

Memorandum

Date: December 9, 2010
To: Lake View Park Commission
From: Barbara Wiggins, Wiggins Environmental Services
Subject: 2010 Survey Results

Barbara Wiggins, WES and Debbie Cooper, LVP Commission Secretary, tallied the responses from the 2010 survey of LVP residents. I have a variety of calculations and graphs prepared from the data and would like to provide a review of the results to the commission for presentation to the community and incorporation into the Lake View Park Management Plan.

General Information:

A total of 469 letters (per Jocelyn Hayes, personal communication) were mailed out to property owners in the Lake View Park community out of approximately 490 parcels (owners with more than one property were only sent one letter). A total of 254 responses were received by October 29, 2010, four days after the requested due date of October 25, 2010 (annual meeting date). This provided an excellent return rate of 54% of responses from homeowners in the community. The responses appear inclusive and representative, as evidenced by the following table/graphs and summarized as follows:

- 91% of the respondents are year round residents, while 8% are not.
- 70 % of the survey respondents live on the north side of the lake (Merrimon Ave side) while 29% live on the south side (Lakeshore Drive side). This matches the total number of properties with 70% that are on the north side and 29% on the south side. Each side was equally represented in the survey responses.
- Respondents have lived in LVP (full or part time) for an average of 17 years with a median of 13 years.
- Median adults in the household was 2; with 26% of respondents with children. The age of the children was spread from younger than 4 to greater than 12 evenly.
- Respondents ranked highest the North Asheville location (83%) for their decision to purchase a home in LVP; slightly less but still very high were ranked the beauty of the neighborhood (75%) and the treed older neighborhood (64%); with only 46% ranking the lake high in their decision and 16% the golf course.
- Overwhelmingly, the main activity enjoyed at LVP was walking, with watching birds and sunsets also very common and dog walking frequently or occasionally done by respondents.
- Very high interest was expressed for extending the south trail around the lake; high interest was shown in providing free canoes for resident's use; much less interest was shown for playground, pavilion or picnic areas (structural additions).
- A majority of respondents would like to restrict activities to LVP residents only (52%); this was noted as being difficult to achieve and others wrote in that they would restrict certain activities only.
- Major concerns for the lake were sedimentation, trash, trail maintenance and landscaping.

- Major concerns for LVP common grounds were tree replacements, landscaping and maintenance of grounds (mowing, trimming, and pruning).
- Over 55% agree or strongly agree with sediment removal from the lake; only 19% would like the lake to naturally fill in; no clear decision on the major one-time investment option could be seen (many asked for cost or more information).
- Most thought that the current fee schedules were about right or a bit low.
- There were 50% of respondents who approved of doubling the current assessment fee (low and about right rankings).

Table 1. General Features of Questionnaire Respondents					
Feature	Total	Average	Median	Maximum	Minimum
Total number of Surveys returned	254				
Years at Lake View Park		17	13	62	<1
Household Members					
Adults in Household	456	1.8	2	3	1
Children over 12	69	0.3	0	5	0
Children 4-11	46	0.2	0	3	0
Children under 4	15	0.1	0	2	0
Respondents with children	26%				
	% Yes	% No	% No Answer		
Year Round Resident	91	8	1		
Limit Activities to LVP members	52	33	15		
Side of Lake Respondents live on					
North Side Resident (Merrimon Ave side)	70%				
South Side Resident (Lakeshore Dr side)	29%				
No Answer	1%				
LVP PARCELS	Total Parcels	% Parcels			
	498				
North Side Resident (Merrimon Ave side)	352	71%			
South Side Resident (Lakeshore Dr side)	146	29%			

Figure 1. shows that the great majority of the survey respondents are year round residents. There were 8% of the surveys that were not year round residents, so it appears that we did get some input from seasonal or second home owners in LVP.

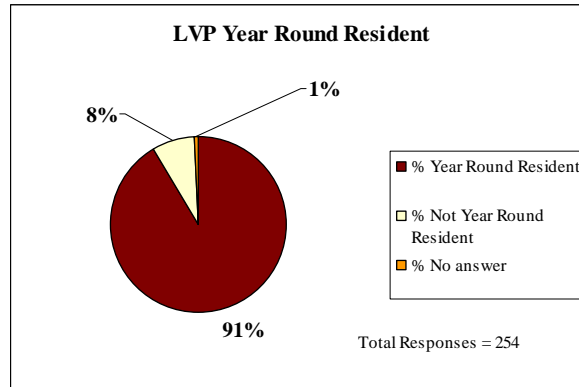


Figure 1. Year Round Resident

The majority of the survey respondents were from people living on the north side (Merrimon Ave. side) of the lake as shown in Figure 2; however, this is due to the overall number of members who live on the north side versus the south side. When compared with the actual residences on the north and south side (352 or 70% on the north side and 146 or 29% on the south side), the percent of returns from each area were almost exactly the same percentage (1% did not note which side of the lake that they lived on).

