

Community Forum's **Second Survey**

Hi, I'm taking a survey



The Membership Has A Lot To Say!

By Lou Martel

This article presents part of the results from the second *Community Forum* (CF) survey. The results of the first survey were reported in the September 2005 issue of CF.

The questions in the survey were:

1. Would you like to see Robert's Rules of Order be adopted by the board as the official method of conducting KPOA meetings?
2. Do you think Kala Point is ready for an emergency?
3. What is your overall satisfaction with the current board?
4. What would you like to see on the KPOA web site?
5. What goals would you like to see the board work on the next year?

There were over 100 member replies to the survey. That kind of response is encouraging. The number of responses add to breadth, quality, and credibility of member input information.

The results of the survey are in two forms: 1) numeric and 2) written comment. The numeric results, replies to questions 1, 2, and 3, are reported in this issue. The written comments, replies to questions 4 and 5, will be reported in the next issue of CF. The member written comments

are broad and valuable. More time will be given to better organize, present, and evaluate the replies to questions 4, and 5 to facilitate and maximize meaningful communication to the membership.

The numerical results for questions 1, 2, & 3 are:

Question 1. Adopting Roberts Rules:

Number Yes: 72
Number No: 20

Question 2. Is KP ready for emergencies:

Number Yes: 22
Number No: 41

Question 3. Satisfaction with current board.

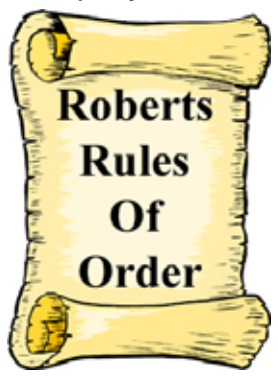
Ranking from 1(lowest) to 5 (highest)

<u>Ranking</u>	<u># of Respondents</u>
1	10
2	22
3	37
4	13
5	17

Comment On Survey Results:

1. Adopting Roberts Rules: 78% of the respondents favored adopting Roberts Rules. It is clear that respondents see the need and value of using them in the conduct of Board meetings.

One respondent went beyond a simple yes or no answer and made an interesting and pertinent written comment. The answer given was: "Yes and No. I would like to see them be the official method with the proviso that their use could be discontinued at any meeting in favor of an informal setting upon motion from the board or the floor and vote by all those



Continued on page 2

Continued from Front Page

“Community Forum Survey” - cont.

attending. The reason is the Robert’s rules are good for resolving issues, but they can easily be used by those who know them well to manipulate and control the meeting. It takes years to learn the ins-and-outs of Robert’s rules; KPOA members cannot be expected to make this huge effort.” (Point well made.)

2. KP readiness for emergencies: 65% of respondents did not think that KP was ready for emergencies.

The same respondent who added written comment above also added pertinent written comment to this question. The reply was: “No. But who is? Not even homeland security after the expenditure of billions of dollars! It is important to identify a few specific scenarios rather than emergency in general.” (Another point well made.)

3. Satisfaction with board: Respondent replies to this question are fairly evenly spread over all five rankings. There is mixed opinion with regard to satisfaction with the current Board.

Community Forum staff encourages constructive member critique of the methods and usefulness of surveys employed by *Community Forum* as a way of improving information exchange among the membership. The information exchange can make Kala Point a better place to live, especially if it is considered by the board and factored into governance.



**Recipes,
Views &
Candidacy**
**Informative &
Fun Website!**

Member Pete Juliano has declared his candidacy for one of the 2006 open board seats. He has set up a website where KPOA members can learn more about Pete, his candidacy and his views on the issues facing Kala Point. He also has included several of his favorite recipes. Yum! Check out www.pastapete.com!

We encourage you to submit web sites encompassing Kala Point news, events and common interests for your neighbors to enjoy!





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CF's Second Survey Results For Question #4 Regarding the KPOA Web Site

These are the last of the results from the *Community Forum's* (CF) second survey. Member replies, in numeric form, to the first three questions were given in the January 2006 issue of CF. The following gives member replies to question #4: What would you like to see on the KPOA web site?

The written member comments to question #4, are broad and informative. All are included, as received, in Table I in this article.

Question #4: What would you like to see on the KPOA web site?

