

Member Survey Project Operations



# Member Survey – Project Operations

- 187 Responses
- Directional basic survey tool to seek input
- Duplicates were deleted

A family campground with modest amenities built by member volunteers (32.5)Feels like an old run-down RV Park (0.0)A private camping community where family, friends and nature unite 130 (68.1)TTT should operate like a resort and offer more member services (1.6)Bring back the old days - there are too many rules! (17.8 Some volunteer to do their share, others lay back and just don't care (9.4)Other (2.6)

"Which description best fits your perception of Tahoe Timber Trails?"

### A sampling of responses:

"TTT is a campground with modest amenities that should stay this way.

Don't price people out of the park. This is a way for average people (not the rich) to enjoy the Tahoe area in an affordable safe environment."

"Combo of a few: some volunteers do their share, others don't help but not because they don't care. Just because life. AND Feels like SOME parts are run down - the lodge and the game rooms, furniture, etc are way past their prime - Lodge shouldn't have carpet. Should have hard flooring easily cleaned. Comfort stations are outdated with old low toilets, soap from the 60s, etc. :-) "

"A mixture of some of the above...not too many rules, but rules are not enforced to everyone equally...there are a lot of old junkie RV's and lots of tarps, etc that need to be cleaned up, over grown lots that need to be thinned out of brush and screwed up unhealthy trees. Just the right amount of amenities, bocce ball court could use some sprucing up."

"Which description best fits your perception of Tahoe Timber Trails?"

Comfort Station repairs (toilets, sinks, painting)		
	36	(19.5%)
Fire safety (Tree and brush removal)		
The salety (Hee and Brash Temoval)	40	(00.70/)
	42	(22.7%)
Lodge repairs (siding replacement, beam dry rot, painting, carpet)		
	8	(4.3%)
	O	(4.070)
Vehicles and equipment for park operations		
	13	(7.0%)
Snow removal equipment		
	О	(0.0%)
Roofs (replace remaining shake roofs with metal)		
	2	(1.1%)
Loop Road repair (may be asphalt overlays, chip seal or patch)		
Ecop Road repair (may be aspirant overlays, emp sear or patern)		(4.00()
	3	(1.6%)
Main Road repairs (combination of treatments)		
	1	(0.5%)
		(0.5%)
Playground areas		
	1	(0.5%)
		(
Water lines, valves, tank repairs		
	69	(37.3%)
Lodge amenities (laundry, ice machines, playrooms)		
	О	(0.0%)
Housing for managers and assistant managers		
Housing for managers and assistant managers		
	4	(2.2%)
Other		
	6	(2.20/)
	6	(3.2%)

"The Association has limited resources (money and peoplepower) to complete all of the repairs and improvements that need attention in the campground. Which of the following should be priority?

This question is designed to determine where members want us to focus – ranked choice voting. Water, comfort stations, fire safety and roads are the priorities and necessities mentioned by most.

#### As this member stated:

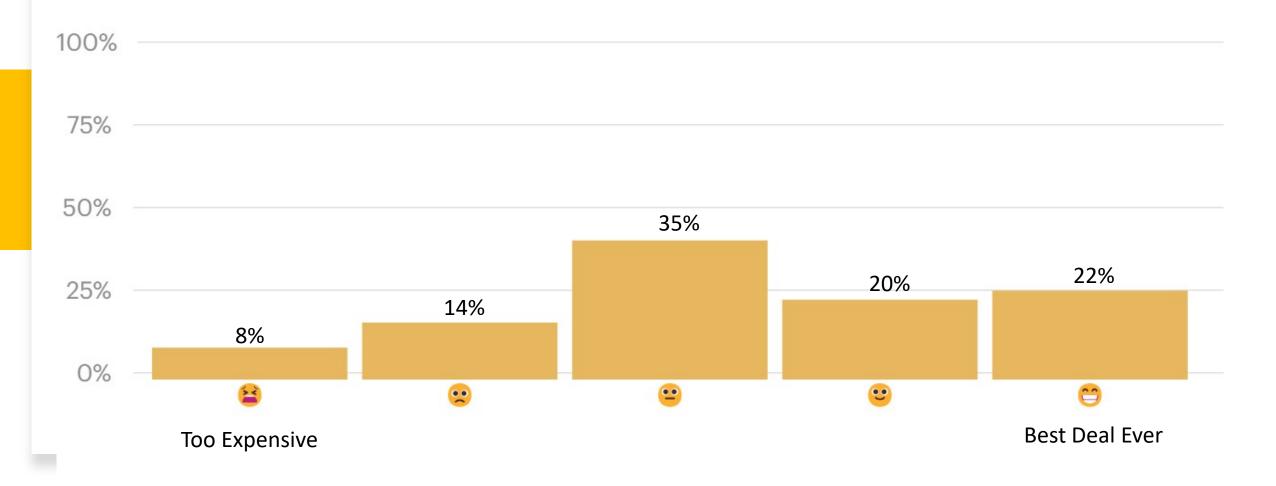
"A little everyday goes a long ways. It doesn't need to be done all at once. Site owners should be required to maintain around their lots and on their loop.