Figure 2. Where LVP Survey Respondents Live

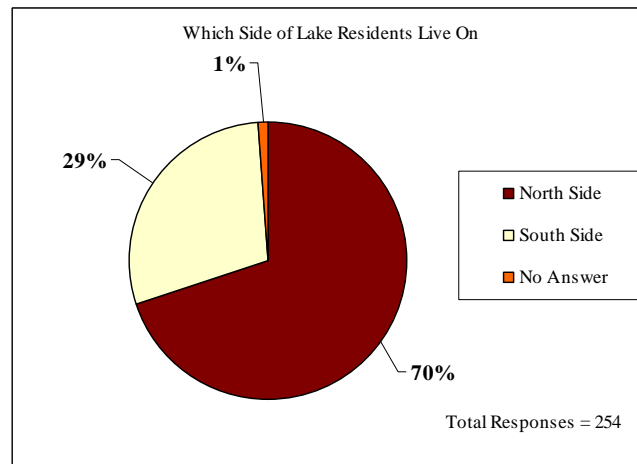


Figure 3 summarizes the various reasons people decided to purchase a home in LVP. The location in the north, convenience to shopping and employment, and the beauty of the older neighborhood with its corresponding older trees and vegetation were all very important and highly ranked considerations. The lake was of interest to less as a main amenity, but combined with the responses of somewhat important ranked over 75%. Possibly surprising, the golf course presence was ranked very low, with only 16% expressing considerable interest in the amenity and even combined with slight interest (17%), equaled only 33% of the total respondents. Priority items are indicated to be the beauty of the area and the age of the neighborhood (older tree cover), along with the presence of the lake. Residents on the south side were more likely to base their purchase of a home on Beaver Lake than the north side (60% vs. 40%). More

respondents on the north side ranked the golf course than on the south side in their decision (39% to 15%).

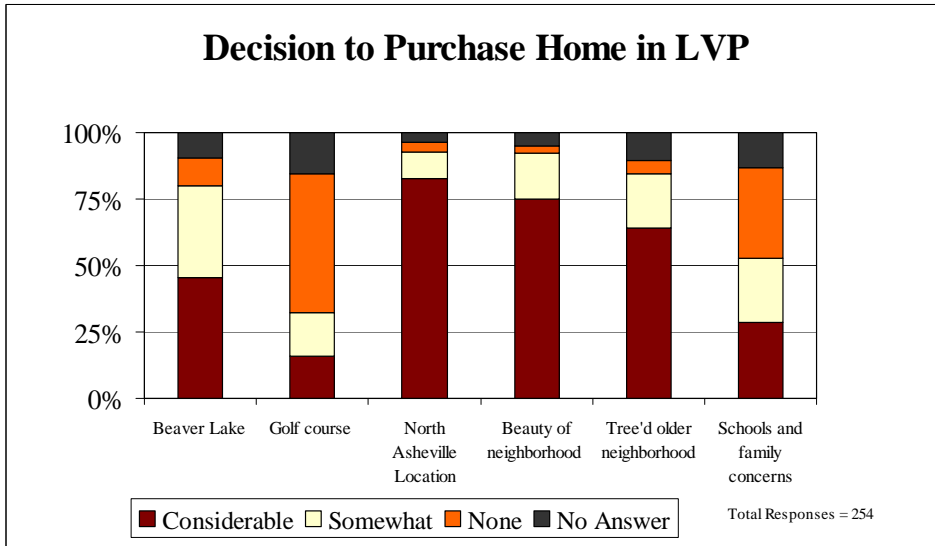


Figure 3. Decision to Purchase Home in LVP

The activities survey results were as expected for the most part. Figure 4. shows all of the responses and the total percentages. When evaluated, activities in the much and little category were combined and compared with the never and 'no answer'. Most of the 'no answers' were assumed to be never as most respondents rated other activities and just left these activities blank. There were a few surveys where the respondents did not answer any of the categories, but not enough to throw off the overall results.

