

TFF-TL POA 2009 Membership Survey

Results Copy

Dear Member,

The goals and activities of TFF-TL POA (“the Association”) are guided by both our mission statement and input from our members. We have learned that the best means of obtaining member input is through surveys. It has now been eight years since we last mailed out a survey asking for your suggestions and ideas. The Association has grown over these years, as have the needs for our stewardship. Because of this, we feel it is once again time to communicate with our members. Your responses to this survey will help us direct Association activities over the next few years. We therefore urge you to answer all questions completely and thoughtfully.

We thank you in advance for taking the time to complete this survey. The summarized results and survey report will be available later this year. Please return the completed survey in the enclosed envelope by **June 15, 2009**.

Respectfully,
TFF-TL POA Board of Directors

Note: When asked to select a response to a question, either mark an **X**, or as otherwise indicated, on the line(s) next to your choice(s).

PART I: TELL US SOMETHING ABOUT YOUR LOCATION AND SHORELINE:

1. Which of the following areas most closely identifies the location of your property on the Flowage, or your membership status? (**Select One**)

Sturgeon Bay Landing	16	14%
Lake Bastine	25	22%
4-Mile Creek	2	2%
Norway Point/Merkle Lake	18	16%
Springstead Landing/Schenebeck’s Point	31	27%
Horseshoe/Townline Lake	12	10%
Rat Lake	0	0%
Trude Lake	3	3%
Murrays Landing	0	0%
Special Member*	8	7%

**Note: If you are a Special Member, skip to Question #6.*

2. How long have you been at your location? (**Select One**)

1 - 5 yrs.	14	13%
6 - 10 yrs.	25	23%
11 - 15 yrs.	20	19%
16 - 20 yrs.	13	12%
Over 20 yrs.	35	33%

3. How much time do you spend on your property each year? (**Select One**)

Up to 1 mo.	19	18%
2 to 3 mos.	27	25%
4 to 8 mos.	21	20%
9 to 12 mos.	40	37%

TFF-TL POA 2009 Membership Survey

Results Copy

4. Which category most closely describes your shoreline? **(Select One)**

Natural 35 Foot Buffer Zone	30	28%
Semi-Natural (but maintained)	37	35%
Trees & Mowed Lawn	33	31%
Mowed Lawn	3	3%
Does Not Apply	4	4%

5. As measured in Spring, when the water level is at “full pool” (el. 1,572 ft.), which statements most closely describe your **water depth** at 40 feet and at 80 feet from your shoreline?

-Depth at **40** feet from your shoreline **(Select One)**

Under 4 ft.	39	36%
Over 4 ft.	65	61%
Does Not Apply	3	3%

-Depth at **80** feet from your shoreline **(Select One)**

Under 4 ft.	18	17%
Over 4 ft.	82	78%
Does Not Apply	5	5%

Note: 40 members, about 36%, marked “Under 4 ft.” for at least 1 of the questions.

PART II: TELL US SOMETHING ABOUT YOUR TIME SPENT ON THE FLOWAGE:

6. Select **main** reason(s) you spend time at the Flowage? **(Select all that apply)**

ATV-ing	11	(6-1)
Bird & Wildlife Watching	68	(6-2)
Boating	70	(6-3)
Canoeing/Kayaking	40	(6-4)
Fishing	108	(6-5)
Hunting	45	(6-6)
Peace and Tranquility	96	(6-7)
Place for Family Get Together	64	(6-8)
PWC	3	(6-9)
Scenic/Natural Environment	83	(6-10)
Snowmobiling	36	(6-11)
Stargazing	33	(6-12)
Trapping	5	(6-13)
Walking/Hiking	60	(6-14)
X-country Skiing/Snowshoeing	29	(6-15)
Other _____	7*	(6-16)

Note: “Other” reasons were: business, bicycling (2), resort income, ice fishing, dog sledding, and solitude.

TFF-TL POA 2009 Membership Survey

Results Copy

PART III: TELL US ABOUT YOUR CONCERNS:

7. In order of importance, select up to four (4) concerns you think the Association needs to address. Indicate your choices in order, from first (1) to the last. (Select up to four (4))

