

Planning Committee

Statistical Analysis of Member Survey Results

Phase Three: Remaining Survey Data

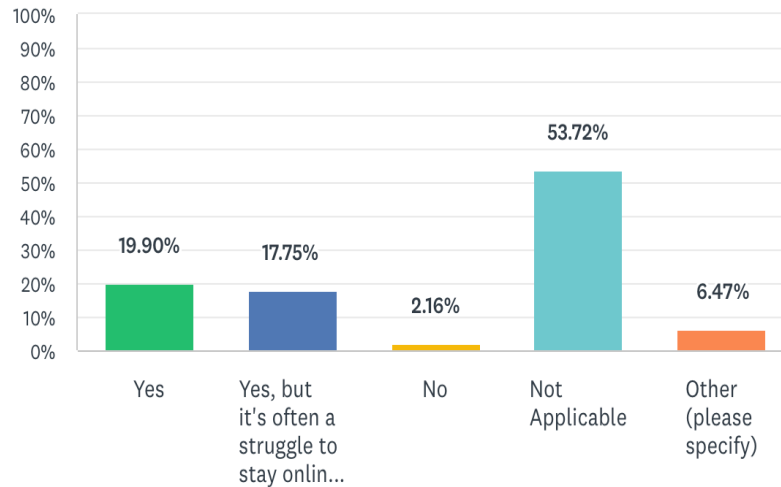
May 23, 2025

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If you work from home, do the available technologies/services on the hill support your ability to work from home successfully?

Answered: 417 Skipped: 0



Majority Not Impacted (53.72%)

More than half of respondents selected “*Not Applicable*,” suggesting they either do not work from home or that their work is unaffected by local technology/services.

Reliable Access (19.90%)

Just under 20% of respondents are able to work from home successfully without issue — this is a modest figure that suggests room for improvement.

Technical Struggles (17.75%)

Nearly one in five working residents face struggles with staying online or maintaining quality phone service, indicating infrastructure limitations.

Service Gaps (2.16%)

A small minority reported an outright inability to work from home due to technology/service limitations.

Open-ended responses:

Desire for Faster and More Reliable Internet:

- Many residents want faster internet to support working from home.
- Current services (e.g., Frazier Mountain, Zito) are often slow or inconsistent, especially during peak usage times.

Data Caps Are a Major Issue:

- Several respondents are burdened by restrictive data limits that make it difficult to both work and enjoy personal use like streaming or video calls.

Limited Service Providers and High Costs:

- Verizon is seen as the only viable phone service, but many report poor signal quality.
- Alternatives like Starlink are seen as more reliable but too expensive for many residents.

Lack of Modern Infrastructure:

- There's interest in installing fiber optic services or additional cell towers, potentially on available PMC land.
- Residents express frustration that in 2024, the community is still facing outdated or subpar tech services.

Personal Impact:

- Some residents are forced to commute long distances due to poor service at home.
- Others have spent significant time and money piecing together working solutions (e.g., Starlink + VOIP setups).

Calls for PMC Advocacy and Action:

- Residents believe PMC should do more to lobby providers and improve access to affordable, modern technology infrastructure.
- There's a push for the community to petition Verizon and others to expand and enhance services.

Please list phone and internet carriers, and what region of PMC you reside in. (Example: Verizon, Starlink, Upper Freeman)

Answered: 74 Skipped: 343

Top Service Providers Mentioned

- **Verizon** – Most frequently cited cell phone provider, but often noted for **unreliable or spotty service**, especially for incoming calls.
- **Zito Media** – Widely used for internet and/or TV, though many report **frequent outages**, inconsistent speeds, and customer service issues.
- **Frazier Mountain Internet** – Popular in several areas, often noted for **slow speeds** or **limited bandwidth/data caps**.
- **Starlink** – Considered a **reliable but expensive** alternative, used by those seeking better performance.
- **AT&T** – Mentioned for both landline and cell service; generally not the dominant provider, but used as a backup or secondary option.
- **Viasat & HughesNet** – Satellite services used in combination with others to offset Zito outages; generally considered **expensive and unreliable**.
- **T-Mobile, Visible, Straight Talk** – Mentioned less frequently; some success with T-Mobile in select areas (e.g., Zion Way, Sunnyside).

Geographic Highlights by Area/Street

Respondents often linked their providers to specific locations:

- **Upper Bernina** – Verizon and Zito common; some use Starlink or Pacific Bell.
- **Upper Freeman, Upper Chestnut, Upper Linden** – Similar trends: Zito + Verizon, occasional Starlink or AT&T.
- **Mil Potrero Hwy (near Cedarwood, west side)** – Verizon frequently reported; Zito used for internet but with complaints.
- **Azalea Drive / Woodland / Upper Acacia** – Mix of Verizon, Zito, and Starlink; data caps and reliability issues noted.
- **Lower Lassen, Lower Linden, Lower Nesthorn, Lower S Curves** – Mix of Verizon, Zito, Frazier Mtn Internet, and Viasat.
- **Zion Way, Maplewood, Edgewood, Ironwood, Sequoia** – Mostly Zito users, with some Verizon or Starlink support.
- **Brentwood at MPH, Geneva Ct, Yellowstone, Linden Ct** – Similar pattern: Zito and Verizon dominant, with frequent service complaints.

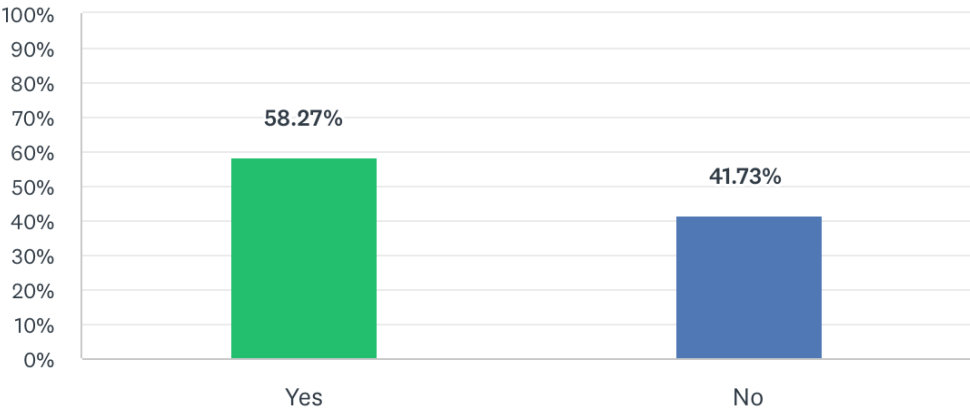
- **Symonds, Cedarwood, Acacia, Matterhorn** – Frazier Mtn Internet and Verizon are common, with mixed satisfaction.

Key Observations

- **Widespread reliance on Verizon** for mobile service despite frequent reliability complaints.
- **Zito is the primary internet provider**, but residents commonly express dissatisfaction due to **outages, billing issues, or inconsistent speeds**.
- **Geographic pockets** show residents turning to **Starlink** or dual-service setups to improve reliability (e.g., pairing Zito with HughesNet or Starlink).
- **Residents across multiple locations** indicate the need for **better infrastructure, more provider options, and reliable coverage**.

Do you rely on the Pine Mountain Club Post Office?

Answered: 417 Skipped: 0

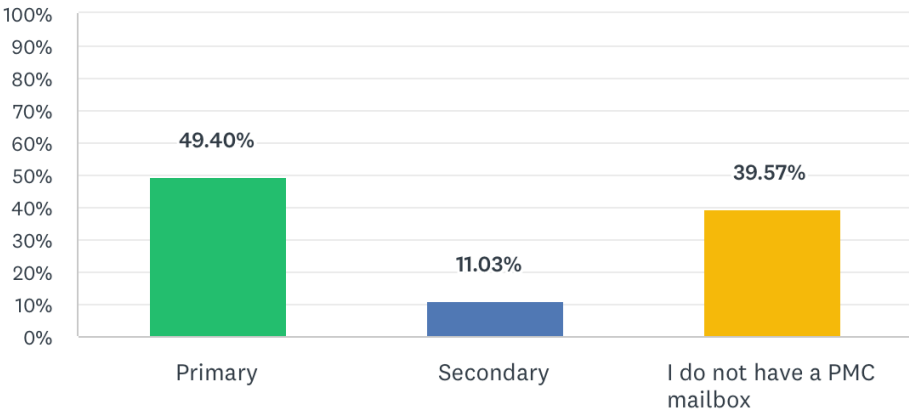


Yes: 58.27%, a little more than half, of respondents rely on the local Post Office.

No: 41.73%, a little less than half, do not rely on the local Post Office.

Is the PMC Post Office your primary or secondary address?

Answered: 417 Skipped: 0



A total of **60.43%** of respondents **use the PMC Post Office in some capacity** (either as a primary or secondary mailing address), indicating that the post office plays a central role in community communication and logistics.

Strong Core Usage – Nearly Half Rely on PO Boxes Full-Time:

- **49.4% of residents** use the PMC PO box as their **primary mailing address**, demonstrating the post office’s essential role for full-time residents who depend on it for mail and deliveries.

Secondary Use is Limited (11.03%):

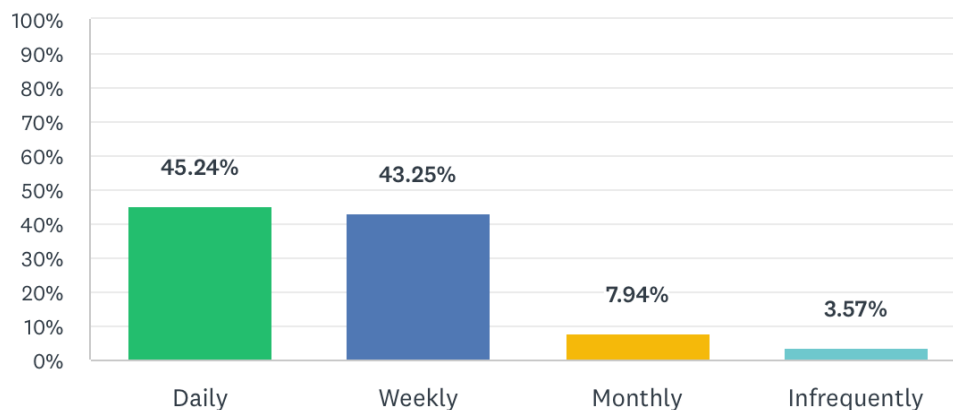
- A smaller group uses the PMC mailbox as a **backup or secondary address**, likely part-timers, vacation homeowners, or those who split time between PMC and another location.
- This indicates a modest but important segment of semi-local residents who still engage with PMC services.

