

## Results of Utility Committee Town Hall Survey

**Question**  
**Text:** Did you attend the Town Hall sponsored by RECOA's Utility Committee on February 25th?

**Question**  
**Type:** Yes/No

**Required:** Yes

Response	Graph	Percent	Count
No		82.8%	140
Yes		17.2%	29

**Question** (Skip if you DID NOT attend) Please rate the overall effectiveness of the Town Hall  
**Text:** presentation on a scale of 1-5


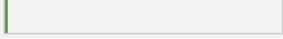

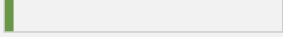

**Question**  
**Type:** Rating (1-5)

**Required:** No

### Statistics

Average: 0.7

Median: 0

Response	Graph	Percent	Count
1		0.6%	1
2		0.6%	1
3		5.3%	9
4		3%	5
5		8.9%	15

**Question** (Skip if you DID NOT attend) Please rate the usefulness of the handout materials on a  
**Text:** scale of 1-5


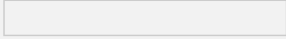

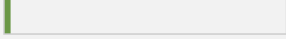

**Question**  
**Type:** Rating (1-5)

**Required:** No

**Statistics**

Average: 0.8

Median: 0

Response	Graph	Percent	Count
1		1.2%	2
2		0%	0
3		1.8%	3
4		1.8%	3
5		12.4%	21

**Question** (Skip if you DID NOT attend) What were the strengths and what were the weaknesses of  
**Text:** the town hall session?

**Responses**

- 7. This Committee is dedicated and thorough. I didn't hear anything new, not much progress with single
- 11. Learning about sewer panel options. Weakness: poor use of microphone. Get some training
- 12. Strength - reiteration of pamphlet, weakness - speakers hard to hear
- 19. Extremely well organized and presented
- 20. handout-well written, water district rep-outstanding, some need to learn to use microphone
- 21. Not much new information since prior town hall.
- 30. Scheduling a Town Hall on the same date as the Democratic Primary Debate certainly limits attendance
- 41. Very repetitive from last year
- 45. Need to learn how to use mikes
- 46. Strengths: well organized; knowledgeable speakers. Weaknesses: poor sound system; couldn't hear
- 65. Strengths: knowledge and thoroughness of presenters. Weaknesses: lack of familiarity with using mic.
- 67. some slides were a little "busy"
- 71. Factual presentation & materials. Utility folks did a great job. Board President remarks too long.
- 74. covering the cost of upgrading our main electrical box - I heard it is the fame of replacing box

## Responses


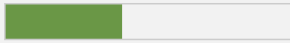

89. The presentation was balanced and gave options equal time without an obvious bias or slant favoring
97. some speakers hard to hear
104. Clarity of printed handout & succinct live presentations
109. I had the handouts from previous meetings and knew of most of the information.
118. The information presented was very informative and helpful. Presenters were knowledgeable.
119. All of the speakers were knowledgeable on their individual topics. I'm still not on board with what
125. Very informative and complete
134. Very good session with good visuals and pass outs and presenters
135. presenters were professional; some did not use sound system effectively
143. Town Hall OK Handouts need more detail. See Remarks in Question 9 for details
147. Board not considering the more important disaster planning issues.
157. The information presented was very important. It was presented in a positive manner.
158. Presenters were informed

**Question** If you DID NOT attend, have you reviewed the information provided by the Utility

**Text:** Committee on the RECOA website?

**Question** Yes/No  
**Type:**

**Required:** No

Response	Graph	Percent	Count
Not Answered		24.9%	42
No		41.4%	70
Yes		33.7%	57

**Question**  
**Text:** What is your understanding of the RECOA Resilience Plan on a scale of 1-5?

**Question**  
**Type:** Rating (1-5)

**Required:** Yes

**Statistics**

Average: 3.1

Median: 3

Response	Graph	Percent	Count
1		20.7%	35
2		9.5%	16
3		26.6%	45
4		25.4%	43
5		17.8%	30

**Question** (Skip this question if you live in a managed neighborhood)

**Text:** Do you believe RECOA should move forward on offering a subscription service for owners of single custom homes who upgrade their septic control panels?

