

Queens Lake Strategic Planning Survey Results 2023

Tuesday, October 10, 2023

152

Total Responses

Date Created: Tuesday, August 29, 2023

Complete Responses: 152

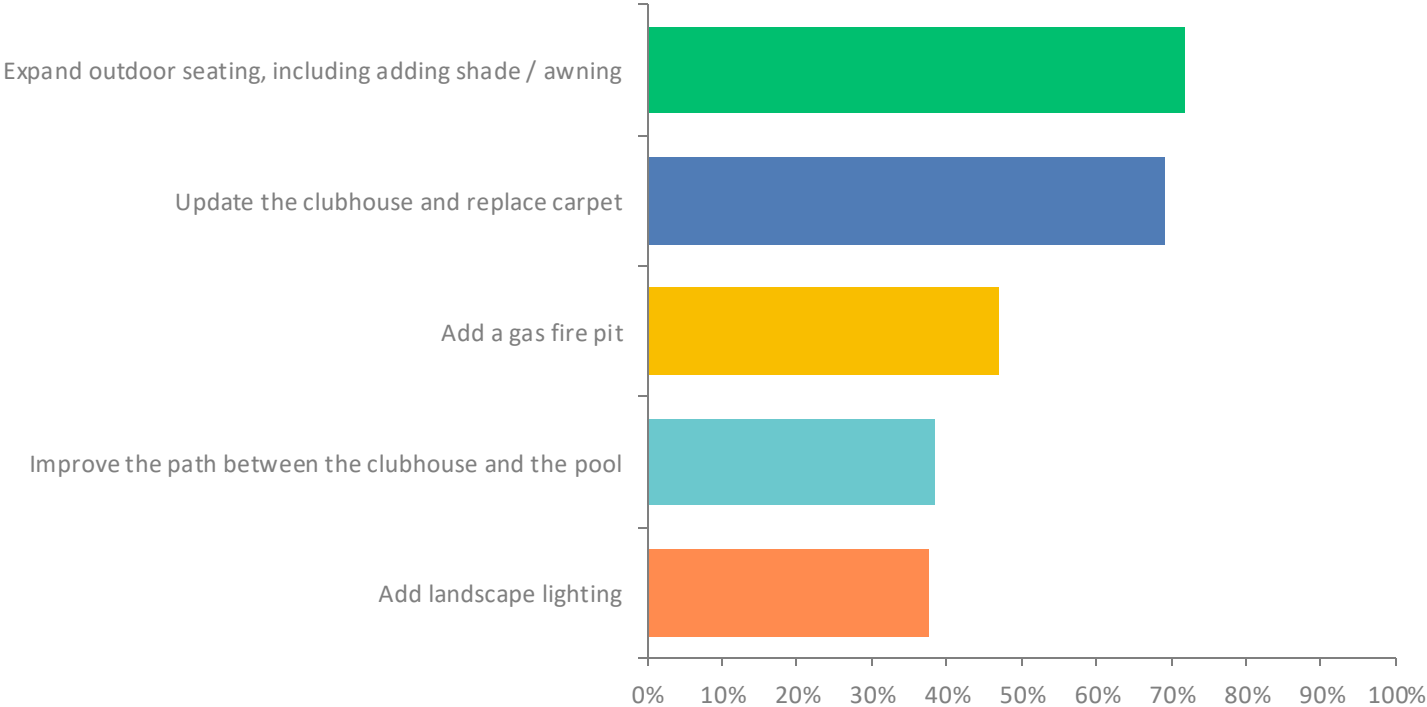
Q3: Membership status

Answered: 142 Skipped: 0

ANSWER CHOICES	RESPONSES	
Member of Queens Lake Community Association	100%	142
Limited Member (non-resident Pool or Marina) or Associate Member (rent home from Shareholder) of Queens Lake Community Association	0%	0
Queens Lake Resident (non-member)	0%	0
TOTAL		142

Q4: Select your top 3 priorities for Clubhouse Amenities

Answered: 117 Skipped: 25



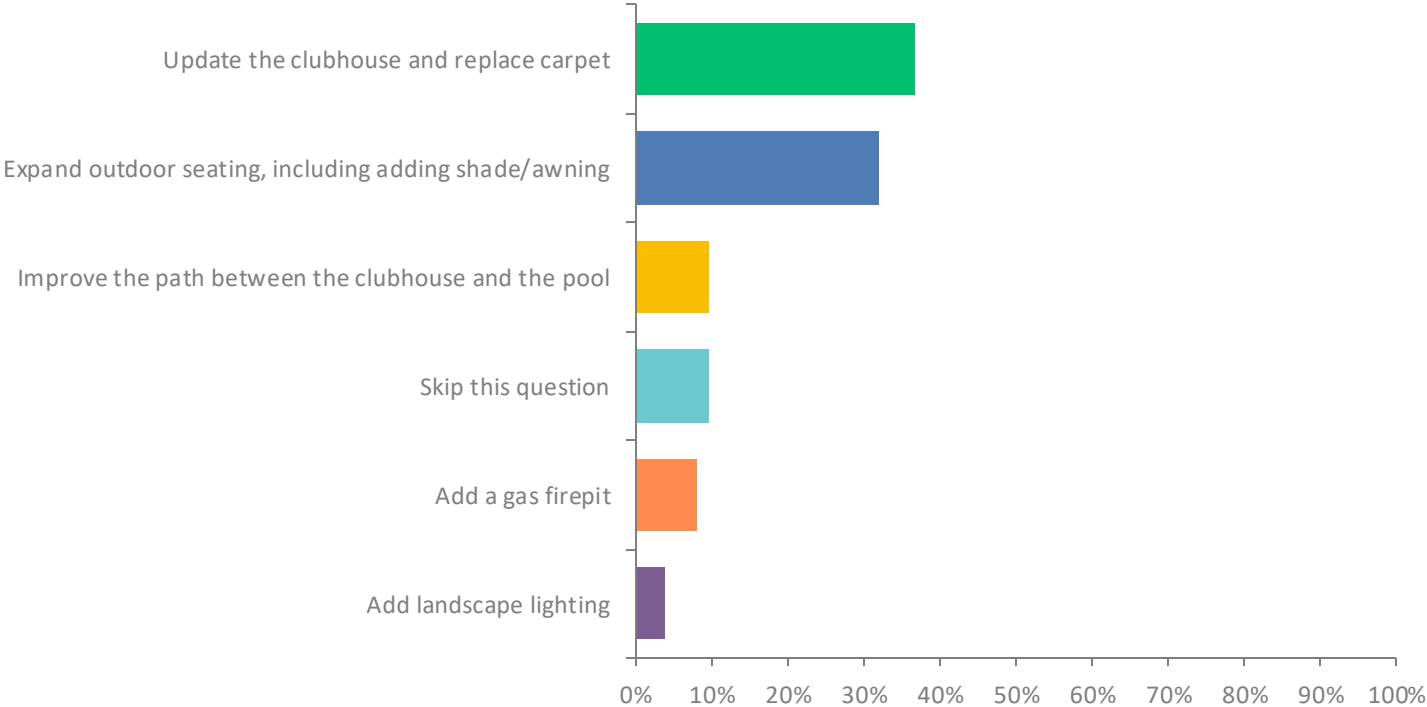
Q4: Select your top 3 priorities for Clubhouse Amenities

Answered: 117 Skipped: 25

ANSWER CHOICES	RESPONSES	
Expand outdoor seating, including adding shade / awning	71.79%	84
Update the clubhouse and replace carpet	69.23%	81
Add a gas fire pit	47.01%	55
Improve the path between the clubhouse and the pool	38.46%	45
Add landscape lighting	37.61%	44
TOTAL		309

Q5: What is your top Clubhouse Amenities pick?

Answered: 125 Skipped: 17



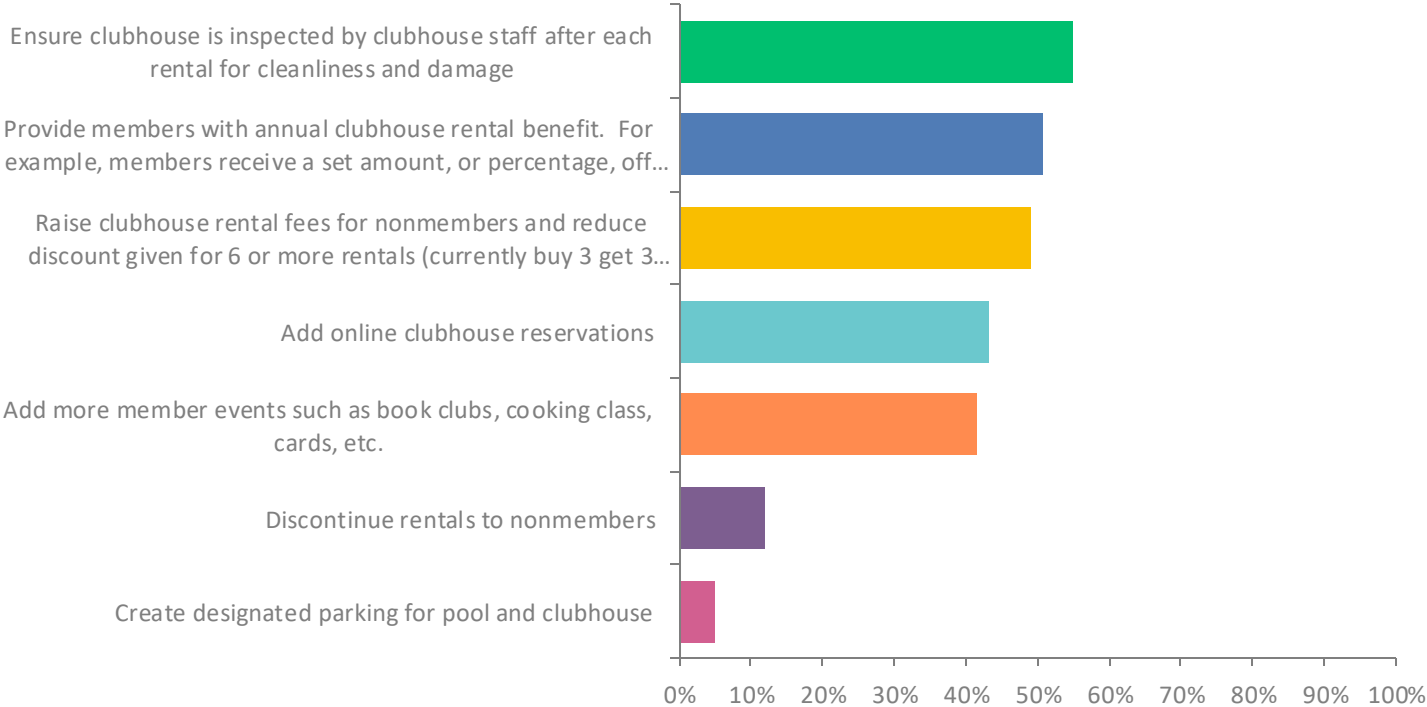
Q5: What is your top Clubhouse Amenities pick?

Answered: 125 Skipped: 17

ANSWER CHOICES	RESPONSES	
Update the clubhouse and replace carpet	36.80%	46
Expand outdoor seating, including adding shade/awning	32.00%	40
Improve the path between the clubhouse and the pool	9.60%	12
Skip this question	9.60%	12
Add a gas firepit	8.00%	10
Add landscape lighting	4.00%	5
TOTAL		125

Q6: Select your top 3 priorities for Clubhouse Operations

Answered: 118 Skipped: 24



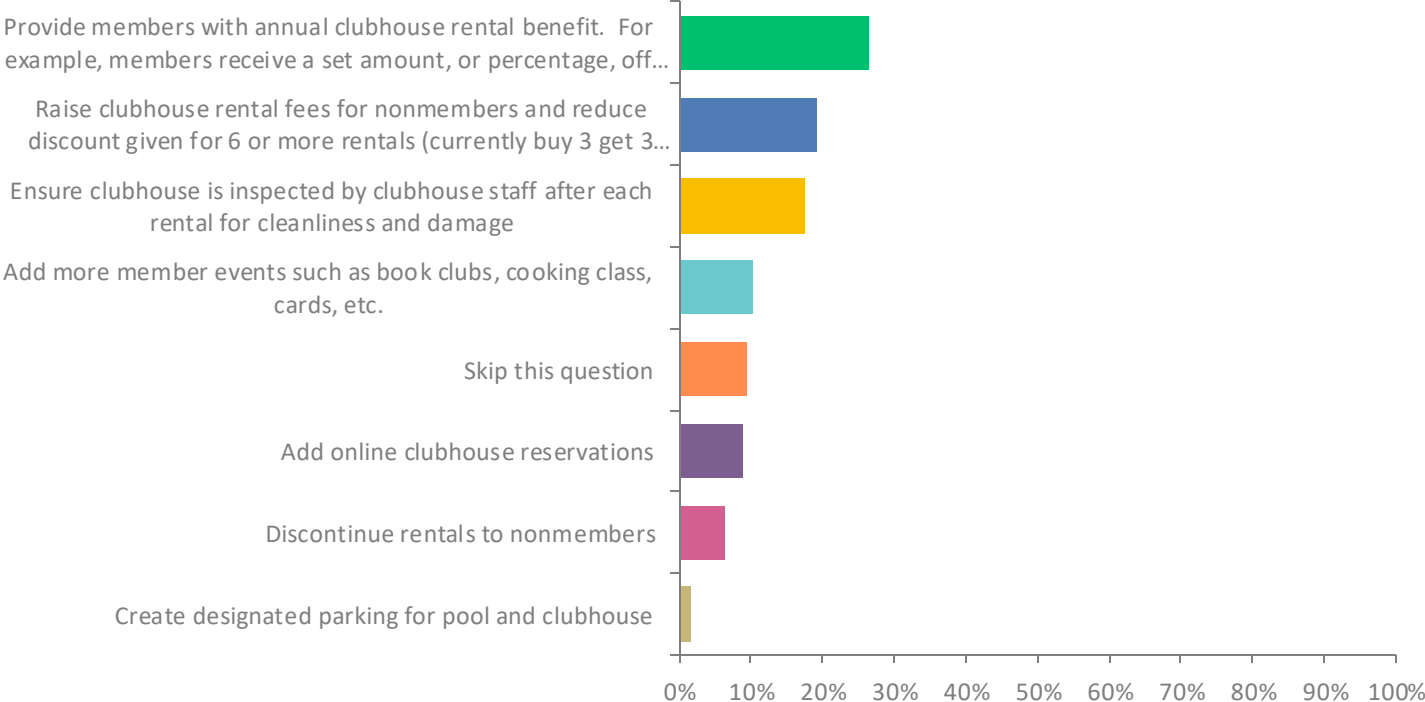
Q6: Select your top 3 priorities for Clubhouse Operations