Significant Non-Usage (39.57%):

- A large minority of respondents do **not use the PMC Post Office at all**, suggesting:
 - They may rely on home delivery (FedEx/UPS)
 - Have mail routed to another permanent address
 - Live part-time or only seasonally in PMC
 - They may use the Frazier Park post office or Tirol mailboxes

How often do you check your mailbox?

Answered: 252 Skipped: 165



A combined 88.49% of respondents holding a Pine Mountain Club Post Office mailbox check their mail **daily** or **weekly**, indicating **high engagement** with their mail and consistent reliance on postal services.

Daily: 45.24% of respondents check their mailbox daily.

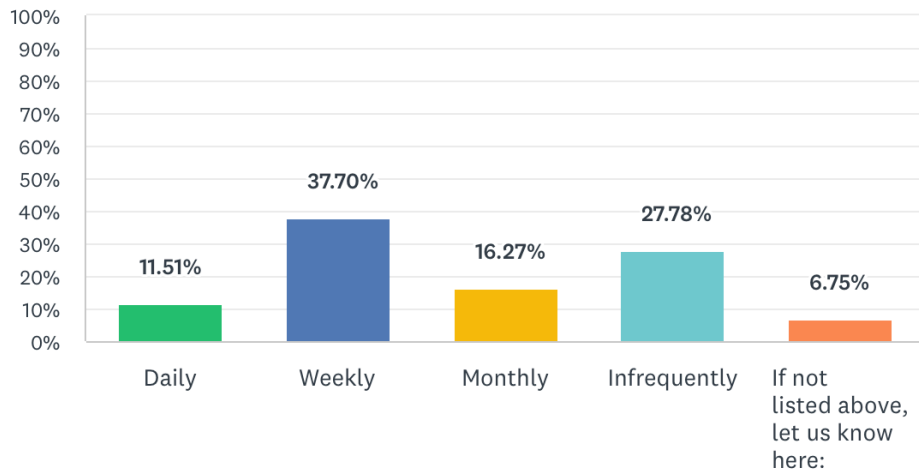
Weekly: 43.25% of respondents check their mailbox weekly.

Monthly: 7.94% of respondents check their mailbox monthly.

Infrequently: 3.57% of respondents check their mailbox infrequently.

How often do you use the service window for package pickups?

Answered: 252 Skipped: 165



Low Daily Use (11.51%)

Majority Use Weekly or Less Often:

- **Weekly usage (37.70%)** is the most common pattern, suggesting regular reliance on package pickup.
- Combined with **monthly (16.27%)** and **infrequent (27.78%)** users, **81.75%** of respondents use the window on a less-than-daily basis.

Infrequent & Monthly Users Are Significant (44.05%)

- These users may not depend on PMC's package services regularly, which could reflect seasonal residency, alternative delivery options, or reduced online ordering habits.

Open-ended responses:

Frequency of Use

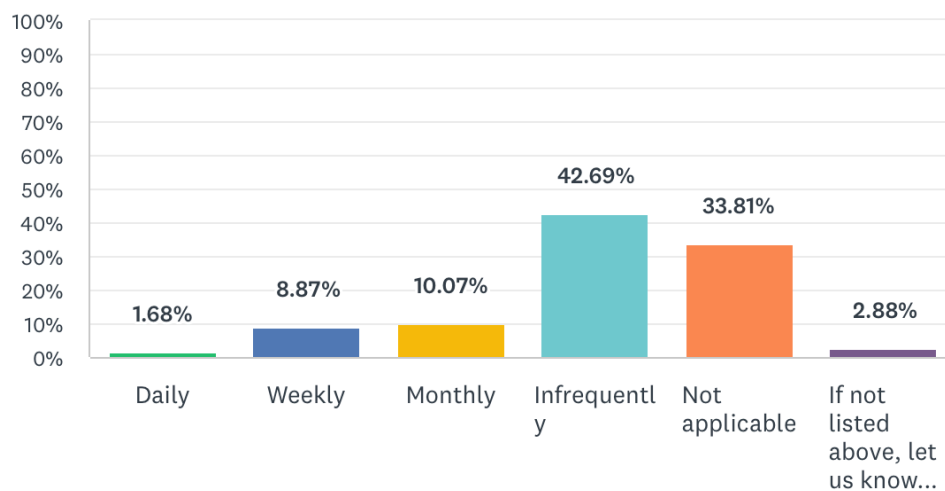
- **Occasional or As Needed Use:**
 - Many respondents indicated they use the service window **"as needed," "on occasion," or "when a package arrives"**—not on a fixed schedule.
 - Use is typically triggered by package slip notifications or online shopping deliveries.
- **Biweekly or Semi-Regular Use:**
 - Some respondents visit the service window **about every two weeks or 2–3 times per week**, depending on package volume.
- **Infrequent Use Due to Barriers:**
 - A few reported **inconvenient hours or limited access during workdays**, forcing them to delay pickups (e.g., only going on Saturdays).

Service Experience & Concerns

- Another reported **negative staff interactions**, describing some as "rude."
- Limited hours were also noted as a **barrier to accessibility**, especially for those who work standard business hours.

How often do you use the service window for other services (outside of package pickups)?

Answered: 417 Skipped: 0



Low Regular Use (Daily/Weekly):

- Only **10.55%** of respondents use the service window **regularly (daily or weekly)** for non-package services.
- This suggests these services (e.g., purchasing stamps, sending mail, money orders, forwarding requests) are not needed frequently by most residents.

Majority Use the Window Infrequently or Not at All:

- A combined **76.50%** use the window either **infrequently (42.69%)** or **not at all (33.81%)** for these services.
- These numbers imply that the service window is not a central part of daily or weekly routines for the majority, likely due to the growing use of online services or infrequent mailing needs.

Monthly Users:

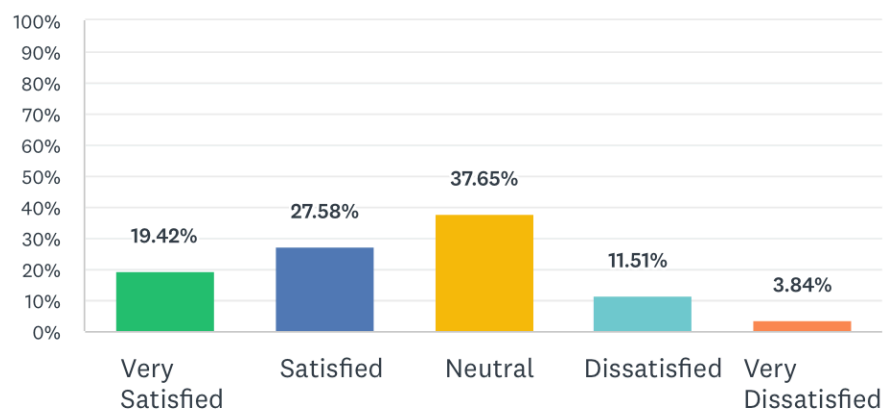
- **10.07%** of respondents use the service window on a **monthly** basis

Open-Ended Response:

- A few respondents use the **Frazier Park Post Office** as their primary location for postal services.
- Some purchase **postage stamps every other month** and use **money orders occasionally**.
- Others check or send **regular mail approximately three times per week**.

Overall, how satisfied are you with the Post Office?

Answered: 417 Skipped: 0



Satisfaction:

- A combined **47% of respondents (19.42% Very Satisfied + 27.58% Satisfied)** have a positive view of the Post Office.

Dissatisfaction:

- Only **15.35%** report being **dissatisfied (11.51%) or very dissatisfied (3.84%)**, suggesting a relatively small but important group with concerns.

High Neutral Response (37.65%):

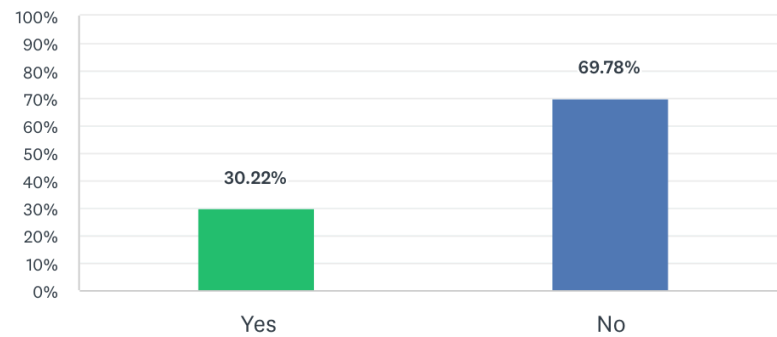
- The largest group falls into the **neutral category**, which may indicate:
 - Indifference or limited interaction
 - Mixed experiences
 - Recognition of limitations with understanding that it's sufficient

Positive Sentiment Outweighs Negative:

- Satisfaction (47%) is **three times higher** than dissatisfaction (15.35%).
- This indicates the Post Office is generally meeting community expectations, but there is **room for improvement**.

Do you know that there is a process for members to submit project/amenity recommendations to the POA (via an A2 Form)?

