

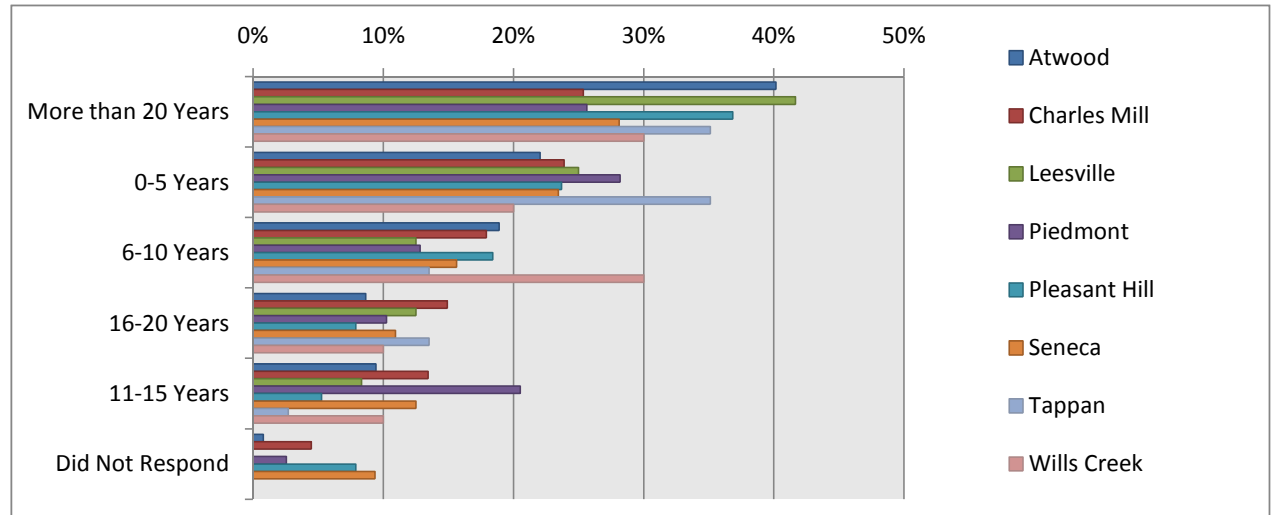
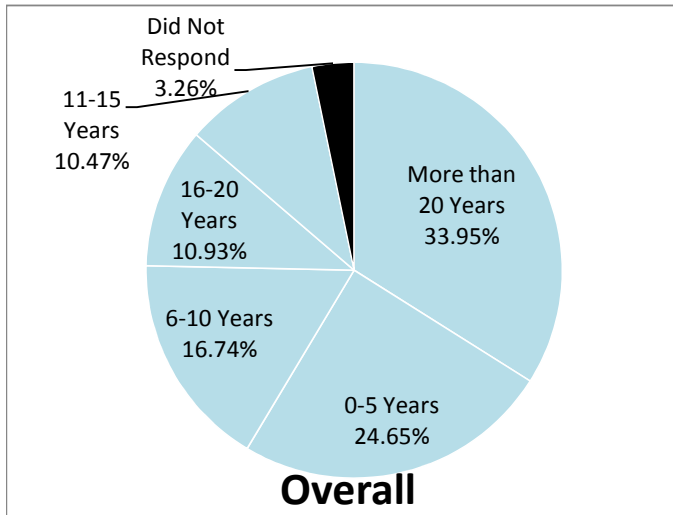
LESSEES

Overall Summary

Surveys sent: 1204
 Surveys returned: 430 35.71%

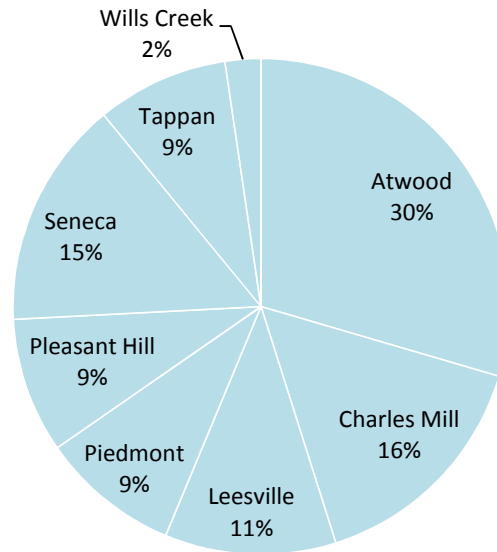
Q1. I have been a cottage site lessee for:

	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
More than 20 Years	51	40.16%	17	25.37%	20	41.67%	10	25.64%	14	36.84%	18	28.13%	13	35.14%	3	30.00%	146	33.95%
0-5 Years	28	22.05%	16	23.88%	12	25.00%	11	28.21%	9	23.68%	15	23.44%	13	35.14%	2	20.00%	106	24.65%
6-10 Years	24	18.90%	12	17.91%	6	12.50%	5	12.82%	7	18.42%	10	15.63%	5	13.51%	3	30.00%	72	16.74%
16-20 Years	11	8.66%	10	14.93%	6	12.50%	4	10.26%	3	7.89%	7	10.94%	5	13.51%	1	10.00%	47	10.93%
11-15 Years	12	9.45%	9	13.43%	4	8.33%	8	20.51%	2	5.26%	8	12.50%	1	2.70%	1	10.00%	45	10.47%
Did Not Respond	1	0.79%	3	4.48%	0	0.00%	1	2.56%	3	7.89%	6	9.38%	0	0.00%	0	0.00%	14	3.26%



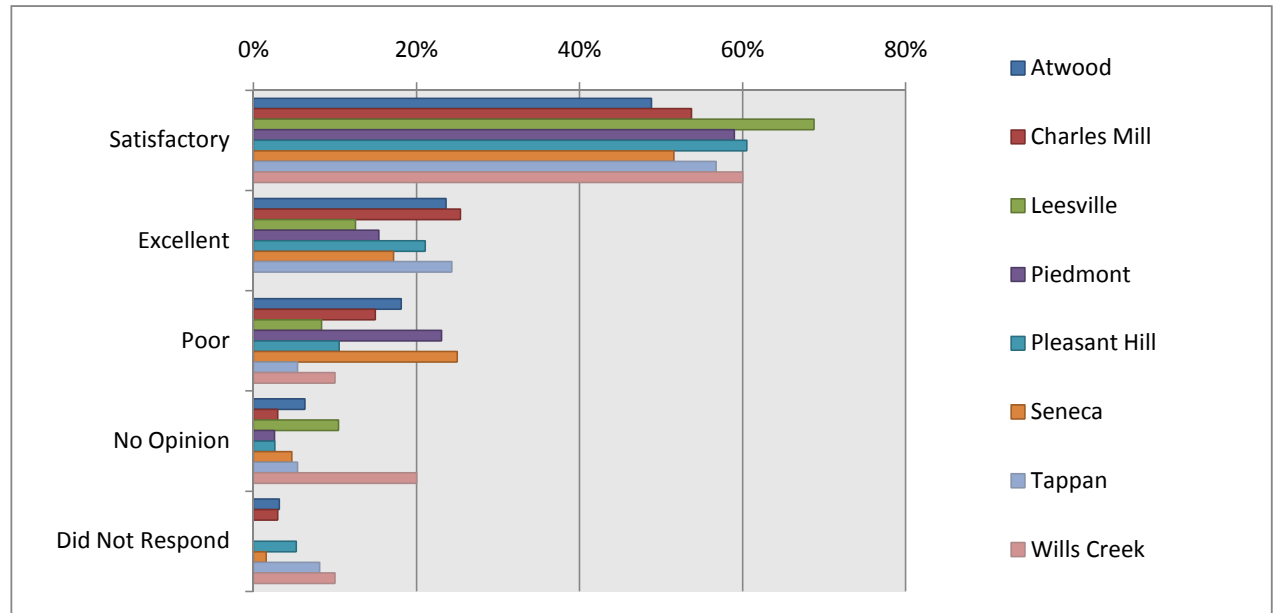
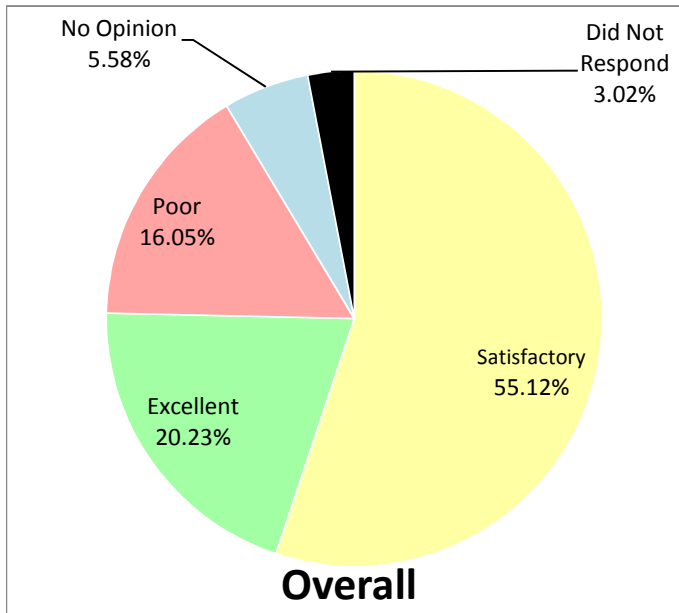
Q2. Where is your cottage site located?