"The Association has limited resources (money and peoplepower) to complete all of the repairs and improvements that need attention in the campground. Which of the following should be priority?

## Question 3 has 174 answers (Range) Avg rating: 3.3

This chart provides some indication about how we are doing – and to confirm if we are way off the goal one way or another. As the top 3 box equals 82% - a majority of members have positive view of dues.

## "Indicate your impression of membership dues"



Keep my dues low - Minimum repairs even if it means things won't get done (1.6%)I'm willing to pay more in dues to upgrade campground amenities (21.1%)TTT is falling apart - I'm embarrassed to bring my friends here (0.5%)I'll pay more to ensure the campground transfers to my family in good shape (11.9%)Status Quo - keep doing what you're doing (23.2%)Dues are adequate to protect my investment (23.8%)Dues are already too high - just keep the basic essentials in repair (12.4%)Other (5.4%)

"Which of these statements best describes your thoughts about dues?

### A sampling of responses:

"All of these are critical if we want to maintain a thriving community. Our family supports raising the dues as necessary to address all of these issues"

"Adjust budget to deal with high inflation and aging buildings, water delivery system, and roads."

"Current dues when you break it down is equivalent to a little over \$200 a month for 6 months of use. So right now, it is as high as it should be to keep it affordable for the average person. If you want fancy amenities get a place at Northstar Resort."

"Which of these statements best describes your thoughts about dues?

Comfort Station repairs (toilets, sinks, painting)	0.0	(10.50()
Fire safety (Tree and brush removal)	36	(19.5%)
	42	(22.7%)
Lodge repairs (siding replacement, beam dry rot, painting, carpet)		(4.55)
	8	(4.3%)
Vehicles and equipment for park operations	13	(7.0%)
Snow removal equipment	13	(7.076)
Show removal equipment	0	(0.0%)
Roofs (replace remaining shake roofs with metal)		
	2	2 (1.1%)
Loop Road repair (may be asphalt overlays, chip seal or patch)		
	3	(1.6%)
Main Road repairs (combination of treatments)		
	1	(0.5%)
Playground areas	1	(0.5%)
	1	(0.5%)
Water lines, valves, tank repairs	69	(37.3%)
Lodge amenities (laundry, ice machines, playrooms)		(07.070)
Loage amerities (laamary, ree maerimes, playreems)	0	(0.0%)
Housing for managers and assistant managers		
	4	(2.2%)

"If you could only select one project to prioritize for campground operations, which is the most essential amenity where funds should be allocated?"

This is the same question as #2 - with the intent to force a choice of how members are feeling about amenities.