Answered: 417 Skipped: 0



Majority Are Unaware of the A2 Form Process (69.78%)

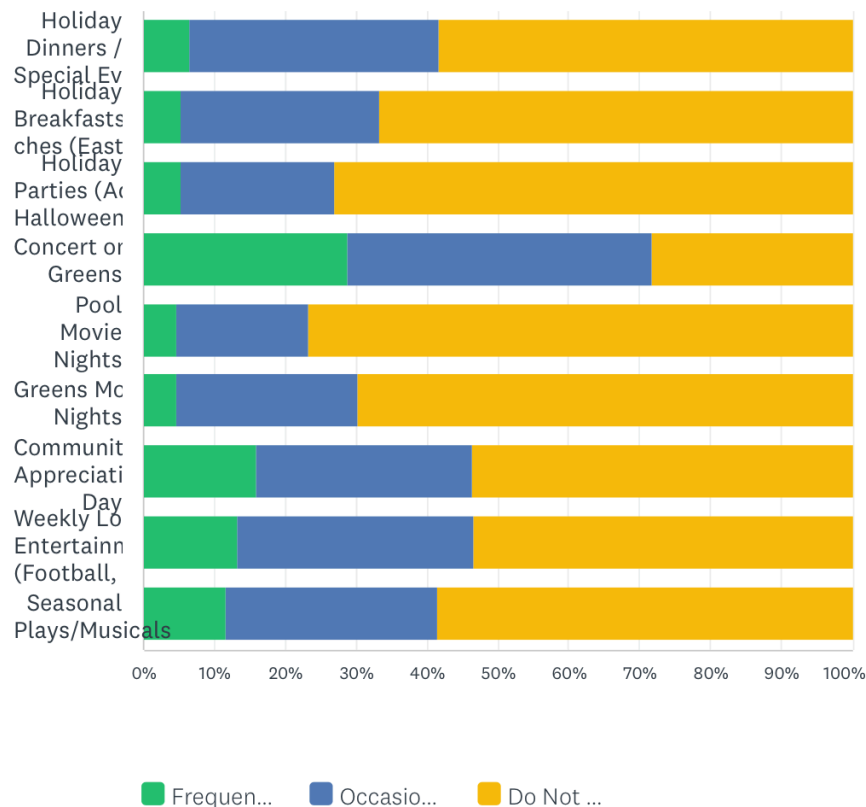
- Nearly 7 in 10 respondents are unaware that a formal process exists for submitting project or amenity recommendations.
- This points to a significant communication gap between the POA and its members regarding participatory processes.

Opportunity for Outreach and Education

- With only **30.22% aware**, there is a clear opportunity for the POA to promote the A2 form process to encourage more formal and productive input from members.

Of the events that the PMCPOA hosts, please select your participation for each:

Answered: 417 Skipped: 0



Events by Attendance

Concert on the Greens

- **Most popular event: 71.81% (combined) attendance**
- **28.92% frequently attend, 42.89% occasionally attend**
- **Only 28.19% do not attend**

Community Appreciation Day

- **46.36% (combined) attendance**
- **16.02% frequently attend, 30.34% occasionally attend**
- **53.64% do not attend**

Weekly Lounge Entertainment (Football, Live Music)

- **46.62%** (combined) **attendance**
- **13.29%** frequently attend, **33.33%** occasionally attend
- **53.38%** do not attend

Seasonal Plays/Musicals

- **41.54%** (combined) **attendance**
- **11.59%** frequently attend, **29.95%** occasionally attend
- **58.45%** do not attend

Holiday Dinners/Special Events

- **41.79%** (combined) **attendance**
- **6.52%** frequently attend, **35.27%** occasionally attend
- **58.21%** do not attend

Holiday Breakfasts/Brunches

- **33.25%** (combined) attendance
- **5.30%** frequently attend, **27.95%** occasionally attend
- **66.75%** do not attend

Holiday Parties (Halloween, NYE)

- **26.94%** (combined) attendance
- **5.34%** frequently attend, **21.60%** occasionally attend
- **73.06%** do not attend

Pool Movie Nights

- **23.23%** (combined) attendance
- **4.65%** frequently attend, **18.58%** occasionally attend
- **76.77%** do not attend. (Possibly because this event is considered more of a family/kid-friendly event frequented by a smaller number of young families by demographics).

Greens Movie Nights

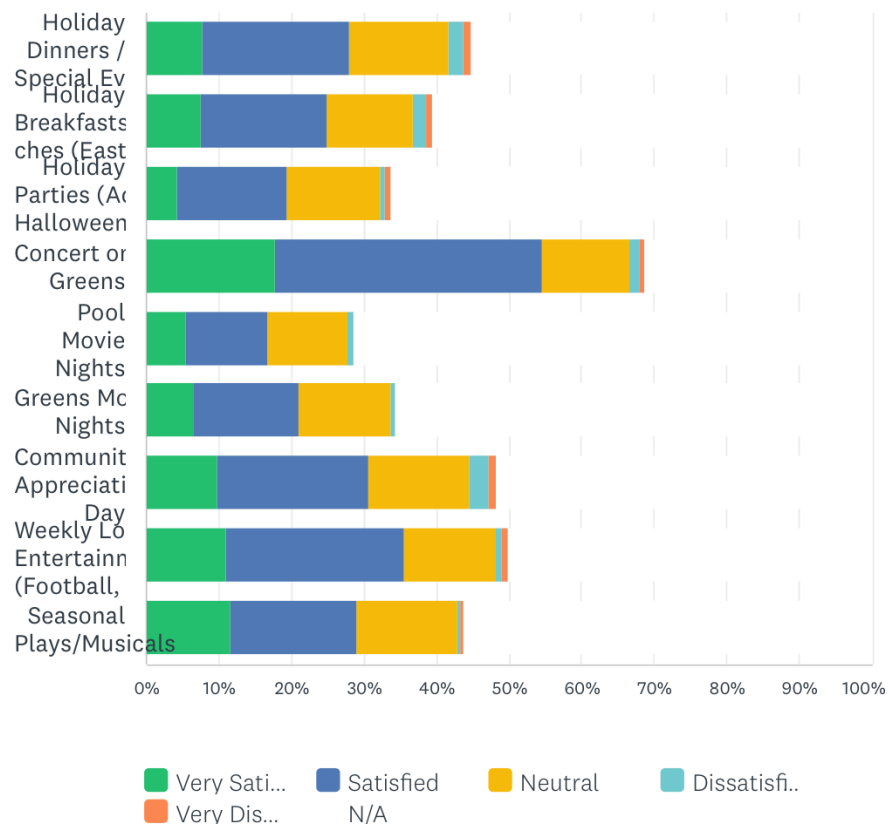
- **30.22%** (combined) attendance
- **4.67%** frequently attend, **25.55%** occasionally attend
- **69.78%** do not attend. (Possibly because this event is considered more of a family/kid-friendly event frequented by a smaller number of young families by demographics).

Key Insights

- **Concert on the Greens** is the **standout community favorite**, with the strongest overall attendance.
- Events tied to **outdoor, music-based, or casual entertainment** (like the lounge and seasonal performances) show better engagement than **holiday-specific or themed events**.
- **Movie nights and seasonal meals** are generally under-attended and may benefit from modifications that will draw larger audiences.
- The **community has a core group that regularly attends events**, but most others participate only occasionally or not at all.

Of the events that the PMCPOA hosts, please select your satisfaction with each:

Answered: 417 Skipped: 0



Top-Rated Events (by Satisfaction)

Concert on the Greens

- **54.57% positive** (17.79% very satisfied, 36.78% satisfied)
- **12.02% neutral**
- **Lowest dissatisfaction:** only **2.16% combined** (1.44% dissatisfied and 0.72% very dissatisfied)
- Strongest overall event performance indicating **broad participation and approval.**

Weekly Lounge Entertainment (Football, Live Music)

- **35.6% positive** (11.14% very satisfied, 24.46% satisfied)
- **12.59% neutral**
- **1.7% combined dissatisfaction** (0.97% dissatisfied, 0.73% very dissatisfied)
- Participation lower than Concerts, but good satisfaction among attendees

Seasonal Plays/Musicals

- **29.13% positive** (11.65% very satisfied, 17.48% satisfied)
- **13.83% neutral**
- Low dissatisfaction **0.73%** total combined (0.49% dissatisfied, 0.24% very dissatisfied)

Lower-Rated or Niche Events

Holiday Parties (Halloween, NYE)

- **19.47% positive** (4.38% very satisfied, 15.09% satisfied).
- **12.90% neutral**
- **1.46% combined dissatisfaction** (0.49% dissatisfied, 0.97% very dissatisfied)

Holiday Dinners/Special Events

- **28.02% positive** (7.73% very satisfied, 20.29% satisfied)
- **13.77% neutral**
- **2.90% combined dissatisfaction** (1.93% dissatisfied, 0.97% very dissatisfied)

Holiday Breakfasts/Brunches

- **25% positive** (7.52% very satisfied, 17.48% satisfied)
- **11.89% neutral**
- **2.67% combined dissatisfaction** (1.70% dissatisfied, 0.97% very dissatisfied)

Movie Nights (Pool)

- **16.83% positive** (5.61% very satisfied, 11.22% satisfied)
- **10.98% neutral**
- **0.73% total dissatisfaction** (0% very dissatisfied)

Community Appreciation Day

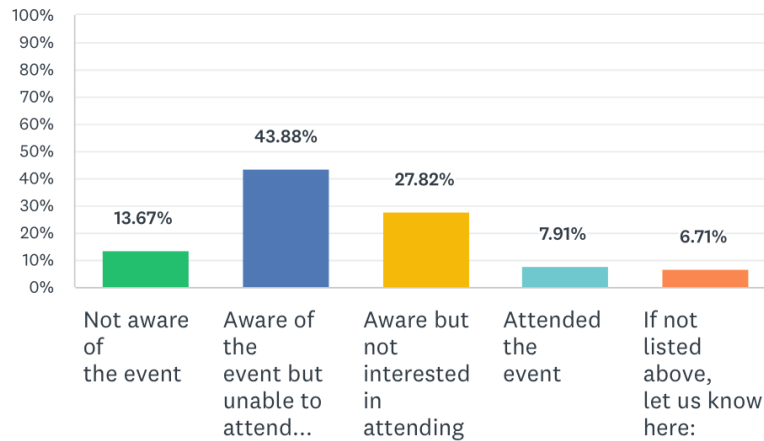
- **30.65%** positive (9.73% satisfied, 20.92% very satisfied)
- **13.87%** neutral
- **3.65%** combined dissatisfaction (2.68% dissatisfied, 0.97% very dissatisfied)

Key Insights

- **Concert on the Greens** is the community's standout success, both in participation and satisfaction.
- Events like **Weekly Lounge Entertainment** and **Seasonal Plays** have lower attendance but provide **good experiences** for those who go.
- **Holiday events** have **high N/A scores** (indicating non-attendance), but **generally low dissatisfaction**, suggesting they are appreciated by a niche group.
- **Movie nights consistently underperform** in both satisfaction and participation.