Atwood	127	29.53%
Charles Mill	67	15.58%
Leesville	48	11.16%
Piedmont	39	9.07%
Pleasant Hill	38	8.84%
Seneca	64	14.88%
Tappan	37	8.60%
Wills Creek	10	2.33%
Did Not Respond	0	0.00%

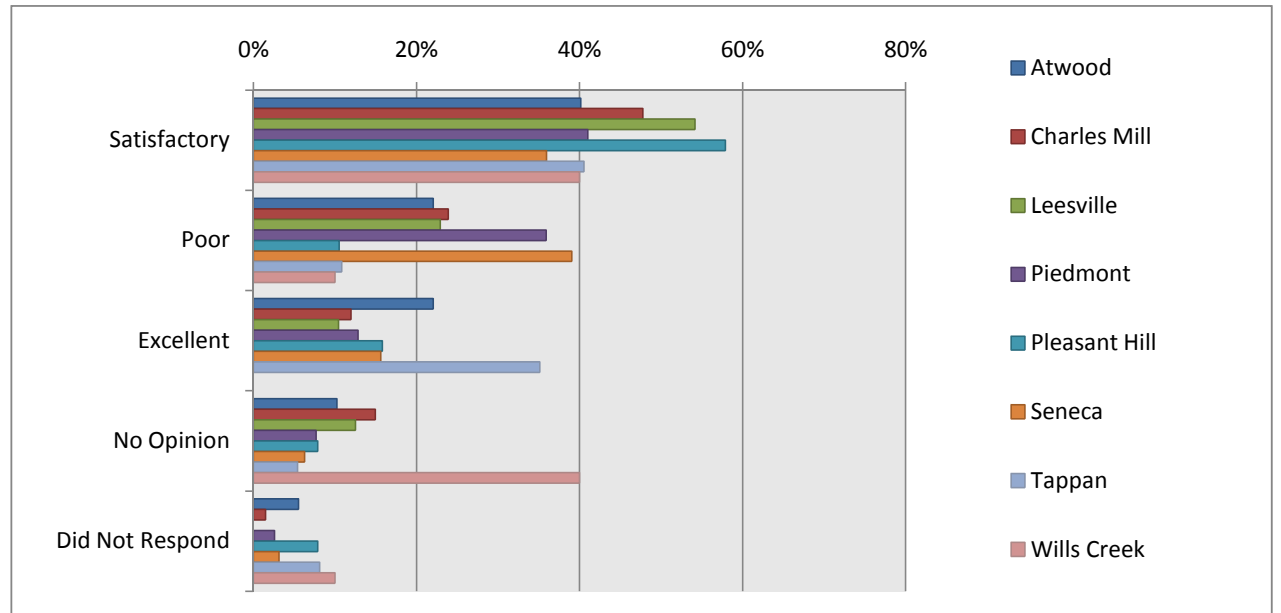
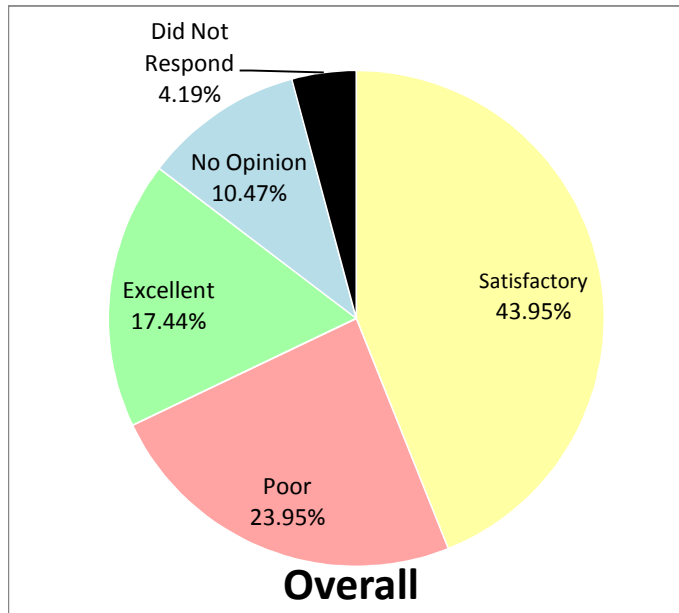


Q3. Please tell us how you rate the following services:

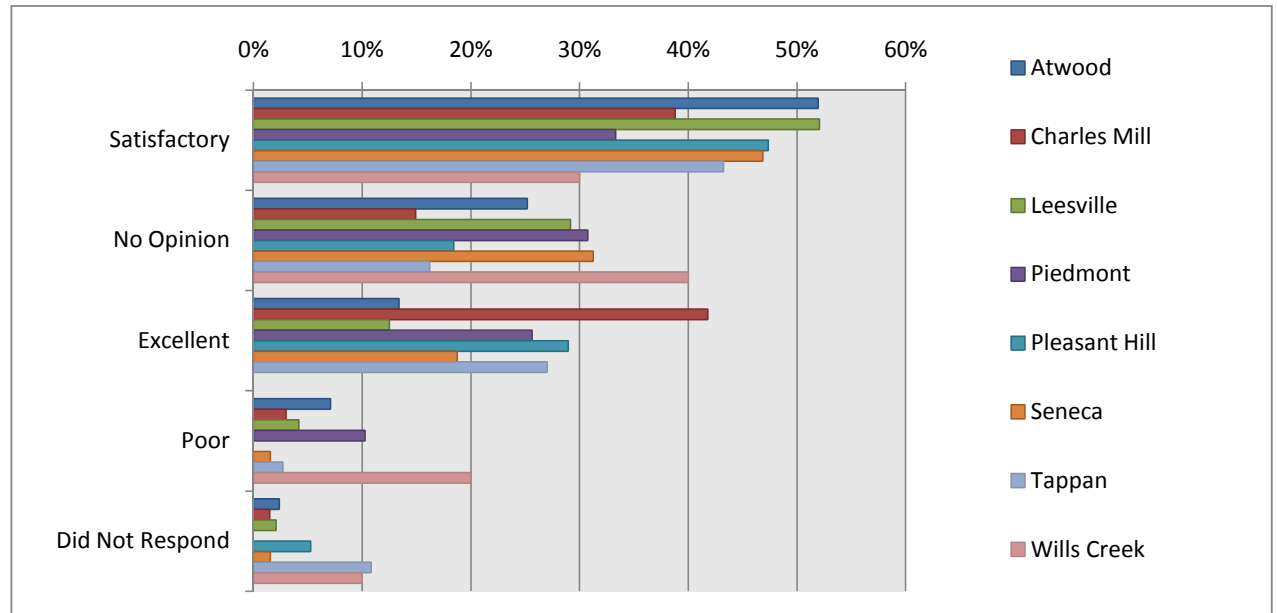
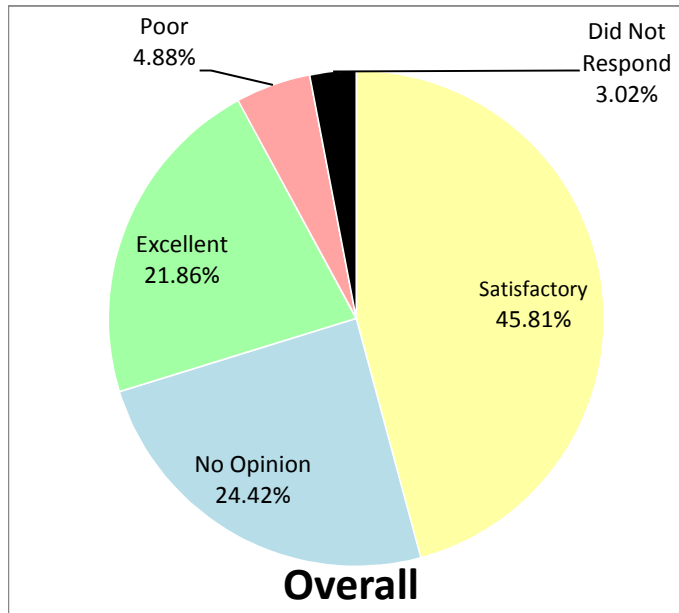
Road Maintenance	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Satisfactory	62	48.82%	36	53.73%	33	68.75%	23	58.97%	23	60.53%	33	51.56%	21	56.76%	6	60.00%	237	55.12%
Excellent	30	23.62%	17	25.37%	6	12.50%	6	15.38%	8	21.05%	11	17.19%	9	24.32%	0	0.00%	87	20.23%
Poor	23	18.11%	10	14.93%	4	8.33%	9	23.08%	4	10.53%	16	25.00%	2	5.41%	1	10.00%	69	16.05%
No Opinion	8	6.30%	2	2.99%	5	10.42%	1	2.56%	1	2.63%	3	4.69%	2	5.41%	2	20.00%	24	5.58%
Did Not Respond	4	3.15%	2	2.99%	0	0.00%	0	0.00%	2	5.26%	1	1.56%	3	8.11%	1	10.00%	13	3.02%



