

Pool Survey – Current Members

Final Results – 6/23/10

1. Name:

Total Respondents **107**

2. Address:

Total Respondents **107**

3. How many years have you lived or owned property in Hillsmere?

	Response Average
	15.8
Total Respondents	107

4. Did you know that any Hillsmere resident or property owner can join the pool?

		Response Total	Response Percent
Yes		105	99%
No		1	1%
Total Respondents		106	
(skipped this question)			1

5. Have you ever visited or used the pool?

		Response Total	Response Percent
Yes		101	96%
No		4	4%
Total Respondents		105	
(skipped this question)			2

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6. Are you currently a member of the pool?

		Response Total	Response Percent
Yes		107	100%
No		0	0%
Total Respondents		107	

15. If the membership categories were changed, what category would be most appropriate for your situation? (Select one)

		Response Total	Response Percent
Family		83	78%
Couple (Proposed)		12	11%
Individual		7	7%
10 pass Coupon Book		6	6%
Total Respondents		106	
(skipped this question)			1

16. If the charters were eliminated, would you continue to support the pool as a:

		Response Total	Response Percent
Family		59	60%
Couple (Proposed)		6	6%
Individual		4	4%
10 pass Coupon Book		9	9%
I would not be a member of the pool.		23	23%
Total Respondents		99	
(skipped this question)			8

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17. If you have any additional comments, please enter them here.

Total Respondents	69
(skipped this question)	38

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17. If you have any additional comments, please enter them here.

1.	<p>Please get rid of the charter. I don't see what anyone gets from buying one - a whole \$40 discount?? Or, if that is not feasible, then drastically reduce rates for charter members and offset by raising rates for non-charter members. Set it it up like a club - with one-time non-refundable membership fee and then reduced yearly fees.</p> <p>I think the two-year general membership is fine - then require a full membership or increased the rate for general membership for years 3+, with increasing fees.</p>
2.	I cannot complete question #8 because there is not enough information about what the yearly costs would be.
3.	<p>I didn't not answer question 8 because I'm not sure what having charters eliminated really means.</p> <p>My family and I have been members of the pool for the past 5 years and love it. I sincerely hope that there will not be any radical changes made in the pool membership rules once the lease is up next year. I feel like the annual dues we pay are reasonable and not cost-prohibitive to the Hillsmere community in general.</p> <p>; I didn't not answer question 8 because I'm not sure what having charters eliminated really means.</p> <p>My family and I have been members of the pool for the past 5 years and love it. I sincerely hope that there will not be any radical changes made in the pool membership rules once the lease is up next year. I feel like the annual dues we pay are reasonable and not cost-prohibitive to the Hillsmere community in general.</p>
4.	<i>[No Answer Entered]</i>
5.	Those that use the pool pay for the pool! Do not use tax money to pay for the pool. Making everyone pay is contrary to the concept of user fees. Those that use a resource should pay for the resource. That works for the marina and it has worked at the pool for 29 years. Stop socialism in Hillsmere. You, HSIA, are about to shaft 200 families out of \$500.00.
6.	I am confused about the statement "If the charters were eliminated,..." in the previous question. To answer that appropriately, I would need to know what that entails. We are currently charter members. What would happen to the money that we paid to buy a bond? If the charters were eliminated, how would that change the operation of the pool and its' members?
7.	In my opinion the pool is being run very well by a lot of dedicated volunteers. Don't change a thing.