Member comments to this question are given in Table I. There were 44 replies from the 474 questionnaires sent to lot owners. This was the lowest number of replies, 9 per cent, to any question in the survey. The comments are grouped under 9 topic headings in Table I. the nature of member interests is self-evident by reading the comments under those groupings. Of note, is the continuing interest by members in reading other member letters to the Board and the Board replies to them. There is also an interest in the status of legal actions.

Table I- Question 4: What would you like to see on the KPOA web site- Total Responses - 44

<p><u>Current KPOA Topics- 9 responses</u></p> <ul style="list-style-type: none"> • Lawsuits • Legal actions and status • Info as to water rate change, footbridge costs • Post election totals for board candidates and policies voted on • Budget Items • Committees actions • What the KPOA board is doing, business, • More current postings • CC&R's rules <p><u>Safety- 4 responses</u></p> <ul style="list-style-type: none"> • Safety info (fire, evacuation), correspondence • Emergency evacuation procedures (fire, etc) especially notices for visitors • Better evacuation info • Info related to safety & conservation re: grounds, inside home & utilities. <p><u>Local Info- 4 responses</u></p> <ul style="list-style-type: none"> • Local city info • Links to community resources commonly used • More participation in Port Townsend & Port Hadlock affairs • Links to local resources <p><u>Misc- 3 responses</u></p> <ul style="list-style-type: none"> • Directory • Something of substance • Don't know-my house is a technology free zone! 	<p><u>Newsletters- 4 responses</u></p> <ul style="list-style-type: none"> • Letters to the editor • Both sides of all issues, not the sanitized version • Both newsletters • I think the Kala Pointer is just fine <p><u>Member Letters- 7 responses</u></p> <ul style="list-style-type: none"> • Member letters • Member letters and board responses • Letters to board & board responses • Correspondence • Member correspondence • Letters to board & board responses • Board correspondence- now that it's not at mailboxes <p><u>Board Minutes/Agendas- 5 responses</u></p> <ul style="list-style-type: none"> • Annual member meeting agenda • APP updates, board agenda & minutes • Accurate board and committee minutes • Board meeting recordings • Minutes & agendas <p><u>Bulletin Board- 5 responses</u></p> <ul style="list-style-type: none"> • Discussion area (bulletin board) • Bulletin board • Bulletin board • Discussion boards • Interactive section for questions <p><u>Shared Info- 2 responses</u></p> <ul style="list-style-type: none"> • A column for shared/useful personal info like sales(garage, artistic), social things • Garage sales
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CF's Second Survey

Results For #5 Regarding Board Goals



This article presents results from the *Community Forum's* (CF) second survey. Five questions were asked. Member replies, in numeric form, to the first three questions were given in the January 2006 issue of CF. The following gives member replies, in the form of written member comment, to question #5.

The 5 questions asked in the survey were:

1. Would you like to see Robert's Rules of Order be adopted by the Board as the official method of conducting KPOA meetings?
2. Do you think Kala Point is ready for an emergency?
3. What is your overall satisfaction with the current Board?
4. What would you like to see on the KPOA web site?
5. What goals would you like to see the Board work on the next year?

The written member comments to question #5, although succinct, are broad and informative. They are also extensive by virtue of their number. All are included, as received, in Table II in this article.

Surveys are a useful tool to get a sense of community interests. However the diversity and complexity of interests in a large community should give pause to any attempt to make sweeping generalizations. A better sense can be had of community interests when surveys are used as an interactive tool. Members are encouraged to make comment on the method, results, interpretation, and value of this survey.

The *Community Forum* intends to pursue the use of surveys to enhance communication among the membership. Member suggestions for improving all aspects used in conducting these surveys are most welcome and would be most valuable.

COMMENT ON SURVEY RESULTS:

Question #5: What goals would you like to see the Board work on next year?

Member comments to this question are given in Table II. There were 113 replies from the 474 questionnaires sent out to lot owners. This is the highest number of replies, 23 %, to any question in the survey.

Member comments are grouped under 12 topic headings in Table II. Doing that facilitates interpretation and reader comprehension. It also allows a reader to get a sense of tone, consistency, and variability within or between the 12 topic headings.

Readers are encouraged to at least peruse all of the member comments in Table II in order to get an overall sense of member comment on Board Goals. It also allows a reader to form an individual judgment on the tone and substance.

It is worth noting that each comment is from a single individual. The Board goal listed is a reflection of both the kind and the priority of that goal to that individual.