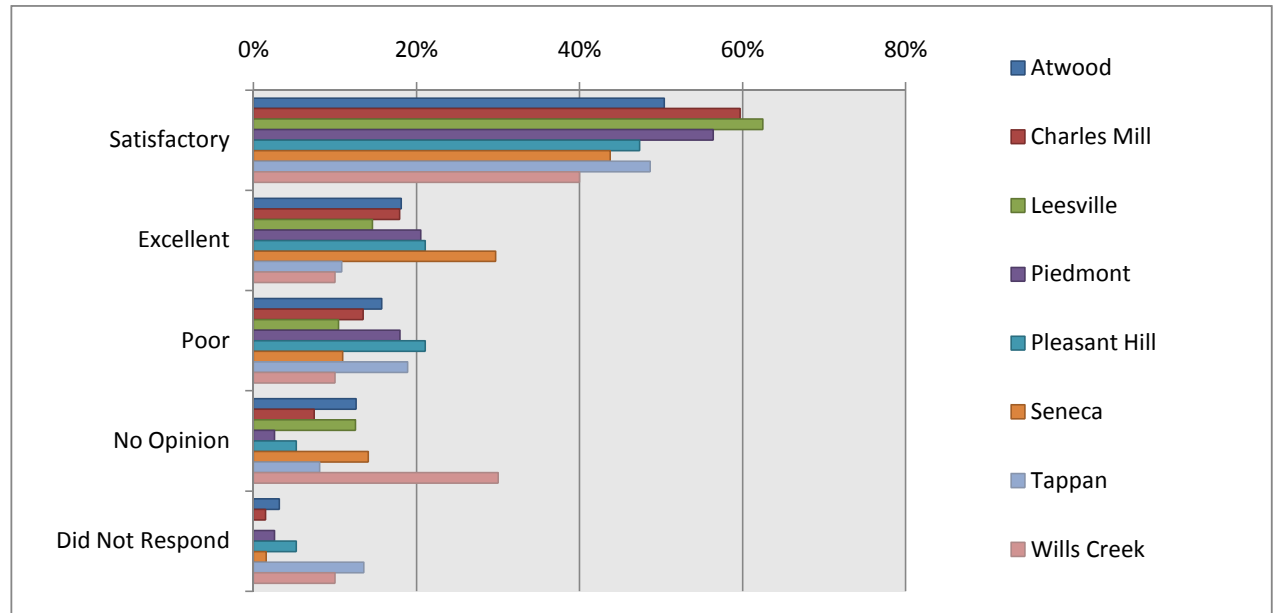
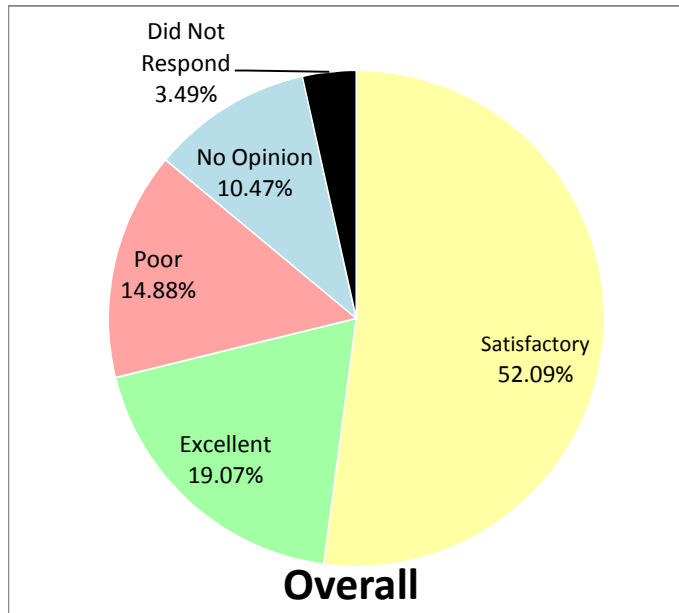
Road Surface Improvements	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Satisfactory	51	40.16%	32	47.76%	26	54.17%	16	41.03%	22	57.89%	23	35.94%	15	40.54%	4	40.00%	189	43.95%
Poor	28	22.05%	16	23.88%	11	22.92%	14	35.90%	4	10.53%	25	39.06%	4	10.81%	1	10.00%	103	23.95%
Excellent	28	22.05%	8	11.94%	5	10.42%	5	12.82%	6	15.79%	10	15.63%	13	35.14%	0	0.00%	75	17.44%
No Opinion	13	10.24%	10	14.93%	6	12.50%	3	7.69%	3	7.89%	4	6.25%	2	5.41%	4	40.00%	45	10.47%
Did Not Respond	7	5.51%	1	1.49%	0	0.00%	1	2.56%	3	7.89%	2	3.13%	3	8.11%	1	10.00%	18	4.19%



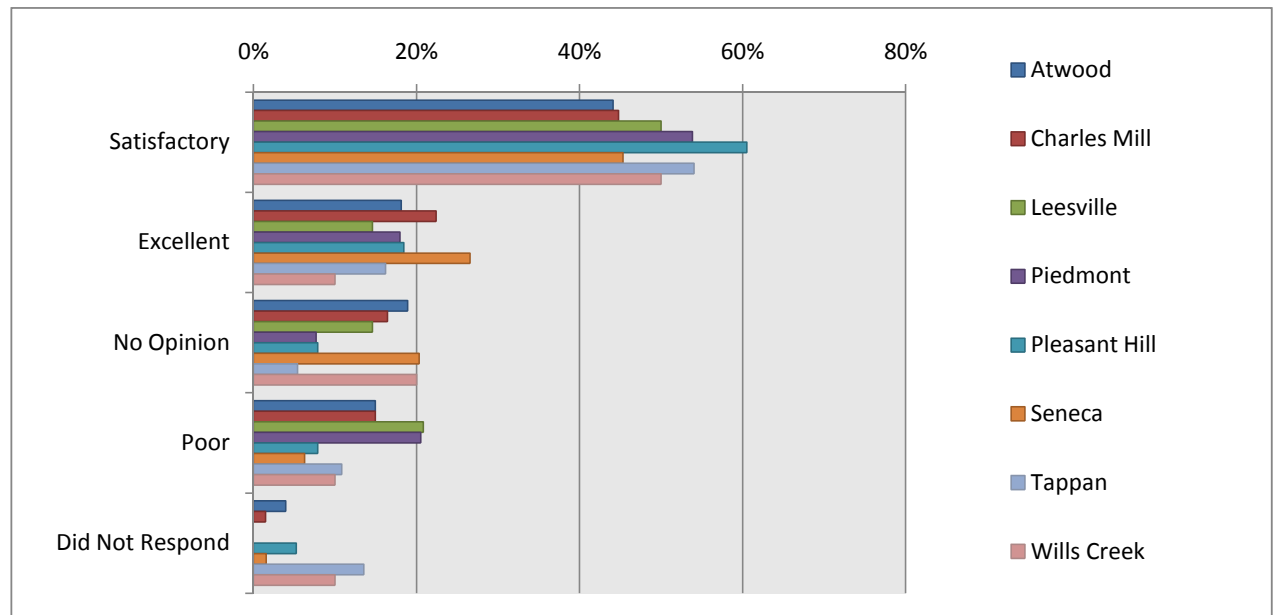
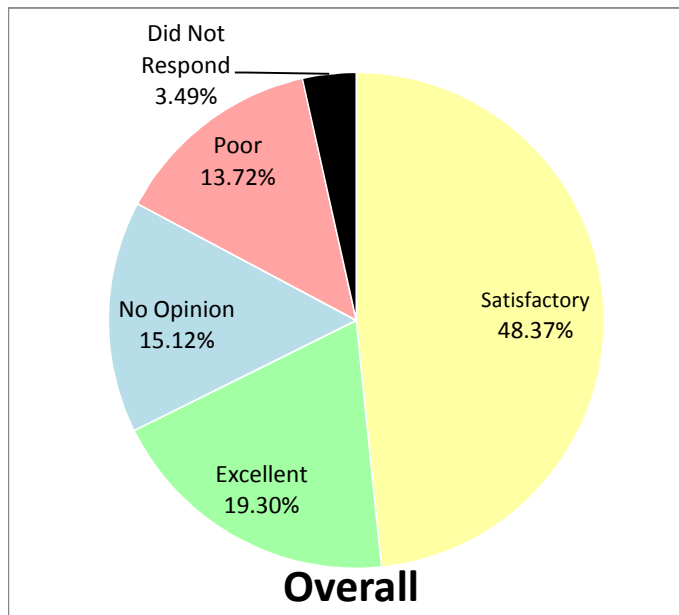
Snow/Ice Removal	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Satisfactory	66	51.97%	26	38.81%	25	52.08%	13	33.33%	18	47.37%	30	46.88%	16	43.24%	3	30.00%	197	45.81%
No Opinion	32	25.20%	10	14.93%	14	29.17%	12	30.77%	7	18.42%	20	31.25%	6	16.22%	4	40.00%	105	24.42%
Excellent	17	13.39%	28	41.79%	6	12.50%	10	25.64%	11	28.95%	12	18.75%	10	27.03%	0	0.00%	94	21.86%
Poor	9	7.09%	2	2.99%	2	4.17%	4	10.26%	0	0.00%	1	1.56%	1	2.70%	2	20.00%	21	4.88%
Did Not Respond	3	2.36%	1	1.49%	1	2.08%	0	0.00%	2	5.26%	1	1.56%	4	10.81%	1	10.00%	13	3.02%