Answered: 118 Skipped: 24

ANSWER CHOICES	RESPONSES	
Ensure clubhouse is inspected by clubhouse staff after each rental for cleanliness and damage	55.08%	65
Provide members with annual clubhouse rental benefit. For example, members receive a set amount, or percentage, off their first rental each year	50.85%	60
Raise clubhouse rental fees for nonmembers and reduce discount given for 6 or more rentals (currently buy 3 get 3 free)	49.15%	58
Add online clubhouse reservations	43.22%	51
Add more member events such as book clubs, cooking class, cards, etc.	41.53%	49

Q7: What is your top pick for Clubhouse Operations?

Answered: 125 Skipped: 17



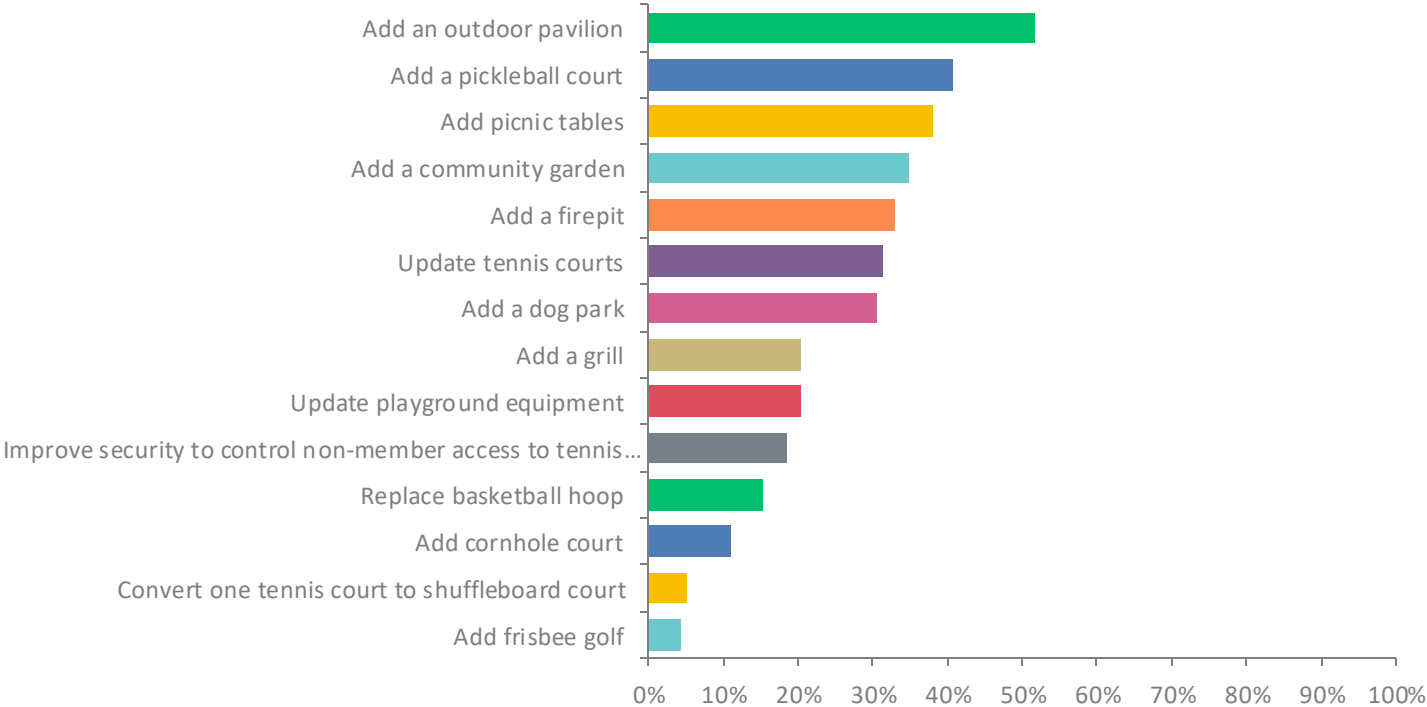
Q7: What is your top pick for Clubhouse Operations?

Answered: 125 Skipped: 17

ANSWER CHOICES	RESPONSES	
Provide members with annual clubhouse rental benefit. For example, members receive a set amount, or percentage, off their first rental each year	26.40%	33
Raise clubhouse rental fees for nonmembers and reduce discount given for 6 or more rentals (currently buy 3 get 3 free)	19.20%	24
Ensure clubhouse is inspected by clubhouse staff after each rental for cleanliness and damage	17.60%	22
Add more member events such as book clubs, cooking class, cards, etc.	10.40%	13
Skip this question	9.60%	12

Q8: Please select your top 5 priorities for General Recreation

Answered: 118 Skipped: 24



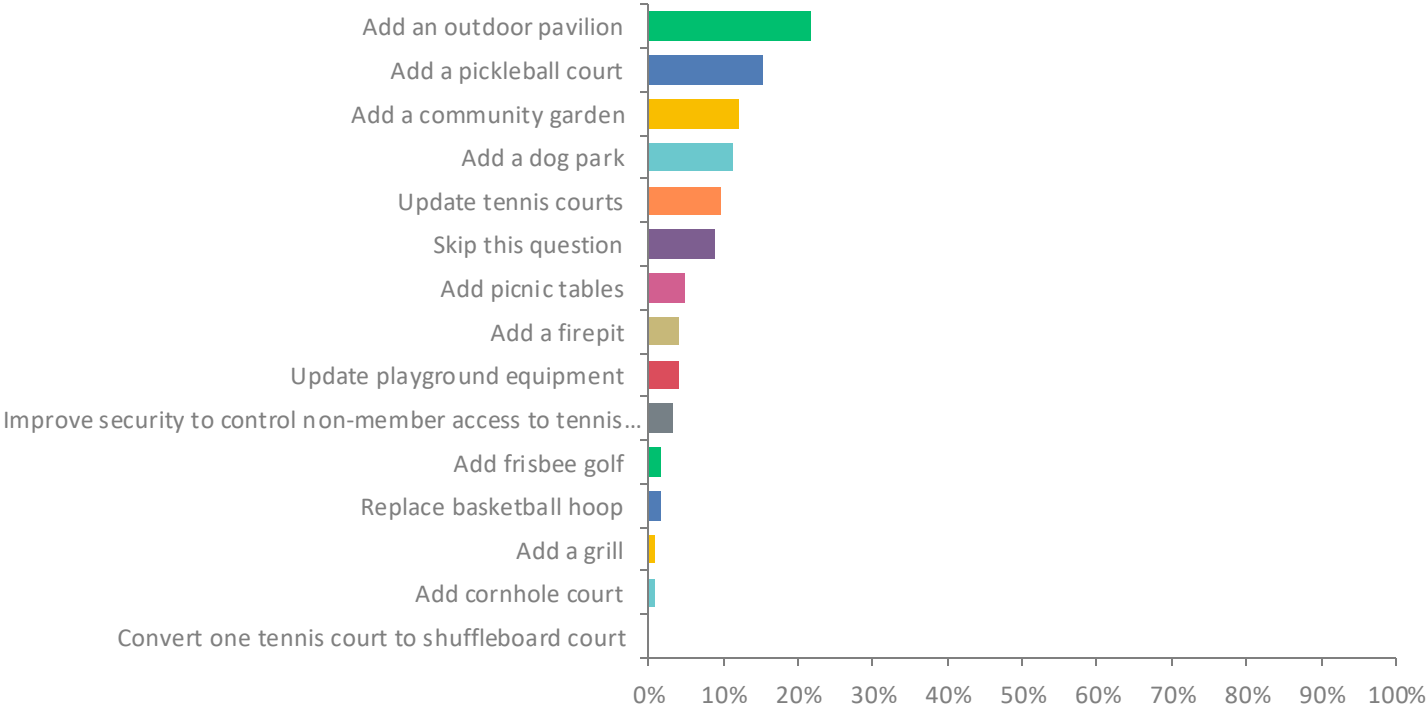
Q8: Please select your top 5 priorities for General Recreation

Answered: 118 Skipped: 24

ANSWER CHOICES	RESPONSES	
Add an outdoor pavilion	51.69%	61
Add a pickleball court	40.68%	48
Add picnic tables	38.14%	45
Add a community garden	34.75%	41
Add a firepit	33.05%	39
Update tennis courts	31.36%	37
Add a dog park	30.51%	36
Add a grill	20.34%	24
Update playground equipment	20.34%	24
Improve security to control non	18.64%	22

Q9: What is your top pick for General Recreation?

Answered: 124 Skipped: 18



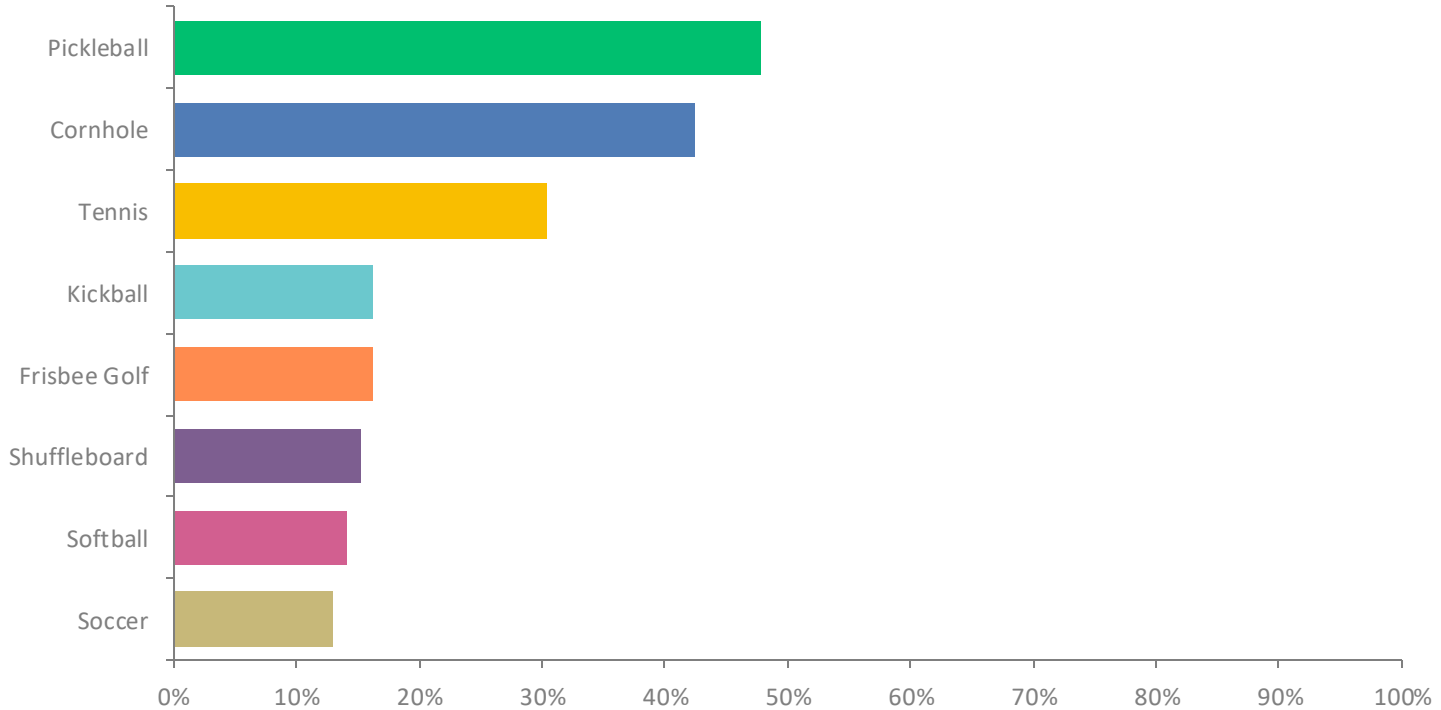
Q9: What is your top pick for General Recreation?