Were you aware of and/or able to attend last year's Budget & Finance Town Hall on Tuesday, September 26th at 6pm? (Link to event recording)

Answered: 417 Skipped: 0



Key Takeaways

High Awareness, Low Attendance:

- **85.61% of respondents were aware of the event, yet only 7.91% actually attended.**
- The **primary barrier was scheduling (43.88%)**, indicating the day/time may not have worked for many residents.

Low Engagement from Some Despite Awareness:

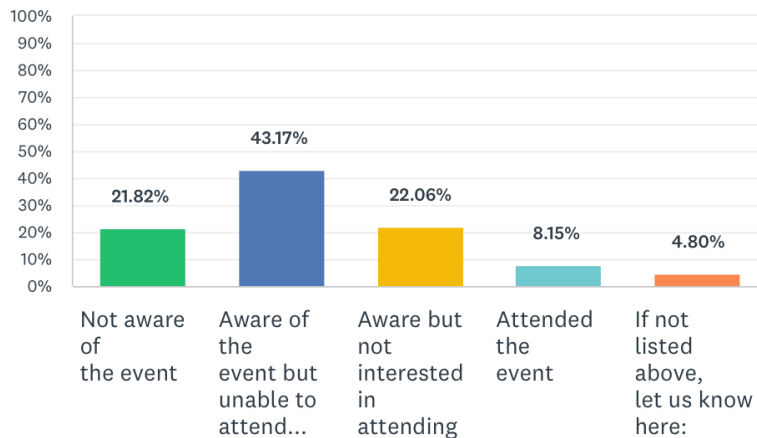
- Nearly **28% were aware but not interested**, suggesting the **topic may not feel relevant or accessible** to everyone.

Missed Communication for a Minority:

- **13.67% were unaware** of the event at all, indicating an opportunity to **improve outreach and visibility**.

Were you aware of and/or able to attend last year's Emergency Preparedness Pancake Breakfast Town Hall on Saturday, October 14th at 9am? (Link to presentation & event recording)

Answered: 417 Skipped: 0



Key Takeaways

Strong Awareness, Low Attendance

- **65.23%** of respondents **were aware** of the event, but **only 8.15% actually attended**.
- The **main obstacle was timing (43.17%)**, similar to previous town hall event feedback.

Over 1 in 5 Were Not Aware (21.82%)

- A higher portion of respondents were **unaware of this event** compared to the Budget & Finance Town Hall (13.67%).
- This suggests **outreach for this event may not have been as strong or visible**.

Moderate Disinterest (22.06%)

- A sizable group of residents knew about the event but chose not to attend, likely indicating:
 - Perception that emergency preparedness isn't personally relevant
 - Preference for other formats (digital materials vs. live event)

Summary of Open-Ended Responses:

Not Yet a Resident or Property Owner

- Several respondents noted they were **not yet owners or residents** of Pine Mountain Club at the time of the event (September 2023).
- Includes renters and new arrivals.

Living Elsewhere or Out of Town

- Some lived **outside of PMC** or **too far away** to attend in person.

Physical or Scheduling Barriers

- A few mentioned **disabilities**, or that they were **physically unable to attend**.
- Others had **schedule conflicts**, such as:
 - Receiving notice too late
 - Pre-existing plans that couldn't be changed

Engaged Remotely

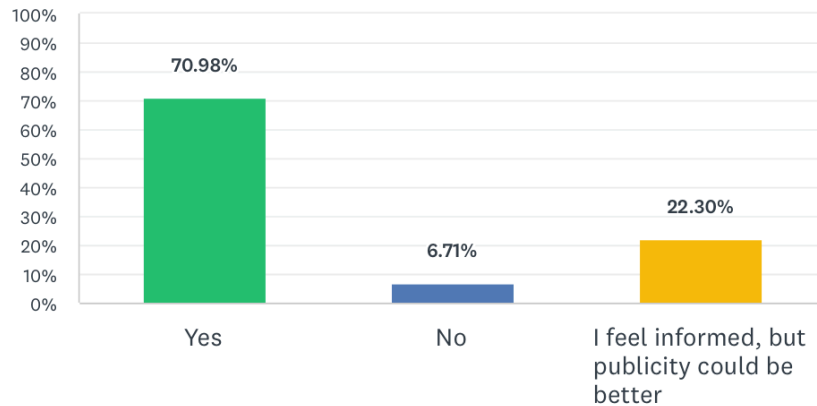
- A couple of respondents indicated they **watched the event recording online**, showing interest despite not attending live.

Overall Insight

These comments reinforce that **timing, residency status, distance, and accessibility** were the primary barriers to attendance — not lack of interest. Several respondents engaged **remotely** or became aware too late, suggesting future outreach and hybrid options could improve participation.

Do you feel adequately informed about the events being hosted by the PMCPOA?

Answered: 417 Skipped: 0



Key Takeaways

Majority Feel Adequately Informed (71%)

- Most residents are satisfied with **how event information is communicated**, suggesting current outreach methods (email, newsletters, signs, social media) are effective for a broad segment of the community.

A Notable Group Wants Improved Publicity (22.3%)

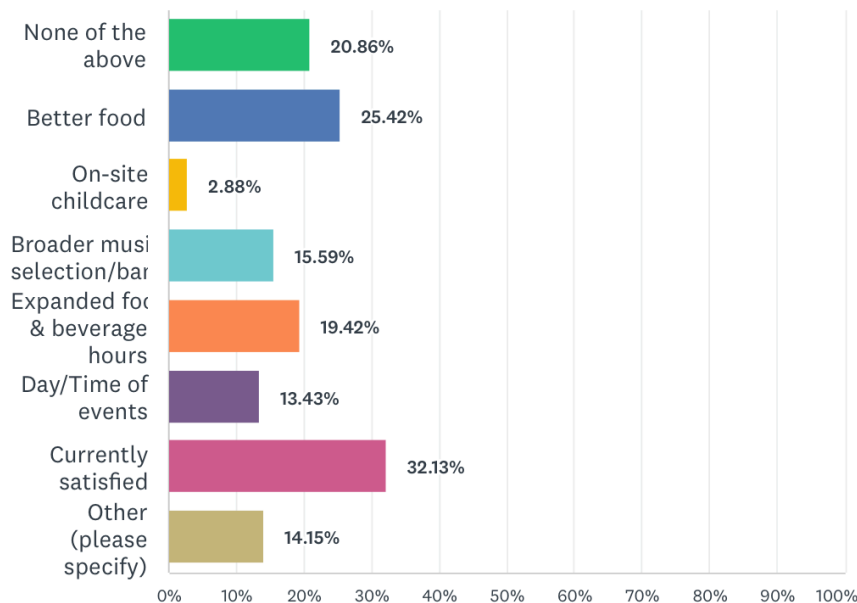
- Nearly 1 in 4 residents feel they're informed **but see room for improvement**, indicating that improvements in communication may be beneficial.

Only 6.7% Feel Uninformed

- A small minority are **completely disconnected from PMCPOA event communications**. This could be due to:
 - Lack of digital access or preferences
 - Recent relocation or new membership
 - Overlooking existing materials

What would increase your participation in PMCPOA events and/or usage of amenities?

Answered: 417 Skipped: 0



Key Insights

High Satisfaction Among Respondents (32.13%)

- A third of participants feel **no improvements are needed** to boost their participation, suggesting that many are content with the **current event and amenity offerings**.

Food is a Major Factor

- **25.42% want better food**, and an additional **19.42% want extended food & beverage hours**.
- Together, nearly **45% of respondents** see the **quality and accessibility of food** as key to improving engagement.

Music & Entertainment Variety Matters

- **15.59% would attend more with broader music or band options**, reinforcing the importance of **diverse cultural programming**.

Timing Still a Barrier for Some

- **13.43% say the day/time of events affects participation**, echoing previous feedback about scheduling challenges.

Limited Need for Childcare

- **Only 2.88%** indicated that on-site childcare would increase participation, suggesting that **families with young children may be a small segment** of active residents or are managing attendance in other ways.

Please provide any additional comments or suggestions you have regarding the PMCPOA amenities, facilities, and events.

Summary of Open-Ended Responses:

Expanded and Equitable Access

- **Condor Room Hours:** Several respondents request extended hours, especially on weekends and holidays.
- **Access to Rec Room & Amenities:** There's a desire for increased access to the Rec Room during lounge hours, and suggestions for a gym and sauna.
- **Tiered Membership / Usage Fees:** Some suggest tiered systems where members only pay for what they use, especially to avoid raising HOA fees.

Safety & Infrastructure

- **Safety Enhancements:** Concerns over traffic speeds, pedestrian safety, and inadequate infrastructure (e.g., sidewalks).
- **Patrol Criticism:** Concerns about aggressive or unfair treatment by security toward families, especially in the pool and park areas.
- **Fire & Traffic Safety:** Fire safety and traffic calming measures (e.g., lower speed limits, safer roads) are frequently requested.

Food Quality & Service

- **Inconsistent Food Quality:** Multiple mentions of overpriced or mediocre food, lack of variety, and insufficient vegetarian/meat-free options.
- **Staff Overwhelm:** Praise for staff friendliness, but acknowledgment that they appear overworked.
- **Operational Suggestions:** Proposals include allowing wine/beer at lunch, exploring third-party food service, and improving café profitability.

Events & Entertainment

- **Adult-Focused Events:** Desire for events appealing to mature audiences (e.g., comedy nights, wine tastings, more modern music).
- **Stale Offerings:** Criticism of repetitive band lineups, outdated movie selections, and lack of diversity in programming.
- **Concert Experience:** Complaints about volume, lack of intimacy, and infrastructure—suggestions for a dedicated outdoor venue.

Inclusivity & Community Engagement

- **Family Friendliness:** Some feel PMC is becoming less accommodating to families and children.
- **Dog Policies:** Requests to make events and spaces more pet-friendly, such as a proper dog park or agility course.
- **Volunteer & Member Involvement:** Some offer professional help and suggest structured volunteer efforts for planning, safety, and operations.

