

CLI 2017 Part 1 (Generating ideas) Budget Survey Results

FINANCE COMMITTEE

What it took to make/do this survey

1. Chair asked for approval from CDD Board
2. Board Approved Surveying the Community by postal and email address
3. Board designed survey and mailing method
4. Staff identified residences without email for postal mailing.
5. Staff assisted in sending postal mail and email
6. Finance Committee Secretary culled through and categorized responses for Part 2 of Survey
7. Prepared Presentation

~45 hrs!

Purpose of the Survey

To let the CDD Supervisors know that answer to the question:

What Do Residents Want?

Stages of Surveying

Stage 1: Generating Ideas – **Multiple** submissions per resident permitted

- All ideas evaluated based on actionable and distinctness merit

Stage 2: Selecting Ideas – **One** submission per **resident** permitted

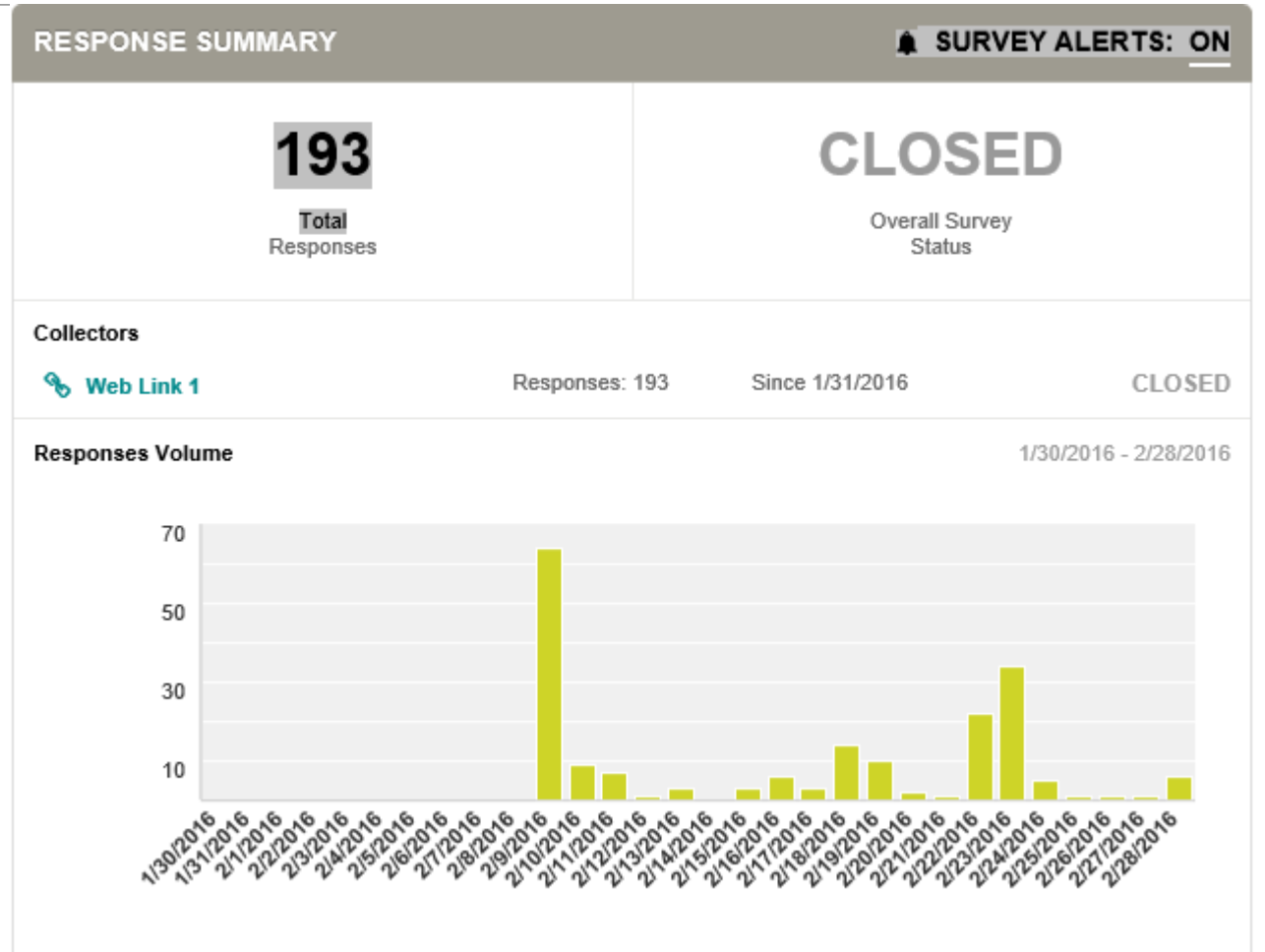
- Residents are asked if they like, dislike or are neutral to the ideas