Answered: 124 Skipped: 18

ANSWER CHOICES	RESPONSES	
Add an outdoor pavilion	21.77%	27
Add a pickleball court	15.32%	19
Add a community garden	12.10%	15
Add a dog park	11.29%	14
Update tennis courts	9.68%	12
Skip this question	8.87%	11
Add picnic tables	4.84%	6
Add a firepit	4.03%	5
Update playground equipment	4.03%	5
Improve security to control non	3.23%	4

Select the General Recreation activities that your household is most interested in.

Answered: 92 Skipped: 50



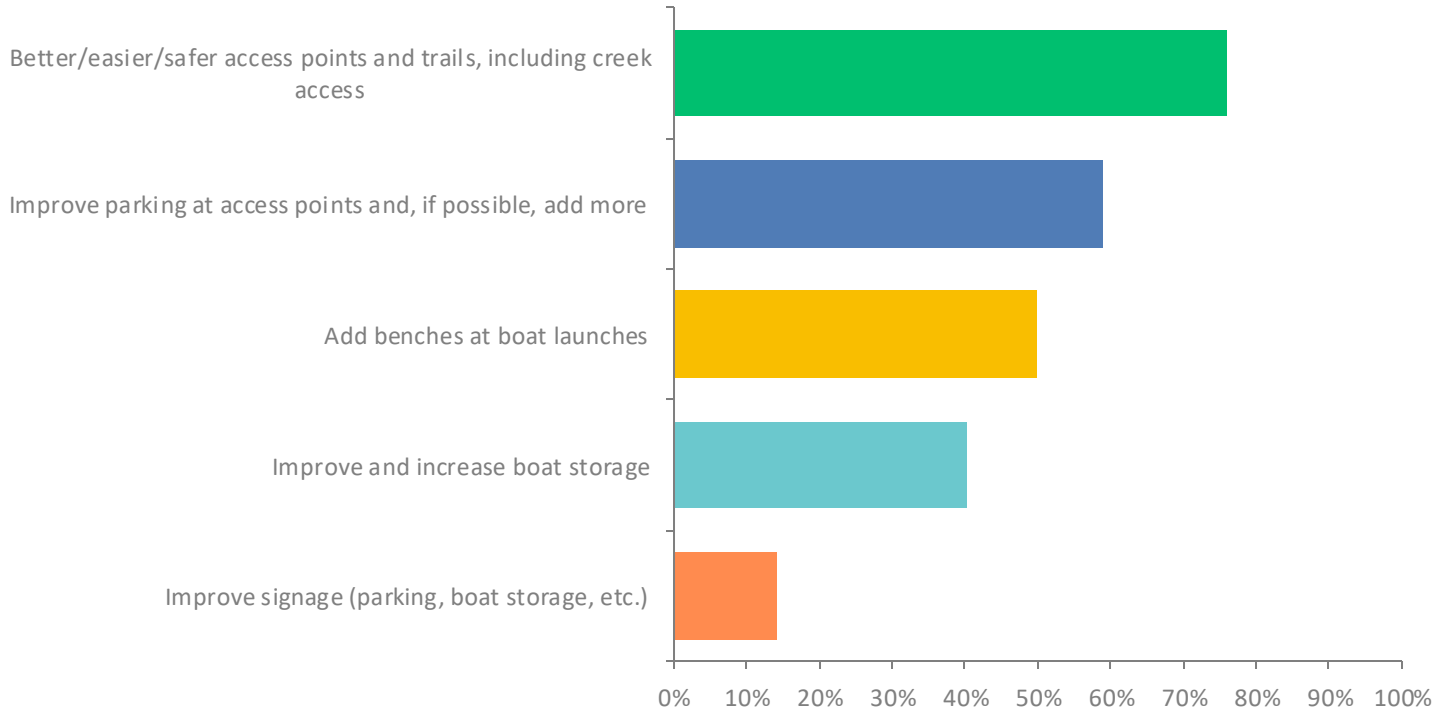
Select the General Recreation activities that your household is most interested in.

Answered: 92 Skipped: 50

ANSWER CHOICES	RESPONSES	
Pickleball	47.83%	44
Cornhole	42.39%	39
Tennis	30.43%	28
Kickball	16.30%	15
Frisbee Golf	16.30%	15
Shuffleboard	15.22%	14
Softball	14.13%	13
Soccer	13.04%	12
TOTAL		180

Q11: Select your top 3 priorities for the Lake Amenities

Answered: 112 Skipped: 30



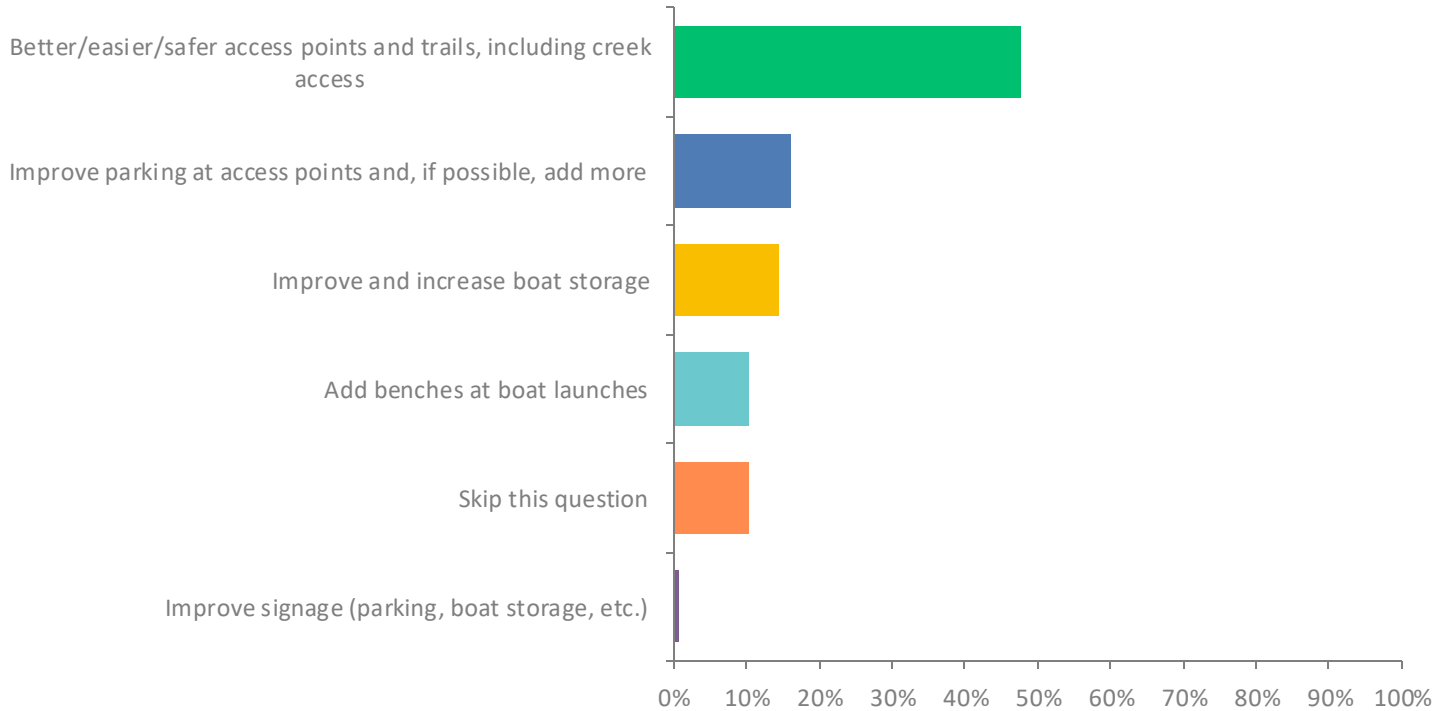
Q11: Select your top 3 priorities for the Lake Amenities

Answered: 112 Skipped: 30

ANSWER CHOICES	RESPONSES	
Better/easier/safer access points and trails, including creek access	75.89%	85
Improve parking at access points and, if possible, add more	58.93%	66
Add benches at boat launches	50.0%	56
Improve and increase boat storage	40.18%	45
Improve signage (parking, boat storage, etc.)	14.29%	16
TOTAL		268

Q12: What is your top pick for Lake Amenities?

Answered: 124 Skipped: 18



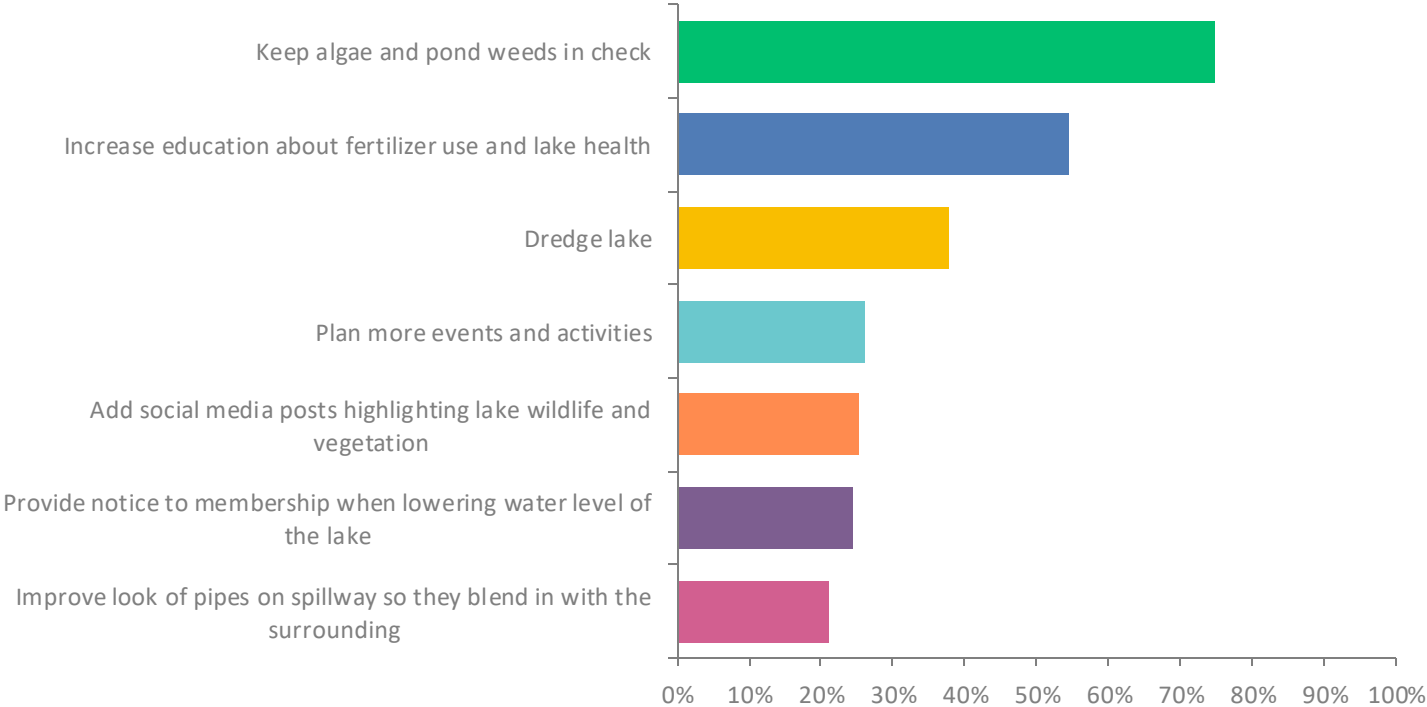
Q12: What is your top pick for Lake Amenities?