Facilities Maintenance

- **General Upkeep:** Emphasis on maintenance over expansion—trails, pool cleanliness, Rec Room, Fern's Lake, and public restrooms mentioned.
- **Underutilized Areas:** Suggestions to improve or promote use of campground, hiking trails, and equestrian center (e.g., seasonal trail rides).

Amenities Development vs. Financial Restraint

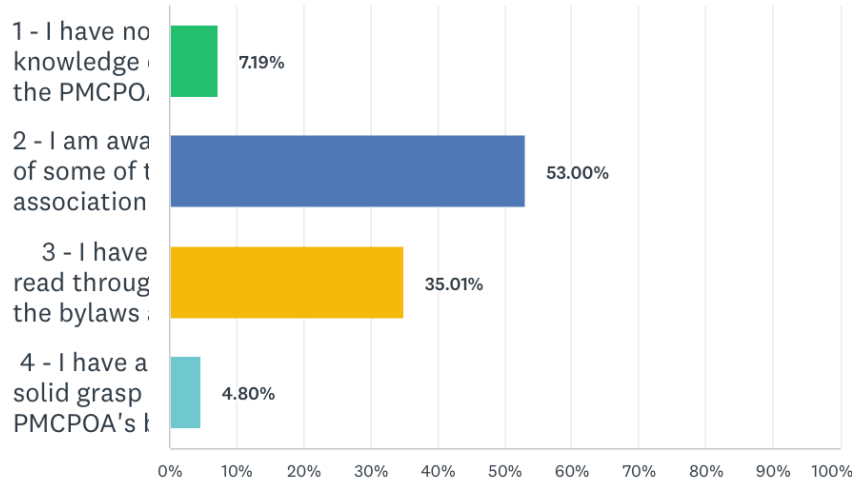
- **Year-Round Pool & Gym:** Strong support for these two as top priorities.
- **Skepticism Toward Expansion:** Many oppose new/lavish amenities or the clubhouse remodel due to cost concerns.
- **Debt Aversion:** Multiple respondents want to avoid debt and keep assessments low.

Notable Specific Suggestions

- | | |
|--|---|
| ● Amphitheater at the campground | ● On-site childcare to boost parent participation |
| ● Ice rink | ● Discounts or perks for STR guests at the Lounge |
| ● More teen and intergenerational activities | |

The PMCPOA Bylaws "establish policies and procedures for the governing of an association. They set qualifications for the election of directors, their number and term of office, their powers and duties, the appointment of officers, when and how meetings are held, quorum and voting requirements, appointment of committees, etc." -Davis Stirling
On a scale of 1-4, please rate your familiarity with the association's bylaws:

Answered: 417 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ 1 - I have no knowledge of the PMCPOA bylaws	7.19% 30
▼ 2 - I am aware of some of the association's bylaws, but have not read through them	53.00% 221
▼ 3 - I have read through the bylaws and am comfortably familiar with them	35.01% 146
▼ 4 - I have a solid grasp of PMCPOA's bylaws and I understand them in detail	4.80% 20

A **majority (60.19%)** of respondents have either **no knowledge (7.19%)** or only **partial awareness (53%)** of the bylaws.

39.81% of respondents are **comfortably familiar** with the Association's bylaws.

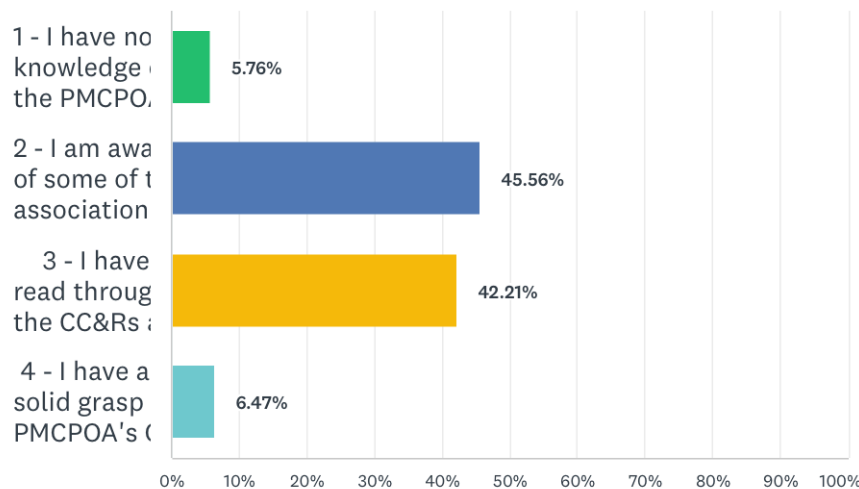
A very small group (**4.80%**) claims to have a **solid and detailed grasp**, which is critical for informed participation in governance.

- This implies a significant **education and communication gap** about the fundamental governance rules of the association.

- Low familiarity may affect **voter engagement, understanding of board decisions, and participation in meetings or committees.**
- Members may feel disconnected or uninformed, especially when it comes to **elections, rule enforcement, or assessment changes.**

PMCPOA CC&Rs (Covenants, Conditions & Restrictions) "describe property rights and obligations of the membership, such as (i) restrictions on the use of property, (ii) member and association maintenance duties, (iii) enforcement powers, (iv) lender protection provisions, (v) assessments obligations and lien/collection rights, (vi) duty to insure, and (vii) dispute resolution and attorneys' fees provisions" -Davis Stirling
On a scale of 1-4, please rate your familiarity with the association's CC&Rs:

Answered: 417 Skipped: 0



ANSWER CHOICES ▼	RESPONSES ▼
▼ 1 - I have no knowledge of the PMCPOA CC&Rs	5.76% 24
▼ 2 - I am aware of some of the association's CC&Rs, but have not read through them	45.56% 190
▼ 3 - I have read through the CC&Rs and am comfortably familiar with them	42.21% 176
▼ 4 - I have a solid grasp of PMCPOA's CC&Rs and I understand them in detail	6.47% 27

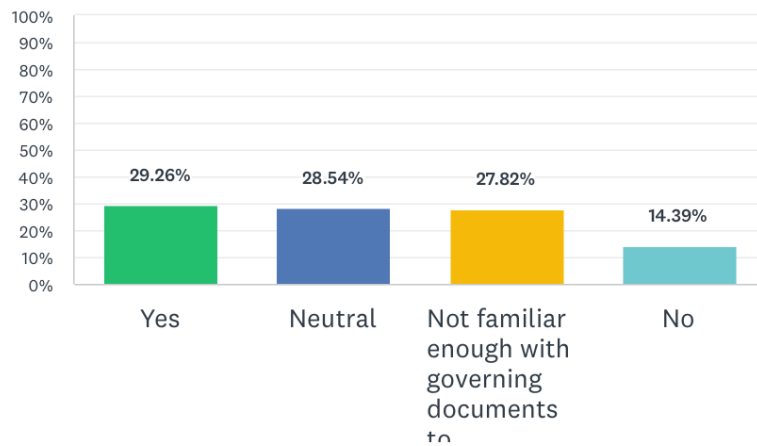
A **slight majority (48.68%)** have either no (**5.76%**) or limited (**45.56%**) awareness of the CC&Rs.

48.68% of respondents report having read and are at least **comfortably familiar** with them.

Only **6.47%** of respondents (27 people) report having a **detailed grasp** of the CC&Rs. This is still a small fraction of the community, suggesting that **interpretation and enforcement issues** may arise from a general lack of member education.

Do you believe the PMCPOA effectively upholds our governing documents?

Answered: 417 Skipped: 0



ANSWER CHOICES ▼	RESPONSES ▼	
▼ Yes	29.26%	122
▼ Neutral	28.54%	119
▼ Not familiar enough with governing documents to decide	27.82%	116
▼ No	14.39%	60

Modest Confidence in PMCPOA

- **Only 29.26%** of respondents explicitly believe that the governing documents are being upheld effectively.
- This is the **largest single group**, but not a majority—suggesting **only modest confidence** in governance practices.

High Degree of Uncertainty

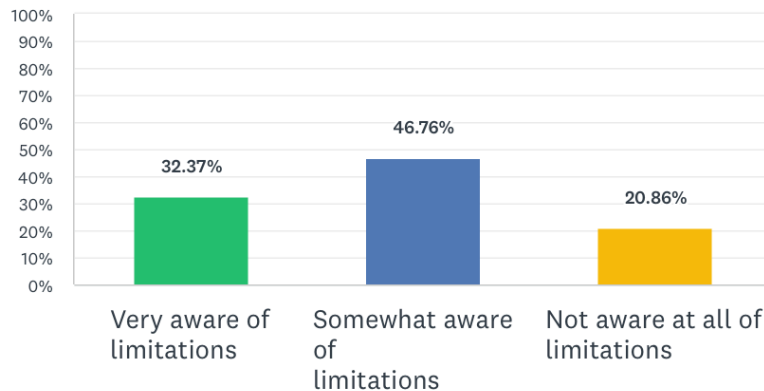
- A **combined 56.36%** of respondents are either **neutral** or **not familiar enough** to form an opinion:
 - **28.54%** selected **Neutral**
 - **27.82%** selected **Not familiar enough to decide**
- This points to a **knowledge and engagement gap**—members may not feel informed enough to evaluate board performance in this area.

Skepticism Present but Limited

- Only **14.39%** responded **No**, indicating a **minority of direct dissatisfaction** with how governing documents are upheld.

Are you aware of the limitations of the PMCPOA Patrol to enforce established rules against "loud music, noisy activities, and other noxious activities on member properties?"

Answered: 417 Skipped: 0



Majority Have At Least Some Awareness

- **79.13%** of respondents are **either very aware (32.37%) or somewhat aware (46.76%)** of the Patrol's limitations regarding enforcement on private property.
- This suggests a **relatively well-informed membership** on this issue compared to other governance-related questions.