Roadside Tree & Brush Trimming	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Satisfactory	64	50.39%	40	59.70%	30	62.50%	22	56.41%	18	47.37%	28	43.75%	18	48.65%	4	40.00%	224	52.09%
Excellent	23	18.11%	12	17.91%	7	14.58%	8	20.51%	8	21.05%	19	29.69%	4	10.81%	1	10.00%	82	19.07%
Poor	20	15.75%	9	13.43%	5	10.42%	7	17.95%	8	21.05%	7	10.94%	7	18.92%	1	10.00%	64	14.88%
No Opinion	16	12.60%	5	7.46%	6	12.50%	1	2.56%	2	5.26%	9	14.06%	3	8.11%	3	30.00%	45	10.47%
Did Not Respond	4	3.15%	1	1.49%	0	0.00%	1	2.56%	2	5.26%	1	1.56%	5	13.51%	1	10.00%	15	3.49%



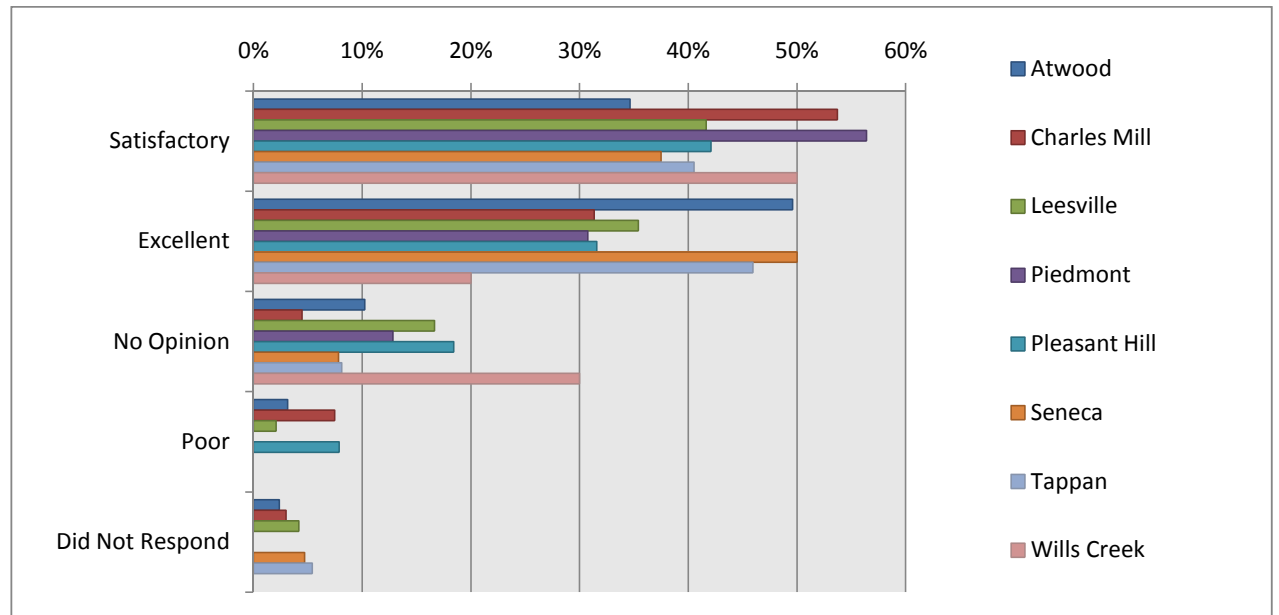
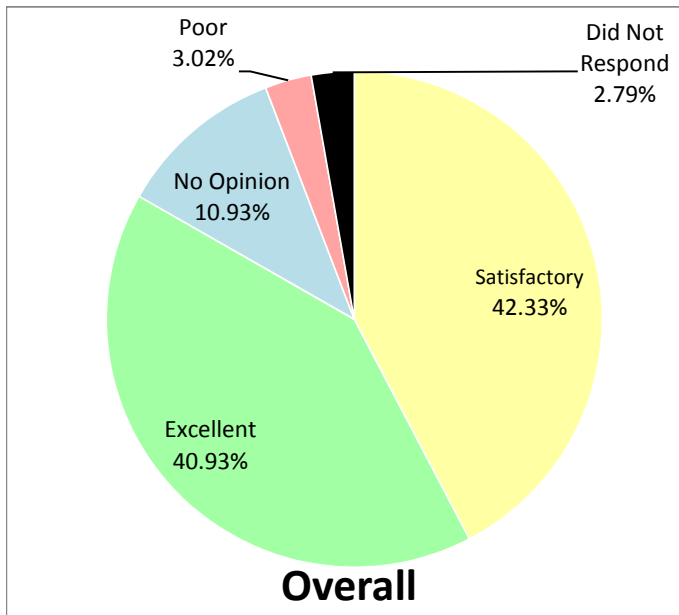
Roadside Mowing	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
Satisfactory	56	44.09%	30	44.78%	24	50.00%	21	53.85%	23	60.53%	29	45.31%	20	54.05%	5	50.00%	208	48.37%
Excellent	23	18.11%	15	22.39%	7	14.58%	7	17.95%	7	18.42%	17	26.56%	6	16.22%	1	10.00%	83	19.30%
No Opinion	24	18.90%	11	16.42%	7	14.58%	3	7.69%	3	7.89%	13	20.31%	2	5.41%	2	20.00%	65	15.12%
Poor	19	14.96%	10	14.93%	10	20.83%	8	20.51%	3	7.89%	4	6.25%	4	10.81%	1	10.00%	59	13.72%
Did Not Respond	5	3.94%	1	1.49%	0	0.00%	0	0.00%	2	5.26%	1	1.56%	5	13.51%	1	10.00%	15	3.49%