Answered: 124 Skipped: 18

ANSWER CHOICES	RESPONSES	
Better/easier/safer access points and trails, including creek access	47.58%	59
Improve parking at access points and, if possible, add more	16.13%	20
Improve and increase boat storage	14.52%	18
Add benches at boat launches	10.48%	13
Skip this question	10.48%	13
Improve signage (parking, boat storage, etc.)	0.81%	1
TOTAL		124

Q13: Select your top 3 priorities for Lake Operations

Answered: 119 Skipped: 23



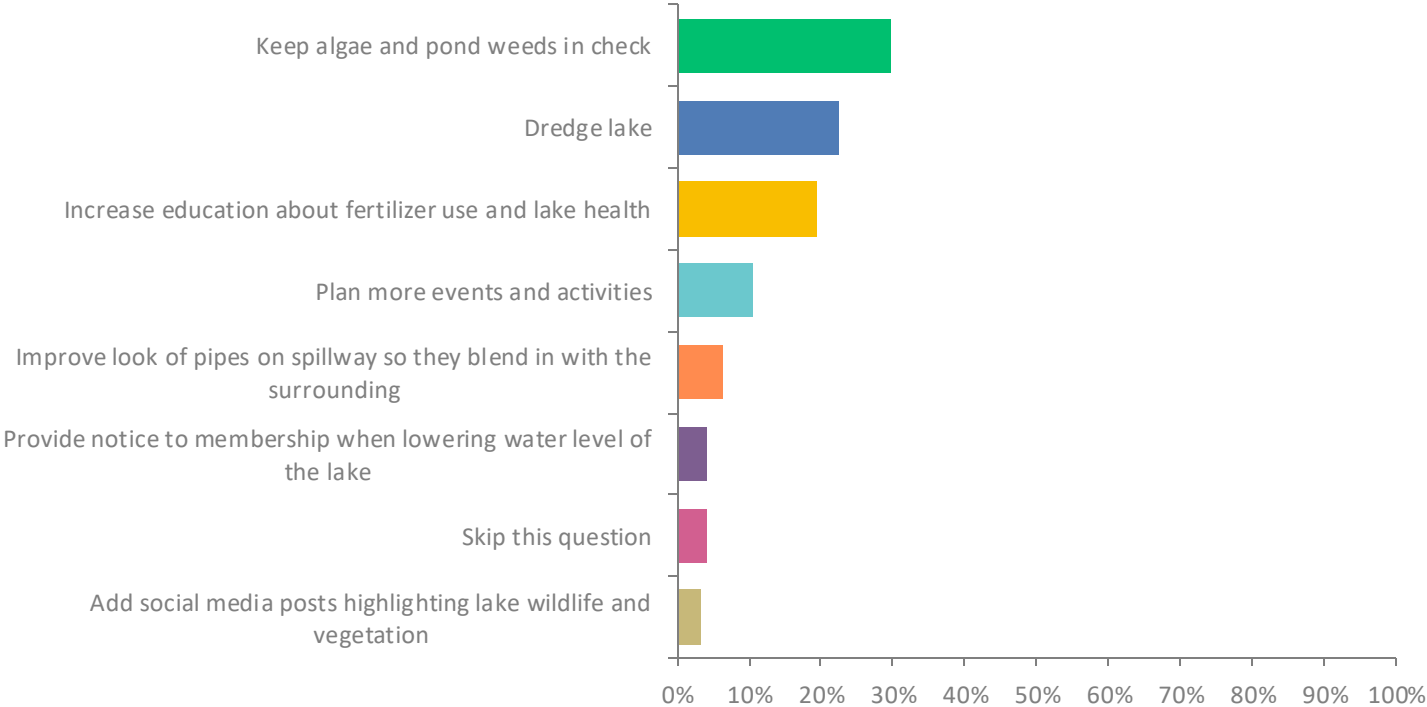
Q13: Select your top 3 priorities for Lake Operations

Answered: 119 Skipped: 23

ANSWER CHOICES	RESPONSES	
Keep algae and pond weeds in check	74.79%	89
Increase education about fertilizer use and lake health	54.62%	65
Dredge lake	37.82%	45
Plan more events and activities	26.05%	31
Add social media posts highlighting lake wildlife and vegetation	25.21%	30
Provide notice to membership when lowering water level of the lake	24.37%	29
Improve look of pipes on spillway so they blend in with the surrounding	21.01%	25

Q14: What is your top pick for Lake Operations?

Answered: 124 Skipped: 18



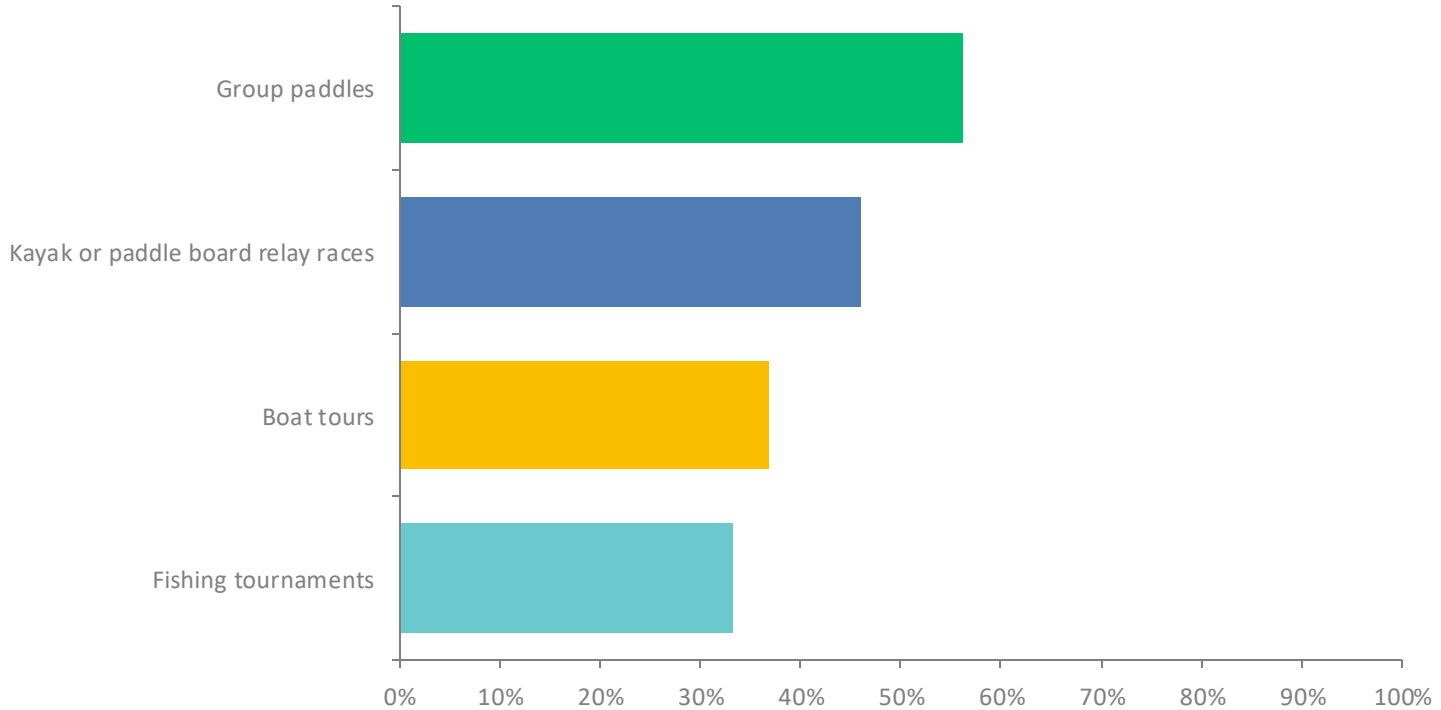
Q14: What is your top pick for Lake Operations?

Answered: 124 Skipped: 18

ANSWER CHOICES	RESPONSES	
Keep algae and pond weeds in check	29.84%	37
Dredge lake	22.58%	28
Increase education about fertilizer use and lake health	19.35%	24
Plan more events and activities	10.48%	13
Improve look of pipes on spillway so they blend in with the surrounding	6.45%	8
Provide notice to membership when lowering water level of the lake	4.03%	5
Skip this question	4.03%	5
Add social media posts	3.23%	4

Q15: Select any Lake activities that your household would likely participate in.

Answered: 87 Skipped: 55



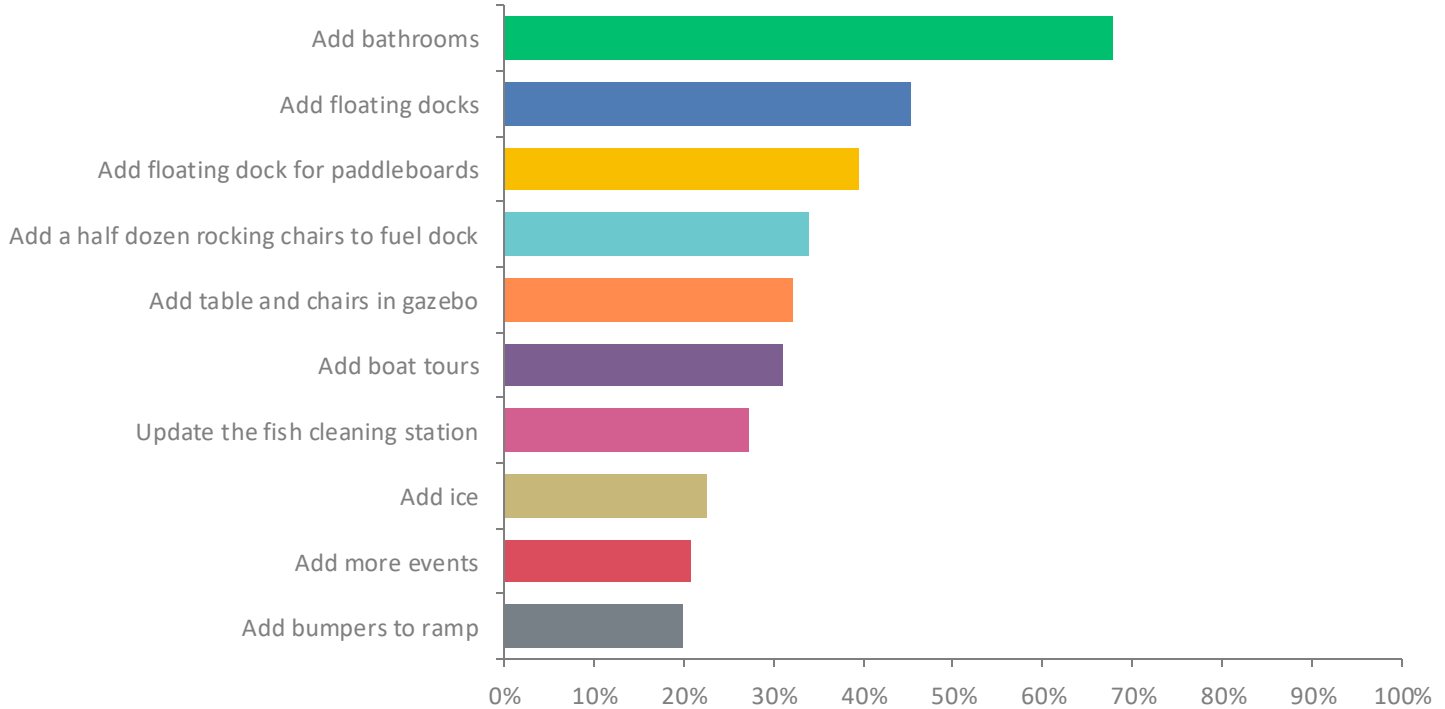
Q15: Select any Lake activities that your household would likely participate in.

Answered: 87 Skipped: 55

ANSWER CHOICES	RESPONSES	
Group paddles	56.32%	49
Kayak or paddle board relay races	45.98%	40
Boat tours	36.78%	32
Fishing tournaments	33.33%	29
TOTAL		150

Q16: Select your top 5 priorities for the Marina.

Answered: 106 Skipped: 36



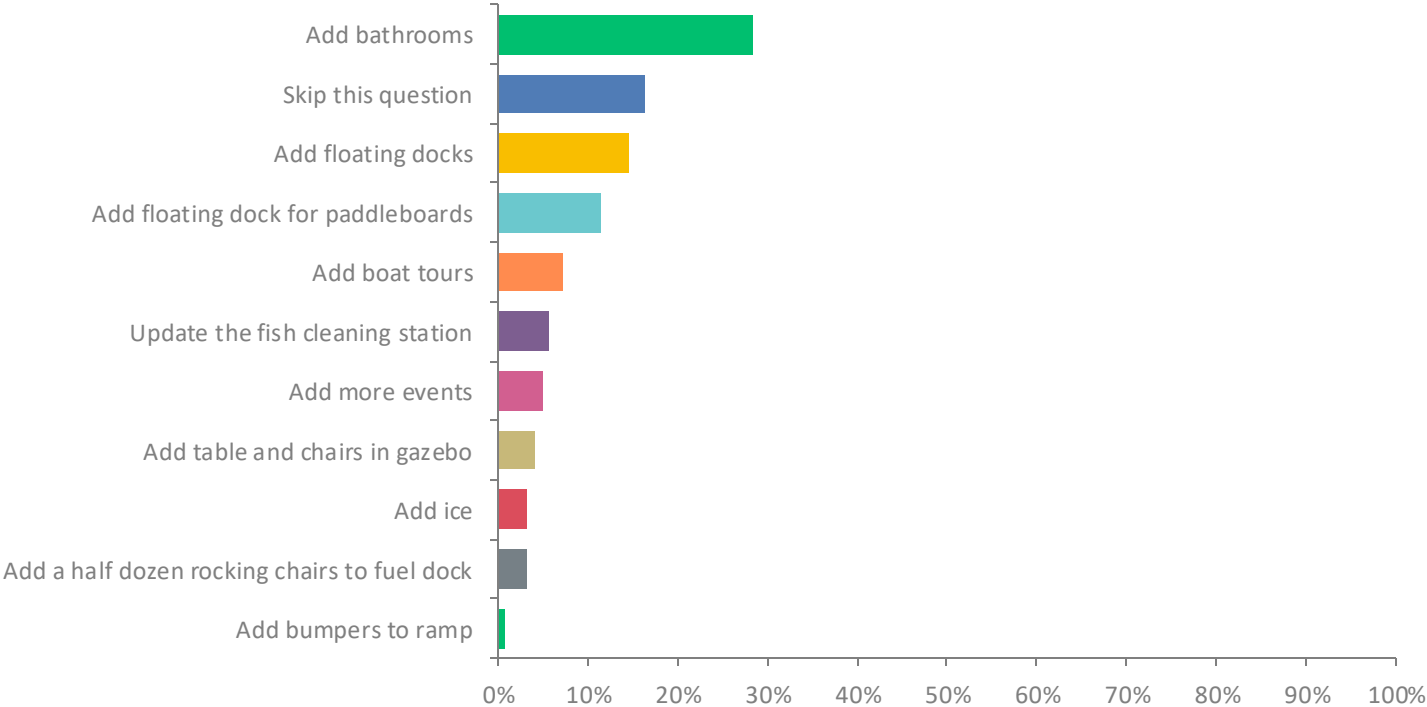
Q16: Select your top 5 priorities for the Marina.