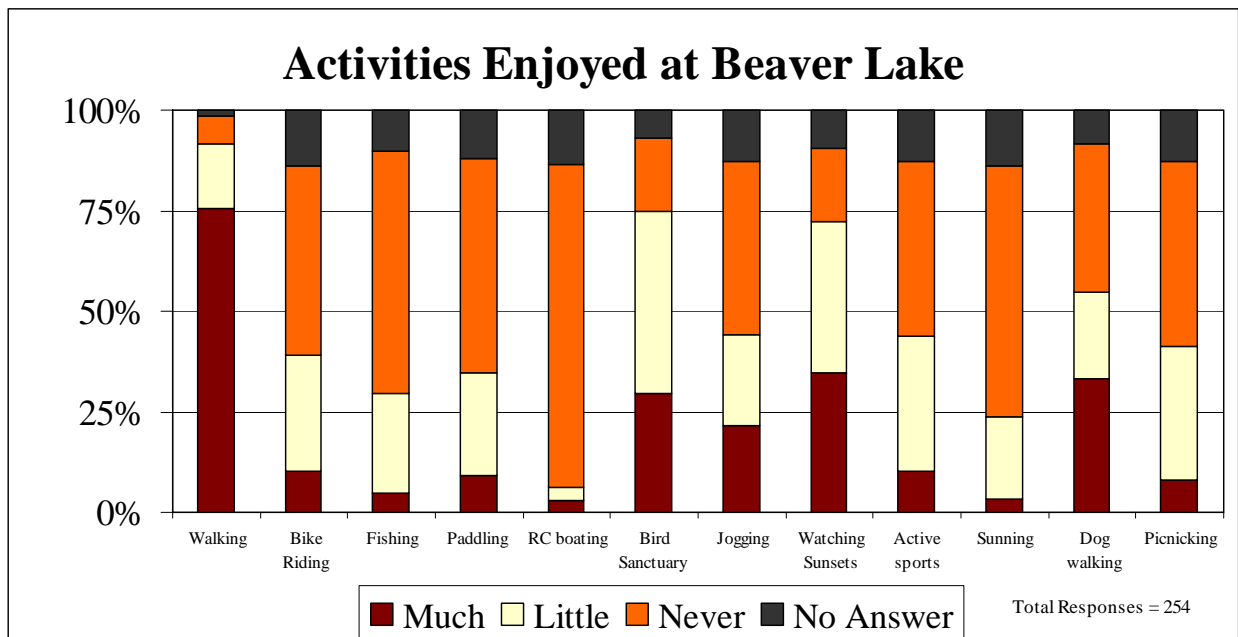


Figure 4. Activities Enjoyed at Beaver Lake

Overwhelmingly, walking was a prime activity for almost all of the respondents, with 92% of the homeowners indicating that they walked a lot or a little around the lake. All other activities did not approach the interest like walking. Second tier of interests included watching sunsets and the bird watching and sanctuary were closely ranked at 73% and 75% respectively. The next tier down was dog walking at 55% and jogging at 44%. Active sports, picnicking, bike riding, fishing, paddling and sunning all were done less frequently (ranked primarily little) but were activities enjoyed by about 1/3 of the residents responding. Several surveys ranked watching people as an important activity that they enjoyed at the lake, even if the respondents could no longer participate in the more physical activities (disabled, elderly). This would support the LVP goals of maintaining the improving the walking trails and locations suitable for these activities. The activities ranked lower (remote controlled boating) are activities that are currently supported by a small but active group. Interestingly, the south side respondents ranked walking even higher than the north side (84% to 72% Much Use). Their use of the bird sanctuary and bird watching was also slightly higher when both Much and Little were combined (81% south side vs 73% north side). This may be due to the closer proximity of the bird sanctuary to residents on the south side. South side residents were more likely to use the area for walking dogs a lot than the north side (40% to 30%), but when factored in with the Little Use, both sides were about even in use. All other uses were approximately the same on both sides of the lake.

The survey proposed some optional structures and improvements to the community to get feedback on what kind of items they were most interested in and would be willing to support in the LVP budget. Figure 5 ranked the proposals in percent of interest. Possibly linked to the high ranking of walking activities, a majority of respondents supported extended the south trail around the lake, completing the lake loop. When combined with all medium to high ratings, the