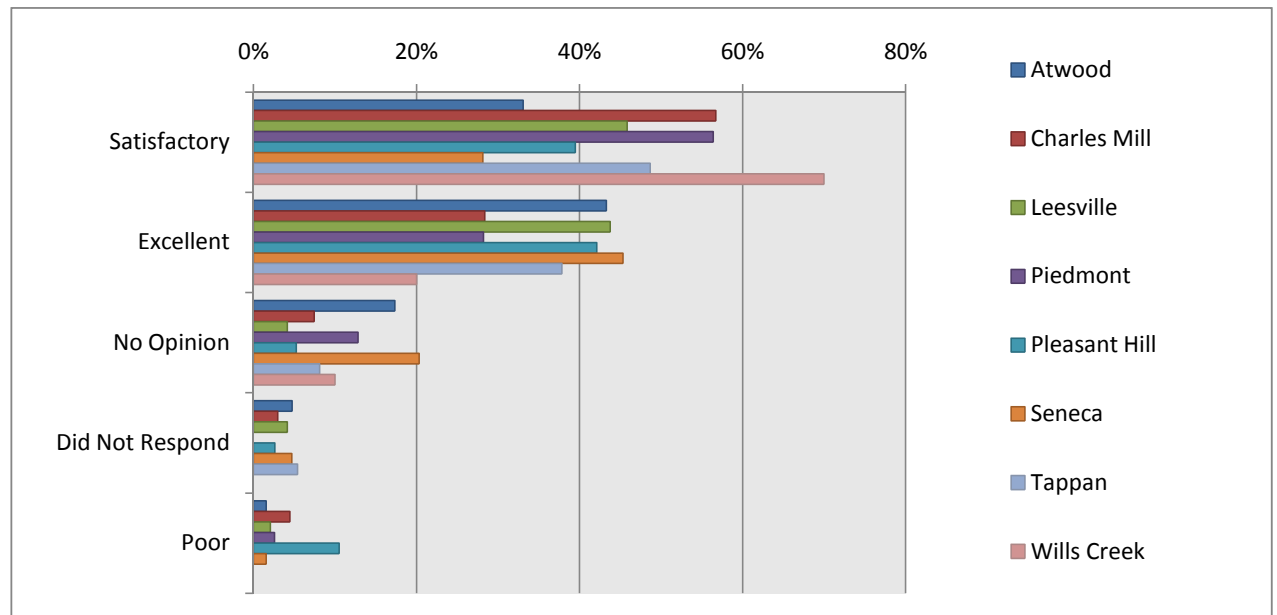
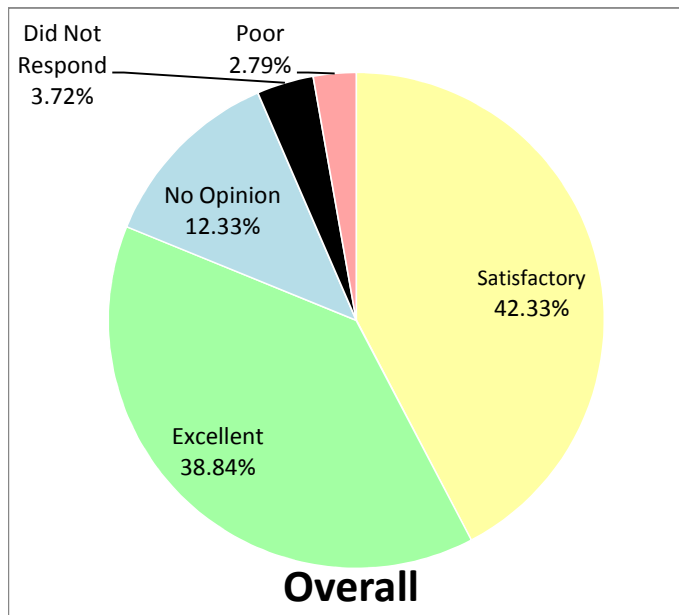
Additional Comments On These Services	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
Responded	122	96.06%	65	97.01%	47	97.92%	37	94.87%	36	94.74%	61	95.31%	36	97.30%	10	100.00%	414	96.28%
Did Not Respond	5	3.94%	2	2.99%	1	2.08%	2	5.13%	2	5.26%	3	4.69%	1	2.70%	0	0.00%	16	3.72%

Q4. Please tell us how you rate the following services:

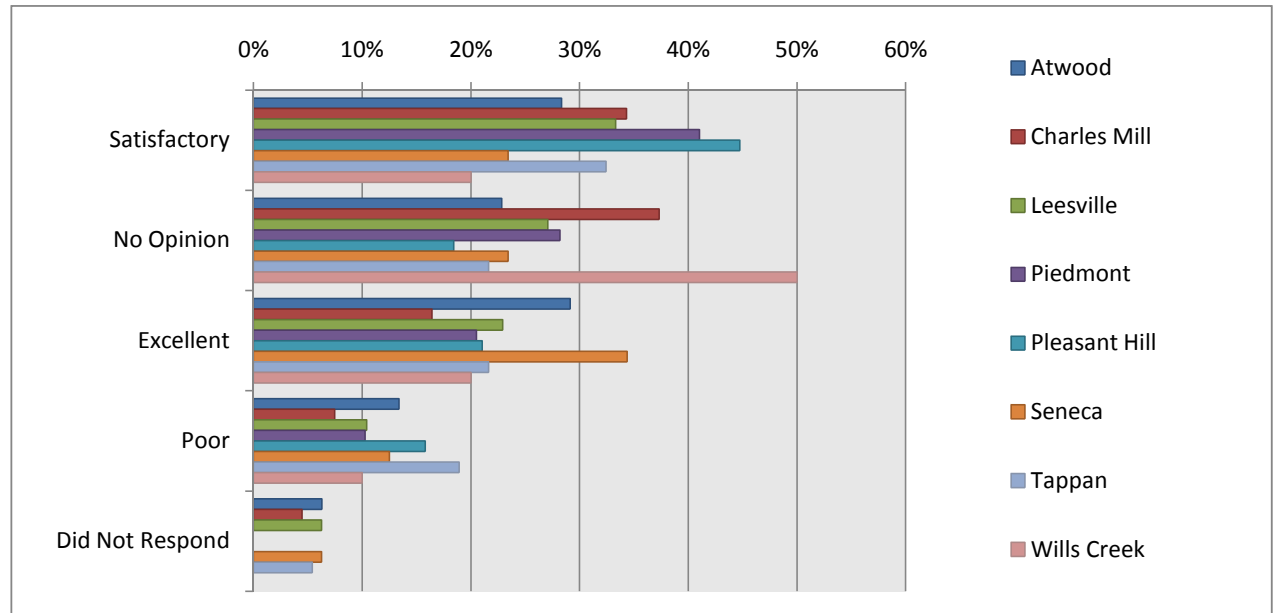
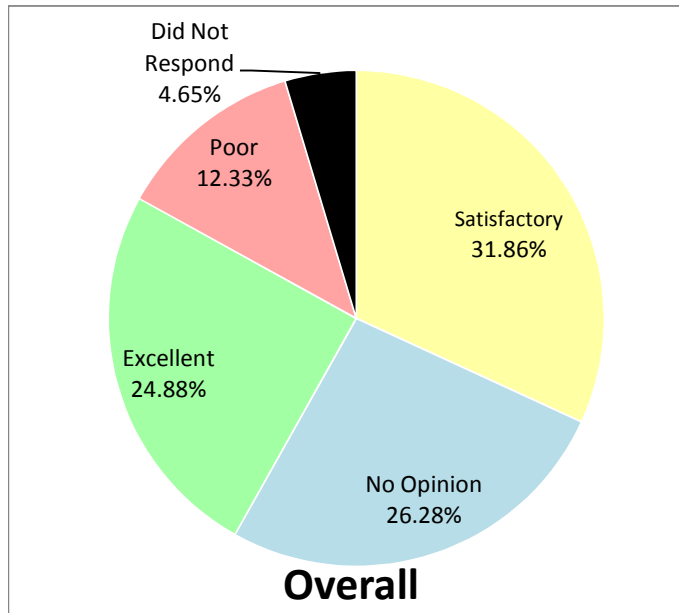
Construction Permit Process	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Satisfactory	44	34.65%	36	53.73%	20	41.67%	22	56.41%	16	42.11%	24	37.50%	15	40.54%	5	50.00%	182	42.33%
Excellent	63	49.61%	21	31.34%	17	35.42%	12	30.77%	12	31.58%	32	50.00%	17	45.95%	2	20.00%	176	40.93%
No Opinion	13	10.24%	3	4.48%	8	16.67%	5	12.82%	7	18.42%	5	7.81%	3	8.11%	3	30.00%	47	10.93%
Poor	4	3.15%	5	7.46%	1	2.08%	0	0.00%	3	7.89%	0	0.00%	0	0.00%	0	0.00%	13	3.02%
Did Not Respond	3	2.36%	2	2.99%	2	4.17%	0	0.00%	0	0.00%	3	4.69%	2	5.41%	0	0.00%	12	2.79%