**Question**  
**Type:** Yes/No

**Required:** No

Response	Graph	Percent	Count
Not Answered		34.3%	58
No		29%	49
Yes		36.7%	62

**Question**  
**Text:** What recommendations do you have on the implementation of the Resilience Plan?

**Responses**

- 4. I don't see hwere the home owners have a choice.
- 5. none
- 8. Expand it to include higher priority emergency measures

## Responses

11. Make it clear to individual homeowners of single family homes when and how often their septic systems will be pumped.

12. None

13. Provide training of an adequate number of volunteers and contractors

14. It should be a back burner item. Surely there are more important things to be concerned about.

15. just stop.

18. be fair to homeowners

19. Would like more detailed information on panel installation and obtaining a generator

20. This is a difficult and costly subject that may never be needed. I believe it should all be a personal choice. Some who live here cannot afford

21. Hold off on subscription service until managed neighborhoods completed

23. Update when fail or home sales

24. Continue Educating

25. I'm not sure it is necessary. There are probably more important concerns if we lose power for extended periods-- fresh water. Elec for refrig., etc

30. Email homeowners with links to the information!!!! Difficult to find on RECOA website - water rate increase? options once upgraded panel is done?

37. ??

38. I don't know enough about it.

41. Depending on volunteers who are older and travel is a recipe for failure. This is not reliable and puts us at risk.

45. Slow play as new options seem to be emerging.

46. More details to homeowners; info on service order

50. none at this time

54. The issue of needing to add standby power could have been better addressed since many saw that as unneeded and costly.

57. I don't know what the "subscription service" is, but I answered yes to that question. In the email communications I don't recall seeing a link to tha

58. None

65. Provide periodic updates on how full time and part time residents are approaching management of their system.t

66. Keep doing what you are doing! You folks are great.

67. education, communication, education, repeat

68. no recommendations

## Responses

69. This should be a priority
70. None. Seems like the utility committee has it well in hand.
75. i beleive the only option for those that want to remain in their house is to upgrade their main box
76. I think that all neighbors with generators, or the ability to help others should rally and help others in the event of a prolonged power outage, I wil
79. Sharing a generator is not feasible - what happens if there is 2 feet of snow on the ground. It is complicating a rather simple issue.
81. None
82. Not The Boards business to be in!!!
89. continue to provide as much information as possible to the community
90. Utilizing the internet, and hiring a competent writer, in plain language explain the why, what, where, when, how much and who of what is being planned
93. must secure septic tank lids, can not rely solely on volunteers to pump out tanks
95. Listen to the owners
96. Get the facts straight. If an event of this magnitude happened, not being able to use my septic system would be the least of my worries.
103. Not Sure at this time.
106. Newsletter vs town hall meeting would reach more owners
109. More historical information addressing why we need to do this.
114. drop it
118. I really believe individual home owners should be able to decide for themselves. I would prefer to replace my alarm box when the existing one dies.
121. No comment
122. Single Family Home Owners should be responsible for their septic. RECOA should remain neutral
124. The systems in place appear to work just fine. For all we pay for limited services I'd say let well enough alone.
125. None at this time
127. Not sure yet will read info on website
129. Not sure
130. OK as presented
131. continue to educate via newletter or other meaningful mediums
133. Individual homeowners responsibility
134. Do annually as we are changing owners every year.
135. make the implementation schedule and costs very clear

### Responses

139. None - Not in favor of the Plan - Basis for said plan is weak and not supported by historical data regarding power outages, etc. Just a bad idea!

140. None, since I wasn't there I don't have a full understanding of the plan and potential problems with the plan.

146. N/A We haven't a clue what the Plan involves.

147. Scrap the water company's resilience profit making plan, and invest in real disaster preparation and planning.

153. I thought I had an understanding of the plan until the last question that talked about a subscription plan and don't know what that means.

157. Our hope is that the subscription service will be available soon.

159. Do not understand the issue well enough to respond

160. Residents have quit listening. When trust is broken, it is extremely difficult to gain it back. Forcing and dictating are the biggest turn-offs.

