

Lake Clear Property Owners Association Survey March 2019 Complete Summary Results for LCPOA Membership

Purpose

- The LCPOA chose to survey its membership to ensure that members are being represented in the best way possible. The survey results will help us to get to know the membership better and will provide valuable feedback to the LCPOA regarding member priorities.

Methodology

- The survey was designed using the free tool Google Forms and members received a link to the survey via email.
- The survey was fully anonymous (i.e., no names, email or IP addresses associated with responses).
- Lake Clear currently has about 345 properties. Of those, 245 (71%) are paid members of the LCPOA. Eighteen members had no email address or the email address provided was no longer valid. In total, 227 members (93%) received surveys.
- While some properties had more than one email address, members were asked to choose only one person to respond per property.
- Summary data results were promised to the membership.

Response Rate and Representation

- There were 142 respondents out of 227 surveys sent out.
- This is a 63% response rate, which is very good.
 - *"Internal **surveys** will generally receive a 30-40% **response rate** (or more) on average, compared to an average 10-15% **response rate** for external **surveys**."*
<https://www.surveymizmo.com/resources/blog/survey-response-rates/>
- We consulted with a professional statistician who was able to confirm the following:
 - The survey was in essence a census, and censuses are considered to be unbiased surveys. He could not find any inherent bias in our survey.
 - A 63% response rate indicates a good representation of the membership.
 - In fact the survey should be considered a good representation of the ownership, as well, because of the high membership rate in the association.

Cautions and Limitations

- Not all respondents answered all questions (Number of responses is indicated for each question).
- While comments catch our attention, one has to remember that unless multiple respondents make the point, statistically it does not hold a lot of weight.

Of Note:

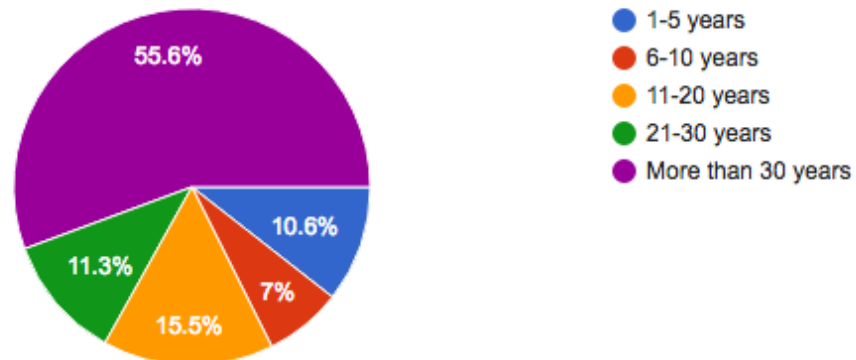
- 56% of respondents, or their families, have owned their property for more than 30 years.
- 57% of respondents are on private roads.
- While only 13% of respondents are year round residents, 22% indicate having a year round house on their property. 12% indicate they are at the lake for more than 5 months of the year. Winterized cottages are owned by 23% of respondents.
- 12% of respondents do not know if a fire truck can reach them.
- 91% of respondents indicated they have a septic system. 65% said they would or might be willing to take part in a septic inspection program.
- While 73% of respondents felt their MPAC property assessments were fair, 68% felt they were not getting value for the taxes they paid.
- 67% of respondents have at least one family member who fishes in spring, summer and fall.
- 77% of respondents are concerned with water quality.
- 73% of respondents are concerned with septic systems and other waste disposal systems.
- 62% of respondents are concerned about the removal of shoreline vegetation.
- 53% of respondents are concerned with the use of recreational vehicles as cottages on the lake.
- 40% of respondents have been LCPOA members for over 20 years.
- 79% of respondents said that at least one family member accesses www.lakeclear.org.
- Only 33% of respondents were aware of the closed Facebook group, For Everything Lake Clear.
- 97% of respondents receive eUpdates.
- 32% of respondents indicated they might or would be willing to sit on an LCPOA committee.

Please see more complete results on the following pages.

Tell Us About Yourself and Your Property

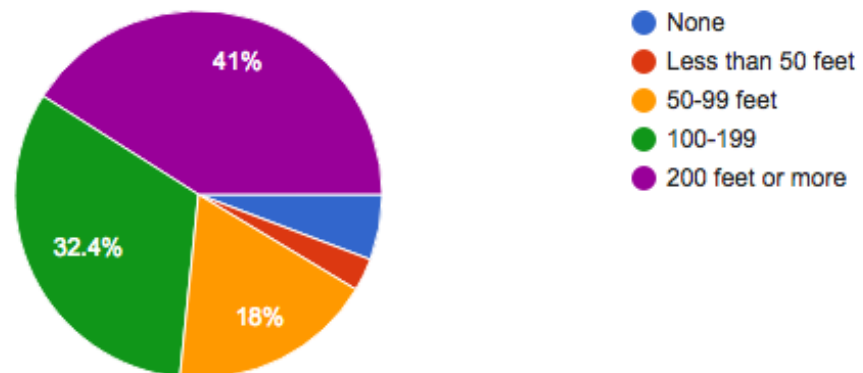
How long have you (or your family) owned your Lake Clear Property?

142 responses



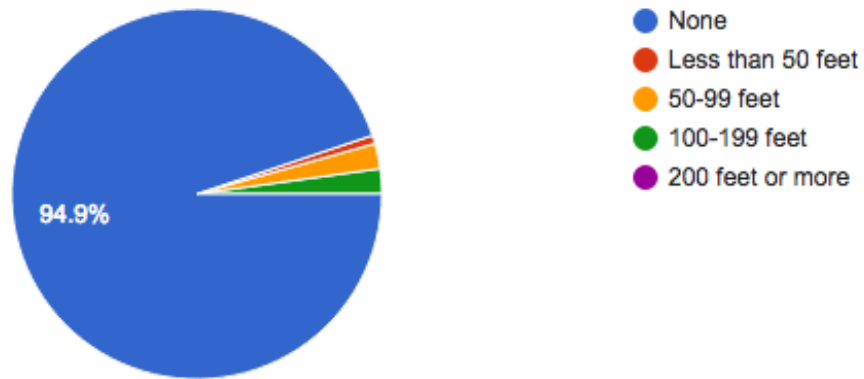
How much lake frontage do you own?