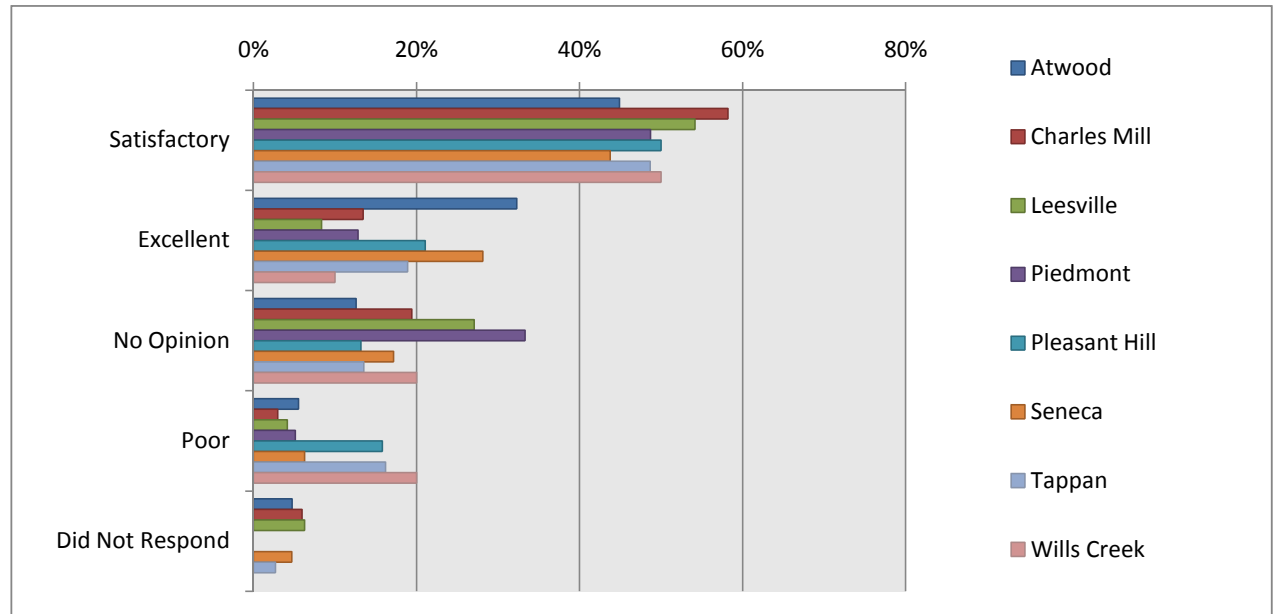
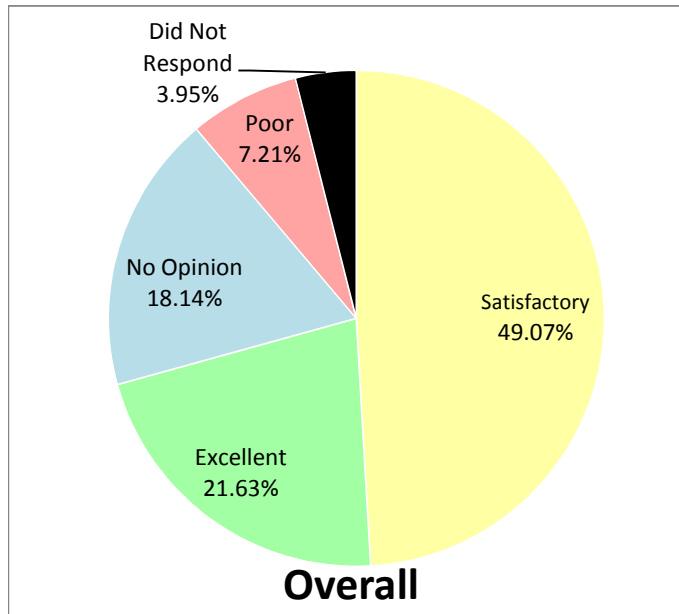
Tree Removal Permit Process	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Satisfactory	42	33.07%	38	56.72%	22	45.83%	22	56.41%	15	39.47%	18	28.13%	18	48.65%	7	70.00%	182	42.33%
Excellent	55	43.31%	19	28.36%	21	43.75%	11	28.21%	16	42.11%	29	45.31%	14	37.84%	2	20.00%	167	38.84%
No Opinion	22	17.32%	5	7.46%	2	4.17%	5	12.82%	2	5.26%	13	20.31%	3	8.11%	1	10.00%	53	12.33%
Did Not Respond	6	4.72%	2	2.99%	2	4.17%	0	0.00%	1	2.63%	3	4.69%	2	5.41%	0	0.00%	16	3.72%
Poor	2	1.57%	3	4.48%	1	2.08%	1	2.56%	4	10.53%	1	1.56%	0	0.00%	0	0.00%	12	2.79%



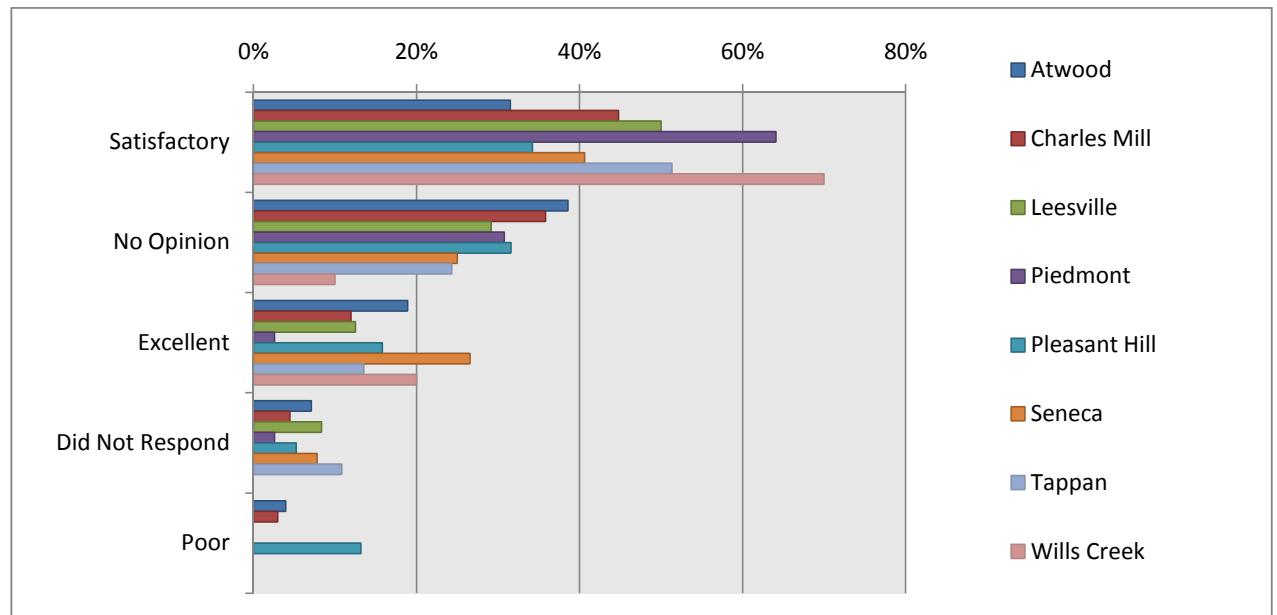
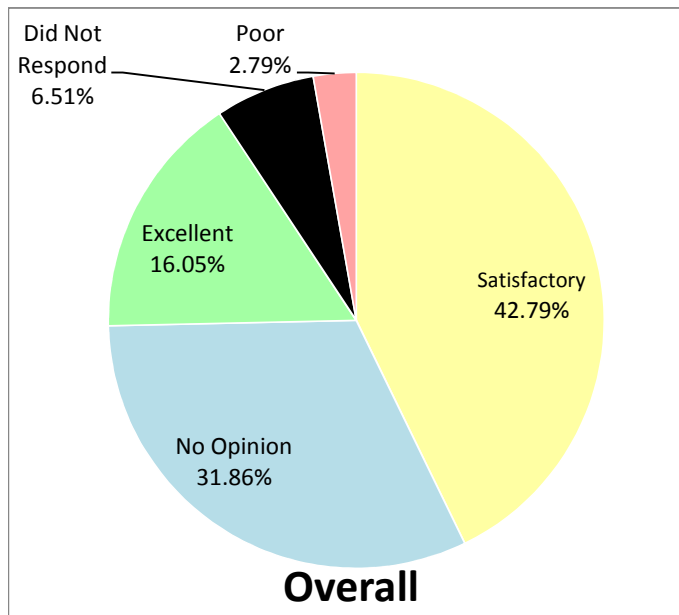
Hazardous Tree Removal	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Satisfactory	36	28.35%	23	34.33%	16	33.33%	16	41.03%	17	44.74%	15	23.44%	12	32.43%	2	20.00%	137	31.86%
No Opinion	29	22.83%	25	37.31%	13	27.08%	11	28.21%	7	18.42%	15	23.44%	8	21.62%	5	50.00%	113	26.28%
Excellent	37	29.13%	11	16.42%	11	22.92%	8	20.51%	8	21.05%	22	34.38%	8	21.62%	2	20.00%	107	24.88%
Poor	17	13.39%	5	7.46%	5	10.42%	4	10.26%	6	15.79%	8	12.50%	7	18.92%	1	10.00%	53	12.33%
Did Not Respond	8	6.30%	3	4.48%	3	6.25%	0	0.00%	0	0.00%	4	6.25%	2	5.41%	0	0.00%	20	4.65%



Safety/Security	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Satisfactory	57	44.88%	39	58.21%	26	54.17%	19	48.72%	19	50.00%	28	43.75%	18	48.65%	5	50.00%	211	49.07%
Excellent	41	32.28%	9	13.43%	4	8.33%	5	12.82%	8	21.05%	18	28.13%	7	18.92%	1	10.00%	93	21.63%
No Opinion	16	12.60%	13	19.40%	13	27.08%	13	33.33%	5	13.16%	11	17.19%	5	13.51%	2	20.00%	78	18.14%
Poor	7	5.51%	2	2.99%	2	4.17%	2	5.13%	6	15.79%	4	6.25%	6	16.22%	2	20.00%	31	7.21%
Did Not Respond	6	4.72%	4	5.97%	3	6.25%	0	0.00%	0	0.00%	3	4.69%	1	2.70%	0	0.00%	17	3.95%