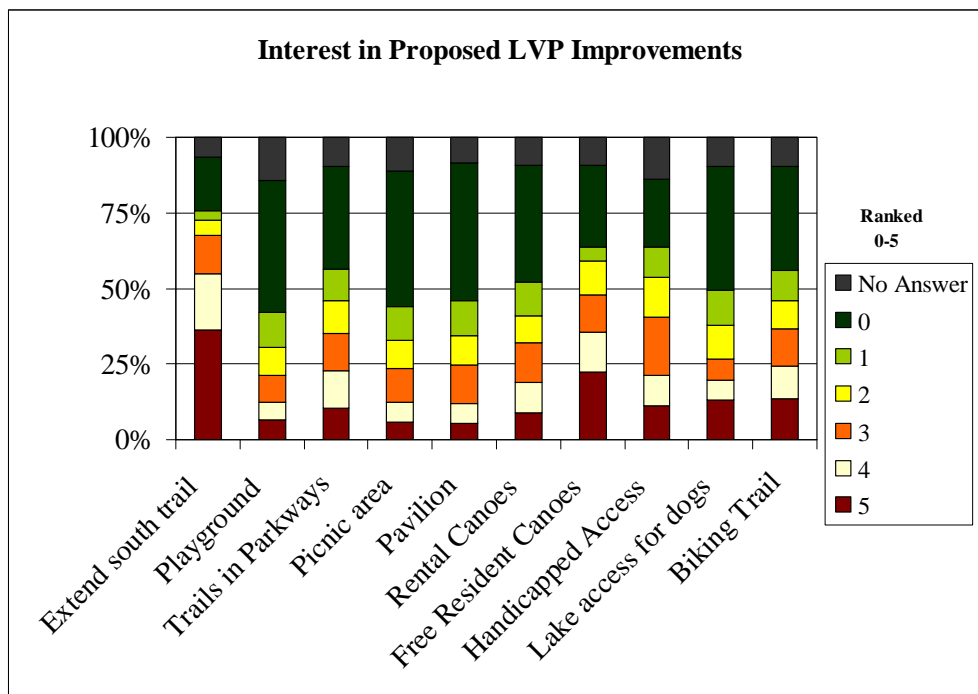


Figure 5. Interest in Proposed LVP Improvements

extension of the trail was supported by over 50% of the survey group and over 65% ranked it 3 or higher. None of the other proposed additions or changes ranked as high as the south trail. There was interest (and support assumed) for free canoes for residents which ranked well over 48% in interest through the three groups. There was a high rating (40% of ranks 3-5) for handicapped access. The support for handicapped access becomes understandable when compared with the length of home ownership – the LVP community does not have a lot of short term owners – the owners who move here tend to stay here until retirement and beyond. This means an increase in the older population with its inherent needs for user friendly access for less active residents. This was also seen in several survey comments that the respondents were no longer able to be active participants but used to be in the past. And there were some comments that they can no longer get to the lake and walk. It may also indicate a desire of the current owners to live here into retirement. Moderate to low interest was expressed for biking trail, lake access for dogs, rental canoes and trails in parkways. Much less interest was expressed for the more structural proposals including the playground, pavilion, canoe rentals and picnic area. Residents liked canoes if provided as part of their fees, but not as much if they had to pay for this service.

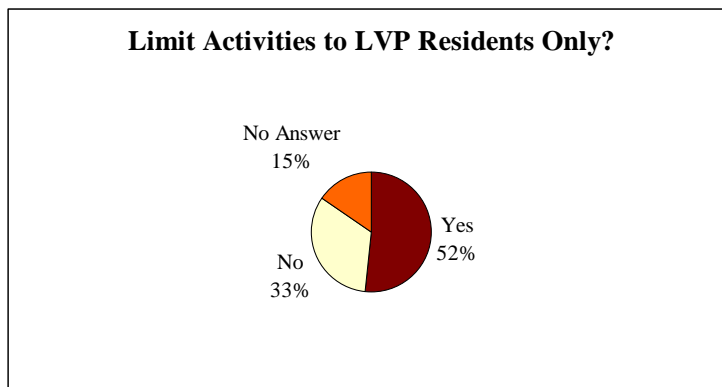
The north and south side were generally in line in rankings with a difference of only 3%-8% for all of the proposed improvements except for the following:

	South Side	North Side
Trails in Parkways (3-5 ranking)	26%	39%
Free Resident Canoes	57%	44%
Handicapped Access	48%	38%

The ranking of the trails in parkway was expected, with the south side with no parkways present on that side of the lake. The free resident canoes was a popular option on the south side, with a very high percentage of the respondents ranking it at 5 (38%, same as the ranking for the south trail extension).

The question on limiting activities to LVP residents was two-fold – first, there has been concerns expressed over the years about the non-residential use of the lake, trails and amenity. This was primarily due to the location of the lake next to a major thorough fare and also to the open access that currently exists around the lake. Second, although many residents do not appreciate the problems associated with this outside influence, over the years a good deal of the annual budget has been assisted by the fees charged to non-residents. So the survey sought to determine how strongly the residents felt about limiting the access and activities to just LVP residents. Figure 6 shows that a majority of the survey respondents supported keeping activities just for LVP residents (52%). However, in addition to this choice, there were many additional comments on the survey forms that indicated some variability of this answer. Surveys noted that 1) this is very difficult to prevent non-residents from activities; 2) non-residents should be charged for the activities that they do enjoy, similar to the dog walking tags; and 3) some activities should be limited and others not. Generally the LVP community wants to protect and preserve the lake and

Figure 6. Limit Activities to LVP Residents Only Question.



its environs for their enjoyment as much as possible, given the cost and difficulties of making the lake completely private in access. There were no great differences in the north and south responses on this question.

