

# *BAYSHORE LONG-RANGE PLANNING/STRATEGIC PLAN SURVEY RESULTS*

## **SUMMER, 2021**

---

Bayshore Beach Club Board of Directors' Meeting

September 18, 2021

# A FEW COMMENTS ON THE DEVELOPMENT OF THE SURVEY

---



# WHY DID THE BOD CHOOSE SURVEY MONKEY TO CONDUCT THE SURVEY?

---

- I. Enabled the BOD to collect data in an efficient manner
  - a. Provides weighted averages for Likert-Scale questions
  - b. Has ability to download all data into Excel
  - c. Costs nothing to administer; survey by mail would be approximately \$500 to send out (does not cover costs for returning surveys)

# WHY DID THE BOD CHOOSE TO ALLOW MORE THAN ONE SURVEY PER LOT?

---

The BOD wanted to allow multiple members who resided at the same street address to have input.

# WHY DID THE BOD CHOOSE TO CONDUCT THE SURVEY WITHOUT REQUESTING NAMES/LOT NUMBERS?

---

1. With anonymity, we believed we would obtain a greater number of responses. We obtained 175 responses.
2. Survey Monkey records public IP address of responders so we could determine whether more than one survey was taken via the same IP address
  - a. Did we find multiple responses from the same IP address? Yes:
    - i. Eleven IP addresses were used twice
      1. We expected this would occur given it is not unusual to have more than one Bayshore member residing at the same street address
    - ii. One IP address was used three times



# WHAT ARE/WERE THE DANGERS TO THE COLLECTION OF IP ADDRESSES WITH THE SURVEY?

---

1. Public IP addresses were collected. This IP address is assigned to a household. These addresses change every month/two months. A public IP address is the “front door” to a computer. A potential hacker would also need to obtain a private IP address which is assigned by a router. That hacker also would need to be incredibly skillful and have a lot of time on his/her hands.
2. Survey Monkey has firewalls and gateways to prevent hacking, likely more than other websites. Data are never sent to vendors, third parties, or published in any way.

# WHAT ARE/WERE THE DANGERS TO THE COLLECTION OF IP ADDRESSES WITH THE SURVEY?

---

1. The collection of IP addresses by Survey Monkey is no different than other websites that collect IP addresses (often called cookies). IP addresses and cookies do not contain any personally-identifiable information about the person using the computer. Websites can't trace your unique IP address to your physical home or business address. Instead, websites can tie your IP address to your internet service provider, city, region, and even possibly your zip code.
2. If members are still concerned about the collection of an IP address, they can unplug their computer from internet or perhaps more practically, ask their service (Pioneer, Spectrum) to assign them a new IP address.

# SUMMARY OF RESULTS

---





# OVERALL RESULTS

---

- There were 175 total surveys taken
  - 55% full-time residents
  - 36% part-time
  - 13% STR owners
  - Remaining percentages were very small.
- Divisions: 1 (23%), 2 (5%), 3 (17%), 4 (10%), 5 (11%), 6 (3%), 7 (19%)  
unsure (14%)

# OVERALL RESULTS

---

I support the improvement of:

- a. The inside of the clubhouse (3.74)
- b. The outside of the clubhouse (3.66)
- c. The play area (3.65)
- d. The pool (3.59) and “I’m getting what I need from BBC (3.59)
- e. The office space (3.47)
- f. ....I’m pleased with the grounds (3.43)
- g. ...of adding different features inside the clubhouse (3.42)
- h. The tennis court (3.27)
- i. The basketball court (3.23).

# OVERALL RESULTS

---

When asked to provide the top three issues about what Bayshore offers that should be addressed soon, the top choices were similar to the top weighted averages from previous slide:

- a. Pool
- b. Inside of the clubhouse
- c. Play area
- d. Outside of the clubhouse
- e. Overall grounds

# OVERALL RESULTS

---

- Most respondents were in favor of the Board addressing:
  - the canal issue (weighted average of 3.31) and
  - the STR issue (3.75)

# OVERVIEW OF COMMENTS SPECIFIC TO PARTICULAR QUESTIONS

---





# OUTSIDE OF CLUBHOUSE (39)

---

- 1. Deal with normal wear and tear/fine as is (19)**
- 2. What mean/question if financially useful (10)**
3. Don't/rarely use (5)
4. Current upkeep expensive and not appropriate (2)

# INSIDE OF CLUBHOUSE (36)

---

- 1. What mean/question if financially useful (5)**
- 2. Fine as is (5)**
- 3. Don't use it (5)**
- 4. Deal with normal wear and tear (4)**
- 5. Upgrade bathrooms (4)**
6. Upgrade (general) (3)
7. Currently dingy and dated (3)
8. Would be catering to STRs (2)

# OTHER POSSIBLE CLUBHOUSE OFFERINGS (43)

- 1. Don't want social activities/ No big parties (6)**
- 2. Additional exercise activities (4)**
- 3. Activities that bring community together (3)**
- 4. Activities outside of work hours (3)**
5. Free art classes (2)
6. Fishing trips (2)
7. Clam digging (2)
8. Crafts (2)
9. Bike group (2)
10. Karaoke (2)

# OFFICE SPACE (36)

---

- 1. Should be a comfortable and efficient space (8)**
- 2. Is anything actually needed? (7)**
- 3. Outdated/needs improvement (face of organization) (5)**
- 4. Have not seen the office (4)**
5. Adequate now (3)
6. Help develop better record-keeping (2)
7. Don't look at clubhouse/look at common areas (2)

# OFFICE IS PROVIDING WHAT IS NEEDED (27)

---

- 1. Have not used office/unsure (6)**
- 2. Need to meet needs of staff (5)**
- 3. Problems with office in past (emails, timeliness) (4)**
4. Want better communication (Breeze, emails) (2)
5. New staff will help (2)
6. Previous staff did not help (2)
7. Office doesn't provide anything (2)