139 responses



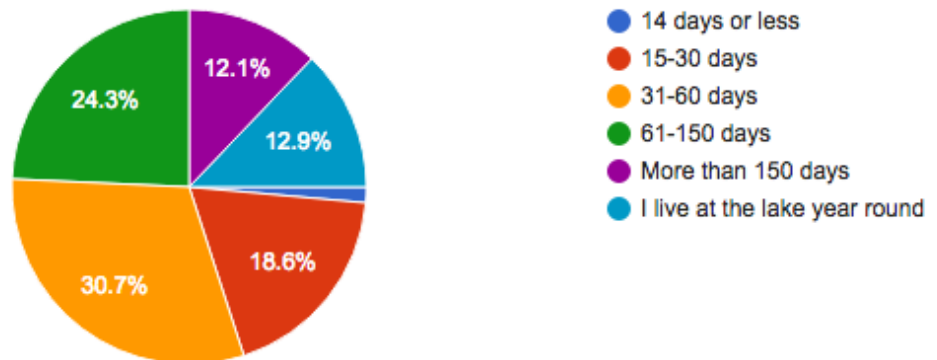
How much lake frontage do you lease?

137 responses



Approximately how many days per year do you spend at the lake?

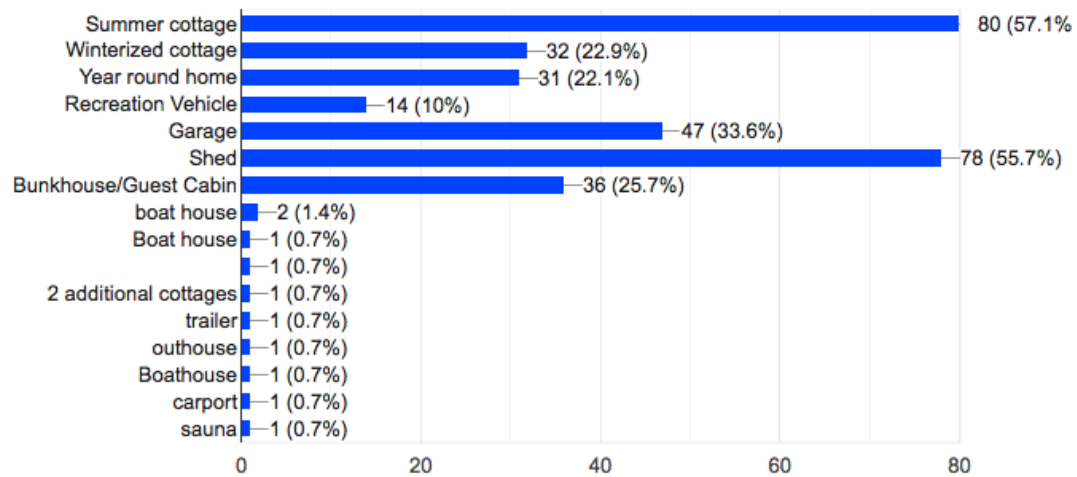
140 responses



Tell us more about your property. What do you currently have on your property? Please check all that apply.



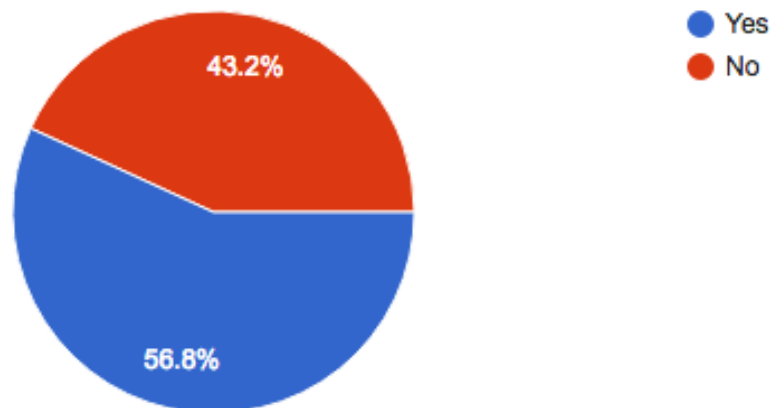
140 responses



* Please note Boathouse is listed in three different ways above.

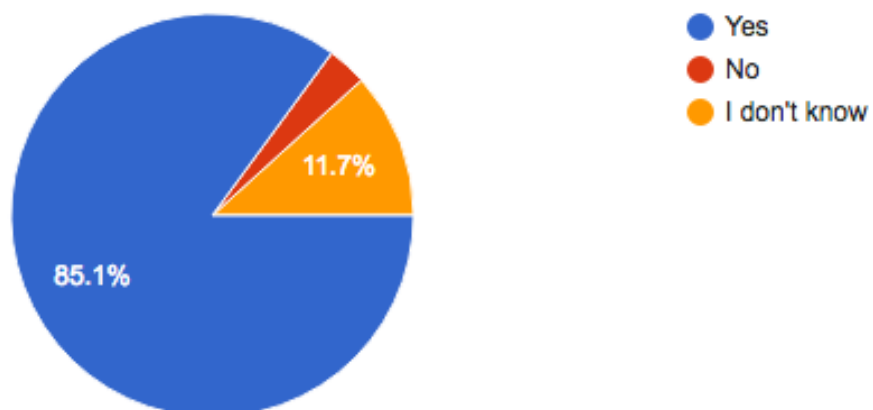
Is your lake property on a private road?

139 responses



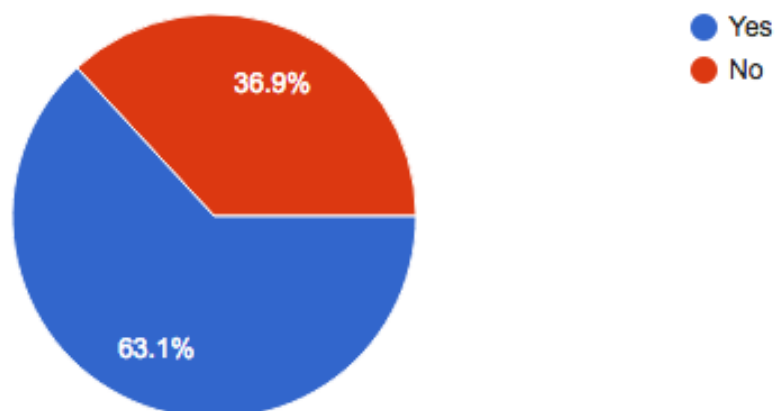
If yes, can a firetruck reach the buildings on your property?