163. Abandon the plan. In the unlikely event that our area experiences a disaster to the level these measures are needed, THIS will be of lowest concern.

165. None

166. Do it.

### Question

Text:

What recommendations do you have to improve future Town Halls?

### Responses

4. Information is a powerful tool. We can never have too much information on events that can impact our community.

5. hold them in the summer

8. Offer some general open discussions; take pressure off board meetings

11. None

12. Train speakers on how to use the microphone so we can hear everything

14. Can't say because I didn't attend

15. offer more times and days

18. none

19. None at this time

20. Some need to learn to use microphone. Leslie is a outstanding president she is doing well.

23. Send out material ahead of time for people to review and consider, if unable to attend but want to put in a recommendation can then do so.

## Responses

- 24. Allow people to send in questions and then address as many as you can.
- 30. PUBLISH/email ALL materials for those who cannot attend or choose not in view of corona virus concerns!!!!
- 37. Don't know. Haven't gone
- 38. We were out of town for this one, maybe schedule several on the same subject to account for these absences?
- 41. Focus on new or indicate it will be a repeat
- 43. We would have attended but we were out of town.
- 45. Better mike use so all can hear plainly.
- 46. Better sound system; speakers knowledgeable with microphones
- 47. The presentation was well done - the committee has put a lot of time and effort into this and it shows.
- 50. offer 2 different times to attend a meeting so that you do not have to change your plans or trips
- 57. Just to include a link to get the info if people aren't able to attend. Maybe that was included and I missed it.
- 58. None
- 64. include a summary of the survey results/ or main discussion points in a follow up email to all owners.
- 66. Practice using the mic ahead of time.
- 67. elevated platform for slide and speakers
- 68. no recommendations
- 70. Abbreviate Board President remarks. She seems to like to hear herself talk.
- 73. See if there is a contractor that will upgrade electrical systems for a fix/or close price.
- 81. None
- 88. Getting people to come out and to believe they should attend is always going to be a problem
- 90. Realize that Town Halls an imperfect way of communicating in today's world. And, I am 77 years old. Get with the program.
- 93. televise, with ability for remote questions, address audio issues
- 94. I can't attend since we live out of town, but I read all the material that is sent in the mail regarding the HOA and our unit there.
- 96. Record the presentations and post them on the RECOA web site for future reference and for those who could not attend.
- 98. none
- 103. Instruct speakers in effective use of microphone.

## Responses

106. See comments last question
109. Have no recommendations at this time.
114. there have not been enough homeowner information
115. I believe the new board is headed in the right direction. Rising HOA fees are the biggest concern I hear (Eagle Creek.)
118. Give us the information, listen to our input, let us decide what is best for us as individuals. We are adults, we can decide for ourselves.
119. Mics on a stand might help presenters be heard.
121. I assume that a summary of it is on the website
122. Hold at Convention Center. Not enough parking at River Run
123. Waste of time, Board does what it wants regardless of owner input.
124. Please Slow down the speeders on EC Blvd, someone is going to get hurt. Thnk u
129. Supply drinks
131. Give a high priority into attending
133. Reminder emails
135. all presenters should know how to use sound system
138. Frequent town halls about issues at Eagle Crest demonstrate a sincere effort to help residents informed. Thrown halls are appreciated.
139. Have Town Halls addressing major RECOA situations in the summertime when it is easier for non-residents to attend.
143. Explain why only one brand & model of septic control panel MUST be used. Why can't homeowner select any appropriate unit?
146. Let the homeowners submit ideas prior to the TH's regarding what they'd like the Agenda to be. Pick those topics that show the highest interest.
147. If speaking to engineering or specific scientific issues have engineers or professionals there to address those issues NOT sales people/board members
148. Keep inviting people to attend.
150. More transparency especially when it comes to the deck replacements. I have asked for updates and continue to get no replies.
157. Keep the tone positive as this town hall was.
158. More on line and frequent information for those of us who are only part time residents.
160. Ask the residents for their opinions and topics of interest. Don't force or "sell" agendas to those who pay the dues.
162. Only hold them on critical topics and before decisions impacting full time residents are made without input.

### Responses

165. Town hall meetings are a good idea.

166. None