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8.	My family has always owned property in Hillsmere longer than there has been a pool. The pool was never an interest to anyone because we use the beach and boat around the bay. This is the first year that we joined the pool and it's solely because we have a three year old and we want him to play with other kids and it's easier to teach him to swim in the pool vs. the beach. If we didn't have him, we would not have joined. Frankly, the facility just isn't that appealing.
9.	We LOVE the pool. The rates are comparable to other communities who have similar facilities. If charters are eliminated I would think it very important that charter holders be reimbursed for their capital investment. HSIA or HPA should buy back the charters if they are to go away. They can not just be waived off alienating and "taking property" away from the most involved pool supporters.
10.	I tried to sell my charter this year and it did not work because people have the option of paying \$100 towards a charter. How are charters going to be handled? Charter owners need to be compensated somehow if you are going to nix the charters. Maybe the \$500 can be credited towards other types of memberships.
11.	The last question is invalid without pricing information. What would the membership fee be without the charter? Also, what will happen to the charters that current pool members own? Renew the lease to HPA. The pool has been well run over the 15 years my family has had a membership. Why mess with success? Besides, the current annual fee (\$350) is amazingly cheap. Anyone who lives in Hillsmere and who wants to use the pool can afford it. HSIA, of which I am also a member, has plenty of other things to worry about. There is no call for it to take on this extra burden.
12.	Love the pool. Hope it continues as it has in the past to be a wonderful aspect of our neighborhood.
13.	Thanks for all of your hard work; Thanks for all of your hard work
14.	I love going to the pool with my kids throughout the summer. We would love to see more to do, maybe some tennis courts, volleyball, etc on the space around the pool, while maintaining some open space for kids to just run around.
15.	The restrooms are in desperate need of remodeling. The showers are very inappropriately placed right by the doors, which are always open to whom ever comes off the street. The bathroom stalls are in poor condition and need to be completely replaced - new toilets that consistently work, better lighting and some kind of ventilation.. After said remodeling is done, there needs to be more basic upkeep, perhaps a thorough cleaning once a week by a professional as opposed to a once through a few times a day by an indifferent lifeguard. Also, after the swim team is done for the summer in August, the pool should open earlier than 11 so that little children can enjoy the pool without the full sun of mid-day.
16.	Wish the membership was cheaper.
17.	Although I want to retain charter membership since it may add to the "saleability" of my property, I would like to know if I can lease the use of the pool on a yearly basis to save on fees. We have not actually used the pool recently.
18.	We have been VERY PLEASED with the way that the pool has been operated. Please do NOT mess with a good thing. Not sure what this survey was trying to accomplish. Please LEAVE THE POOL ALONE!!!!!!!
19.	I did not join in the past b/c my daughter was too young, but now that she is older i hope to make this annual

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20.	I would want my \$500 charter membership refunded. I think the pool board has done an excellent job running the pool for the last 15 years. I think you should renew the lease and let them continue to do their jobs.
21.	I would greatly prefer a "couple" membership, but I don't want it limited to two adults. My "couple" membership would be for me and my son. We use the pool about 10-12 times a year, which comes to \$29-\$35 a visit for the two of us, which is quite expensive. I thought about taking advantage of the coupon book this year, but if I remember right, it can't be used on weekends. If there weren't so many of my son's friends there, we wouldn't join. And when he is grown, I wouldn't join. And if HSIA proposed to make everyone in the community pay for the pool expenses or even part of the pool expenses, I would greatly object. This operation should be paid for only by those that use it, but it would be nice if it was more affordable. (I do know that it is still very affordable compared to other community and private pools.)
22.	Again, why the big push for increasing membership? The pool has never turned away anyone from joining the pool. According the other area pools, HPA's fees are the 2nd cheapest in town. Gingerville is cheaper but there community fees are higher.
23.	Since I paid for a charter, I would expect a full reimbursement of it if they are eliminated. It will not be fair for some of us to shell out extra hundreds of dollars for a mere \$50 discount on yearly usage fees. I think the charter system needs to be continued for continued capital improvement funding of the pool and the facility.
24.	I really don't understand what a charter is? when we joined I paid x amount of money... and then i pay whatever .. every spring. what is a charter anyway? why are some people members who live outside of hillsmere and they don't own land or dwelling in hillsmere?
25.	I have been a member of the pool for about 12 yrs. and have been very happy with the way things have been run and would like to see the lease renewed and things continue as they have been. I think that the majority of the people that don't belong the pool-don't belong because that is their personal desire-not because it is too expensive. Hillsmere is one of, if not the cheapest community pools in the Annapolis area. I think doing away with charters and having memberships without much commitment have the potential to be detrimental to the pool. The current members who have charters and pay a yearly fee feel some ownership-a desire to keep the pool well maintained, looking nice, etc. 10 day passes and other short term memberships will allow people to come and use the pool and not really care too much about the facility and how it is kept-it's not theirs-they don't need to worry-someone elses money is taking care of things. The pool memberships have always been available to all property owners in the community-and as stated previously-it is very affordable. Reality is there are things that some people can't afford-that is just the way things are. There are plenty of things that I would love to do for me and my family-expensive camps I'd like to put my kids in, etc., but I can't afford them. I think the fact that the memberships are available and plentiful and affordable-nothing needs to be changed.
26.	My family is very happy with the current way the pool is run for the community residents.
27.	The charter membership should be continued because only if people have a vested interest will they care properly for the pool.
28.	I am definitely concerned as to what happens to the value of our charter. I'm not real excited about the possibility of losing our \$500 investment, which was basically like a deposit. I am hoping that current members will not wind up being penalized in any way. it would be great if we had more members and could lower the cost per household....seems like the pool has plenty of capacity most of the time (especially toward the end of the summer).