LVP Commission has to budget and prioritize the needs and goals of the lake and the parkways (common grounds). The lake has a much bigger budget impact, but the common areas along the roads in the LVP neighborhood are also the responsibility of the LVP Commission. Both have needs and maintenance requirements, but they are different enough that the next two questions asked about residents concerns separately for the two areas. South and north side residents may feel differently because the majority of non-lake property is along the parkways on the north side.

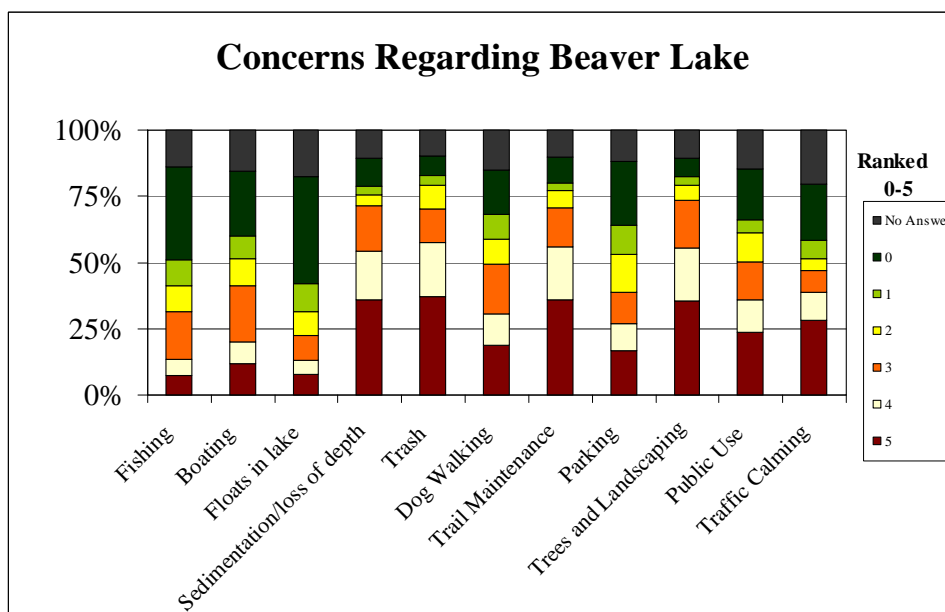


Figure 7. Concerns Ranked for Beaver Lake

Figure 7 ranks the concerns about Beaver Lake from the survey respondents. The survey used the most commonly expressed concerns that the Commission has heard from residents over the years. Very few additional concerns were mentioned in the surveys (other category), so these seem to be the main areas of contention and problems for the lake. The items with the highest

rankings of concern were sedimentation, trash, trail maintenance and landscaping around the lake. Especially when combined with rankings 3-5, these areas are well and above all other concerns (73% to 70%). This matches the interest in activities around the lake and the high interest in the lake area itself. The lower ranking of other problems may be due to the efforts taken in the past to address these concerns, such as dog walking and public use, which were in the next tier down (50%-51%).

Traffic calming was the next tier below with high concerns at 28% of the surveys and 46% ranked 3-5. There were many comments on traffic calming, the majority to do with the traffic on Merrimon Ave., and safe access to the lake than to specific neighborhood roads (although there were many comments on specific roads in several surveys). A few survey respondents felt strongly enough about the traffic calming structures used in Asheville to write at length and strongly against humps, curbs, roundabouts, triangles, etc. There were also a few but quite specific concerns mentioned about visibility and safety at the street junctions with Merrimon Ave.

Fishing, boating, and parking were of concern to 31%, 41%, and 39% respectively. This group seems to be a concern for those specific residents who use the lake for fishing and boating or need the parking to access the lake due to distance from their residences. Survey comments for these concerns tended to be directed at specific goals, such as the catch and release rule for fishing, and the cost for boating on the lake (related later to the questions on fees). The floats in the lake were noted of concern (3-5 rank) for 22% of the survey respondents.

There were a few areas of different concerns for the north and south side residents as follows (combined 3-5 ratings):

	North Side	South Side
Sedimentation	66%	81%
Fishing	28%	42%
Boating	37%	51%

There was no information given to determine why the south side respondents had more concerns about these three items over the north side. The response on the free rental canoes which showed the south side with more interest (Figure 5) may be related to the boating concerns (access, availability, etc.), but that is just an hypothesis at this time. There were no survey questions that would give more information about the differences.