94 responses



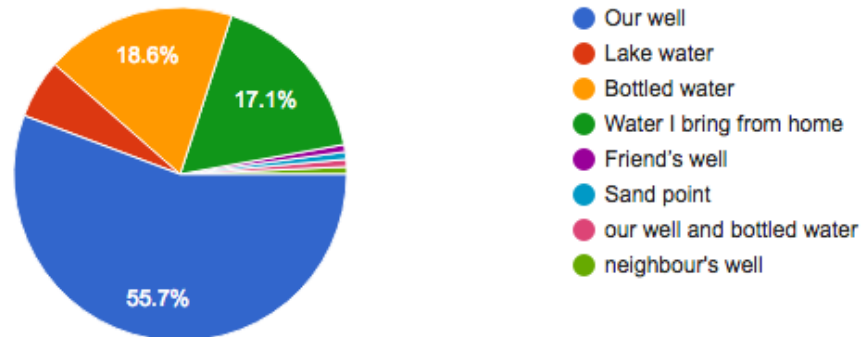
Do you have a well?

141 responses



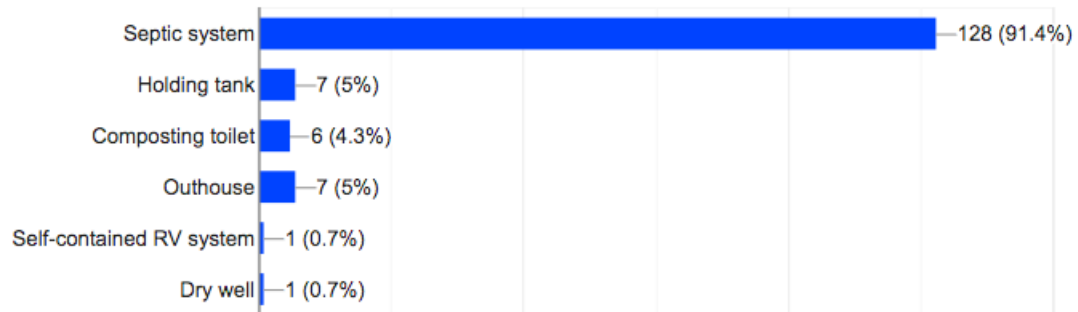
Where do you get your drinking water?

140 responses



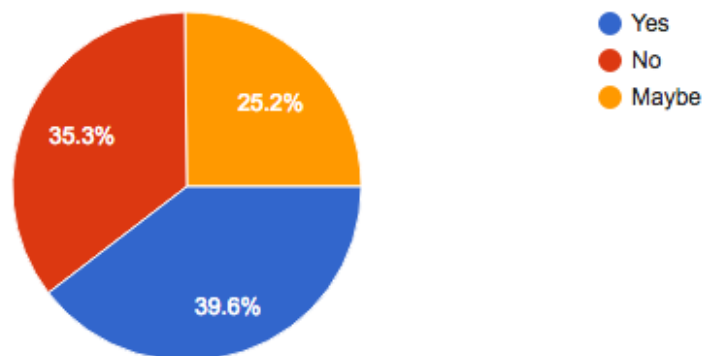
How do you deal with your waste water?

140 responses



Would you be willing to participate in a septic assessment program?

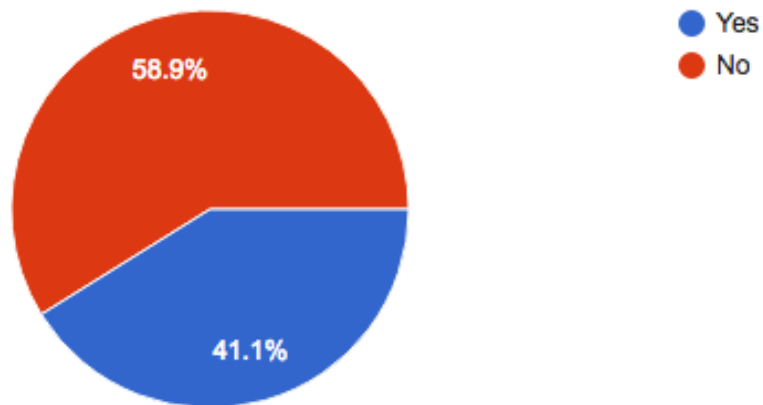
139 responses



Communication While At the Lake

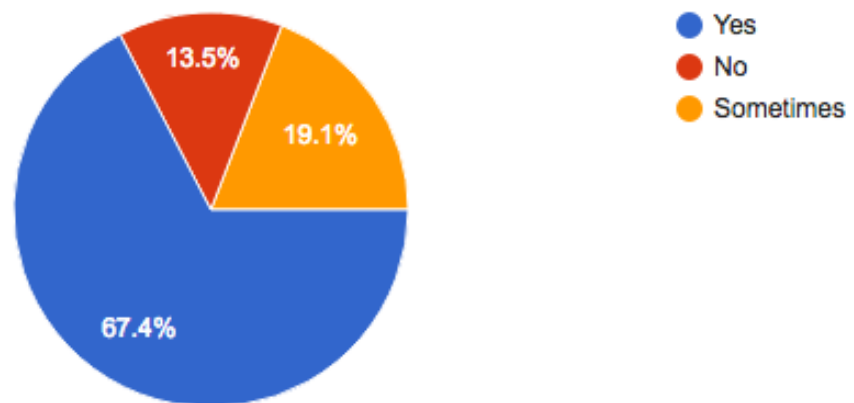
Do you have a telephone landline at the lake?

141 responses



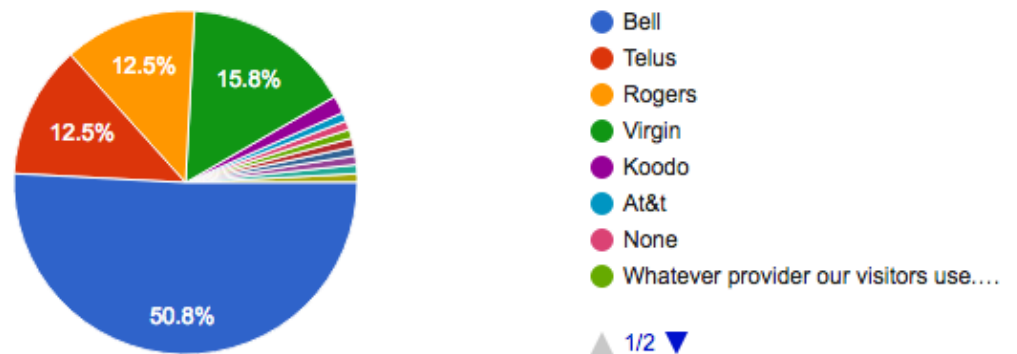
Do you have cell service on your property?