Answered: 106 Skipped: 36

ANSWER CHOICES	RESPONSES	
Add bathrooms	67.92%	72
Add floating docks	45.28%	48
Add floating dock for paddleboards	39.62%	42
Add a half dozen rocking chairs to fuel dock	33.96%	36
Add table and chairs in gazebo	32.08%	34
Add boat tours	31.13%	33
Update the fish cleaning station	27.36%	29
Add ice	22.64%	24
Add more events	20.75%	22

Q17: What is your top pick for the Marina?

Answered: 123 Skipped: 19



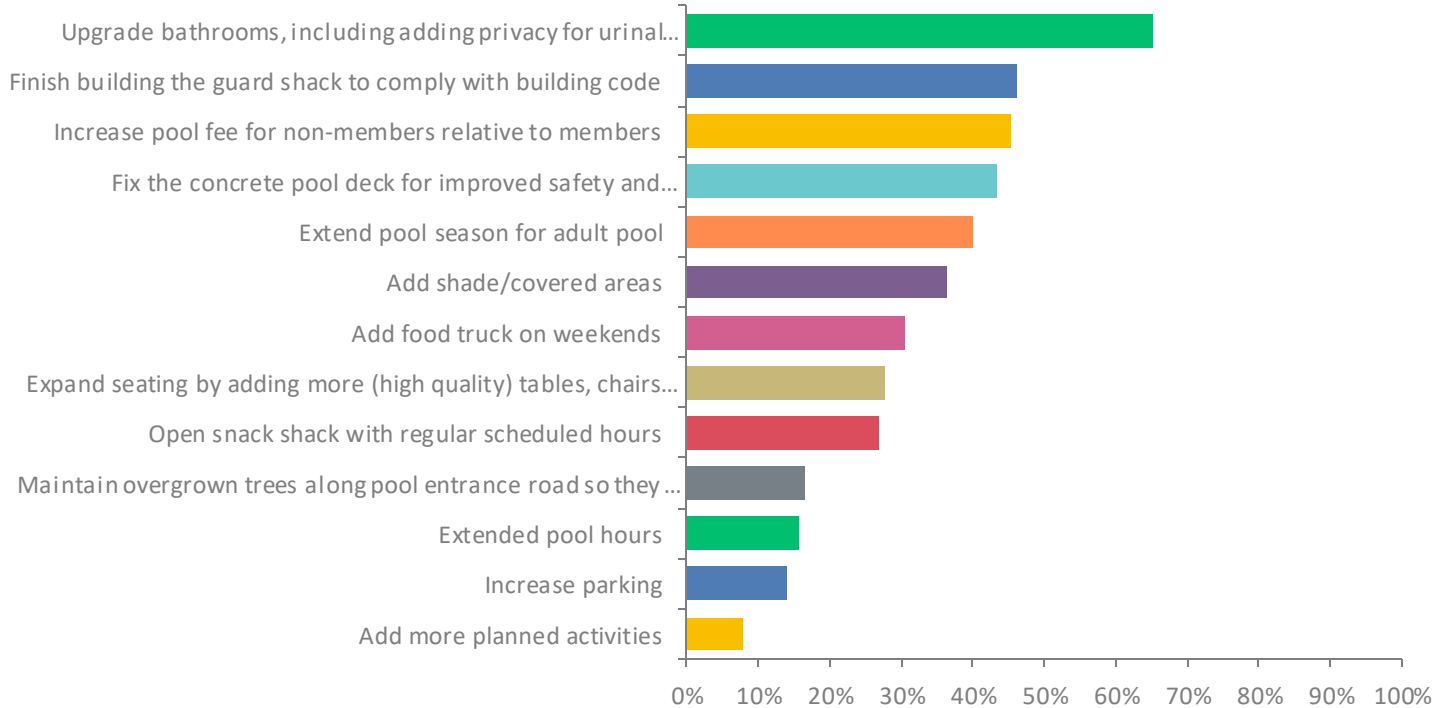
Q17: What is your top pick for the Marina?

Answered: 123 Skipped: 19

ANSWER CHOICES	RESPONSES	
Add bathrooms	28.46%	35
Skip this question	16.26%	20
Add floating docks	14.63%	18
Add floating dock for paddleboards	11.38%	14
Add boat tours	7.32%	9
Update the fish cleaning station	5.69%	7
Add more events	4.88%	6
Add table and chairs in gazebo	4.07%	5
Add ice	3.25%	4

Q18: Select your top 5 priorities for the Swimming Pools.

Answered: 115 Skipped: 27



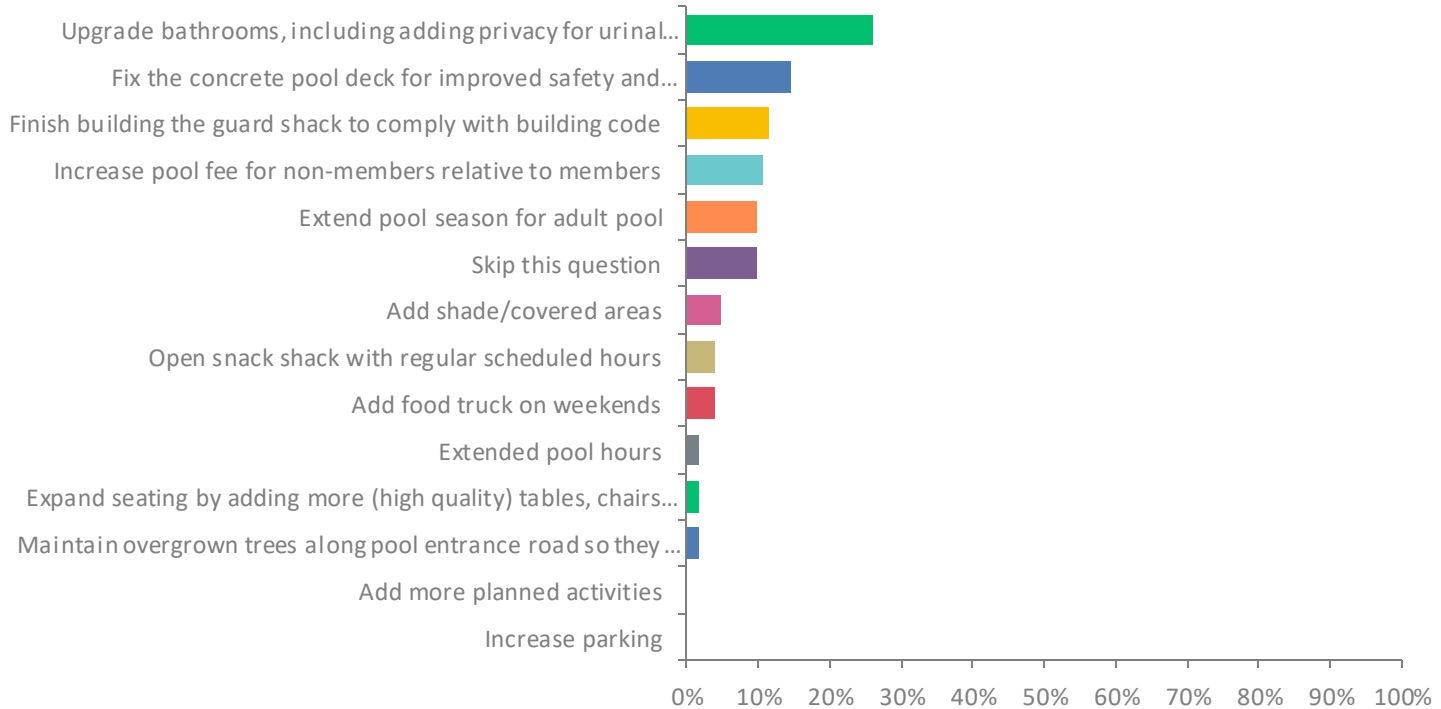
Q18: Select your top 5 priorities for the Swimming Pools.

Answered: 115 Skipped: 27

ANSWER CHOICES	RESPONSES	
Upgrade bathrooms, including adding privacy for urinal that's visible from outside	65.22%	75
Finish building the guard shack to comply with building code	46.09%	53
Increase pool fee for non-members relative to members	45.22%	52
Fix the concrete pool deck for improved safety and appearance	43.48%	50
Extend pool season for adult pool	40.0%	46
Add shade/covered areas	36.52%	42
Add food truck on weekends	30.43%	35
Expand seating by adding more (high quality) tables, chairs and	27.83%	32

Q19: What is your top pick for the Swimming Pools?

Answered: 123 Skipped: 19



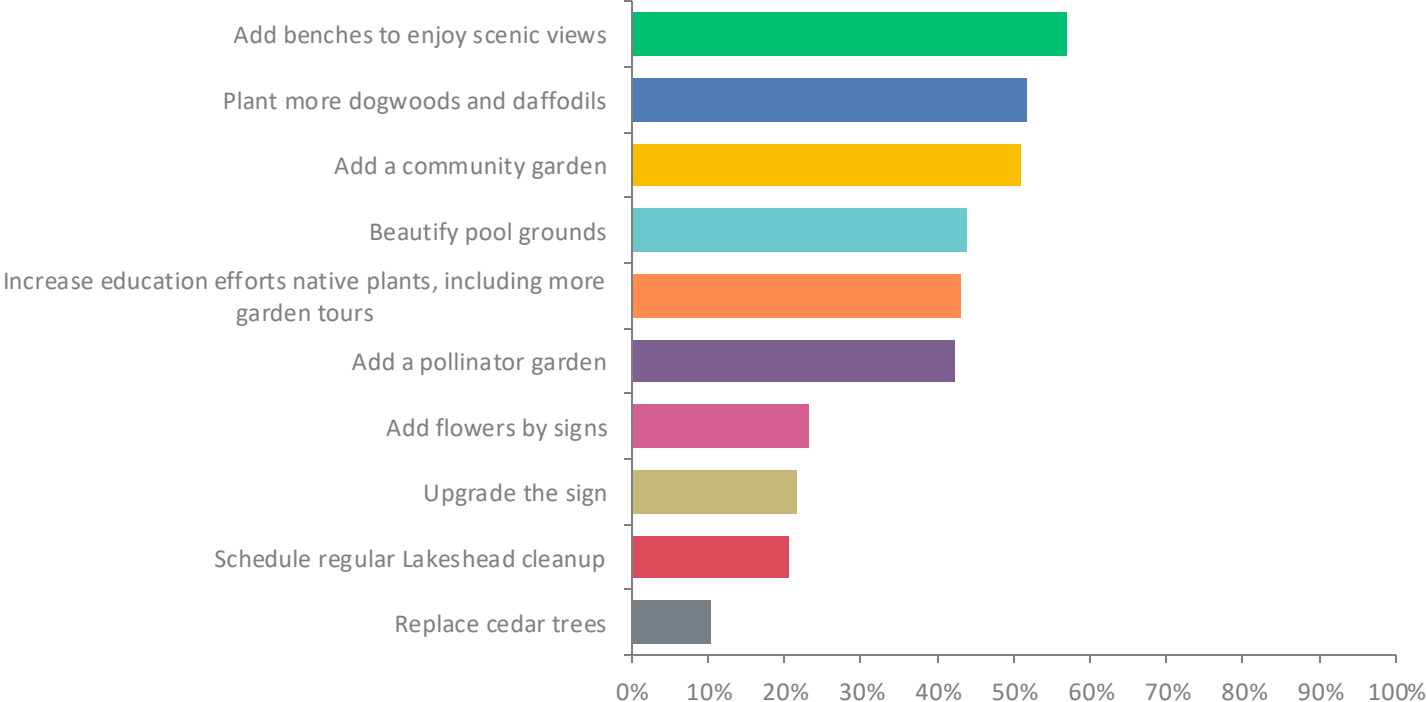
Q19: What is your top pick for the Swimming Pools?

Answered: 123 Skipped: 19

ANSWER CHOICES	RESPONSES	
Upgrade bathrooms, including adding privacy for urinal that's visible from outside	26.02%	32
Fix the concrete pool deck for improved safety and appearance	14.63%	18
Finish building the guard shack to comply with building code	11.38%	14
Increase pool fee for non-members relative to members	10.57%	13
Extend pool season for adult pool	9.76%	12
Skip this question	9.76%	12
Add shade/covered areas	4.88%	6
Open snack shack with regular scheduled hours	4.07%	5

Q20: Select your top 5 priorities for Beautification.