Figure 8 summarized the concerns about the LVP common property along Merrimon Ave. and the parkways (Avon, Euclid, and Midland for example). Concerns were primarily with landscaping and the treed landscaping. Maintenance of the greenways, with mowing, trimming, and pruning were a major concern. There were comments for both the frequency of mowing and also of the removal of natural habitat. LVP Commission will have to balance the desire for a nice looking landscaped area that can be easily maintained (cost) with protection for a native habitat based on comments in the responses. Replacing trees around the parkways and the lake (65-67%) were a slightly higher priority than restoration of the parkways (48%). Landscaping of

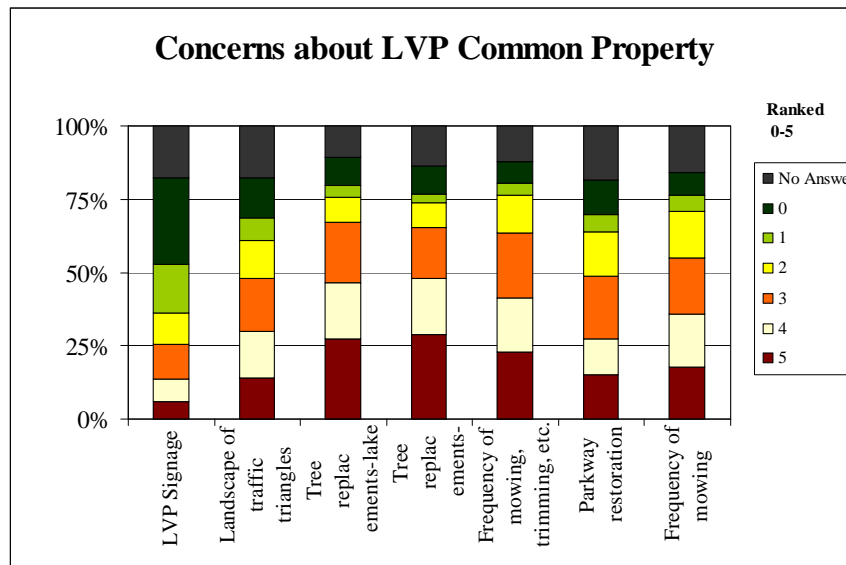


Figure 8. Concerns about LVP Common Property

the traffic triangles was ranked close to the restoration of the parkways (48%). Frequency of mowing was listed twice by error on the questionnaire but both listings were close to the same results. Only 26% mentioned a concern about the LVP signage, but those that did made a point of additional written comments about the size, appearance and age of the sign. This question may not have gotten information on whether residents were even aware of the sign in the first place.

There were several items with >10% differences in the responses from the north side of the lake and the south side, as would be expected. Items ranked 3-5 are listed below:

	North Side	South Side
LVP Signage	30%	13%
Landscaping of Traffic Triangles	56%	30%
Parkway Restoration	57%	30%

These three items are to be found only on the north side (existing sign on Midland) and thus would explain the drop in concern from residents on the south side of the lake. The Commission needs to note the high % of responses from the north side indicating a concern with these items, especially the ones over 50%. This might be different if the LVP Commission decides to put up signs on the south side indicating LVP community.

LVP Expenses and Income Section

This section of the questionnaire provided some background information on the needs and budget of LVP and asked for input on the level of fees, what to set as budget goals and how to achieve the goals fiscally. The first question asked for opinions on addressing the sediment in the lake. Figure 9 shows the responses ranging from strongly agree to neutral to strongly disagree.