141 responses



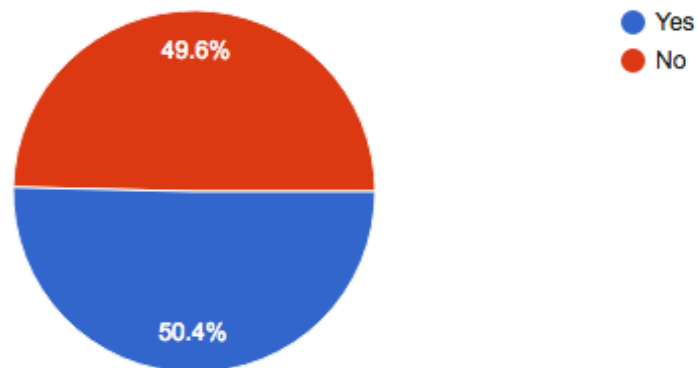
If yes, who is your provider?

120 responses



Are you satisfied with your cell service at the lake?

133 responses



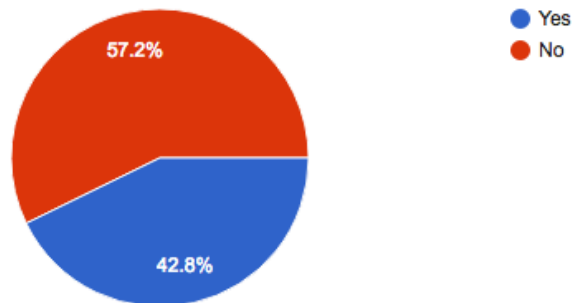
If you are not satisfied with your cell service at the lake, please tell us why not.

55 responses

53 respondents commented that they had no, low, or sporadic signals or phones that worked only in specific locations on the property. One responded indicated price was a factor.

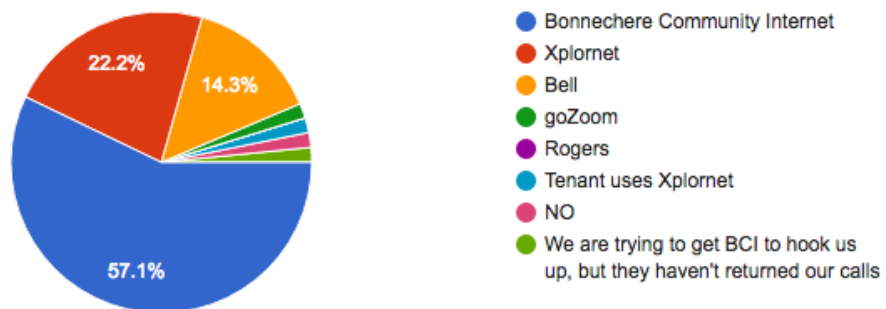
Do you subscribe to an Internet Service (other than your cell phone data) at the lake?

138 responses



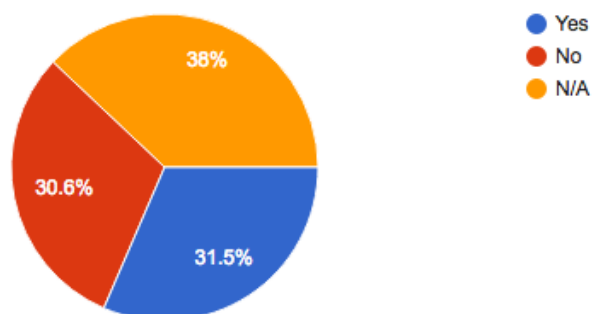
If yes, who is your provider?

63 responses



Are you satisfied with your Internet service?

108 responses



If you are not satisfied with your Internet service at the lake, please tell us why not.

40 responses

33 respondents commented that their Internet is slow, sporadic and/or unreliable.

4 respondents complained about the quality of customer service.

3 complained about the high cost.

3 respondents said there were no affordable options for reliable high speed internet.

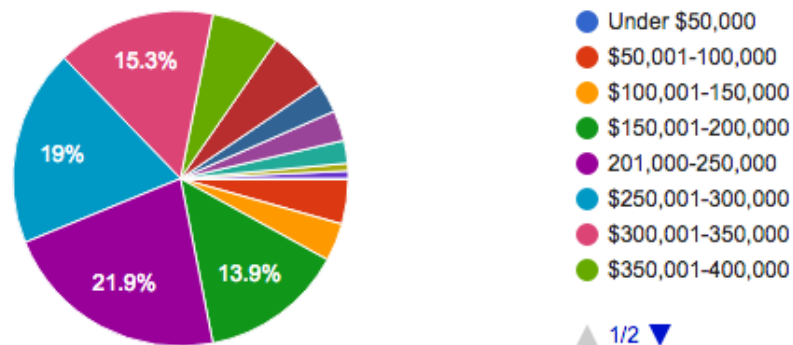
1 respondent indicated that while their Internet was reliable, the data caps and speed are not adequate.

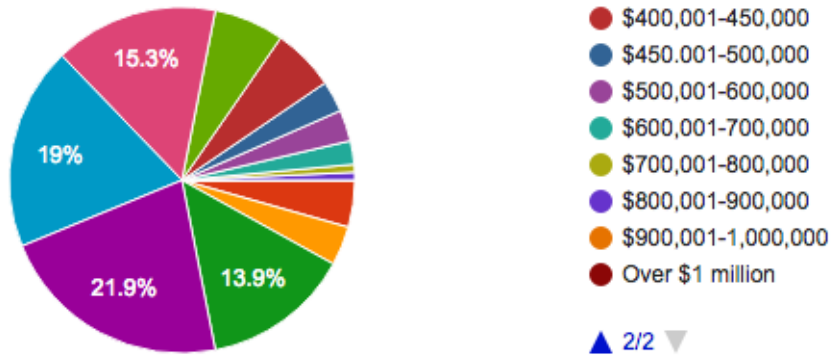
"This is the biggest issue we face. We would be able to spend more time at the cottage, if the Internet were much better."

Taxes and Township

What is the current MPAC assessment value of your property?