# POOL (50)

---

- 1. Do not use the pool (9)**
- 2. Just maintain the pool and its surroundings (5)**
- 3. Cover the pool for all-year use (5)**
- 4. Unsure why asking (5)**
5. Improve if financially reasonable (3)
6. Build in hot tub (3)

# TENNIS COURTS (43)

---

- 1. Rarely/not used (15)**
- 2. What's reasonable for maintenance/previous improvements have not helped (4)**
3. Didn't know had one (3)
4. Turn into pickleball (3)
5. Horrible condition (3)
6. Regular maintenance (2)
7. Improve (e.g., lights) (2)

# BASKETBALL COURT (31)

---

- 1. Not use/not used enough/how often used? (13)**
- 2. Didn't know we had one (3)**
3. Poor condition (2)
4. Change to picnic area/larger play area (2)
5. Improve it (2)

# CHILDREN'S PLAY AREA (32)

---

- 1. Needs to be improved: better and different equipment (9)**
- 2. Does not use (5)**
- 3. Did not know we had one (4)**
4. Embarrassing to look out (and floods) (3)
5. Who uses it? (2)
6. Have beach; don't need it (2)

# OTHER OUTDOOR FACILITIES (44)

---

1. **Unsure/Such as?/Will cause additional problems (9)**
2. **Outdoor seating area with firepit (4)**
3. **Pickleball (4)**
4. **Weather gazebo/covered picnic area (3)**
5. **Have beach; don't need anything (3)**
6. **Community garden/composting (3)**
7. Porta Potties (2)
8. Use overflow parking lot for temp RV/boat parking (2)
9. Beach Volleyball (2)



# PLEASED WITH OVERALL GROUNDS (28)

---

- 1. Need better and timely maintenance of all grounds (7)**
- 2. Grounds seem fine (4)**
3. Need more flowers (3)
4. Kudos to Bob (3)
5. Need to deal with poor house appearances (3)

# CANAL

18% LIVE ON CANAL; 81% DO NOT

---

- 1. Fix the problem (16)**
- 2. Not know about the issues/thought they had been addressed (13)**
- 3. Only members living on the canal should manage/pay for it (11)**
4. Get rid of current culvert (3)
5. Fill the canal in (2)
6. Need to address erosion problems (2)
7. Protect the environment with whatever is done (2)

# SHORT TERM RENTALS

LIVE WITHIN 2-3 STR HOUSES – 85%

- Experienced a disturbance in last year:
  - Never – 51%
  - 1-4 – 25%
  - 5-9 – 9%
  - 10+ - 6%
  - NA – 9%
- Have called to complain
  - Never – 72%
  - 1-4 – 14%
  - 5-9 – 2%
  - 10+ - 3%
  - NA – 10%

# CALLING OWNER/MANAGEMENT COMPANY TO COMPLAIN

---

1. Cited issues with STRs (lights, dogs, wasting water, trespassing, multiple cars, septic tanks, fires) (9)
2. No good complaining (waste of time) (9)
3. Renters are nice (4)
4. Call and get no response (3)
5. Have called and spoken to agency/owner (3)

# SHOULD BAYSHORE ADDRESS STR ISSUES

1. Need to enforce the C&Rs with both renters and owners (14)
2. This is a county issue, not Bayshore (11)
3. Cited issues with STRs (lights, dogs, wasting water, trespassing, multiple cars, septic tanks, fires) (8)
4. Do not ban STRs (5)
5. Reduce number of STRs (5)
6. Not experienced problem with STRs (4)
7. Hire security (STRs pay) to handle issues (4)
8. Get rid of STRs (3)
9. Have a BBC employee who deals/works with STRs (2)
10. STRs decrease property values (2)
11. Renters should be greeted upon entry and told C&Rs (2)



# GREATEST HOPE FOR BAYSHORE (131)

1. All Board members and members-at-large get along, are friendly with each other, work together, and stop fighting. (65)
2. Get rid of or reduce STRs (16)
3. That the Board and Board members improve: be transparent, not have their own agenda, get along with each other, etc. (14)
4. Maintain the facilities (9)
5. Enforce C&Rs, such as ensuring members maintain their homes and follow other rules/bylaws (6)
6. Small group of complainers need to stop (4)
7. Get rid of the Board/HOA (3)
8. Bayshore grows and makes progress (3)
9. A management company takes over management (3)
10. Develop social activities (3)
11. Manage finances wisely (3)
12. Keep dues down (2)
13. Bayshore becomes thriving, family-oriented, and fun for children (2)
14. Complaints about specific Board members (2)
15. Current Board should not be like previous Board (2)

# FUTURE OF BAYSHORE (97)

1. All Bayshore members should get along (14)
2. Get rid of or reduce STRs (13)
3. Enforce the C&Rs, such as maintain the looks of homes (9)
4. Increase/improve beach access points, including making them ADA compliant (9)
5. Put cables/wires (cable, internet) underground (6)
6. Improve Bayshore's facilities, such as clubhouse, and have more activities within those facilities (6)
7. STRs should pay more in dues/costs of management (3)
8. More poo stations and better management of dogs (3)
9. Hire a management company (3)
10. Develop the parks further (clean up, add new play structures) (3)
11. Increase dues to improve Bayshore (2)
12. Create a community garden (2)
13. Get rid of HOA/Board; sell off facilities (2)
14. Better enforcement of STRs, such as immediate contact of owner when problems occur and having security enforcer (2)
15. Develop smaller, neighborhood get-togethers/parties (2)
16. Develop a community garden (2)
17. Deal with sand issues (2)
18. Develop bike/walk paths (2)