Answered: 116 Skipped: 26



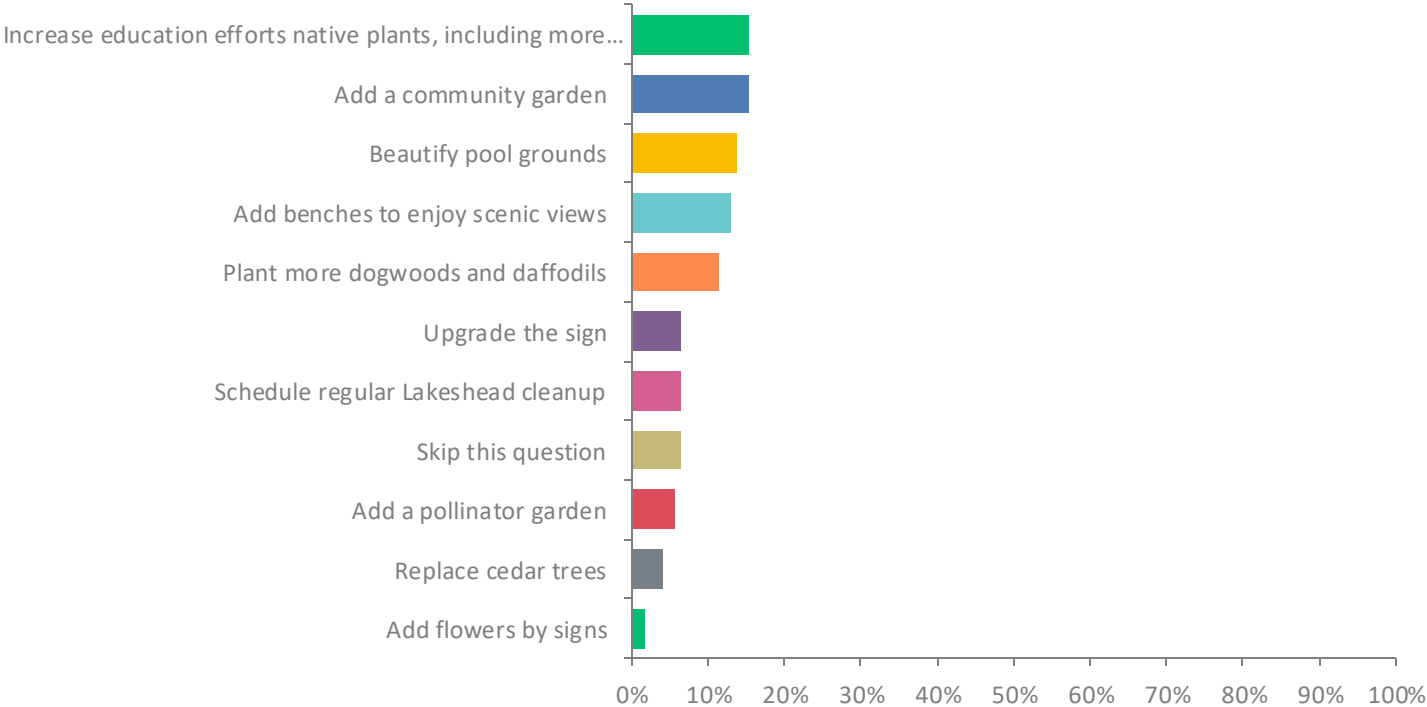
Q20: Select your top 5 priorities for Beautification.

Answered: 116 Skipped: 26

ANSWER CHOICES	RESPONSES	
Add benches to enjoy scenic views	56.90%	66
Plant more dogwoods and daffodils	51.72%	60
Add a community garden	50.86%	59
Beautify pool grounds	43.97%	51
Increase education efforts native plants, including more garden tours	43.10%	50
Add a pollinator garden	42.24%	49
Add flowers by signs	23.28%	27
Upgrade the sign	21.55%	25
Schedule regular Lakeshead	20.60%	24

Q21: What is your top pick for Beautification?

Answered: 123 Skipped: 19



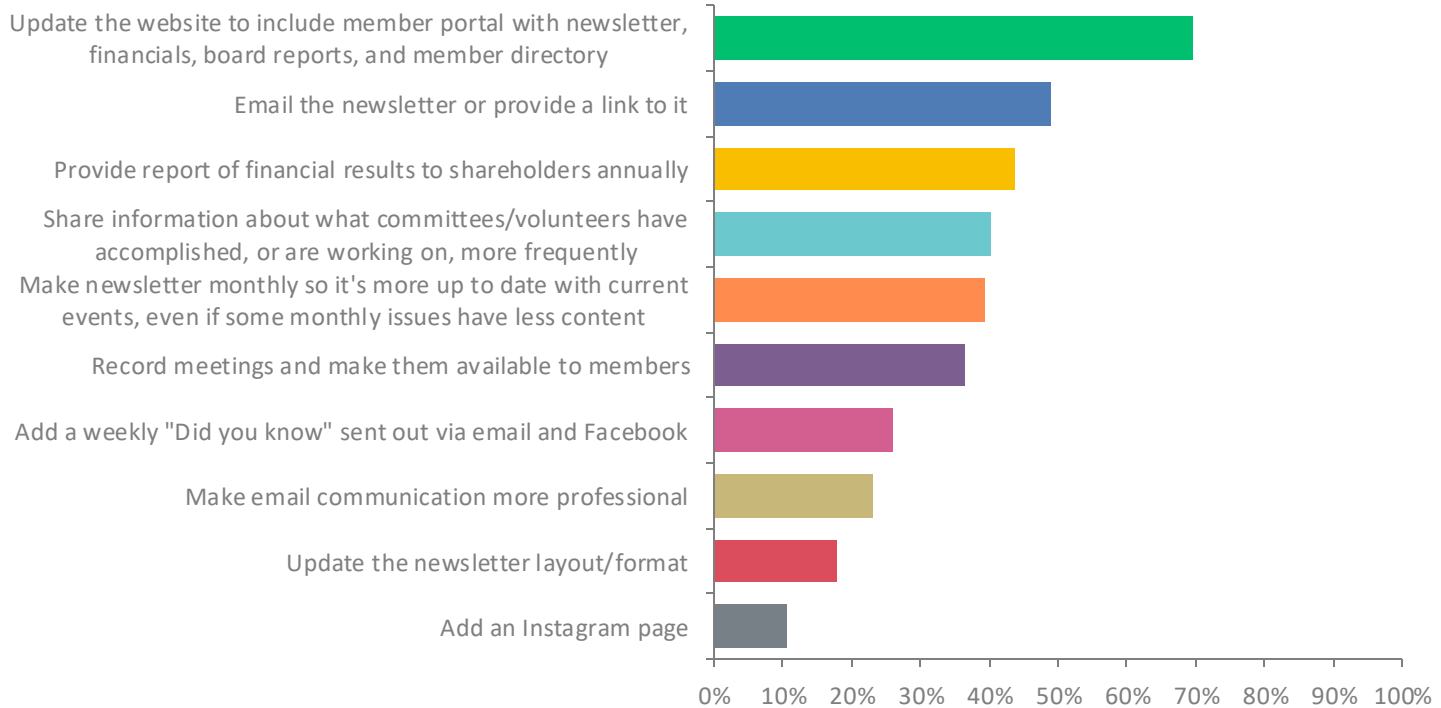
Q21: What is your top pick for Beautification?

Answered: 123 Skipped: 19

ANSWER CHOICES	RESPONSES	
Increase education efforts native plants, including more garden tours	15.45%	19
Add a community garden	15.45%	19
Beautify pool grounds	13.82%	17
Add benches to enjoy scenic views	13.01%	16
Plant more dogwoods and daffodils	11.38%	14
Upgrade the sign	6.50%	8
Schedule regular Lakeshead cleanup	6.50%	8
Skip this question	6.50%	8

Q22: Select your top 5 priorities for Communications

Answered: 112 Skipped: 30



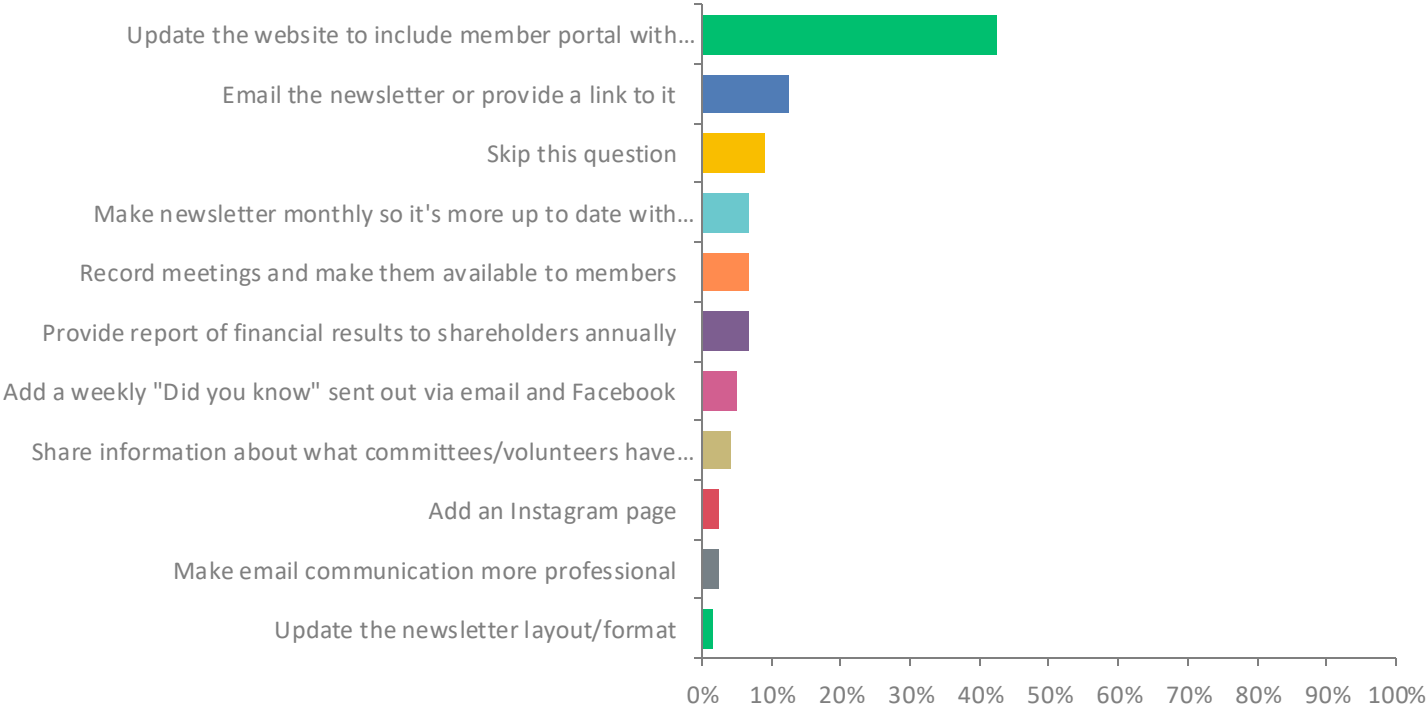
Q22: Select your top 5 priorities for Communications

Answered: 112 Skipped: 30

ANSWER CHOICES	RESPONSES	
Update the website to include member portal with newsletter, financials, board reports, and member directory	69.64%	78
Email the newsletter or provide a link to it	49.11%	55
Provide report of financial results to shareholders annually	43.75%	49
Share information about what committees/volunteers have accomplished, or are working on, more frequently	40.18%	45
Make newsletter monthly so it's more up to date with current events, even if some monthly issues have less content	39.29%	44

Q23: What is your top pick for Communications?

Answered: 120 Skipped: 22



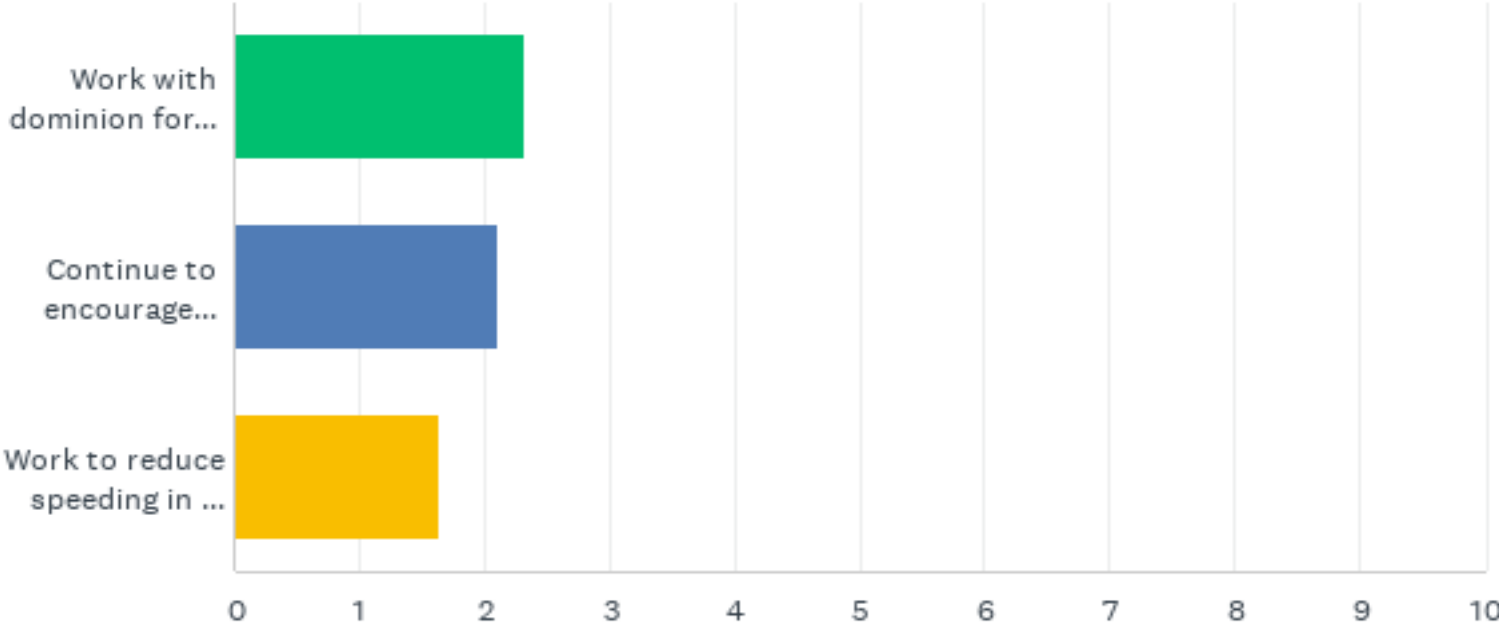
Q23: What is your top pick for Communications?