One-Fifth Lack Awareness

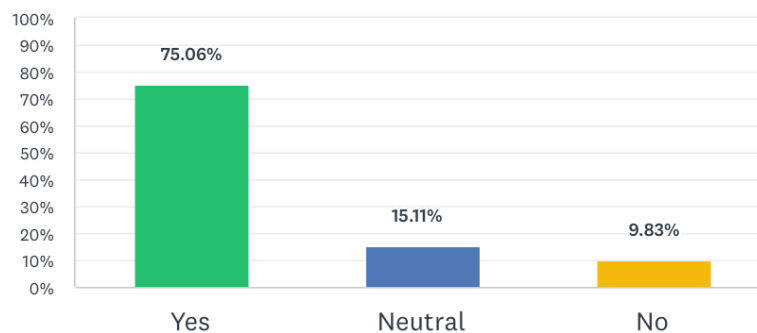
- A notable **20.86% (87 respondents)** are **not at all aware** of these limitations.
- This segment could have **unrealistic expectations** of Patrol authority, leading to **misunderstandings or frustration** when complaints are not acted on as expected.

Need for Clarification

- Even those who are "somewhat aware" (46.76%) may not fully grasp the **legal and jurisdictional constraints** PMCPOA Patrol faces—such as what is enforceable under HOA rules versus Kern County or California law.

Do you think the roads within PMC are well-maintained? (Road maintenance includes but is not limited to: snow plowing, clearing drainage channels, sweeping cinders, trimming overgrown trees and overhanging branches.)

Answered: 417 Skipped: 0



Strong Approval of Road Maintenance

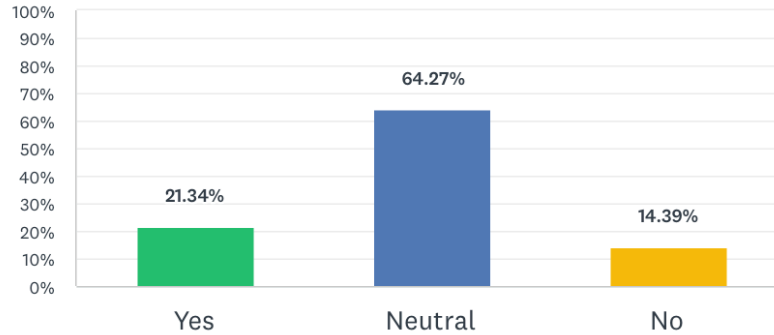
- **3 out of 4 members (75.06%)** believe the roads are well-maintained.
- This reflects a **high level of satisfaction** with essential infrastructure services provided by PMCPOA.
- Compared to other survey topics (e.g., food service, communication, security), this is one of the **highest approval ratings**.

Small Neutral and Dissenting Voices

- **15.11%** are neutral—likely indicating limited direct experience (e.g., part-time residents or vacationers).
- **9.83%** believe roads are *not* well-maintained. While a minority, their concerns may relate to specific roads or seasonal issues (e.g., delayed snow plowing or runoff from recent storms).

Do you think the PMCPOA is effective in enforcing the rules regarding short-term rentals (STRs)?

Answered: 417 Skipped: 0



Overwhelming Neutrality

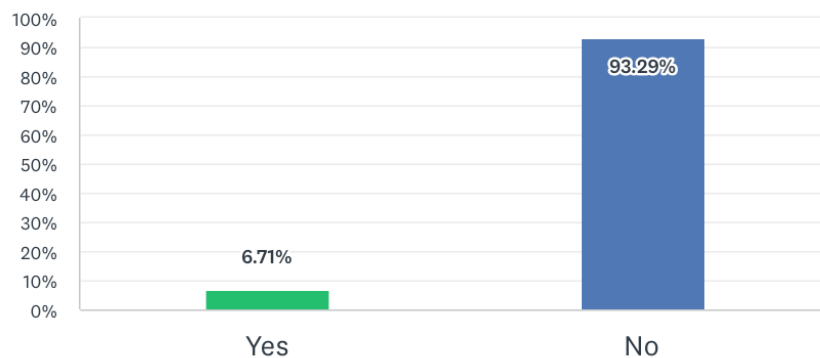
- A striking **64.27%** of respondents are **neutral**—by far the highest neutral response across the governance-related questions you've shared.
- This could mean:
 - Members are **unaware of STR rules** or enforcement actions,
 - **Don't have strong opinions**, or
 - **Haven't personally experienced any STR-related issues**.

Low Confidence Overall

- Only **21.34%** believe PMCPOA is effectively enforcing STR rules.
- Combined with the **14.39% who said "No"**, over **1 in 3 respondents (35%)** either lack confidence or have no opinion on STR enforcement—signaling **low visibility or unclear outcomes** related to enforcement efforts.

Do you own a Short Term Rental?

Answered: 417 Skipped: 0

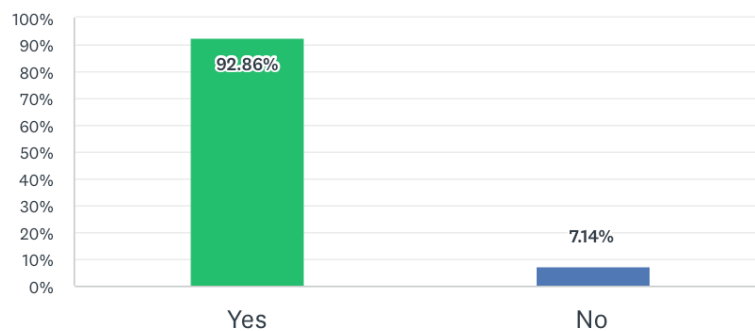


STR Ownership is a Minority Issue

- Only **6.71%** of respondents are STR owners.

Are you aware of the Association Rule Article 22, where requirements for STR owners are specified?

Answered: 28 Skipped: 389



High Awareness Among STR Owners

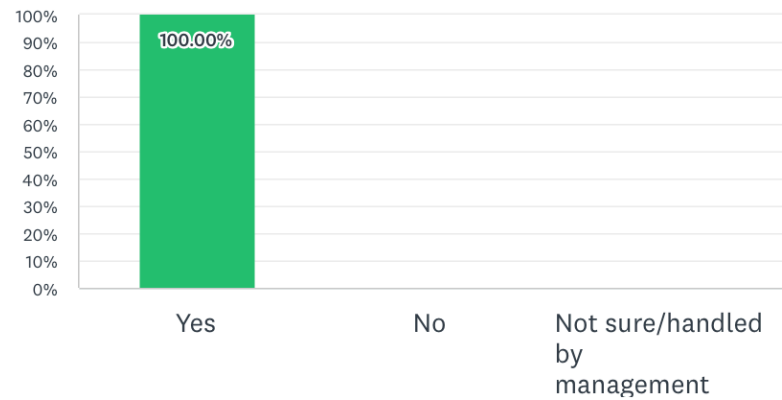
- **Nearly all STR owners (93%) are aware of Article 22**, which outlines their responsibilities—this is a very strong compliance awareness indicator.
- Suggests that PMCPOA communication with STR owners—at least on rule dissemination—is generally effective.

A Small Gap Still Exists

- The 7.14% who are unaware may be operating **without full oversight**, which could pose enforcement and compliance risks.

Do you ensure your renters are well-versed in and acknowledge the PMC rules?

Answered: 26 Skipped: 391



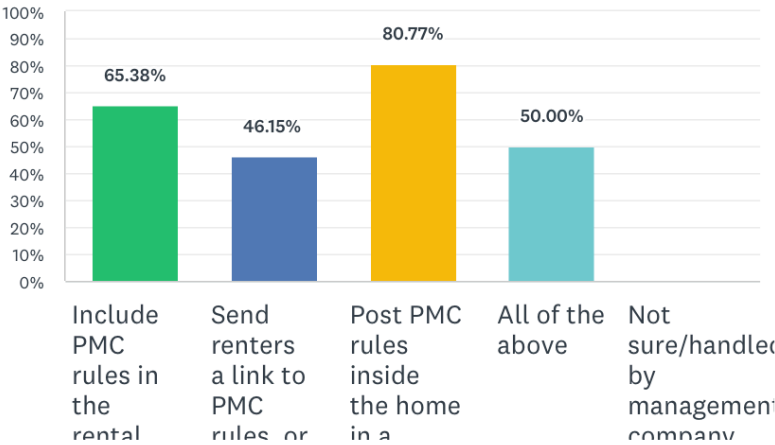
ANSWER CHOICES	RESPONSES	
▼ Yes	100.00%	26
▼ No	0.00%	0
▼ Not sure/handled by management company	0.00%	0

Full Compliance Claimed by STR Owners

- All 26 STR owners who responded claim they **ensure renters are aware of and acknowledge PMC rules**.
- This suggests that STR owners are **taking personal responsibility** for rule communication and enforcement—or are at least aware it’s a priority to state so.

How do you communicate PMCPOA rules to renters?

Answered: 26 Skipped: 391



ANSWER CHOICES	RESPONSES	
▼ Include PMC rules in the rental agreement	65.38%	17
▼ Send renters a link to PMC rules, or attach them via email	46.15%	12
▼ Post PMC rules inside the home in a visible location	80.77%	21
▼ All of the above	50.00%	13
▼ Not sure/handled by management company	0.00%	0

Best Practice Followed: Physical Posting

- The most common method (used by **80.77%** of STR owners) is **posting PMC rules inside the home in a visible location**—a best practice that reinforces awareness for all guests.

Contractual Inclusion Is Strong

- **65.38%** include rules in their **rental agreements**, giving the rules a legal acknowledgment by renters upfront.

Digital Sharing Is Less Common

- Less than half (**46.15%**) send renters a **link or attachment** before arrival—this could be a missed opportunity for early rule reinforcement and behavioral expectations.

Half Use Multi-Channel Communication

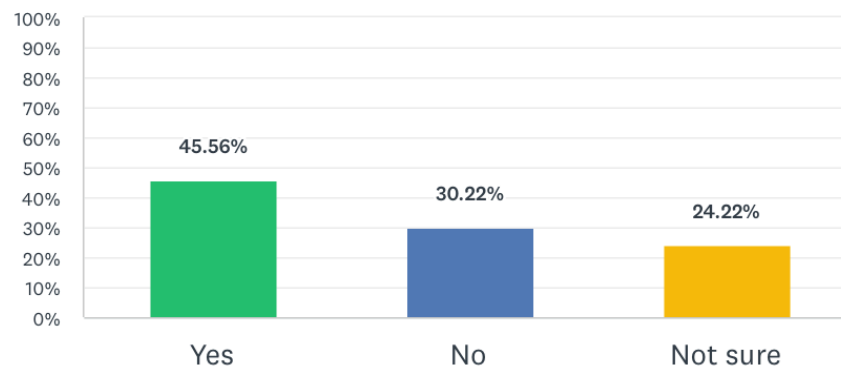
- **50% of respondents use all methods combined**—this indicates strong engagement and awareness of the importance of rule communication.

