buildup.

Regular Trail Maintenance:

- Implement a consistent schedule for clearing debris, fuel, weeds, and foxtails.
- Ensure pathways remain accessible and safe for public use.

Aesthetic and Safety Enhancements:

- Improve landscaping to keep the area visually appealing and inviting.
- Ensure trail signage and markers are visible and maintained.

Lampkin Park Survey Responses Analysis and Summary

Issues Raised:

Dog Policy Restrictions:

- Residents wish for leashed, well-behaved dogs to be allowed in the park.

- Frustration over restrictions despite responsible pet ownership (cleaning up after dogs).

Bathroom Access Problems:

- Bathrooms are often locked due to vandalism, making it inconvenient for families.
- Parents, particularly those with potty-training children, struggle without restroom access.
- Residents must call the office to unlock the bathrooms, which is impractical.

Trash Management & Security Concerns:

- Lack of bear-proof trash cans raises concerns about wildlife issues.
- Vandalism in bathrooms is a recurring problem, suggesting the need for increased security.

Park Amenities & BBQ Restrictions:

- Desire for small propane BBQs to be allowed for family gatherings.
- Need for more picnic tables to accommodate visitors.

Overall Dissatisfaction:

- The lack of restroom access, strict dog policies, and inadequate amenities contribute to general dissatisfaction with the park.

Suggestions for Improvement:

- **Reevaluate Dog Policy:** Consider allowing leashed and well-behaved dogs, with enforced cleanup rules.
- **Improve Bathroom Access:** Implement solutions to keep bathrooms open while preventing vandalism (e.g., security cameras, keypad entry).
- **Install Bear-Proof Trash Cans:** Reduce wildlife disruptions and maintain cleanliness.
- **Enhance Security:** Increase patrols around restrooms to deter vandalism.
- **Expand Amenities:** Permit small propane BBQs and add more picnic tables to enhance visitor experience.

Key Takeaways:

- Restroom access is a major issue—locking them due to vandalism negatively affects families and visitors.
 - Community wants dog-friendly policies with responsible ownership guidelines.
 - Security and maintenance need improvement—better patrols and bear-proof trash cans could address current issues.
 - Enhancing park usability with more tables and BBQ options could increase visitor satisfaction.
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Pool Responses Analysis and Summary

Issues Raised:

Maintenance & Cleanliness Concerns:

- Last summer's maintenance issues were severe, causing prolonged downtime.

- Slow response times to maintenance problems were deemed "inexcusable" given the financial investment and public health risks.
- The pool was often filthy, leading to health hazards, including reports of illness.
- By its third season, the pool was not functioning properly despite being over budget.
- Water clarity issues – pool was frequently murky and unbalanced.
- Overheated water made swimming uncomfortable on hot days.

Limited Access & Operational Issues:

- Pool was largely unusable during peak season, making it a wasted amenity.
- Restricted pre-Memorial Day access – only available to lap swimmers instead of all members.
- Rules are poorly enforced, leading to dissatisfaction.
- Limited operating hours – suggestion to extend hours on certain days.

Facility & Comfort Issues:

- Insufficient shade and lounge chairs, making relaxation difficult.
- No year-round access – suggestion to cover the pool for all-season usability.

Management & Oversight Issues:

- Pool mismanagement is a recurring complaint.
- Members feel there is more focus on check-in procedures than on actual pool cleanliness and maintenance.
- There is frustration over budget allocation, as the pool remains in poor condition despite significant expenditures.

Suggestions for Improvement:

Improve Pool Maintenance & Water Quality:

- Implement regular deep cleaning schedules to ensure cleanliness.
- Monitor and adjust water temperature to avoid overheating.
- Ensure chemical balance and clarity for safe swimming.
- Conduct routine inspections to prevent prolonged downtime.

Enhance Pool Access & Usage:

- Allow all members to use the pool before Memorial Day, not just lap swimmers.
- Extend operating hours on select days to accommodate more users.
- Cover the pool for four-season access.

Increase Comfort & Facility Enhancements:

- Add more shade areas and umbrellas for sun protection.
- Increase lounge chair availability to improve visitor experience.