	<u>wt'd*</u>	
Aquatic Invasive Species	32	3th Highest Score
ATVs	5	
Climate Change	1	
Decreased Fish Population	40	2nd Highest Score
Excessive Algae	2	
Excessive Boat Speeds	11	6th Highest Score
Excessive Docks/Piers	1	
Excessive Noise	4	
Excessive Shoreline Structures	2	
Fireworks	5	
Forest Management	4	
Inconsiderate Boaters	5	
Inconsiderate Campers	2	
Inconsiderate Outdoor Lighting	3	
Inconsiderate Snowmobilers	2	
Loss of Wildlife Habitat	10	7th Highest Score
PWC/Jet Skis	22	4th Highest Score
Septic System Pollution	5	
Shoreline Development	5	
Shoreline Erosion	4	
Tournament Fishing	2	
Toxic Chemicals (e.g. mercury)	5	
Use of Lawn Chemicals	6	
Water Level Management	76	Highest Score
Water Quality	15	5th Highest Score
Water Skiing/Tubing	3	
Other _____	**	

* **Note:** concerns weighted by order of importance: 1st choice=1.00, 2nd=0.75, 3rd=0.50, and 4th=0.25

** "Other" concerns were: rooming houses, over development, plowing boat landings, keyholing (2), spearing, too many smallmouth, needed improvement to Fisherman's Landing.

8. The last two years were characterized by low water levels in late Summer. Which of the following most accurately describes your boating experience during that time?

No Problem	6	5%
Minor Problem	41	36%
Major Problem	52	46%
Impossible Situation	13	12%
No Opinion	0	0%
Does Not Apply	1	1%

9. The maximum summer water level drawdown is: **4 feet below below "full pool."** At what level of drawdown does taking your boat, from your dock, to open water become a major problem? **(Select One)**

1 Foot	3	3%
2 Feet	25	24%
3 Feet	25	24%
3-1/2 Feet	9	9%
4 Feet	11	11%
5 or More Feet	17	16%
Does Not Apply	14	13%

See cumulative effect of these results on attached graph (Attachment 1).

TFF-TL POA 2009 Membership Survey

Results Copy

PART IV: ABOUT OUR NEWSLETTER:

10. Overall, how do you rate the Association's newsletter? **(Select One)**

Exceeds Expectations	27	24%
Meets Expectations	81	72%
Below Expectations	3	3%
No Opinion	1	1%

Please share your thoughts: _____

See Attachment 2, p1

11. Is the biannual newsletter sufficient to keep you informed on Flowage news?
(Select all that apply)

Yes	81	67%
No, Want More Issues	30	25%
No, Want More Content	10	8%
Do Not Read Newsletter	0	0%

12. If options were offered, how would you prefer to get your Association newsletter?
(Select One)

U. S. Mail	80	71%
Website	6	5%
E-mail	27	24%
Do Not Read Newsletter	0	0%

PART V: SOME FINAL QUESTIONS:

13. Do you agree or disagree with the following statement: "The culvert between the Turtle-Flambeau Flowage and Trude Lake should be enlarged to improve access between the two bodies of water." **(Select One)**

Agree	59	52%
Disagree	24	21%
No Opinion	30	27%

14. The Lake Association's Fish Habitat Program, which consists primarily of building and placing cribs in the Flowage, is one of the main undertakings of the Association. Anywhere from 30-50 cribs are built each year at an approximate cost of \$40 each. About 300 cribs have already been placed in the Flowage. Should the Program continue? **(Select One)**

Continue	92	80%
Terminate	11	10%
No Opinion	11	10%

TFF-TL POA 2009 Membership Survey

Results Copy

15. Overall, how do you rate the Association's performance? (**Select One**)

Exceeds Expectations	23	21%
Meets Expectations	81	72%
Below Expectations	7	6%
No Opinion	1	1%

Please share your thoughts: _____

See Attachment 2, pp1-2

16. When would be the most convenient **day** for you to attend Association Membership Meetings? (**Select One**)

Weekdays	38	37%
Saturdays	66	63%

17. When would be the most convenient **time** for you to attend Association Membership Meetings? (**Select One**)

Mid Morning (9am)	36	36%
Early Afternoon (1pm)	31	31%
Late Afternoon (4pm)	14	14%
Early Evening(7pm)	20	20%

18. Finally, please share any additional thoughts, ideas, concerns or comments on the lines below, or if necessary on a separate sheet of paper.

See Attachment 2, pp2-4

The End

Results of 2009 TFF-TL POA Membership Survey

**Turtle-Flambeau Flowage & Trude Lake
Property Owners Association, Inc.
P.O. Box 631
Mercer, WI 54547**

Overview

The 2009 TFF-TL POA Membership Survey (“the survey”) was conducted in the spring of 2009. The survey was initiated by the Association’s board of directors, and was designed to augment a previous survey taken 8 years ago. The purpose of the 2009 survey was to reexamine the opinions and concerns of our members and to evaluate the impact of low water levels experienced during the past few years. Surveys were sent to 148 property owners. One hundred and fifteen members responded (78%). The summarized survey results include the following:

- The completed survey, showing the number of responses to each question, and wherever appropriate, the percentage of the total each choice represents.
- A graph showing the relationship between the percentage of members with major problems reaching open water vs. water levels below “full pool” (Attachment 1).
- The written comments related to Questions #10, 15, and 18 (Attachment 2).
- Note: where percentages were used in the survey results, the values will not necessarily add to 100% due to rounding.