No Passive Ownership

- Encouragingly, **none of the respondents said “Not sure / handled by management company.”** This shows **direct involvement and responsibility** by STR owners, which supports the 100% “Yes” result to the previous question about ensuring renters are informed.

Do you live near a Short Term Rental?

Answered: 417 Skipped: 0



Nearly Half Live Near STRs

- A significant **45.56%** of members report living near a short-term rental.
- This suggests STRs are **widely distributed** throughout the community and are likely **visible, audible, or otherwise noticeable**.

Uncertainty Is High

- **24.22%** are **unsure** if they live near an STR

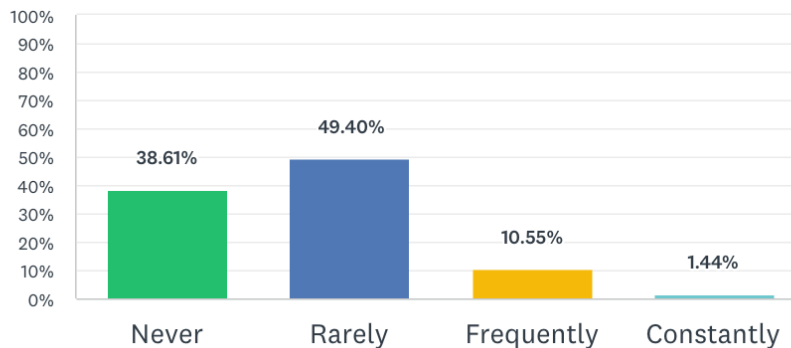
Context with Previous Data

- Only **6.71%** of respondents are STR owners, but **nearly half of residents report living near one**, meaning:

- The impact of STRs is **far-reaching**, and
- The **behavior of a small owner group** affects a large portion of the community.

How frequently do you encounter problems with short-term renters (community wide)?

Answered: 417 Skipped: 0



Majority Report Little to No Issues

- A combined **88.01%** of members say they “**never**” or “**rarely**” encounter problems with short-term renters.
- This supports the idea that most STR owners and guests are being **respectful and rule-abiding**, or that issues are **infrequent and isolated**.

Small but Vocal Minority Sees Ongoing Issues

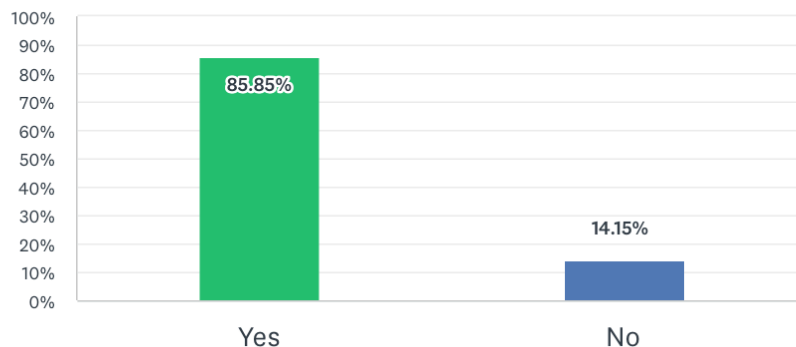
- A combined **11.99%** of respondents experience issues either **frequently (10.55%)** or **constantly (1.44%)**—this group may disproportionately contribute to negative perceptions, complaints, and pressure for stricter enforcement.

Consistency with Previous STR Data

- These results align with:
 - **45.56%** of residents reporting they live near an STR, and
 - **Only 21.34%** say PMCPOA is effective at enforcing STR rules.
- This suggests that **frustration with STRs is not widespread**, but those who do experience problems **want more visible enforcement** and clarity.

Are you aware of how to report PMC rule violations 24/7? (Patrol can be reached at 661-556-1685)

Answered: 417 Skipped: 0



High Awareness of Reporting Process

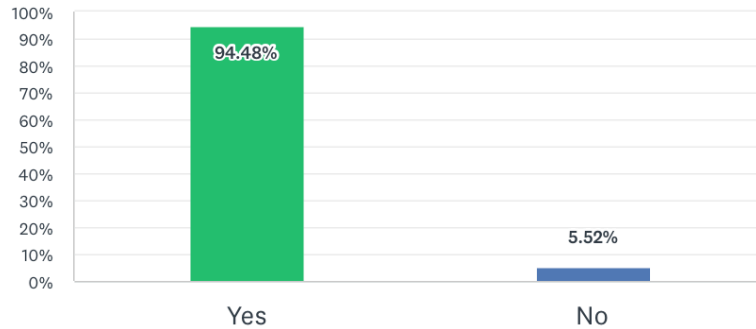
- **Nearly 86%** of residents know how to report rule violations to PMC Patrol 24/7.
- This is a **strong indicator of effective communication**—especially considering other governance-related questions where awareness was lower (e.g., bylaws, CC&Rs).

Room for Improvement

- While only **14.15%** of respondents are unaware of the reporting process, that still accounts for a number that could be significant during high-traffic weekends, holidays, or emergencies.

The PMCPOA regularly sends out weekly email blasts with current events and additional information. Are you aware of this service? (Please email: recept@pmcpoa.com to sign up.)

Answered: 417 Skipped: 0



Strong Communication Reach

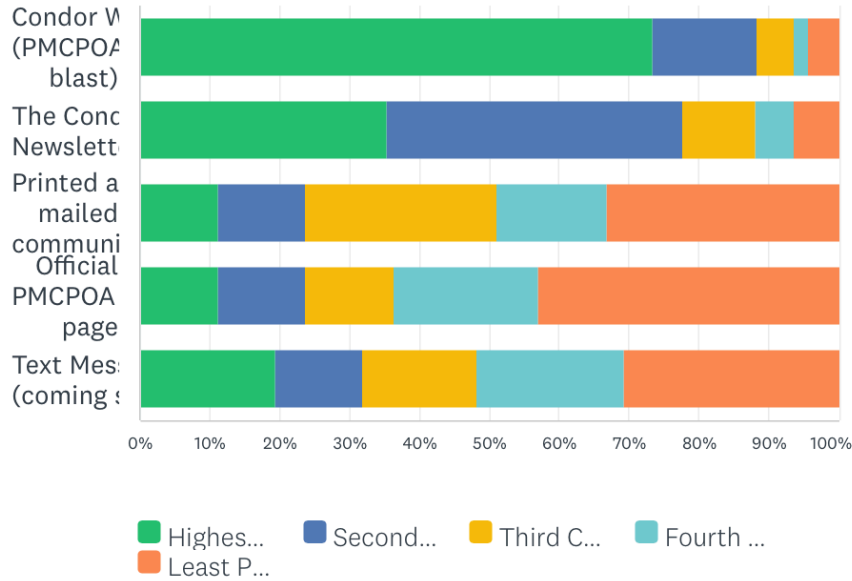
- An impressive **94.5%** of respondents are aware of PMCPOA's weekly email blasts.
- This level of awareness demonstrates **effective communication infrastructure**, especially compared to awareness levels for rules, CC&Rs, or enforcement procedures.

Opportunity to Capture Remaining 5%

- **5.5%** are still unaware—these may include:
 - New members not onboarded properly
 - Individuals less engaged online

Which method of communication from the PMCPOA do you prefer? (Please mark order of preference)

Answered: 417 Skipped: 0



	HIGHEST PREFERENCE	SECOND CHOICE	THIRD CHOICE	FOURTH CHOICE	LEAST PREFERRED	TOTAL
▼ Condor Weekly (PMCPOA email blast)	73.33% 297	15.06% 61	5.19% 21	2.22% 9	4.20% 17	405
▼ The Condor Newsletter	35.44% 140	42.28% 167	10.38% 41	5.57% 22	6.33% 25	395
▼ Printed and mailed communications (informational mailers, postcards, notices, etc.)	11.20% 43	12.50% 48	27.34% 105	15.89% 61	33.07% 127	384
▼ Official PMCPOA Facebook page	11.17% 43	12.47% 48	12.73% 49	20.78% 80	42.86% 165	385
▼ Text Message (coming soon)	19.36% 73	12.47% 47	16.45% 62	20.95% 79	30.77% 116	377

SUMMARY TABLE OF TOP PREFERENCES:

Communication Method	Highest Preference	Combined Top 2 (Highest + Second)
Condor Weekly Email Blast	73.33%	88.39%
The Condor Newsletter	35.44%	77.72%
Text Message (coming soon)	19.36%	31.83%
Printed/Mailed Communications	11.20%	23.70%
Official PMCPOA Facebook Page	11.17%	23.64%

The Weekly Email Blast Is the Clear Favorite

- **Condor Weekly (PMCPOA Email Blast)** is the **top preferred method by far**, with:
 - **73.33%** selecting it as their **#1 choice**
 - **Only 4.20%** listing it as **least preferred**
- This affirms previous results showing **94.48% awareness** of the email blasts.
- It's the **most efficient and well-liked channel**, and should continue to be the **primary vehicle** for news and engagement.

The Condor Newsletter Is a Strong Supporting Channel

- Although **less dominant as a top choice**, it performs very well overall:
 - **Second most popular** in first and second choices combined (77.72%)
 - Low "least preferred" rating (**6.33%**)
- Indicates a valued **supplementary or in-depth resource**, likely favored by members who prefer more traditional or comprehensive formats.

Text Messaging Shows Promise

- Though not yet active, **19.36%** already prefer it most—indicating a **demand for quick, direct communication**.
- But with **30.77% ranking it least preferred**, it's also **polarizing**.
- Best used for **critical alerts, reminders, or opt-in groups**, not broad communication.