Strengthen Pool Management & Oversight:

- Enforce rules properly to ensure a better experience.
- Shift focus from excessive check-in procedures to actual pool upkeep.
- Improve budgeting transparency – ensure funds are effectively used for long-term maintenance.

Key Takeaways:

- Poor pool maintenance and cleanliness are major concerns, with reports of illness and health hazards.

- The pool is underutilized due to limited access and operation issues, frustrating members who want to use this high-value amenity.
 - Facility upgrades are needed, including more shade, seating, and year-round accessibility.
 - Mismanagement is a recurring issue, with complaints about poor enforcement of rules and inefficient budgeting.
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Recreation Room Survey Responses Analysis and Summary

Issues Raised:

Limited Access & Hours:

- Game room is not open to adults, restricting usage.
- Hours of operation are limited, making it difficult for members to access.

Parents Night Out and Kids Club:

- There is an interest in using the Recreation Room for a Parents Night Out or Kids Club services with supervision and youth activities available to young families.
- This is viewed as having income-generating potential for the Condor Lounge as it may boost attendance from this demographic group.

Outdated Facilities:

- The recreation room is outdated and unappealing, particularly for younger visitors.
- General need for facility updates to improve attractiveness and usability.

Concerns About Value & Spending:

- Some members see the recreation room as a waste of money due to low usage.
- Concern that renovations to the clubhouse and rec center are unnecessary and will only increase the cost of living without providing meaningful value.

Suggestions for Improvement:

Expand Access & Operating Hours:

- Allow adults access to the game room to maximize use.
- Extend operating hours to accommodate different schedules.
- Include Parents Night Out and Kids Club services to encourage more young families to utilize the space while enjoying the bar and lounge upstairs.

Upgrade Facilities & Make It More Engaging:

- Modernize the recreation room with updated décor and equipment to make it more appealing.
- Add interactive and multi-generational games to encourage usage.

Reevaluate Spending & Usage Needs:

- Conduct a usage study to determine how frequently the facility is used.
- If renovations are planned, ensure they align with community priorities and provide clear value.

Tennis/Pickleball Courts Survey Responses Analysis and Summary

Issues Raised:

Court Surface & Line Visibility:

- Pickleball court lines are faint and difficult to differentiate due to poor color choice.
- Courts need resurfacing for better playing conditions.

Demand for Dedicated Pickleball Courts:

- Pickleball players currently lack permanent courts and must set up nets manually.
- Existing lines are subpar (crappy brown lines) and not suitable for play.
- Frustration over tennis players having dedicated courts while pickleball players do not.
- Suggestion to convert one tennis court into four pickleball courts, following an example from Bouquet Park in Santa Clarita.

Tennis Court Maintenance Issues:

- Practice tennis court is “warped” with a wall that is not flat or firmly mounted. There is a hole at the top of the wall where tennis balls disappear.
- Practice wall should be wider.
- Nets are in poor condition and falling apart.
- The dividing net between courts is inadequate and needs improvement.
- The outside chain-link fence is ineffective, allowing balls to escape the court.

Pickleball Usage & Community Demand:

- The Pickleball Club uses the courts at least 3 times a week, highlighting strong community interest.
- Players feel pickleball deserves dedicated facilities due to consistent usage.

Suggestions for Improvement:

Court Resurfacing & Line Enhancement:

- Repaint pickleball court lines with a more visible color.
- Resurface courts to improve playing conditions.

Dedicated Pickleball Courts:

- Convert one tennis court into four dedicated pickleball courts to accommodate growing demand.
- Install permanent pickleball nets to eliminate the need for manual setup.

Tennis Court Repairs:

- Repair or replace and widen the practice wall.
- Replace or repair falling-apart nets.
- Upgrade the dividing net between courts for better separation.
- Improve chain-link fencing to prevent balls from escaping.

General Facility Enhancements:

- Evaluate court space usage to balance the needs of both tennis and pickleball players.

- Consider scheduling or designated time slots if conversion is not feasible.