Answered: 120 Skipped: 22

ANSWER CHOICES	RESPONSES	
Update the website to include member portal with newsletter, financials, board reports, and member directory	42.50%	51
Email the newsletter or provide a link to it	12.50%	15
Skip this question	9.17%	11
Make newsletter monthly so it's more up to date with current events, even if some monthly issues have less content	6.67%	8
Record meetings and make them available to members	6.67%	8
Provide report of financial results to shareholders annually	6.67%	8

Q24: Rank these Community Affairs items in order of importance

Answered: 120 Skipped: 22



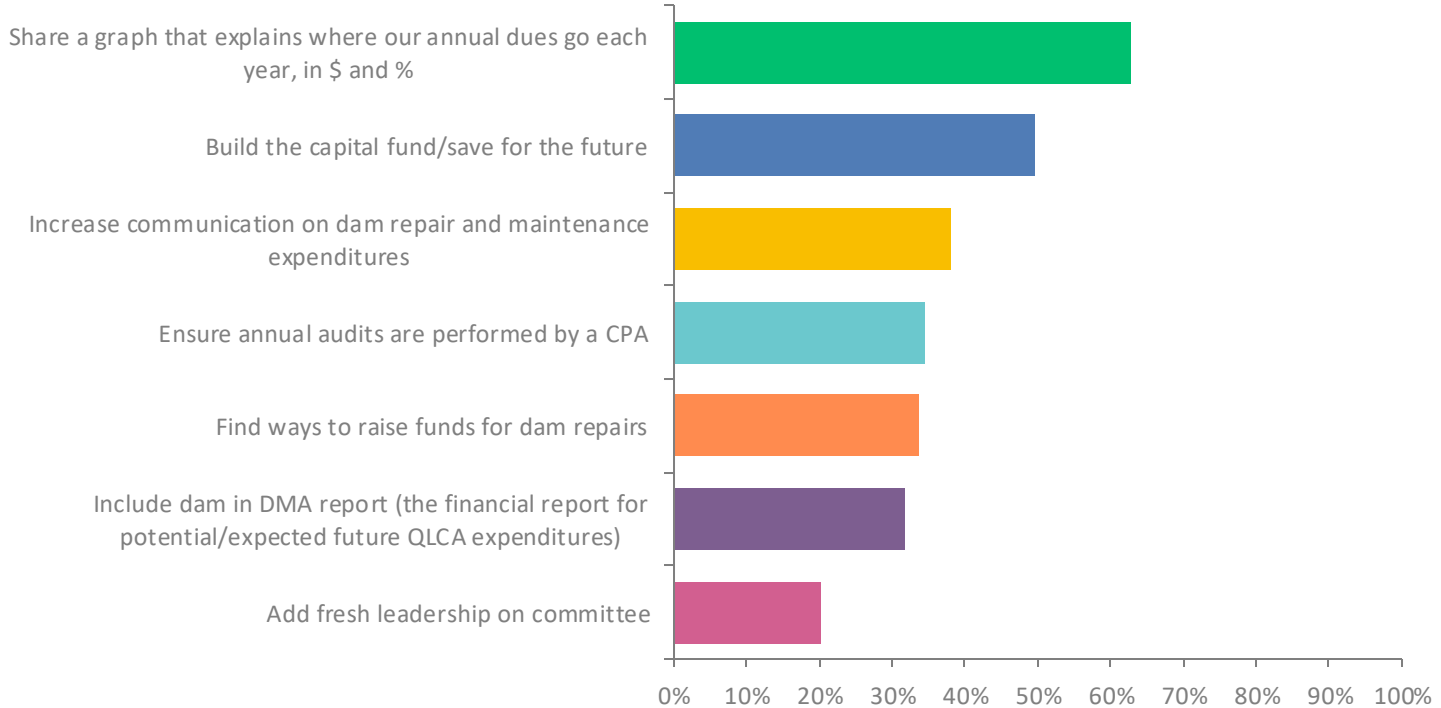
Q24: Rank these Community Affairs items in order of importance

Answered: 120 Skipped: 22

	1	2	3	N/A	TOTAL	SCORE
Work with dominion for underground power lines	48.33% 58	33.33% 40	16.67% 20	1.67% 2	120	2.32
Continue to encourage county collaboration on dam and spillway repairs	34.17% 41	36.67% 44	23.33% 28	5.83% 7	120	2.12
Work to reduce speeding in the neighborhood	15.83% 19	27.50% 33	49.17% 59	7.50% 9	120	1.64

Q25: Select your top 3 priorities for Finance.

Answered: 113 Skipped: 29



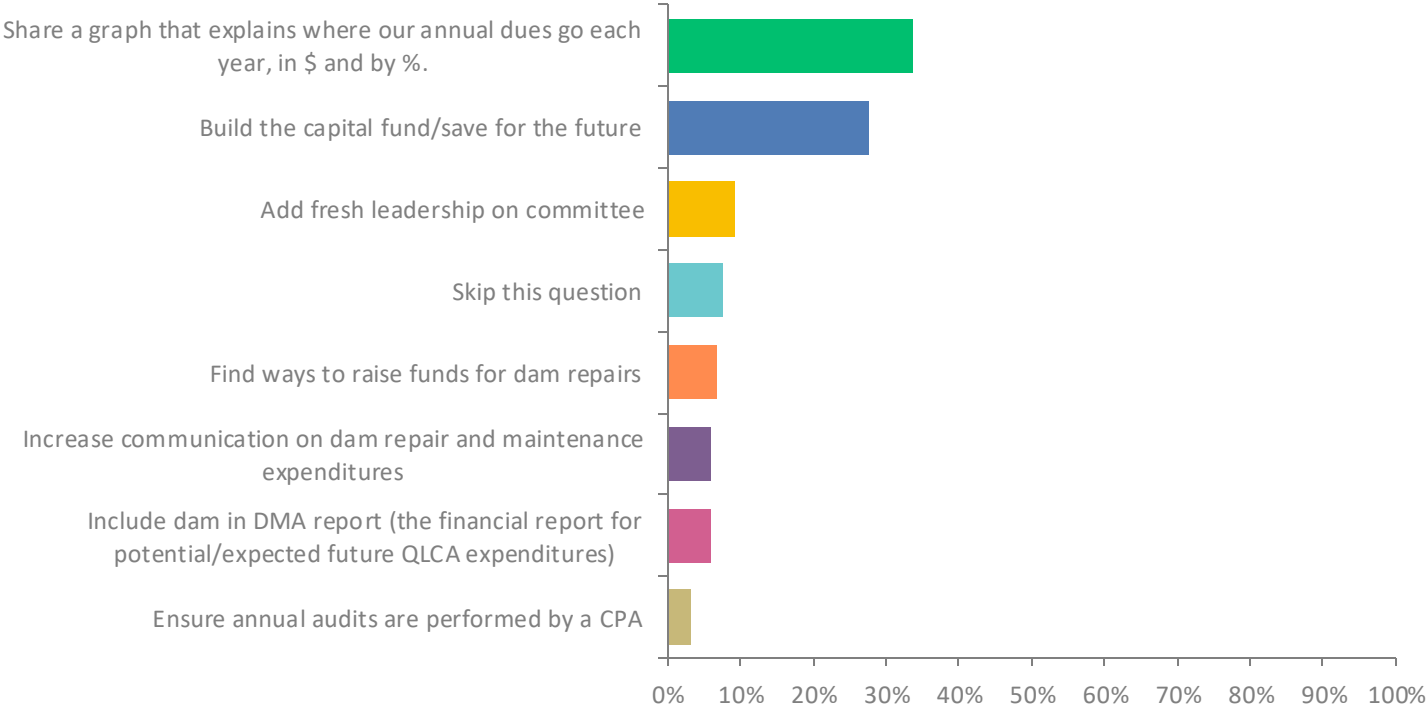
Q25: Select your top 3 priorities for Finance.

Answered: 113 Skipped: 29

ANSWER CHOICES	RESPONSES	
Share a graph that explains where our annual dues go each year, in \$ and %	62.83%	71
Build the capital fund/save for the future	49.56%	56
Increase communication on dam repair and maintenance expenditures	38.05%	43
Ensure annual audits are performed by a CPA	34.51%	39
Find ways to raise funds for dam repairs	33.63%	38
Include dam in DMA report (the financial report for potential/expected future QLCA expenditures)	31.86%	36

Q26: What is your top pick for Finance?

Answered: 119 Skipped: 23



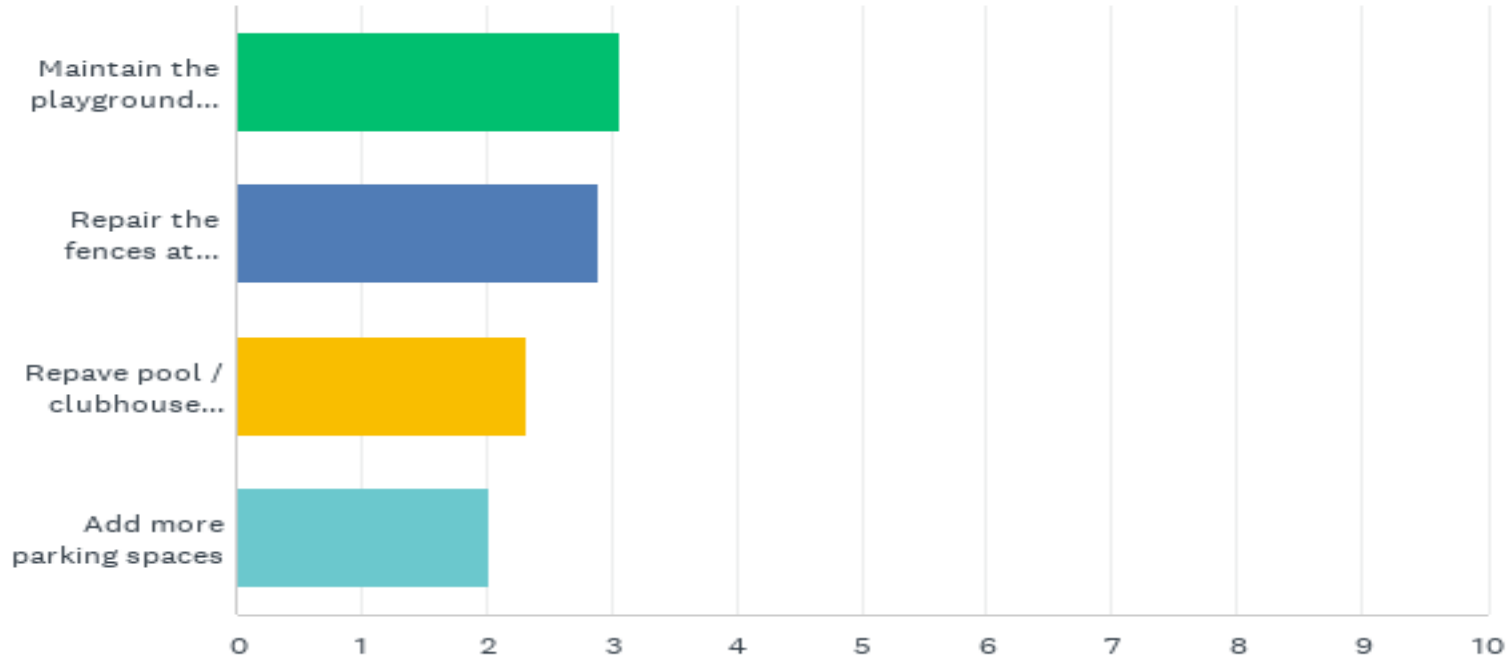
Q26: What is your top pick for Finance?

Answered: 119 Skipped: 23

ANSWER CHOICES	RESPONSES	
Share a graph that explains where our annual dues go each year, in \$ and by %.	33.61%	40
Build the capital fund/save for the future	27.73%	33
Add fresh leadership on committee	9.24%	11
Skip this question	7.56%	9
Find ways to raise funds for dam repairs	6.72%	8
Increase communication on dam repair and maintenance expenditures	5.88%	7
Include dam in DMA report (the financial report for	5.88%	7

Q27: Rank the importance of these Maintenance items.