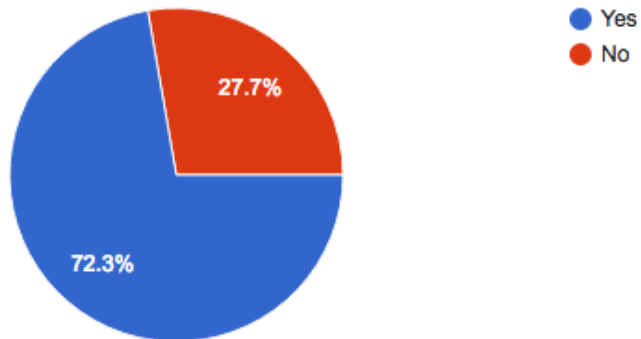
137 responses





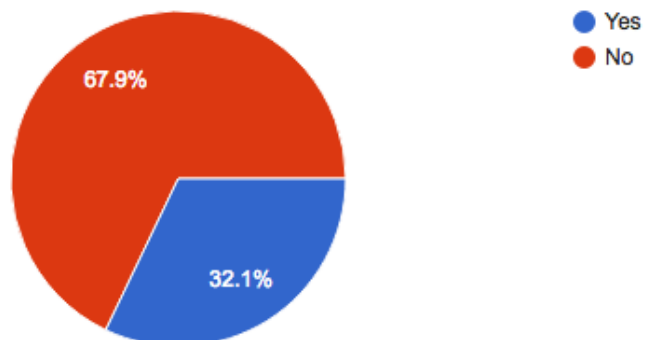
Do you feel this is a fair assessment?

137 responses



Do you believe you receive value for the property taxes you pay?

137 responses



If yes, why?

17 responses

44 respondents said they believe they receive good value for the services provided.

Of those who provided comments, 4 said it is because of good snow removal, three spoke to loving the lake, 2 said good road maintenance, 2 said we get what we pay for/deserve, and 2 commented on the responsive staff and problems being dealt with adequately.

If no, why not?

79 responses

98 respondents said they do NOT believe they receive good value.

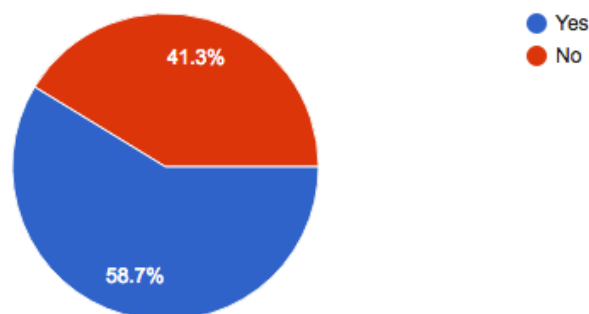
Of those who provided comments, 34 said they received no or few services, 24 commented on high taxes, 20 commented on having to take garbage to the dump and 9 commented that there is charge for garbage. 12 said there is little or no support for their road or roads around the lake, 7 commented on lack of sewage treatment, and 7 on lack of town water. 2 respondents are concerned about ongoing speeding around the lake and 3 respondents feel the township does not protect the health of the lake.

"We pay about the same taxes as in Ottawa with many fewer services."

"BVT, to whom we pay extremely high taxes, have done almost nothing to protect the health of the lake."

Do you believe your interests are adequately represented by your elected Municipal Councillor?

109 responses



If yes, why?

37 responses

11 respondents they would like to give the new councillor more time before passing judgment.

10 respondents indicated they had no issues.

2 respondents feel the local councillor listens them to.

2 respondents said they felt our councillor understands our issues and does not set unrealistic goals, and council does what they can.

6 respondents indicated they really didn't know and wished that had been one of the options.

"Our municipal councillor is serving to represent our interests."

If no, why not?

38 responses

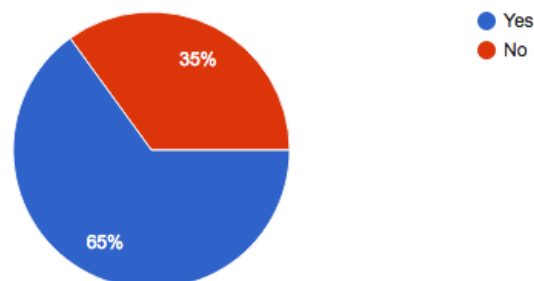
10 respondents indicated that the councillor was new and should have time to prove himself. 6 feel that our councillor has no knowledge of and/or support for lake issues, 4 feel he doesn't take lake residents seriously, nor value them, and 4 feel taxes are too high. 5 referred to the lack of regulation re RVs and other lake development and environmental issues. 2 see little that has been done, 2 feel too many items are deferred and 2 feel the councillor should be a Lake Clear resident. 1 person indicated they wanted to keep the ward system, while another indicated the ward system should be ended.

"We are a large portion of the BVT tax base, yet are treated as irritants and entitled."

"We have a strong sense that cottage owners are treated as a source of revenue rather than as community members deserving of services."

Lake Clear property owners (even seasonal residents) have the right to vote in Bonnechere Valley Township municipal elections in person or by mail. Did you vote in the fall 2018 Bonnechere Valley Township municipal elections?

140 responses

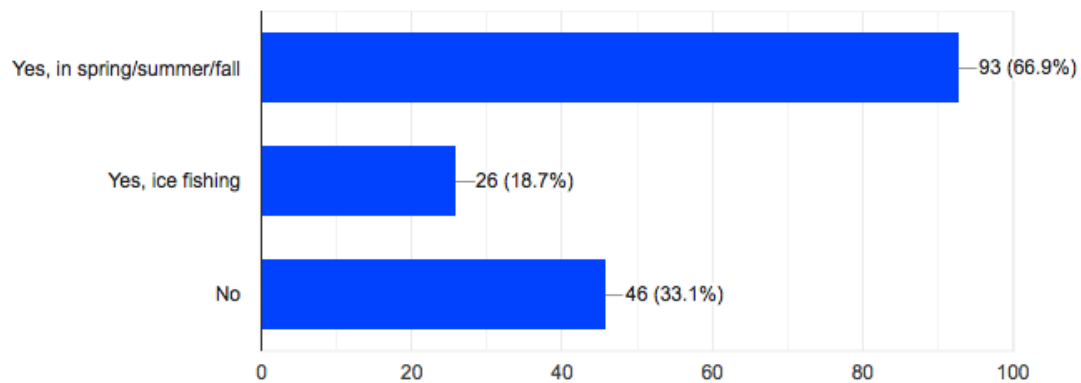


Tell Us a Little More About Yourself

Do you or someone in your family fish in Lake Clear?