Analysis

The results, as seen in the responses to Question #1 (Q1), provide the views of a broad range of Flowage residents and special members. As shown in Qs 2 & 3, many are long term residents.

It was not surprising that on Q6, fishing, peace and tranquility, and scenic/natural environment were the most commonly selected reasons for spending time on the Flowage. The responses to Q7, on the other hand, appears to identify concerns that threaten that setting. On Q7, respondents were asked to list concerns that the Association needs to address. We did not ask for opinions on each choice listed, but asked respondents to indicate their concerns for things that may be approaching a level where action is warranted. The results of Q7 are weighted values that reflect the order in which members listed their concerns. Those chosen first were rated the highest, in other words, given the most weight. Concerns selected second were given a lesser value or weight, and so on down to the fourth rated concern which was given the lowest value. (Details on the weighting are described in a “Note” below Q7.) Concerns with the highest total scores are noted on the survey (Q7). There is a natural brake point after the 7th highest score (10), so only 7 are highlighted as most significant. However, categories with lower scores are no less real and significant, but to a smaller number of members; e.g., problems caused by an inconsiderate neighbor or a localized situation. Expectedly, water level management was the highest rated concern; next was decreased fish population; third was Aquatic Invasive Species, followed by PWC/Jet Skis, water quality, excessive boat speeds, and loss of wildlife, in that order.

Results of 2009 TFF-TL POA Membership Survey

The concern, for water level shown in Q7, is supported by the responses to Qs 5, 8 & 9. All these questions reflect the problems experienced by our members due to low water levels. The graph, on Attachment 1, summarizes the cumulative effect of dropping water levels on our members' ability to reach open water. The steady and consistent rise in the trend line shown on the graph, clearly illustrates the impact of low water levels. Problems begin as early as the first 1 foot drop in water level, when a reported 3% of our members begin to have problems getting their boats to open water. From that point on, for every additional 1 foot drop in water level, about 20% more begin to have problems. At 4 feet below "full pool," 71% of our members said they experienced major problems taking their boat from the dock to open water; at 5 feet almost 90% of members had problems.

Regarding the Association's newsletter, 96% said it meets or exceeds their expectations. Two out of 3 respondents (67%) said the newsletter keeps them informed; one in four (25%) said they want more issues, and a little less than 10% asked for more content. Most members said they would like to receive their newsletter by U. S. Mail (71%), and about 1 in 4 (24%) said e-mail was their first choice. About 1 in 20 (5%) preferred getting their newsletter by way of a website.

In Qs 13 & 14, we asked how members felt about enlarging the culvert between Trude Lake and the Flowage, and where we should go with the crib building project. A little more than half the respondents would like to see the culvert enlarged (52%). The remaining members were split between opposition to enlargement (21%) and "No Opinion" (27%). Noting that only 3 of the respondents were from the Trude Lake area, these results are strongly weighted by property owners residing on the Flowage side of the culvert. Regarding the question of continuing the crib project or terminating it, 80% were in favor of continuing the placement of cribs; 10% to terminate the project; 10% had "No Opinion."

When asked to rate the Association's performance in Q15, 9 out of 10 said the Association meets or exceeds their expectations. Seven respondents, about 1 out of 20 (6%) rated the Association below expectations. Most of these latter respondents followed up their criticism with a comment. These are among the total comments to Q15 listed in Attachment 2.

Questions 16 & 17 asked for preferences on membership meeting times - the best day and the best time. By a ratio of almost 2 to 1, Saturdays were the choice. By about the same ratio, mid morning and early afternoon were the preferred times. Late afternoon and early evening were least desirable.

Q18, the last question in the survey, asked specifically for comments. There were 45 comments. These comments can be seen on Attachment 2, beginning on page 2.

Sample Universe

Surveys were sent to all 148 Association property owners, with 115 responding. These responses represent an impressive return rate, resulting in a significant sample of our membership (78%). It is reasonable to conclude, with a 4 out of 5 response rate, that these results present an accurate reflection of the views and experiences of Association members at large. It is also reasonable to conclude that the results are representative of Flowage property owners in general. At the very least, they provide insights into the views and experiences of many who frequent the Turtle Flambeau Flowage.