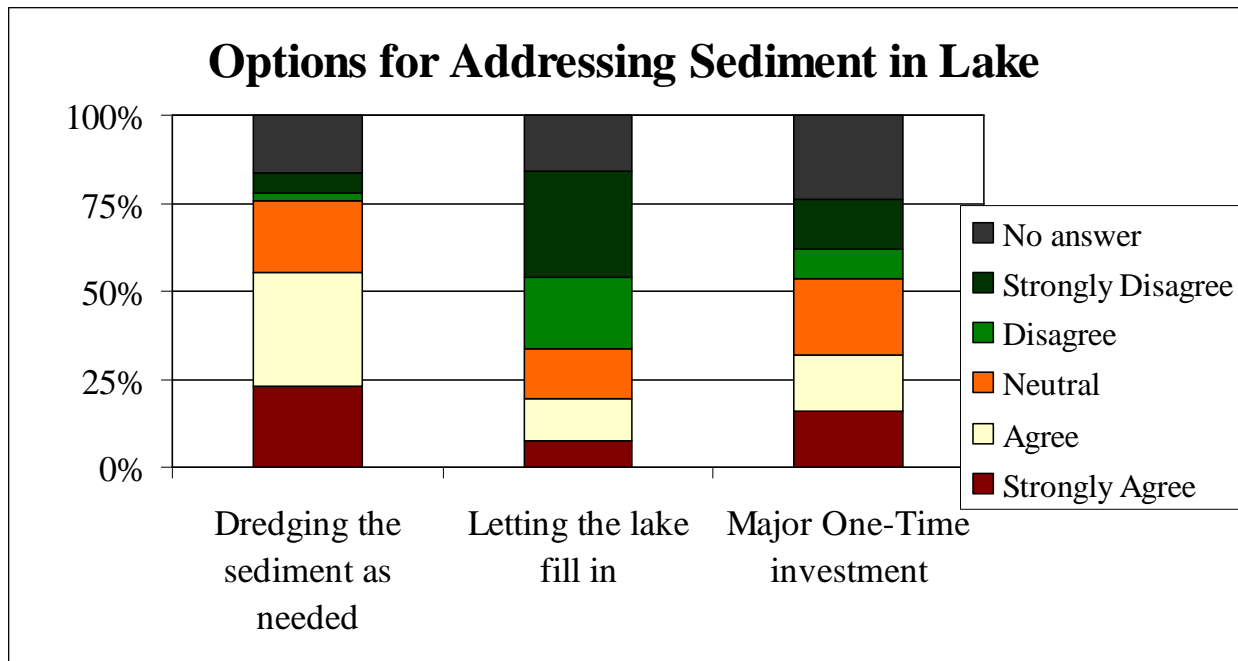


Figure 9. Ranking of Options for Addressing Sediment in Beaver Lake

55% responded strongly agree or agree that the sediment needed to be removed as needed with only 8% in the disagree categories. And 50% strongly disagreed or disagreed with letting the lake fill in. 19% of the surveys supported letting the lake fill in and 14% were neutral, which totaled only 33% that might consider that option. It was clear from the responses that keeping the lake functional was an important consideration. The third question on the one-time investment of a system for channeling sediment around the lake received an in-between response – there was interest and support for this proposal, but many of the no answer categories indicated a need for more information and cost analyses. This would be of consideration by the community when more information, technical plans, and determination of feasibility has been completed. There was support for looking into other options to reduce the dependency on dredging as a lake management technique, especially if the costs could be reduced. There were no differences in north side and south side responses on these questions except for the number of neutral responses for the Major One-Time Investment Option was higher on the south side than the north (34% to 17%).

Figure 10 shows the results of the assessment of fees and the current level of those fees. Most responses indicated the fees were about right. There were comments from specific survey responses, some wanting higher fees for non-residents and lower for residents. Responses were also linked somewhat to whether residents paid for boats or fishing permits or not. People who utilize the permit activities were more likely to respond that the fees were too high than residents who did not use the permits. Slip rentals were generally felt to be at a good level, particularly to non-residents. Dog permits were noted both as being too high and too low in cost. Some good questions were raised about guests of LVP residents and how they would be classified for permits was noted and should be addressed (resident or non-resident? Guest permits?). Surprisingly, when asked if the current assessment fee for LVP was the right level, 26% stated

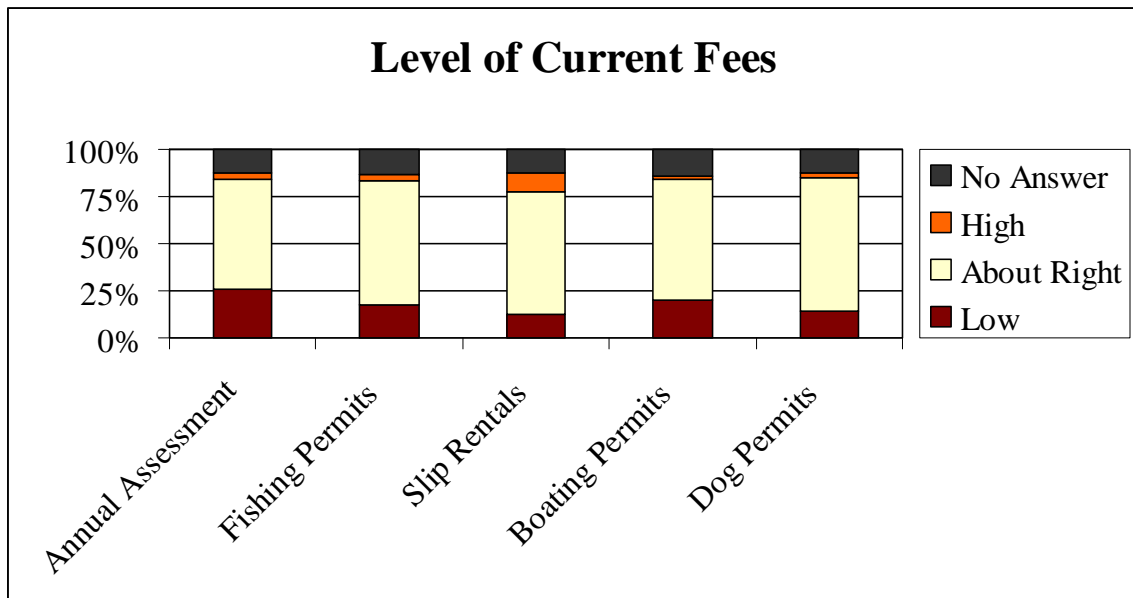


Figure 10. Assessment of Current Fees

the fees were low. Normally homeowners don't admit to paying less than something is worth, so this is an indication that a ¼ of residents responding feel that LVP services are a great bargain. The responses from both north and south side residents were within 10% on all answers on the fee questions.