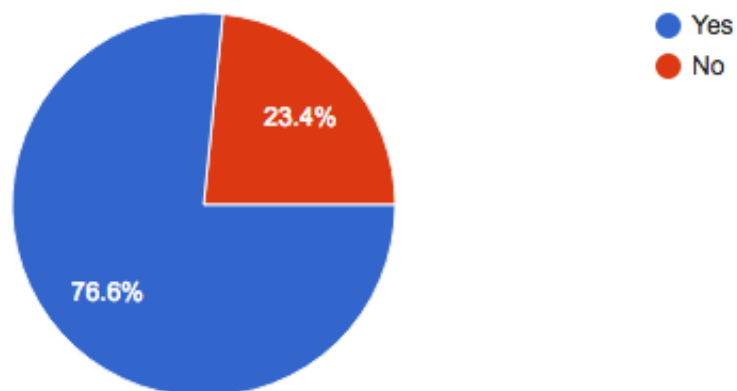


139 responses



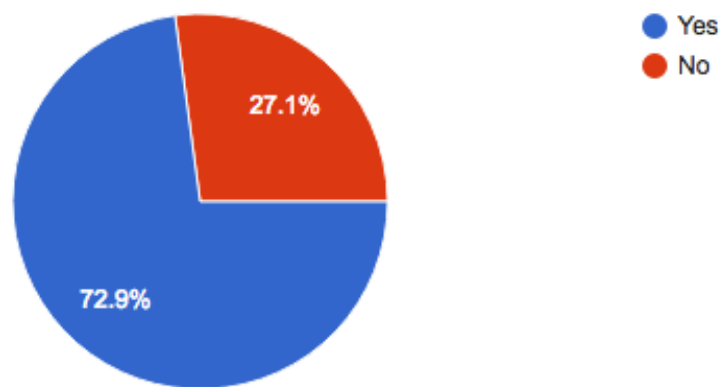
Are you concerned about the water quality of Lake Clear?

141 responses



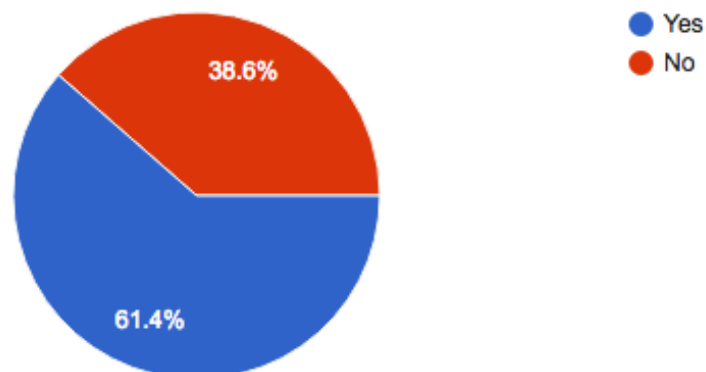
Are you concerned about septic systems and other waste water disposal systems around the lake?

140 responses



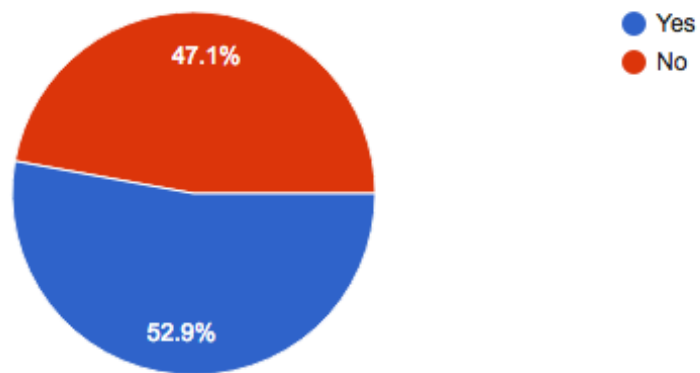
Are you concerned with the removal of shoreline vegetation around the lake?

140 responses



Are you concerned about the use of recreational vehicles as cottages around the lake?

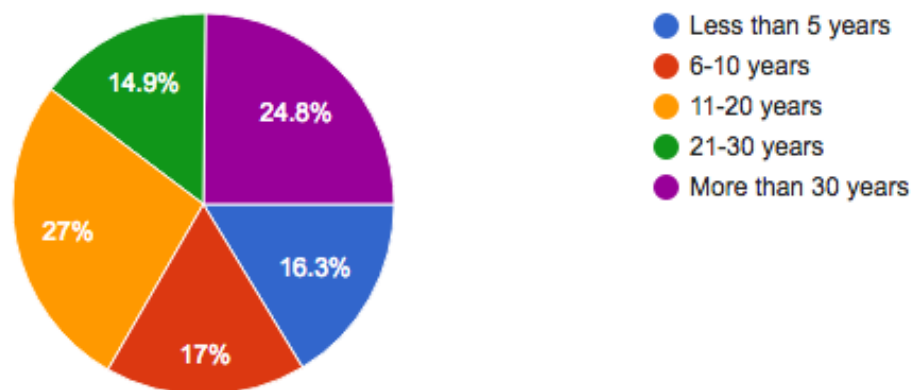
140 responses



The LCPOA and You

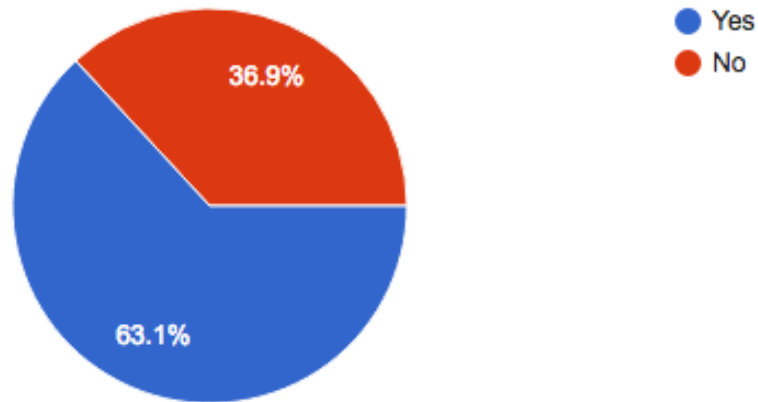
How long have you been a member of the LCPOA?

141 responses



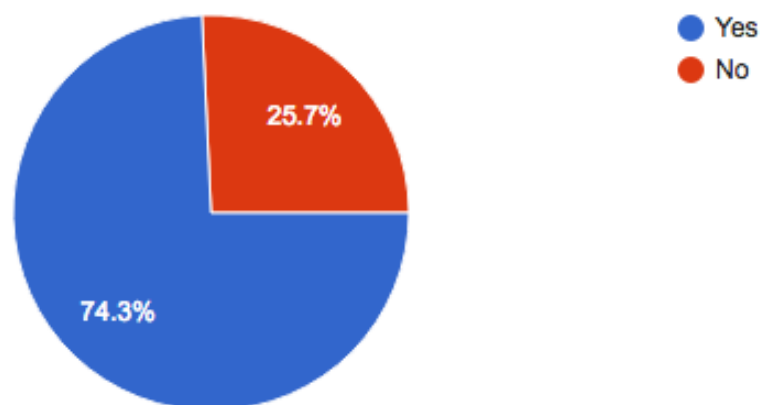
Have you ever attended the LCPOA AGM?