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29.	Yes, things as they are. I do not understand why you think there is a problem. It's almost as if there is a particular political agenda here. I do not favor letting anyone come to the pool if they can afford a \$4 ticket. I do not want un-supervised kids running around and I am not about to support any extra fees in order to subsidize anyone using the pool.
30.	I think the pool is very well run the way it is now. Membership should not be changed. Love the swim team too.
31.	I would really like to be able to use the pool in the summer 10-15 times as we do without paying \$350. My only concern is how to transition away from charters while being fair to all those of us who purchased them, thinking we would be able to sell them for what we paid for them.
32.	I did not answer the question regarding the elimination of the charter because I am not sure how that would impact the pool and membership. I would need more information before answering that. The pool is wonderful for our family. If more folks use the pool, expansion of facilities should be considered.
33.	I've heard a lot of rumor but have no real details. What's the history, what are the potential outcomes and how do we, the community, decide on what's next? dan
34.	I have a charter. If you eliminate the charter mine will be worthless and I am not happy about that. Charters allow people to feel like they have a vested interest in the pool. It is what makes our pool a great place now. People feel like they have ownership. I can tell you that I have seen a great difference in the attitude of short term members or non charter memebers compared to charter members. They have no vested interest. They are there for the short term and gone. They dont pick up trash or clean up after themselves. They dont report to the guards when kids are in the restroom making a mess and destroying things. You can compare this to the difference between the renter of a home and the owner of a home. In most cases, the owner cares more about the property because he is there for the long term and cares about its resale value. Eliminating the chater will make all the pool members renters. Enough said, you can see where i am going with this and you can talk to other pools about this and they will tell you the same thing. When I was on the pool board I was the person that called around to other pools in the area to compare our rates, our types of membership, our concerns, etc. You can do the homework and find out the same thing. I think the 10 pass idea is bad and eliminating the charter is bad. If you want our pool to thrive you need to fill it with people that would treat it like their own property. the more of that you take away, the more trouble you will have. Why dont we allow marina slip holder to rent out their spaces to anyone when they are not using their slips? Same concept. You dont want just anyone at the marina. they wont treat the property like its their own. I also dont think reneters of proprty in Hillsmere should be allowed to use the pool. They are not property owners. The pool is a privelege for those that own property in Hillsmere. You will find that other pools enforce the same kind of rules. Thanks for allowing people in the community to voice their opinin via this survey. I am appreciative to the board and I am confident you will do the right thing.
35.	Please renew the lease under the current terms. The current financial model works and changing that model risks underfunding the pool. No one is excluded from joining the pool, provided they are willing to commit to sharing the expense. Removing the requirement for individuals to commitment shifts the responsibility to the community association and it is highly unlikely the community will have the same level of interest as the self-selected group of pool members.
36.	I might consider just an individual pass if it is cost effective over the 10 pass coupon book