This member echoes many of the comments:

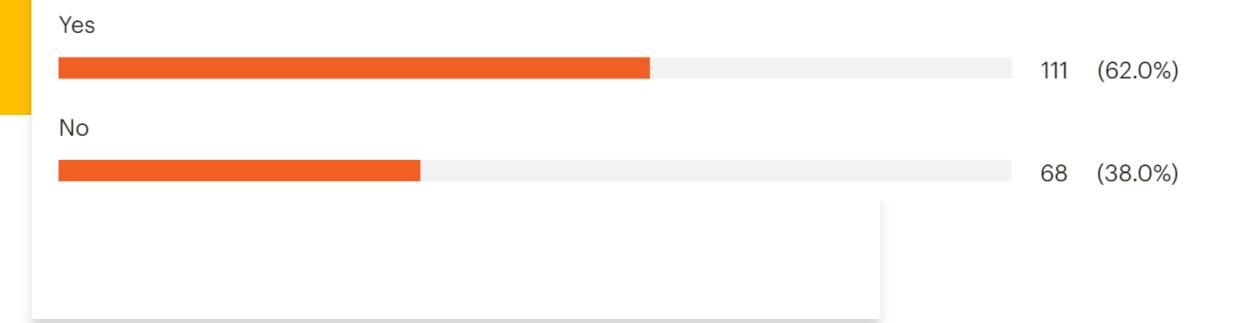
"The priority are life-safety and basic facility functions. (Water, Roads and Restrooms)."

"If you could only select one project to prioritize for campground operations, which is the most essential amenity where funds should be allocated?"

## Question 6 has 179 answers (Radio Buttons)

This is hypothetical yet helps to gauge reaction should it be necessary.

"Would you support a special assessment of up to 5% of total dues for essential campground operational repairs?"



An increase of 10% per year is reasonable (3.8%)Zero - I can't or don't want to pay more in dues (22.7%)No more than a 5% increase per year (41.1%)Reduce member services instead of increasing dues (2.2%)Annual increases between 10-20% if that would improve amenities (4.3%)An annual increase of 5-10% per year is acceptable (17.8%)Other (8.1%)

"Please select a response that best represents your thoughts about annual dues"

Most comments were similar such as:

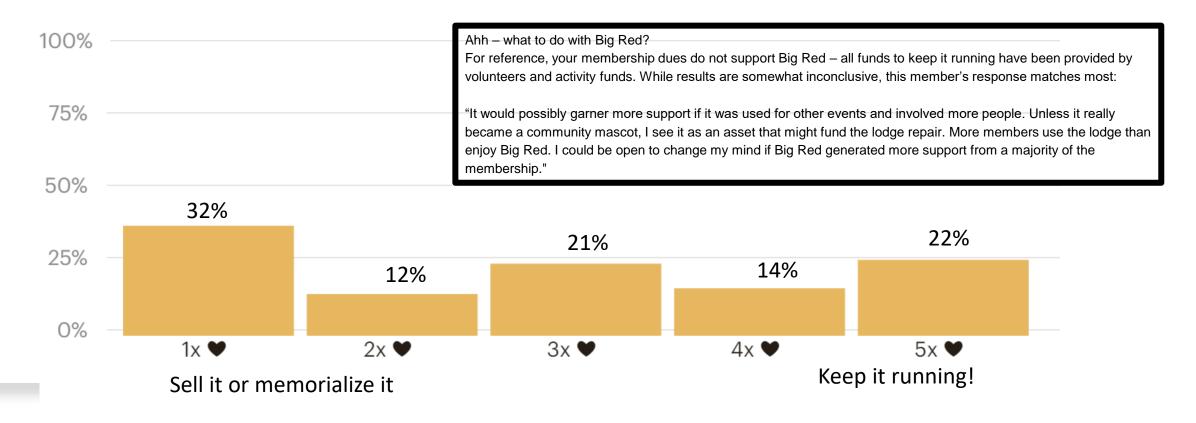
"Inflation adjusted increases."

"I don't want to see more than 5% per year but these days that is barely covering costs and as the park ages, the decline can become massive quickly, so understand if it requires more."

"Please select a response that best represents your thoughts about annual dues"

### Question 8 has 183 answers (Range) Avg rating: 2.8

"Big Red is an Association asset and is maintained by a small team from donations to the Activity Fund. What should we do with Big Red - the Old Firetruck?"





Thank you for volunteering to provide your thoughts...