141 responses



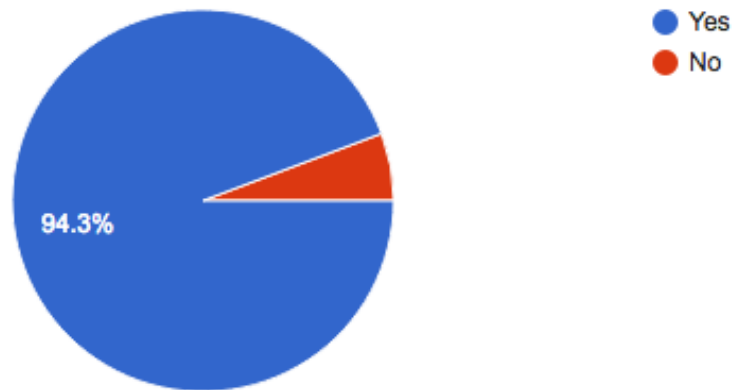
Do you plan to attend a LCPOA AGM in the future?

136 responses



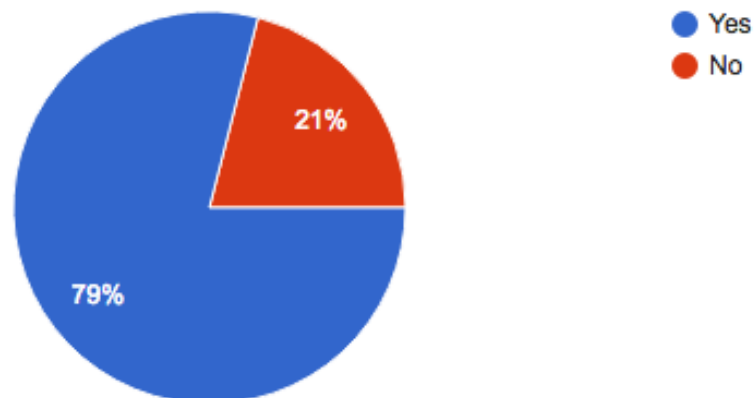
Are you aware of our website www.lakeclear.org?

140 responses



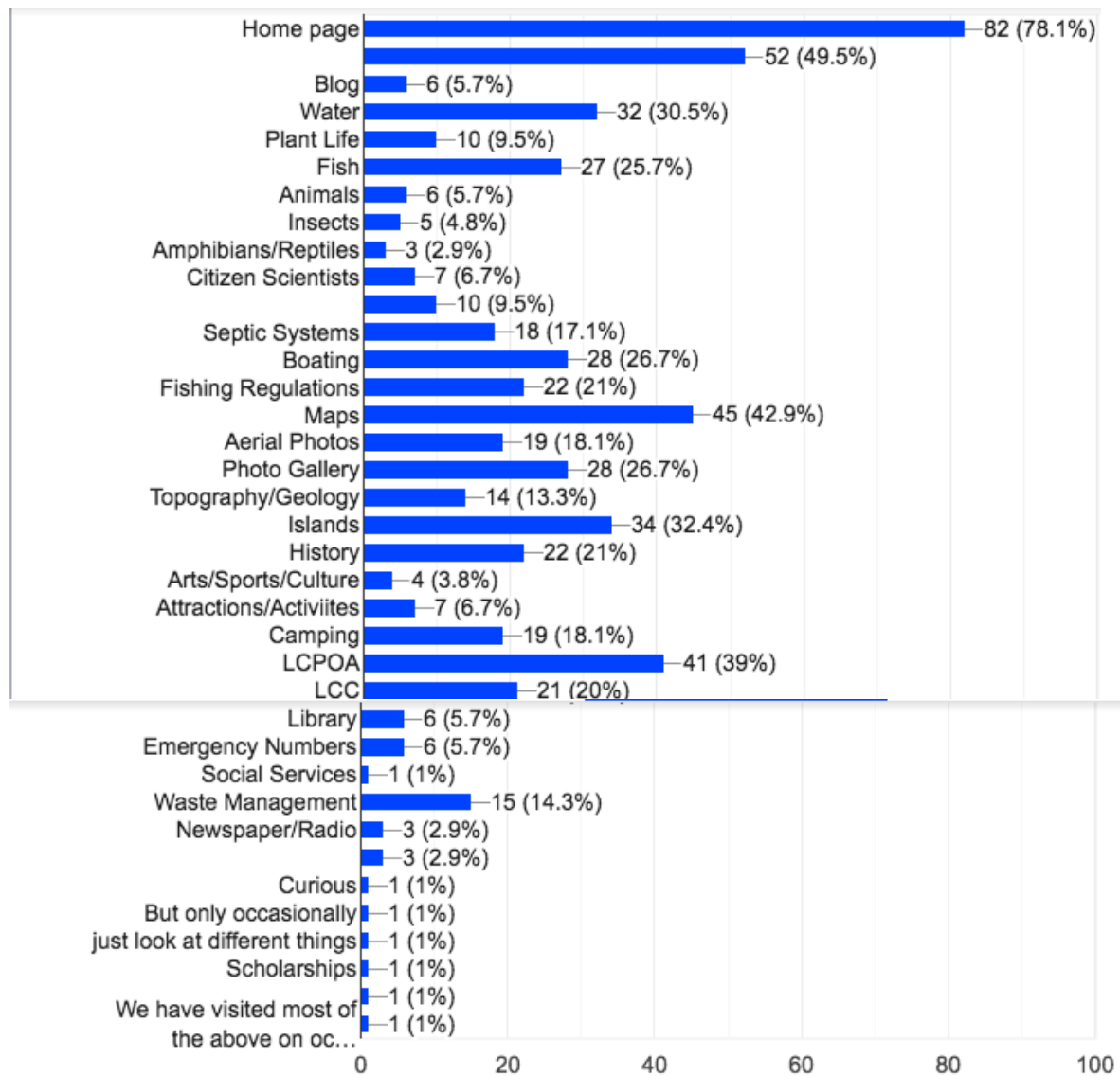
Do you or any of your family members access www.lakeclear.org?

138 responses



If yes, which parts of the website do you access the most?

105 responses



Do you have any suggestions to make our website better?