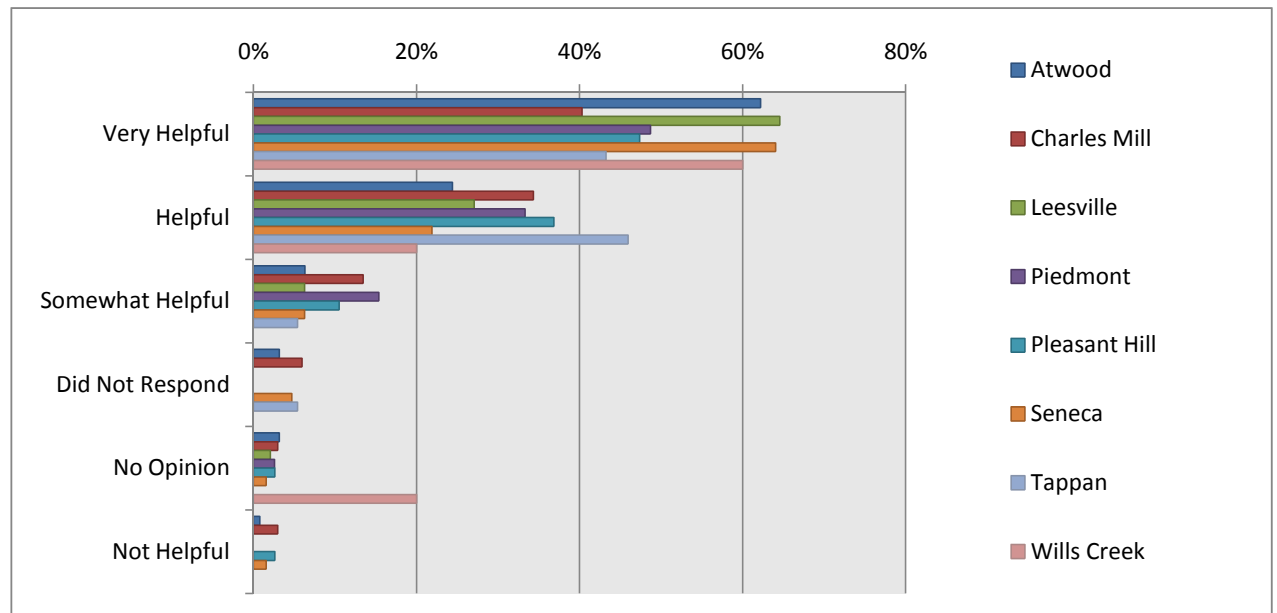
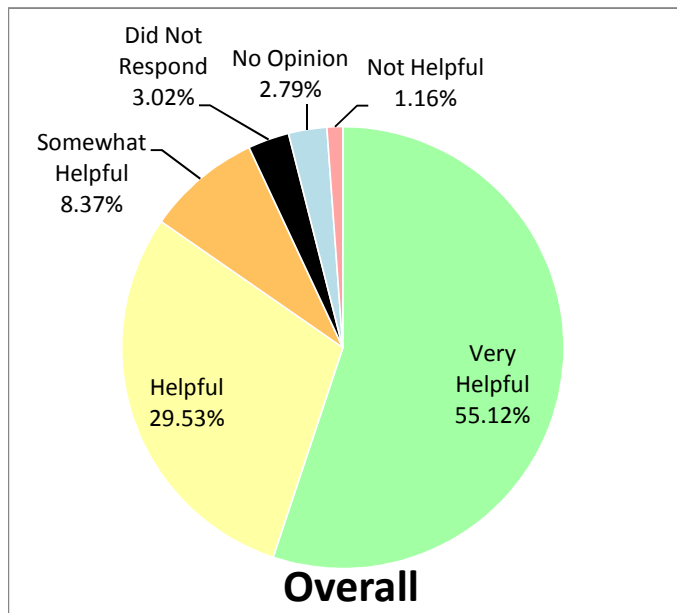


Lease Inspections	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Satisfactory	40	31.50%	30	44.78%	24	50.00%	25	64.10%	13	34.21%	26	40.63%	19	51.35%	7	70.00%	184	42.79%
No Opinion	49	38.58%	24	35.82%	14	29.17%	12	30.77%	12	31.58%	16	25.00%	9	24.32%	1	10.00%	137	31.86%
Excellent	24	18.90%	8	11.94%	6	12.50%	1	2.56%	6	15.79%	17	26.56%	5	13.51%	2	20.00%	69	16.05%
Did Not Respond	9	7.09%	3	4.48%	4	8.33%	1	2.56%	2	5.26%	5	7.81%	4	10.81%	0	0.00%	28	6.51%
Poor	5	3.94%	2	2.99%	0	0.00%	0	0.00%	5	13.16%	0	0.00%	0	0.00%	0	0.00%	12	2.79%



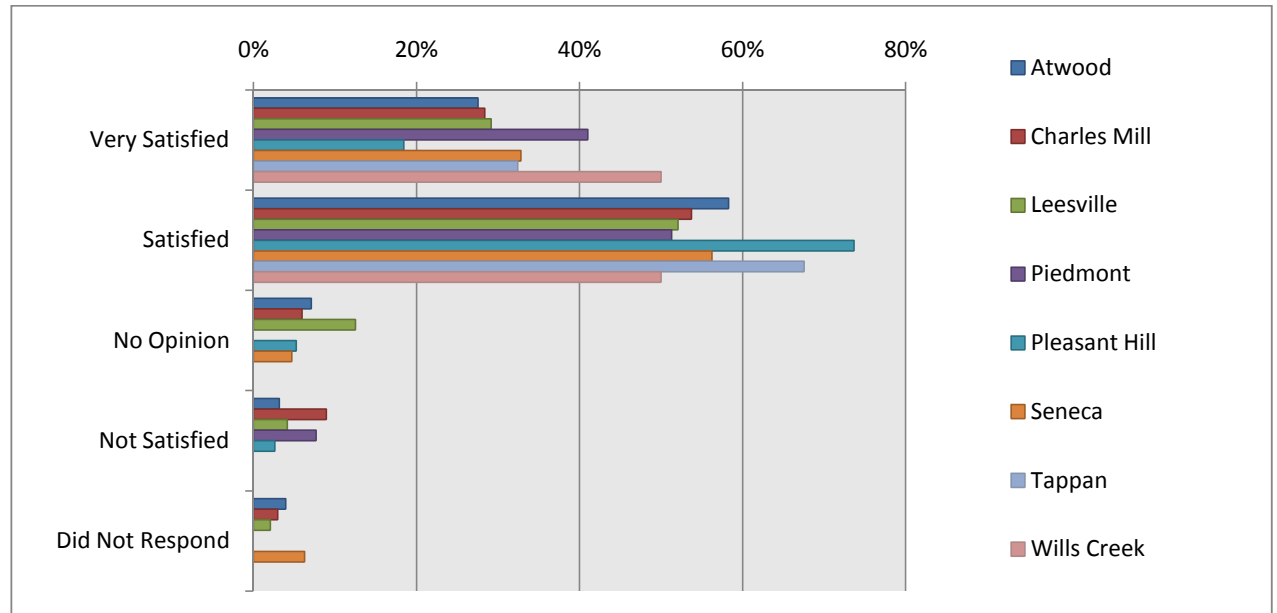
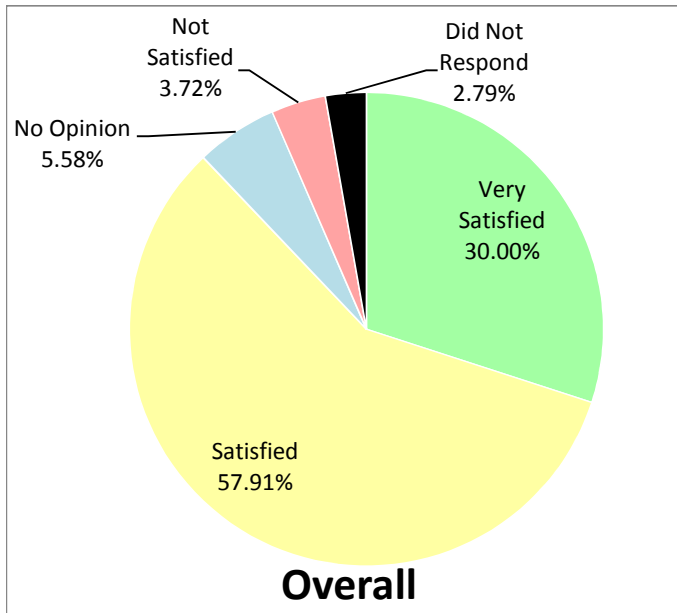
Q5. How do you rate the service provided to you by the MWCD staff?