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37.	Many years ago, a group of people got together to try and have a pool in Hillsmere. We went door to door trying to get people to belong. In order to get a pool built we had to put up \$500 not knowing if we would even have a pool. If you eliminate the charter fees (\$500), then I would expect the Hillsmere Association to reimburse me. It costs a lot to maintain a pool and they have managed to keep our yearly fees reasonable. It is not fair to the people who went out on a limb to have the pool and then eliminate the charter fees or have people pay when they feel like it. I rarely use the pool but that is my choice.
38.	Pool is already crowded on weekends, I'm concerned that it is at it's limit.
39.	I am alarmed about reports that HSIA intends to throw the Hillsmere Swim Club out and try to manage the pool itself. This is going to be a disaster. It will create bad blood that will last a generation. I strongly urge HSIA to make clear its intent renew the pool lease with the Pool board before the end of the 2010 pool season.
40.	Under question #8, that assumes that I would get my \$500 or most of it back.
41.	I am more attracted to the general membership and not the charter membership. I rather continue going to the pool as a general member and not become a charter member having to try and find someone to buy my charter member if I have to.
42.	question #8 was vague, unable to answer
43.	Although we have been members since last year, the cost is almost prohibitive for us. In fact, I am leaving my job this spring and with just one income I am not sure we will join next year. It will really depend on the membership options. In addition, we have not purchased a charter and do not really see why we would want to (except that it is required).
44.	I'm a member of the pool and the answer to #15 is Family and #16 I would not be a member of the pool if the charters go away. Your survey oly goes to question #9 on the computers at the library.
45.	<ol style="list-style-type: none"> 1. Our family loves the pool and thinks of it as an imporant Hillsmere amenity. We use it many times in a season. 2. We think that the number of memberships must be about right, because we wouldn't want the pool to be more crowded than it is on the busiest days. However, that wouldn't exclude the possibility of encouraging more people to use the pool on non-peak days and times -- especially if this would help support the pool financially. 3. We hope that, if the charters are ended, the financial investment we've made by purchasing a charter is somehow recognized, even if only by a discounted membership during the first non-charter season.
46.	If Charters are eliminated, are those of us who own charters compensated in some way?
47.	Although it may be appropriate to expand the number the number of charter memberships permitted and/or lower the price, I think it is important that members have a personal stake in sustaining the pool financially. Doing away with charter memberships and using Special Tax for shortfalls in pool funding is not something I would want any part of. A suggestion - opening an adult exercise lane at 9 am would be great!