Key Takeaways:

- Court conditions need improvement – resurfacing, net repairs, and fencing fixes are necessary.
 - Pickleball has high demand – players want dedicated courts similar to tennis.
 - Frustration over lack of equality – tennis players have permanent courts while pickleball players must set up and play on inferior lines.
 - A facility upgrade could benefit both sports – converting a tennis court or improving shared resources would enhance community recreation.
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Transfer Site Survey Responses Analysis and Summary

Issues Raised:

Recycling & Waste Separation Issues:

- Requiring recyclables to be separated is seen as discouraging and inconvenient.
- Paper recycling removal has caused frustration.
- Plastic recycling process is confusing and poorly managed.
- A better system is needed for handling large items and miscellaneous items (bric-a-brac).

Facility Appearance & Organization:

- The site is described as “disgusting” due to poor maintenance.

- Signage is unprofessional (made from cardboard and sharpies), giving a “low-class” impression.
- Crowding issues cause congestion, making access frustrating.

Operational Inefficiencies & Rule Complaints:

- Traffic flow is slow due to visitors socializing and delaying entry.
- The rule prohibiting walking garbage in when the site is jammed is seen as unnecessary.
- The site is sometimes rendered inoperable due to excessive slash (yard waste) buildup.

Concerns Over Non-Resident & Contractor Usage:

- Despite discussions with management, outside contractors and non-residents are using the site, which takes up capacity meant for residents.

Suggestions for Improvement:

Improve Recycling Process:

- Reintroduce paper recycling to meet community needs.
- Simplify plastic recycling and provide clear instructions to reduce confusion.
- Implement a better system for large items and bric-a-brac disposal.
- Include more recycling options.

Enhance Facility Organization & Appearance:

- Improve signage with professional, durable materials for a more organized look.
- Increase maintenance and cleanliness efforts to improve the overall experience.

Improve Traffic Flow & Rules:

- Implement better traffic management to reduce congestion.
- Consider allowing people to walk garbage in when vehicle access is backed up.

Enforce Resident-Only Policies:

- Strengthen enforcement against outside contractors and non-residents using the site.
- Regulate slash dumping to prevent the facility from becoming inoperable.

Key Takeaways:

- Recycling policies are frustrating residents – paper recycling should return, and plastic recycling needs improvement.
- The facility is poorly maintained and disorganized, making it an unpleasant experience.
- Traffic flow is inefficient, and some rules (like restricting walking garbage in) are seen as counterproductive.
- Concerns over non-resident and contractor use need to be addressed with stronger enforcement.

Miscellaneous Comments Analysis and Summary

Issues Raised:

Concerns Over Mismanagement & Overspending:

- Dissatisfaction with certain amenities is tied to poor management and excessive spending.
- Budget transparency and cost-effective planning are desired.

Lack of Youth & Community Engagement Opportunities:

- More activities for members and youth groups are needed.
- Interest in **alternative recreational options** such as:
 - **Frisbee golf (disc golf)**
 - Expanded equestrian opportunities, such as a **4-H club** to encourage youth involvement.
- Desire for a more inclusive atmosphere that better serves the youth and broader community.

Facility & Maintenance Concerns:

- **Bocce courts** are in poor condition – the surface needs compacted decomposed granite for proper playability.
- **Volleyball courts** are not well-maintained, making them unplayable at times.

Suggestions for Improvement:

Better Fiscal Management & Transparency:

- Review budget allocations to ensure money is spent effectively on well-used amenities.
- Increase community input on spending decisions for amenities.

Expand Youth & Community Activities:

- **Introduce Frisbee golf (disc golf)** as a low-maintenance recreational option.

Improve Bocce & Volleyball Court Conditions:

- **Bocce court upgrade:** Replace the surface with compacted decomposed granite for better usability.
- **Volleyball court maintenance:** Ensure regular upkeep to keep courts playable.

Key Takeaways:

- Mismanagement and overspending are key frustrations—residents want smarter budget use.
- Greater focus on youth and community engagement—alternative activities and equestrian opportunities would create a more inclusive environment.
- Recreational courts (bocce & volleyball) need maintenance to be fully usable.