18 responses

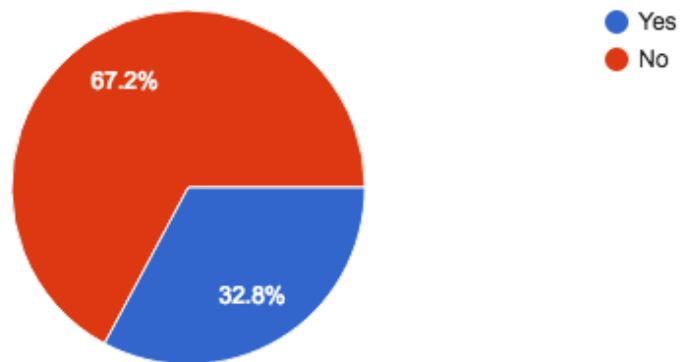
Of the 18 people that commented on this question, 9 expressed their compliments and gratitude for the site and offered no suggestions for improvement. Suggestions included creating a buy and sell for cottagers, including a cottage rental directory, and adding information about scuba diving, as well as information about water quality and quantity issues in Renfrew County. One respondent suggesting highlighting the website more often on the Facebook page and in Updates. One respondent suggested working closely with the LCC.

One respondent felt the site needed to be updated more frequently and membership fees should be able to be paid online.

"The website is a treasure trove of information. I think it is a great communication tool..."

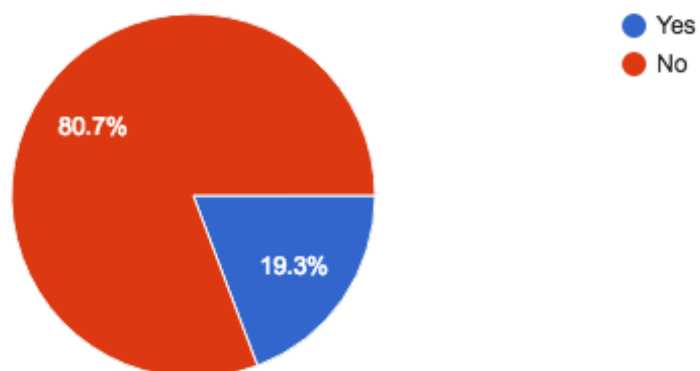
Are you aware of our closed LCPOA Facebook group (For Everything Lake Clear)?

137 responses



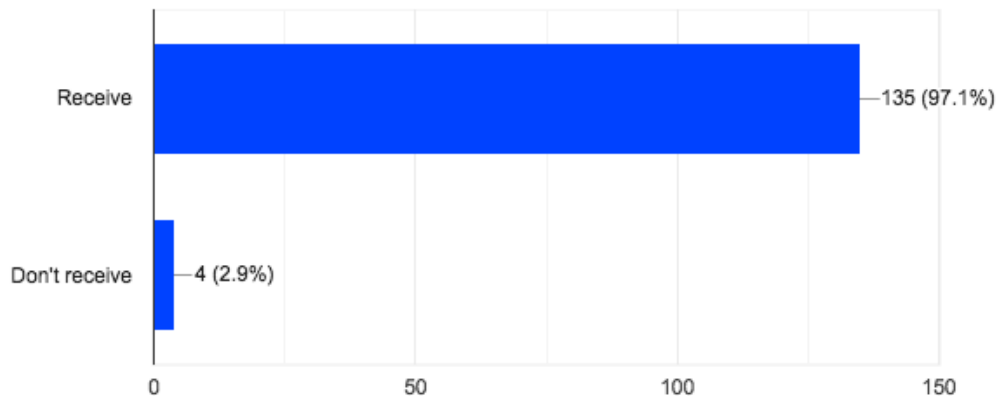
Have you or any of your family members joined the LCPOA Facebook group?

135 responses



Do you receive and read the LCPOA e-Updates from Philip Lancaster?

139 responses



The LCPOA provides many services and addresses common issues on behalf of the membership. Please indicate by checking below all that you would like to see continued.

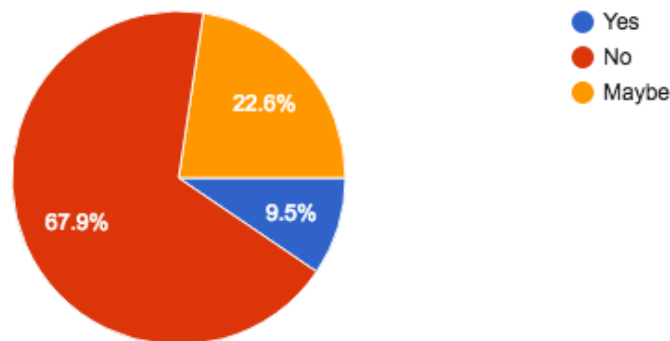
138 responses

- 129 (93%) of 138 respondents indicated they would like to see Installation and maintenance of twelve shallow water buoys on the lake continue
- 122 (88%) of 138 respondents indicated they would like to see the Lake Steward/Water Testing continue
- 112 (81%) of 138 respondents indicated they would like to see Website (www.lakeclear.org) continue
- 97 (70%) of 138 respondents indicated they would like to see e-Updates continue
- 85 (61%) of 138 respondents indicated they would like to see liaison with LCC continue
- 84 (60%) of 138 respondents indicated they would like to see the Environment Committee continue
- 80 (58%) of 138 respondents indicated they would like to see the Land Use Committee continue
- 78 (57%) of 138 respondents indicated they would like to see Poker Run continue
- 78 (57%) of 138 respondents indicated they would like to see Membership Committee (Maintains a network of representatives to sell and renew memberships and maintain the official membership list) continue
- 76 (55%) of 138 respondents indicated they would like to see Internet Committee (Advocating for reliable, affordable, high speed Internet at the lake) continue

- 72 (52%) of 138 respondents indicated they would like to see FOCA (Federation of Cottage Associations) Membership continue
- 66 (48%) of 138 respondents indicated they would like to see Outreach support to various local organizations that directly benefit the LCPOA membership (e.g., Opeongo Mountain Resort fireworks, Eganville Horticultural Society, Farmers Market, Bonnechere Valley Union Library, etc.) continue
- 61(44%) of 138 respondents indicated they would like to see Annual scholarship funded through the Poker Run continue
- 37 (27%) of 138 respondents indicated they would like to see Facebook Group (For Everything Lake Clear) continue

Are you interested in serving on a committee or being a board member of the LCPOA? (If yes, since this is an anonymous survey, we encourage you to contact Judy Bates at judybateson@gmail.com.)

137 responses



The End

Once again, thank you so much to those who took the time to complete our survey!! We truly appreciate it.