	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
Very Helpful	79	62.20%	27	40.30%	31	64.58%	19	48.72%	18	47.37%	41	64.06%	16	43.24%	6	60.00%	237	55.12%
Helpful	31	24.41%	23	34.33%	13	27.08%	13	33.33%	14	36.84%	14	21.88%	17	45.95%	2	20.00%	127	29.53%
Somewhat Helpful	8	6.30%	9	13.43%	3	6.25%	6	15.38%	4	10.53%	4	6.25%	2	5.41%	0	0.00%	36	8.37%
Did Not Respond	4	3.15%	4	5.97%	0	0.00%	0	0.00%	0	0.00%	3	4.69%	2	5.41%	0	0.00%	13	3.02%
No Opinion	4	3.15%	2	2.99%	1	2.08%	1	2.56%	1	2.63%	1	1.56%	0	0.00%	2	20.00%	12	2.79%
Not Helpful	1	0.79%	2	2.99%	0	0.00%	0	0.00%	1	2.63%	1	1.56%	0	0.00%	0	0.00%	5	1.16%



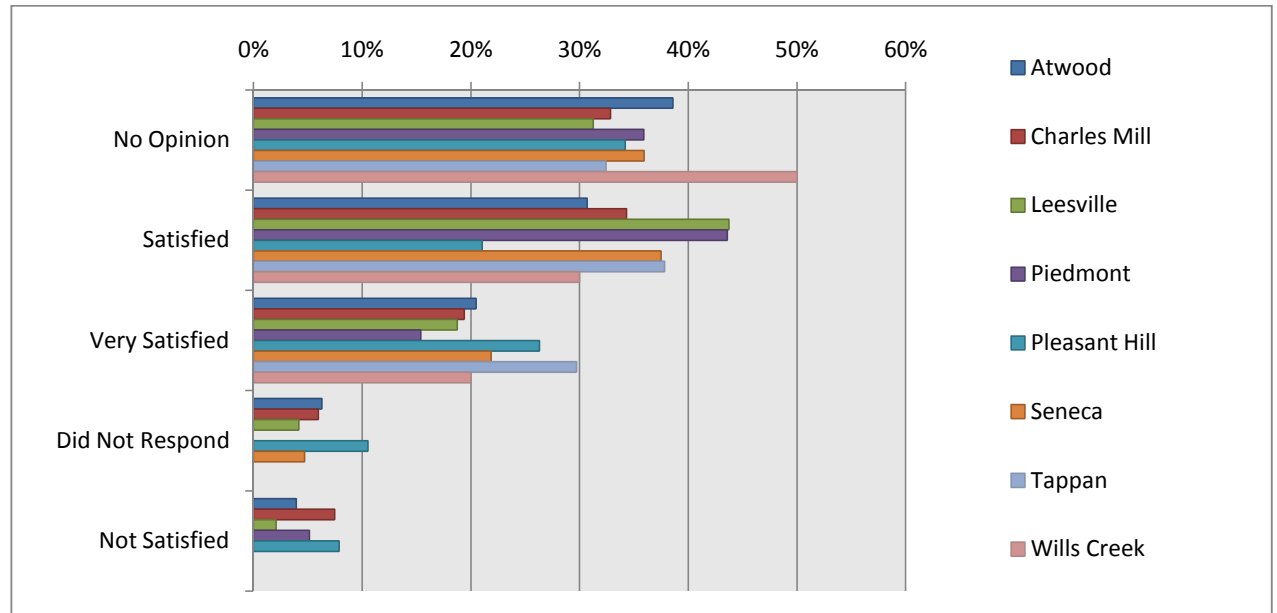
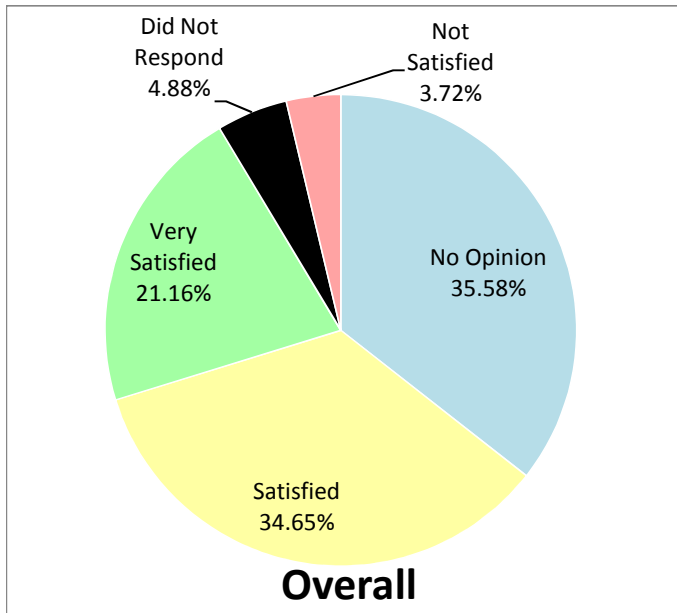
Q6. Are you satisfied with payment options for your lease (1 or 2 payments)?

	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
Very Satisfied	35	27.56%	19	28.36%	14	29.17%	16	41.03%	7	18.42%	21	32.81%	12	32.43%	5	50.00%	129	30.00%
Satisfied	74	58.27%	36	53.73%	25	52.08%	20	51.28%	28	73.68%	36	56.25%	25	67.57%	5	50.00%	249	57.91%
No Opinion	9	7.09%	4	5.97%	6	12.50%	0	0.00%	2	5.26%	3	4.69%	0	0.00%	0	0.00%	24	5.58%
Not Satisfied	4	3.15%	6	8.96%	2	4.17%	3	7.69%	1	2.63%	0	0.00%	0	0.00%	0	0.00%	16	3.72%
Did Not Respond	5	3.94%	2	2.99%	1	2.08%	0	0.00%	0	0.00%	4	6.25%	0	0.00%	0	0.00%	12	2.79%



Q7. How satisfied are you with the lease orientation conference required by MWCD?

	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
No Opinion	49	38.58%	22	32.84%	15	31.25%	14	35.90%	13	34.21%	23	35.94%	12	32.43%	5	50.00%	153	35.58%
Satisfied	39	30.71%	23	34.33%	21	43.75%	17	43.59%	8	21.05%	24	37.50%	14	37.84%	3	30.00%	149	34.65%
Very Satisfied	26	20.47%	13	19.40%	9	18.75%	6	15.38%	10	26.32%	14	21.88%	11	29.73%	2	20.00%	91	21.16%
Did Not Respond	8	6.30%	4	5.97%	2	4.17%	0	0.00%	4	10.53%	3	4.69%	0	0.00%	0	0.00%	21	4.88%
Not Satisfied	5	3.94%	5	7.46%	1	2.08%	2	5.13%	3	7.89%	0	0.00%	0	0.00%	0	0.00%	16	3.72%



Q8. Please tell us what we are doing right so that we continue it.

	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
Responded	126	99.21%	66	98.51%	47	97.92%	38	97.44%	35	92.11%	61	95.31%	35	94.59%	10	100.00%	418	97.21%
Did Not Respond	1	0.79%	1	1.49%	1	2.08%	1	2.56%	3	7.89%	3	4.69%	2	5.41%	0	0.00%	12	2.79%

Q9. Please tell us what we could do differently to improve your experience as a lessee.

	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
Responded	125	98.43%	66	98.51%	48	100.00%	39	100.00%	36	94.74%	63	98.44%	36	97.30%	10	100.00%	423	98.37%
Did Not Respond	2	1.57%	1	1.49%	0	0.00%	0	0.00%	2	5.26%	1	1.56%	1	2.70%	0	0.00%	7	1.63%

Q10. Do you have any other suggestions to assist our staff?

	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
Responded	123	96.85%	65	97.01%	47	97.92%	37	94.87%	36	94.74%	62	96.88%	35	94.59%	10	100.00%	415	96.51%
Did Not Respond	4	3.15%	2	2.99%	1	2.08%	2	5.13%	2	5.26%	2	3.13%	2	5.41%	0	0.00%	15	3.49%

Q11. Please use this page to provide any additional feedback you would like our staff to review.

	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
Responded	123	96.85%	67	100.00%	47	97.92%	37	94.87%	35	92.11%	62	96.88%	35	94.59%	10	100.00%	416	96.74%
Did Not Respond	4	3.15%	0	0.00%	1	2.08%	2	5.13%	3	7.89%	2	3.13%	2	5.41%	0	0.00%	14	3.26%

Q12. Would you like a MWCD staff member to contact you for further discussion?

	Atwood		Charles Mill		Leesville		Piedmont		Pleasant Hill		Seneca		Tappan		Wills Creek		Overall	
Did Not Respond	110	86.61%	62	92.54%	46	95.83%	35	89.74%	30	78.95%	50	78.13%	27	72.97%	10	100.00%	370	86.05%
Yes	11	8.66%	4	5.97%	2	4.17%	3	7.69%	3	7.89%	7	10.94%	4	10.81%	0	0.00%	34	7.91%
No	6	4.72%	1	1.49%	0	0.00%	1	2.56%	5	13.16%	7	10.94%	6	16.22%	0	0.00%	26	6.05%