Table IIA following is a succinct summary of the main points made with regard to Board goals. It is organized by the 12 topic headings and by descending order of number of member replies. It also lists the main points made by members for Board Goals associated with each topic heading. Reading Table IIA enables a reader to get a quick grasp of the overall sense of member comment on Board Goals.



Reader attention is directed to the following three issues:

1. Proxies: It can be noted from Tables II and IIA that there is unanimity in member comment that the proxy system being used should be reviewed to make voter election of Board directors more fair and more responsive to only member interests.

2. Safety: It can be noted from Table IIA that safety had the fourth highest number of member replies as a Board Goal. There were a number of concerns addressed, including safe walking and reduced auto speeds on Kala Point streets, a traffic light at the corner of Prospect and Highway 19, a second emergency exit/entrance, and the availability of an emergency electrical generator.

3. Divisiveness and Harmony: There were 58 individual member replies on Board Goals related to the four topics of: 1) Board Leadership, 2) Board Conduct, 3) Community Relations, and 4) Board Communications. Nearly 60% of member comments within those four topics addressed member interest and concern on the issues of divisiveness and harmony in the Kala Point Community. Those two issues are what are uppermost in the minds of members for Board

Goals. Members want divisiveness to end & they want harmony to be present in the community. They also note that there is divisiveness among Board Directors, and want that to end as well.

The perceived sources of the divisiveness can be gleaned from the words used by members in their comments. The specific words used in one category are: Good ol' Boys club, clique of superior attitudes, in crowd, ex-director group, control clique, special interest group. In another category they are dissidents, discontents. In a third category they are: Have the Board get along with each other, start healing the community by starting with yourselves and getting along, Don't fight with each other. Have the Board set a good example.

In terms of governance, member comments are describing divisiveness as democracy versus oligarchy; or, control of an organization by its members versus control of an organization by a few, often for their own purposes. This is an age old distinction and an age-old problem."

There is also an indication from member comments that they want, as a high priority goal, that the Board as a whole take a proactive leadership role to bring an end to divisiveness and to promote harmony in the community.

Table IIA- Summary of Question 5: Member Comments on Board Goals- Total Responses-113

1. Proxies:

Proxy Voting- 6 responses

Abolish present form

2. Safety:

Safety - 13 responses

Traffic light, speeding, walking, street lights & 2nd exit

3. Divisiveness and Harmony:

Board Leadership- 22 responses

Divisiveness, inclusiveness & better leadership

Board Conduct- 19 responses

Dissention, civility, cliques, openness, attitude, listen & fairness

Community Relations- 10 responses

Divisiveness & harmony

Board Communications- 7 responses

Listen, learn, respond, openness & represent all

Rest Of The Catagories:

Assessments- 5 responses

Reduce

Tree Issues- 5 responses

Manage, cooperate

Misc.-2 responses

Deer & raccoon control

State Law & Gov. Doc.- 8 responses

Simplify, clarify, update & comply

Board Meetings- 3 responses

Flexibility & shorten

Amenities- 6 responses

Footbridge cost & member voting on amenities

**See Insert Page 3 For Table II
(complete member comments)**

Table II- Question 5: Member Comments on Board Goals- Total Responses-113**Proxy Voting**

- Abolish proxy system, ALL lot owners pay assessments, openness
- Change voting system- no board secretary voting, have mail-in voting
- Change proxy voting system, don't allow committee & board "appointments"- follow our own rules
- Get rid of proxy system and board secretary voting
- Do away with proxy system and developer attitudes
- Fix our voting system- don't encourage proxy voting, create a mail-in voting process

Safety

- New entry/exit -NW corner
- Gate access-restrict people going in the out gate
- 2nd (emergency or others) entrance, traffic light on 19
- Generator at water station/tower so we have water during power outage
- Safer walking along roads
- A safe place to walk on Kala Point Drive
- Low wattage street lights on KP Dr, clean up boat ramp
- Speeding
- Reduce speeding
- Speeding
- The useless speed bumps on Kala Pt. Drive
- Traffic light at Prospect
- Stoplight @ Prospect & Hwy 19

Board Leadership

- Start being a board
- Removal or control of (unnamed director)
- Take responsibility for divisiveness- stop the (ex-director group) from being the bullies.
- Work on finding solutions and being positive about different ideas rather than being afraid of them. Represent all not just some.
- Allow the board accomplish what they were elected by majority to do-without interference by a FEW dissidents.
- Be more inclusive
- EVERYONE treated equally
- Concentrate on considerate & courteous behavior to each other & members to re-

Board Leadership (cont.)

establish trust.