Answered: 118 Skipped: 24



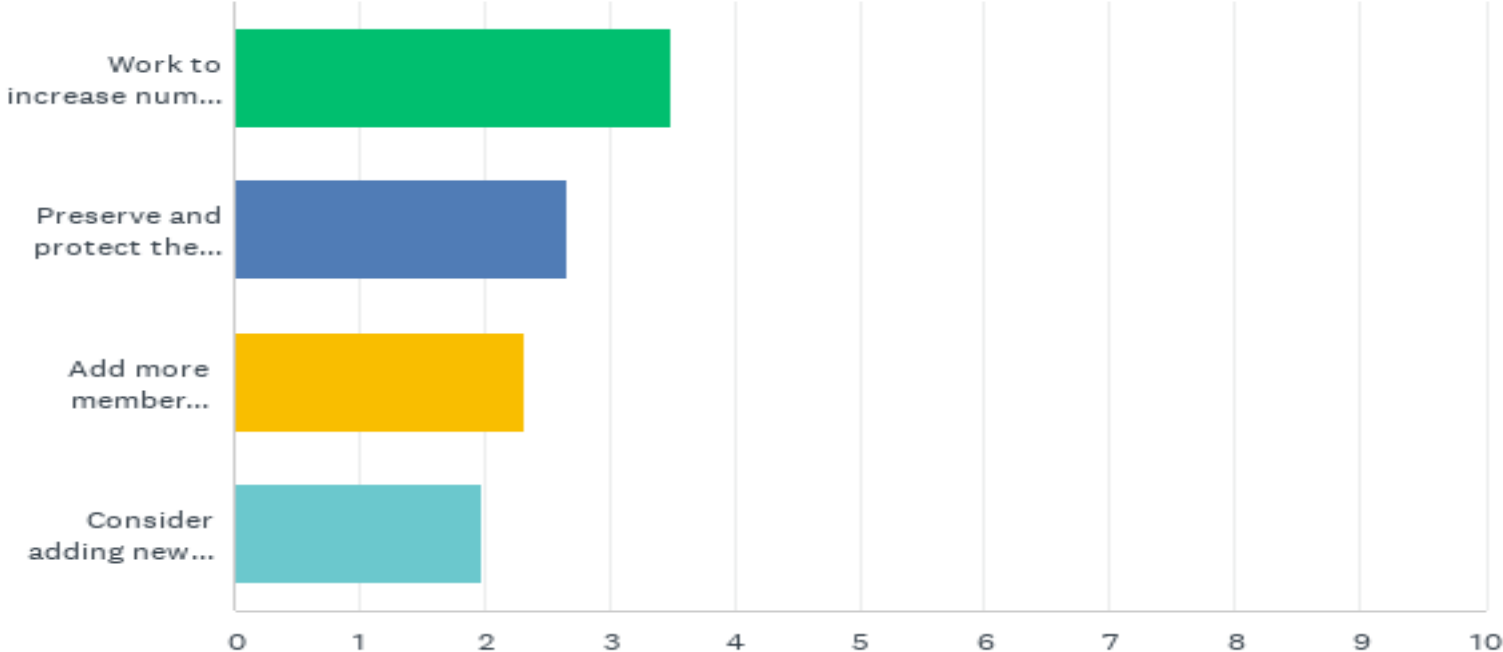
Q27: Rank the importance of these Maintenance items.

Answered: 118 Skipped: 24

	1	2	3	4	N/A	TOTAL	SCORE
Maintain the playground grounds, landscape timbers, playground equipment and replace equipment that has worn out and been removed, such as parallel bars	38.14% 45	32.20% 38	9.32% 11	11.02% 13	9.32% 11	118	3.07
Repair the fences at tennis courts and pools	32.20% 38	27.12% 32	14.41% 17	12.71% 15	13.56% 16	118	2.91
Repave pool / clubhouse parking lot	11.02% 13	19.49% 23	39.83% 47	14.41% 17	15.25% 18	118	2.32
Add more parking spaces	13.56% 16	12.71% 15	18.64% 22	37.29% 44	17.80% 21	118	2.03

Q28: Rank the importance of the following Membership items.

Answered: 118 Skipped: 24



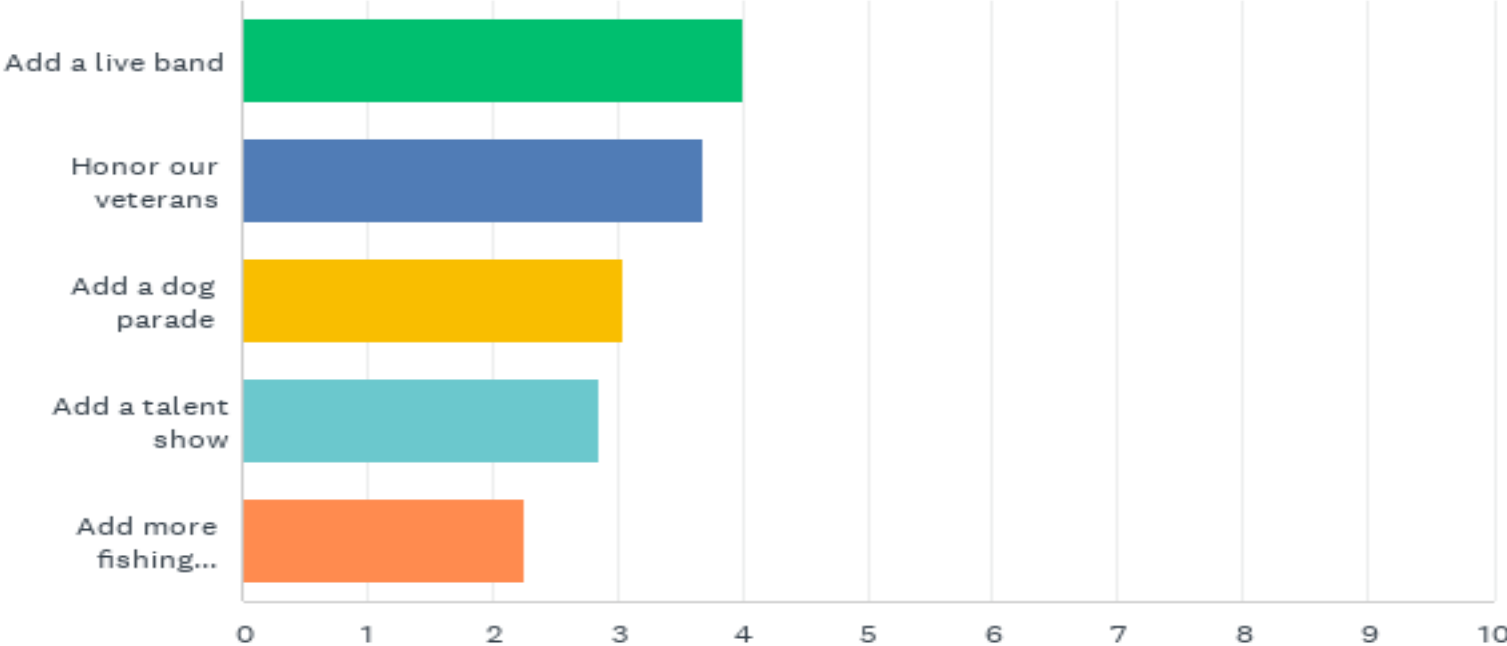
Q28: Rank the importance of the following Membership items.

Answered: 118 Skipped: 24

	1	2	3	4	N/A	TOTAL	SCORE
Work to increase number of members	61.02% 72	22.88% 27	11.02% 13	0.85% 1	4.24% 5	118	3.50
Preserve and protect the value of membership by preventing non-members from using facilities or participating in member only events	24.58% 29	21.19% 25	22.03% 26	15.25% 18	16.95% 20	118	2.66
Add more member gatherings	6.78% 8	32.20% 38	27.12% 32	18.64% 22	15.25% 18	118	2.32
Consider adding new membership tier for non-residents (limited or associate member)	5.08% 6	15.25% 18	22.88% 27	26.27% 31	30.51% 36	118	1.99

Q29: Rank the following potential additions to Queens Lake Day

Answered: 118 Skipped: 24



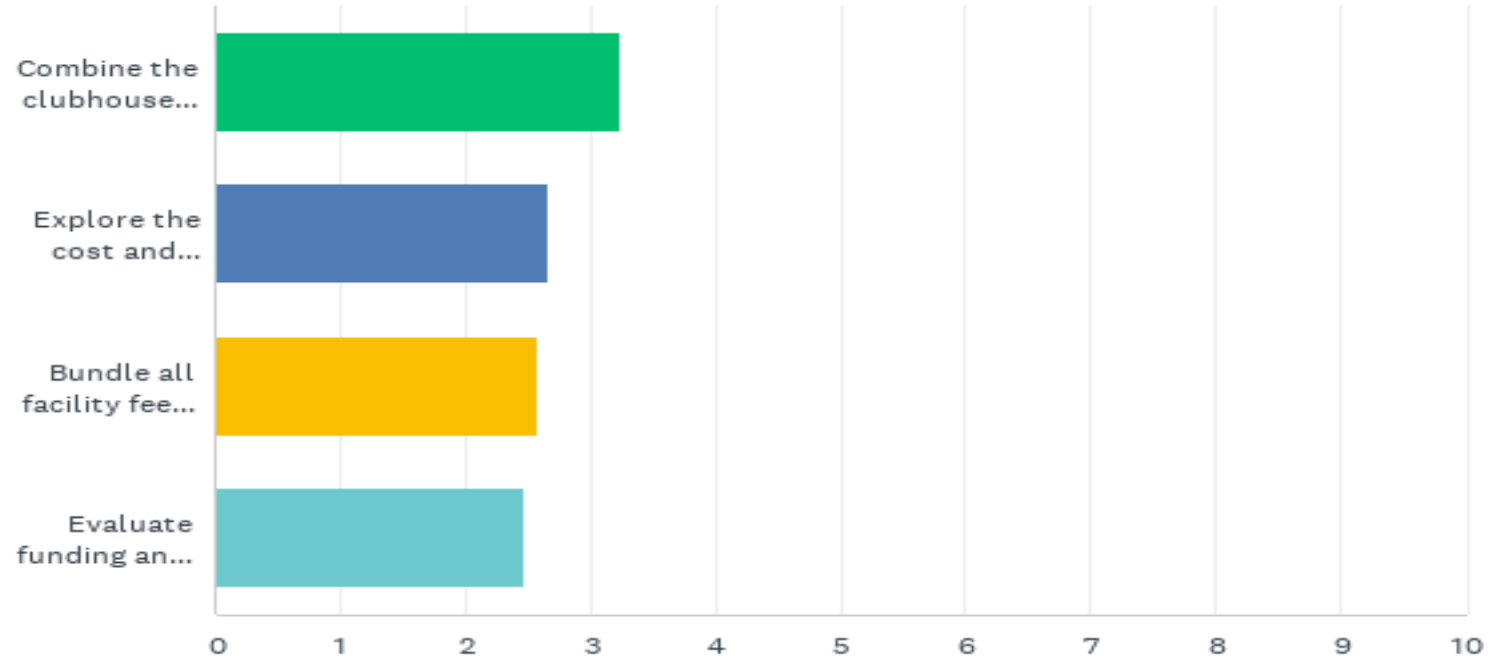
Q29: Rank the following potential additions to Queens Lake Day

Answered: 118 Skipped: 24

	1	2	3	4	5	N/A	TOTAL	SCORE
Add a live band	34.75% 41	13.56% 16	11.86% 14	7.63% 9	2.54% 3	29.66% 35	118	4.00
Honor our veterans	23.73% 28	20.34% 24	15.25% 18	7.63% 9	5.08% 6	27.97% 33	118	3.69
Add a dog parade	8.47% 10	21.19% 25	11.86% 14	16.10% 19	9.32% 11	33.05% 39	118	3.05
Add a talent show	9.32% 11	14.41% 17	13.56% 16	11.86% 14	15.25% 18	35.59% 42	118	2.86
Add more fishing tournament categories	5.08% 6	6.78% 8	14.41% 17	17.80% 21	24.58% 29	31.36% 37	118	2.27

Q30: Rank the following General suggestions in order of importance.

Answered: 115 Skipped: 27



Q30: Rank the following General suggestions in order of importance.

Answered: 115 Skipped: 27

	1	2	3	4	N/A	TOTAL	SCORE
Combine the clubhouse manager and bookkeeper positions into one full time position and have regular business hours for members	31.30% 36	20.00% 23	13.04% 15	0.87% 1	34.78% 40	115	3.25
Explore the cost and benefits of using a neighborhood association management firm	19.13% 22	19.13% 22	10.43% 12	14.78% 17	36.52% 42	115	2.67
Bundle all facility fees into annual maintenance dues	18.26% 21	15.65% 18	14.78% 17	14.78% 17	36.52% 42	115	2.59
Evaluate funding an "QLCA Dam Capital Replacement Reserve Fund" through an EZ Pass toll system to take some of the financial burden for the ongoing inspections, maintenance and repair of this public road off the shoulders of ~400 shareholders. QLCA members in good standing pay annual dues, therefore they would not pay a toll.	14.78% 17	14.78% 17	21.74% 25	13.91% 16	34.78% 40	115	2.47