Conclusion: Community Amenity Analysis and Recommendations

The analysis of community amenities highlights both well-utilized and underperforming facilities, providing insight into areas for maintenance and improvement. The **Transfer Site, Green Belt Trails, Pool, and Fern's Lake** stand out as the most utilized and highly rated amenities, demonstrating their value to residents. These facilities should continue receiving priority maintenance to uphold their positive reputation and ensure ongoing satisfaction.

Conversely, while the **Condor Cafe and Condor Lounge/Bar** enjoy high engagement, they also receive significant dissatisfaction due to concerns over food quality, service, and operating hours. Addressing these issues through improved menu options and operational adjustments could enhance their appeal and increase resident satisfaction while reducing reliance on member subsidies. Similarly, the **Golf Course and Pro Shop** show moderate usage and satisfaction, suggesting that targeted facility improvements, better upkeep, and expanded product offerings—such as selling golf clubs and adjusting retail pricing—could encourage more frequent use.

Several recreational amenities, including the **Dog Park, Pickleball Courts, Tennis Courts, Baseball Field, and Volleyball Court**, show relatively low usage but possess growth potential. Community engagement efforts, better maintenance, and minor upgrades could significantly increase participation and maximize the value of these spaces. The **Tennis and Pickleball Courts**, in particular, require net and fence repairs, resurfacing, and clearer line markings. Pickleball players specifically request dedicated courts with permanent nets.

Specialized facilities such as the **Archery Range, Bocce Ball Courts, and Equestrian Center** remain underutilized. While the Equestrian Center serves a niche group, other amenities may see limited engagement due to lack of awareness or accessibility. Promotional efforts and expanded programming could help integrate these spaces into more residents' routines. However, the **Equestrian Center** is also widely viewed as costly and disproportionately benefiting a small number of members while requiring financial support from the entire community. There is a strong push for financial reform, with self-sufficiency as the primary goal, along with calls for expanded revenue-generating programs to make it more inclusive.

Underperforming amenities, such as the **Campground and Recreation Room**, show both low usage and low satisfaction. Enhancements in infrastructure, expanded operating hours, and repurposing these spaces for alternative activities may help revitalize interest. Both the **campground** and **dog park** require significant improvements to enhance usability, safety, and aesthetics. Better maintenance, landscaping, and functional upgrades would make them more appealing to residents. The **Recreation Room** would benefit from adult access, extended operating hours, and modernization to make the space more inviting. Consideration of a Kids

Club or Parents' Night Out service could increase community enjoyment of both this amenity and the Condor Bar/Lounge, particularly for families with young children.

Additional concerns include the safety and maintenance of **Green Belt areas and trails**, with both fire risks and accessibility issues cited as top concerns. At **Lampkin Park**, the lack of restroom access negatively impacts members, and additional BBQs, picnic tables, and bear-proof trash cans could enhance the space. The current policy against allowing dogs is also a point of frustration for many residents.

The **Pool** remains one of the most valued amenities, but concerns over maintenance, water quality, and operational efficiency persist. Residents strongly support an extended seasonal period and a four-season access option with proper covering. Additional shade and lounge chairs would improve the experience, while better rule enforcement and more efficient budgeting are also needed.

The **Transfer Site**, though highly utilized and generally well-rated, would benefit from upgrades to the recycling process, including the return of paper recycling. Residents also call for better maintenance, organization, and traffic management, along with stronger enforcement to prevent non-residents from using the service.

Additional amenity-related improvements include better maintenance of the **Bocce and Volleyball Courts**, as well as introducing low-cost recreational options like Frisbee golf to encourage greater community engagement.

Finally, a recurring theme across community feedback is concern over poor management and wasteful spending, with members calling for greater transparency and cost-effective decision-making in amenity management. Addressing these concerns through clear communication and responsible budgeting will be critical in maintaining trust and improving satisfaction.

By prioritizing high-traffic areas that receive consistent complaints, promoting underutilized spaces, and ensuring financial responsibility in future upgrades, the community can maximize the value of its recreational offerings and create a more inclusive, enjoyable environment for all residents.