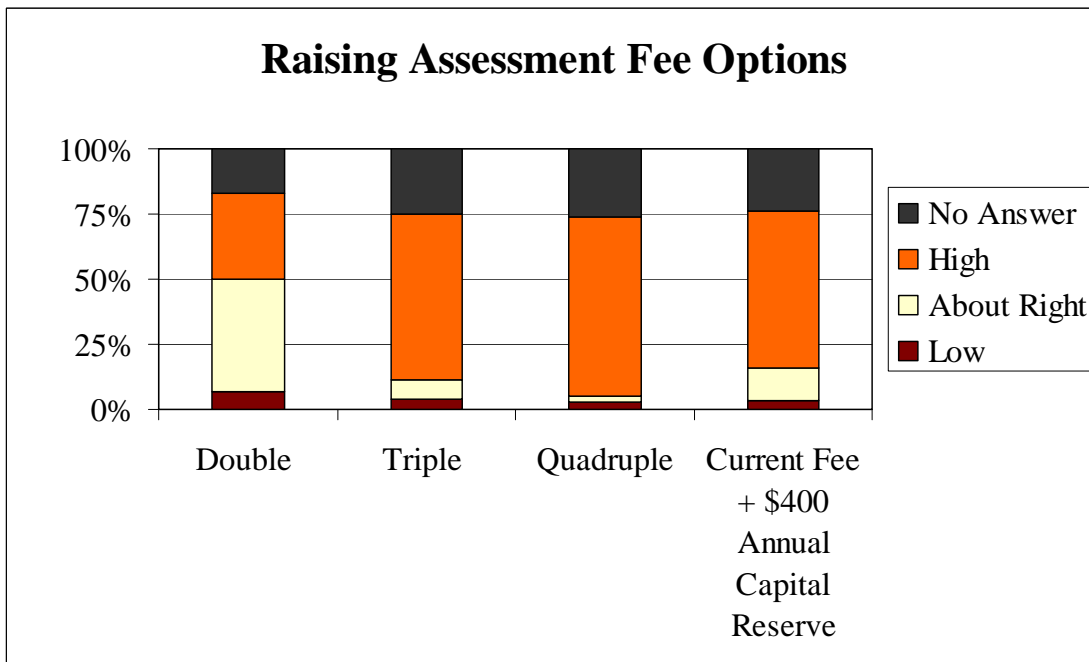


Figure 11. If Annual Assessment were raised, what would be your response to the proposed levels?

Finally the question that would help the long term planning budget: how would the residents rank the assessment fee if it was proposed to be increased, and possibly significantly. Figure 11. has the results from those survey responses shown fairly clearly. 50% of the survey respondents felt that doubling the current assessment fee would be about right or even still too low. There is support, although not unanimous, for a higher fee in the community. Responses were more strongly against triple and quadrupling the current fee. There was more support for the annual capital reserve fund fee, but still minimal. The LVP Commission has some maneuvering room for finding additional funds, but not unlimited. Particularly in these economic times, which were mentioned by several survey respondents.

There were some significant difference in the replies from the north side and the south side residents to the one question on doubling the assessment fee – possibly due to the smaller lot size and smaller road frontage/assessment fee? The differences are listed below:

	North Side	South Side
Double (about right or low)	48%	59%

All other responses were within several percentages for both sides of the lake.

In conclusion, the LVP community supports what has been done up to this point and just wants tweaking of the situation. No one concern or problem was of overwhelming proportions. Finding funds for the current and future budgets will continue to be difficult, but the community does support the Commission and has provided some leeway in addressing these and future problems. There were some areas of concerns and preferred improvements that were expressed more by the north side than the south side and vice versa.

On the survey itself, there were a few minor glitches (one duplicate question) and several survey respondents did not answer the questions on the back of the second page, possibly due to oversight (not significant numbers). Future questionnaires will need to note that questions continue on back of pages. It was observed that some respondents were not clear by what was meant by “concerns”. Definitely more information was requested in order to evaluate future lake sedimentation expenses, including budget or cost estimates for comparison with other options. There was an extremely high return rate of surveys (54% as of October 29, 2010), which shows that the LVP community has a lot of very interested and involved residents. This is a great resource that should be encouraged and expanded to help promote and protect Beaver Lake and the LVP Common Grounds. Future surveys can build on this initial survey data and evaluate changes and problems and solutions that the LVP Commission and residents will encounter.