- Encouraging a larger number of individual members to be on committees & the board/ encourage those who have not been involved in the past
- End divisiveness by control clique
- Bring Conflict to end
- Encourage friendly atmosphere
- Eliminate conflict
- Quiet the discontents
- Do away with "old guard" group and include all members to decision making.
- Start setting good example of harmony and decorum
- Develop good general mgr and admin asst.
- This is a mature community, not the developers anymore
- Continue to be more responsive, open, and inclusive
- Start healing the community by starting with yourselves and getting along
- Represent all owners fairly and equally, be inclusive
- Work as a community not a special interest group

Board Conduct

- Don't fight with each other. Have the board set a good example.
- To be civil in their dealings with each other, with their employees and with us.
- Stop underhanded tactics to be control freaks
- Be open, not secret with association information. Stop secret meetings-discuss member letters at the board meeting, not off-line
- Common sense- use it
- Be less arrogant and more approachable/listen
- Have board get along with each other
- Stop spreading rumors and nasty tactics. Use decorum and be responsive to all.
- Stop backstabbing and spreading incorrect information about members- follow decorum guidelines
- Don't think you know it all, don't tell us what you think we should want, listen to what we do want
- Stop the Good ol Boys club, banish cronyism
- Be inclusive- break up clique of superior attitudes and listen to all.

Continued on Side B

Table II- Question 5: Member Comments on Board Goals- Total Responses-113

Board Conduct (cont.)

- Treat everyone fairly and equally
- Listen to members not just a few that are part of the “in crowd”, follow our CC&R’s and admit mistakes not cover them up.
- Manners-politeness to each other and members
- Working together, not against each other
- Continue work on building trust & openness
- Continue to be more responsive, open, and inclusive. Be open to criticism & respond in a positive way.
- Extend a hand of friendship remembering who they are working for

Community Relationships

- To make us a friendlier, inviting community with flexible attitudes & rules
- Harmony
- Work as a “whole” community-stop the division
- Better harmony with community
- Tranquility and beauty instead of controversy.
- Greater harmony at Kala Point
- Unity of community
- Harmony
- Improving community harmony & respect.
- Reduce controversy by write-in voting or internet voting. People generally stand behind a majority vote.

Board Communications

- Good communications with members re: proposals & decisions
- Be kind to each other and listen to all members
- Board listen to all members
- Represent the community as a group to create harmony rather than be afraid of different ideas than yours-someone else might have a good suggestion
- Write really responsively to members’ letters, not dodging the points at issue, as they do routinely
- Discuss member letters at board meetings- not in secret
- Control negative comments against board/ community

Assessments

- Reduce yearly assessments
- Reduced cost
- Reduction of spending and dues

- Keep yearly dues to a minimum
- Reducing the annual assessments

Tree Issues

- Managing the maintenance of rules regarding trees-saving trees!
- Adopt a more restrictive vegetation policy
- Better control of the ecological future of our association-take away from greedy few
- Tree management
- Stop the tree wars

Misc

- Deer & raccoon population control
- New to KP- no opinion yet

State Law & Gov. Docs

- Stop changing the rules. Make the rules more simple.
- Do a better job at following our governing documents.
- Simplify governance structure, & update CCR’s
- Follow state law and CC&R’s
- Follow the CC&R’s
- Follow our governing documents
- Get back to covenants and stop the constant changes. APP’s are not good.
- Modify KPOA regulations to conform to state regulation
- DOE water restrictions proposal
- Water reg & management
- Do not over-regulate personal property rights

Board Meetings

- Offer board meetings on weekends and evenings so working people can attend
- Have board meetings at times that all members can attend not just in the afternoon for the retired and a special few.
- Having shorter meetings

Amenities

- Improve amenities for all residents (children, working, seniors
- Don’t spend 30K on the footbridge
- The \$32,000 bridge
- No 20-30K foot bridge- walk around or stay off the beach!
- Allow members to vote on projects like the bridge
- Let us vote on the bridge