Stage 3: Approving Ideas – One submission per **residence** permitted

- Residents are asked if they are willing to pay for the ideas

Outcome of the survey

- 193 responses out of ~1600 adult residents (12%)
- Identified distinct comments (eliminated redundancy)
- Identified actionable items
- General opinions to be shared with CDD
- All anonymous results to be published online for public review
- 90 unique comments for Survey Part 2



Comment Summary

Category	Number of Comments
Aquascape	6
Facilities:	
Beach Club	7
Capri Isle	3
Fitness	13
Gym	4
Other	8
Finance	7
Landscape:	
Capri	2
Other	6

Category	Number of Comments
Recreation:	
Events	10
Fitness	4
Roadways:	
Lighting	2
Parking	2
Speeding	2
Other	5
Security	4

Some Feedback

- Love the Community.
- Keep doing what is being done.
- We have a wonderful community. Keep it up.
- This type of survey Good idea.
- I want to thank you all for your hard work.
- I think they are doing a fine job.
- Stop cutting services (guards, flowers, holiday lights, events company)
- Ensure that things are done for improvement of CLI and not a personal agenda
- Listen to residents when they attend meetings
- Stop dumb ideas like buying foreclosed home to store Christmas lights



Operations Feedback

- The previous management firm was adversarial and the new one has improved
- Keep tennis courts clean
- Better job cleaning the lake (example: many plastic bottles)
- Maintain the overflow drain for the small pond in back of Capri Isle by Tortola Isle mailboxes which is blocked
- Maintain pool better to avoid mildew and rusting
- Clean or replace stained furniture in beach club
- Improve sidewalks so water does not collect on them
- Collect valid information from motorists after hours

Uninformed Ideas – Public Outreach needed

- Small library in Club House
- Need evenly colored street pavers
- Pool heater for winter
- Cafeteria in club house for weekends
- Improve Gym
- Clean and maintain curbs and signs
- Fix Cory Lake Drive raised sewers
- Fix street pavers

Stage 2 Survey Introductory Page

Dear CLI Resident,

Thank you for the high quality and large volume of feedback, requests and ideas that you shared with us for our community.

We have taken each of your unique actionable ideas and placed them in this Stage 2 survey.

In this survey, you will be asked if you think the CDD should pursue these ideas. We will take the ideas that get the greatest positive response and we will determine their cost.

In the last and final stage of our 2017 budget survey, we will show you the most popular ideas and their cost and you will let us know if you would like to spend the money to turn them into reality!

Thank you in advance for completing this survey. Only 1 survey will be permitted per resident. If you want to take a break during the survey, you can return at anytime and start where you left off.

Best,
The Cory Lakes CDD Supervisors

Sample Question Page for Stage 2 Survey

Aquascape Resident Requests

Do you want the CDD to:

- Add fountains for Capri Isle ponds [Yes/No/Neutral]
- Add aeration for Capri Isle ponds so it's not murky [Yes/No/Neutral]
- Restore the fountain in the main lake at entrance from Cross Creek [Yes/No/Neutral]
- Add more water fountains in the community [Yes/No/Neutral]
- Do more to improve cleanliness of lake canals [Yes/No/Neutral]
- Do more to slow down boaters in the no wake zone [Yes/No/Neutral]

Conclusion

- Stage 1 completed according to plan.
- Stage 2 Survey to be sent on 3/21 with survey to be completed before April 8. Results presented at April Board Meeting.
- Stage 3 pricing research to be completed by early May. Survey to be completed by the end of May. Results to be presented at June Sunshine Board and early 2017 Budget formed by June Board meeting.