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48.	<p>If you eliminate our bonds, I would hope that you'd give us something in return for them. What are the plans for that? Keep in mind that each of us paid \$500 for them and it would be completely unfair to just say, "Oh, hey, yeah you lose that." I'd appreciate a response at dempsey.us@att.net</p> <p>On another note, we only use the pool a few times each summer. Eliminating our bond may very well cause us to drop our membership, we would at least drop it down a few levels. I know quite a few other families in the same situation. In fact, we laugh that each visit costs us about \$100. You need to think long and hard about how much money you'd be losing by your new plans. If people like us could pay \$10 per visit, instead of \$100, we will do it.</p>
49.	If charters were eliminated, would charter members be reimbursed?
50.	HSIA should renew the lease with HPA. We have 8 years of excellent service at a excellent rate. We do not think HSIA has not done a stellar job handling some community issues and feel this would overburden them more in addition in increasing operational costs.
51.	It's regrettable that the HSIA appears to want to eliminate the value of charter memberships which were created to finance and maintain the pool. What continues as an orderly operation I fear may become unglued with "community ownership" where personal safety may become an issue. I understand a possible egalitarian thrust by HSIA in removing charter membership, but worry that a quality operation will be compromised. Just for the record, I am one who has given significant personal time to the resurfacing of the pool and repainting of the pool building along with procurement of the fencing and other appurtenances.
52.	THE CHARTER MEMBERS HAVE SUPPORTED THE POOL FOR 30 YEARS AND THE POOL ASSOCIATION HAS DONE A GREAT JOB. I WOULD NOT VOTE FOR THE HILLSMERE ASSOCIATION TO TAKE OVER.
53.	Please leave the management of the pool as is. My family and I go to the pool almost every day and my daughter is a member of the successful swim team, which has become an integral part of her physical and social development. Memberships are always available to purchase - I, as well as many others, see no need to change the operation. We do not want to risk losing our swim team, our coaches, or our facility. Please continue to run the pool as it is currently being run.
54.	I don't believe the proposed changes will achieve the goals that I believe HSIA is, in good faith, trying to achieve. It seems mean-spirited to alienate the members and neighbors who have supported and stewarded the pool for so many years. The pool is and has been open to any resident (and non-member) who wants to join or visit. There has been no evidence that anyone has been turned away who wanted to join so it seems that this drive to "open" the pool is absurd and hostile.
55.	We love the pool and look forward to the Memorial Day, 4th of July and Labor Day parties.
56.	I put up the \$500. for charter membership because I felt that it would be beneficial to the community, my children had already left home. If the community is taking the pool over I would like my \$500. back (plus interest). I believe the prorated cost for everytime I have been in the pool is well over \$50. The community could afford a pool with a deeper shallow end so that the team members would not scrape their toes when learning to do flip turns.
57.	We have always enjoyed coming to the pool. However, there are times when I feel the lifeguards should be more aware of things going on in the pool area, and times when discipline should be more severe and consistent. Most parents who come with their children are attentive, but those who are not (and the lifeguards and other parents can tell you who they are) should be spoken to about their child's safety and the safety of others. The lifeguards are not babysitters.

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58.	As a single empty nester, I would like to have a reduced membership rate, with the option of purchasing coupons when my children were visiting. However, if the coupons are not usable on week-ends, they would not be beneficial, because most people's free time is on Saturday and Sunday.
59.	This is an incomplete survey. It is misleading and does not come close to covering the issues. I think it best that we determine how the pool will pay for itself without raising the annual membership amount. Who will be in charge and how much will a 'free' pool cost.
60.	When we purchased our pool charter, we purchased it with the understanding that it had value and that it could be sold should we no longer need it. If charters are eliminated, we would expect to be compensated for the lost value.; When we purchased our pool charter, we purchased it with the understanding that it had value and that it could be sold should we no longer need it. If charters are eliminated, we would expect to be compensated for the lost value.
61.	It's a shame that HSIA did not renew the lease with HPA. The only person in all of Hillsmere who didn't want to renew the lease is Shuman. HPA has provided almost 30 years of stellar service to the community never denying anyone access to the pool and never being a financial burden to Hillsmere.
62.	We just joined the pool after living in Hillsmere for 9 years. Part of the reason for not joining the pool was the required charters. What is the purpose of the charters when they do nothing to support the pool or improvements. Were they not only to be used to build the pool and after 28 years? They are a barrier for new members. Also our concerns for safety or lack of: we could not understand why the pool board decided to wait to fix the pool drains until the very last year required by law. The pool board knew they had a faulty drainage system that hair could get hair tangled in the drain and cause serious harm or death. Whatever the outcome of this survey may be, some type of change is needed.
63.	We just joined the pool. So we will not be using it as members until the pool opens later in May.
64.	If you eliminate the charters, how will you fund the approximate \$70,000 in income? I don't feel it would be legal for the board to make these changes without the approval of all the charter members. Shouldn't they all be contacted and have a say in the decision?
65.	HPA has operated the pool since the beginning. HPA has never asked HSIA for any funding. HPA operates the pool in an efficient and professional manner and meets all suggested requirements of HSIA. HPA should have a new lease and continue to operate the pool.
66.	New chairs needed - fundraiser? Is there a way to have swim diapers in the pool? Just asking. Plans to build a clubhouse for Hillsmere residents? Plans to further landscape? Additional parking? Maybe?
67.	Don't change anything.