Mailed Communications Are Niche

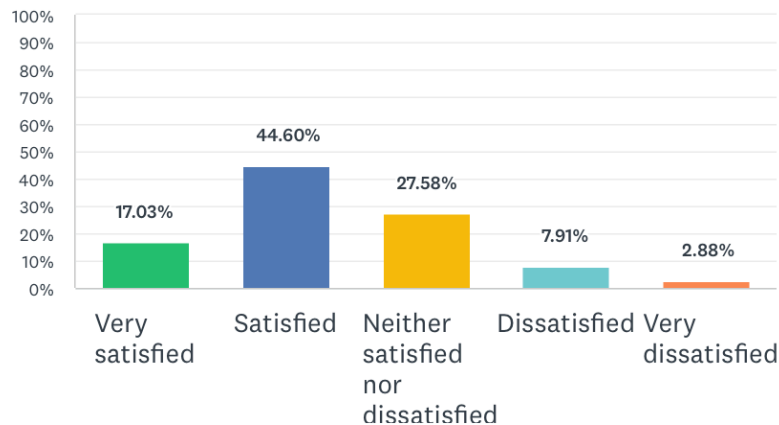
- **Only 11.20%** ranked printed communications as their top preference.
- However, it remains **important for certain members**, especially those who may not rely on digital channels.
- Should be maintained selectively (e.g., official notices, ballots), not as a primary outreach method.

Facebook Is Least Preferred

- **42.86%** of respondents selected the **official PMCPOA Facebook page as their least preferred method**, the highest negative rating in the list.
- Suggests limited trust or engagement via social platforms; should remain **supplemental only**.

Are you satisfied with the current level of communication from the PMCPOA to members?

Answered: 417 Skipped: 0



Positive Sentiment Dominates

- **61.63%** of respondents are either **satisfied (44.60%)** or **very satisfied (17.03%)**, indicating that **a majority view communication as adequate or better**.
- This aligns with previous data showing **strong awareness** of PMCPOA email blasts (94%) and a preference for digital communication.

Neutral

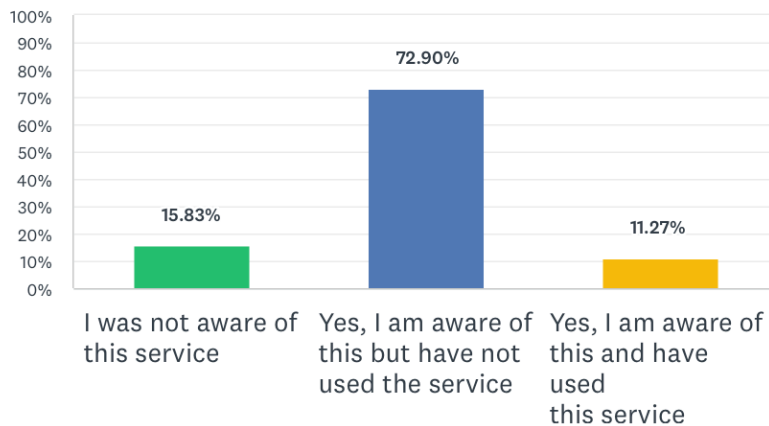
- **27.58%** expressed neutrality

Dissatisfied

- While a **small minority, 10.79%** are **dissatisfied (7.91%)** or **very dissatisfied (2.88%)**, suggesting:
 - There may be gaps in communication clarity, tone, consistency, or reach (e.g., rule enforcement, decision transparency).
 - Some frustration may stem not from the quantity of communication, but the **quality or usefulness** of the information provided.

Members have the opportunity to provide feedback and share opinions through the Compliments, Concerns and Complaints (CCC) box both online and in writing (located next to the reception window). Are you aware of this option?

Answered: 417 Skipped: 0



High Awareness, Low Engagement

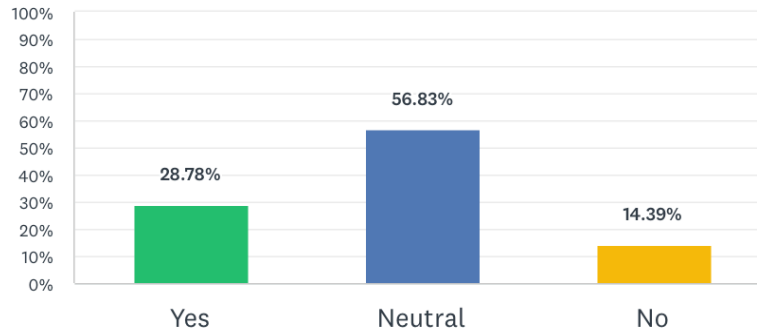
- While **nearly 3 in 4 members (72.90%)** are aware of the CCC system, **only 11.27% have actually used it.**
- This suggests either:
 - Members don't feel the need to submit feedback
 - They don't believe it results in action or response
 - Or there's **uncertainty about how to use it effectively** (what qualifies as a CCC, what happens afterward, etc.).

Unaware

- A non-trivial number (**15.83%**) are unaware this feedback mechanism exists—highlighting a need for better visibility both **in-person and online**.

Do you feel the PMCPOA listens to your questions, comments, and opinions?

Answered: 417 Skipped: 0



Majority Feel Uncertain

- **Over half** of respondents (**56.83%**) selected **Neutral**, which may indicate:
 - Lack of visibility into how feedback is handled
 - Infrequent use of available feedback channels (e.g., CCC box)
 - Mixed experiences with responsiveness.

Yes

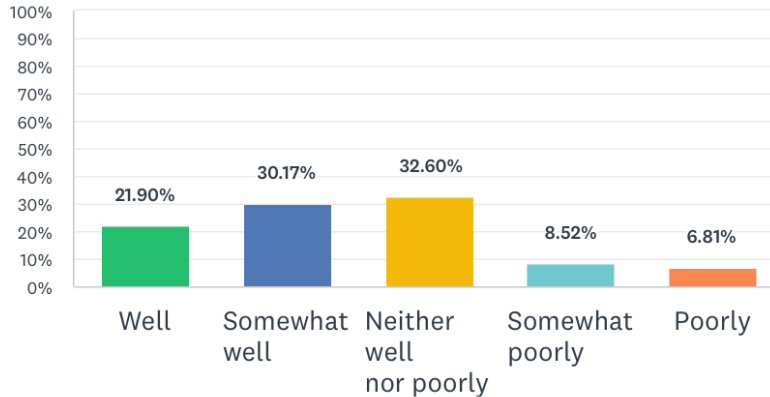
- **28.78% responded Yes** suggesting that some residents do feel PMCPOA is responsive and open to dialogue.
- This aligns with the earlier finding that **only 11% have used the CCC box**, so many may be evaluating based on **meetings, email responses, or general observation** rather than direct feedback submission.

No

- While a minority, **14%** of individuals feel **ignored or dismissed**. They may:
 - Communicate without being given a response
 - Be vocal in meetings without feeling acknowledged
 - Believe decisions being made are not based on member input

How well do you feel the PMCPOA responds to questions, comments, and opinions?

Answered: 411 Skipped: 6



Over Half Lean Positive or Neutral

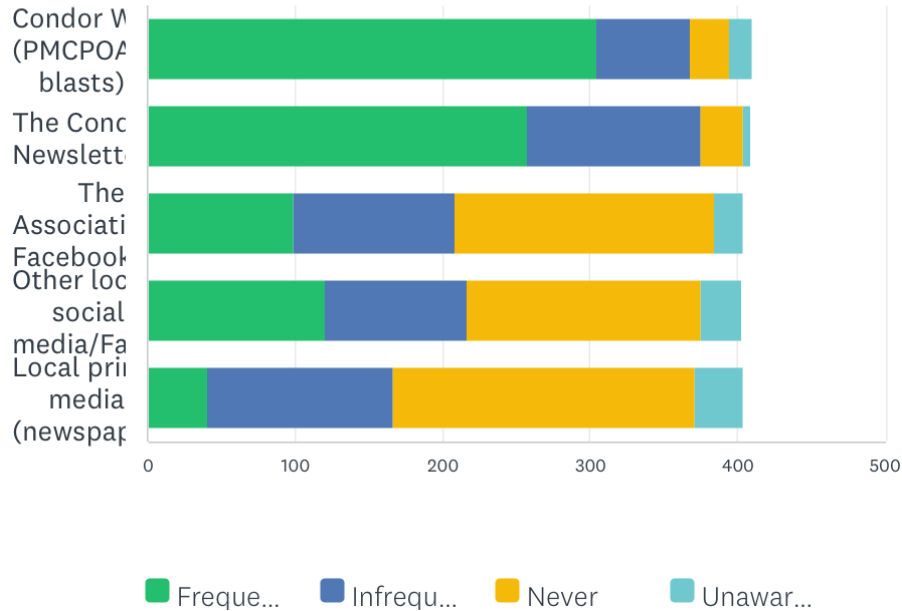
- A combined **52.07%** believe PMCPOA responds **at least moderately well** to questions and input: Well (21.90%), Somewhat Well (30.17%)
- Another **32.60%** are **neutral**, which often indicates lack of visibility into how responses are handled—or limited personal experience.

View Responses as Poor

- **15.33%—about 1 in 6 members—**feels that the association responds poorly (6.81%) or somewhat poorly (8.52%)
- Consistent with feedback elsewhere in the survey (e.g., perceptions of not being listened to), this suggests a **perception issue**, whether justified or not.

How often do you rely on the below sources for information and current events/activities in the community?

Answered: 417 Skipped: 0



	FREQUENTLY	INFREQUENTLY	NEVER	UNAWARE OF	TOTAL RESPONDENTS
▼ Condor Weekly (PMCPOA email blasts)	74.57% 305	15.40% 63	6.60% 27	3.67% 15	409
▼ The Condor Newsletter	63.39% 258	28.75% 117	7.13% 29	1.23% 5	407
▼ The Association's Facebook Page (Pine Mountain Club Property Owners Association)	24.63% 99	27.36% 110	43.53% 175	4.98% 20	402
▼ Other local social media/Facebook page(s)	30.17% 121	23.94% 96	39.40% 158	6.98% 28	401
▼ Local print media (newspaper)	10.28% 41	31.58% 126	51.13% 204	8.27% 33	399

Highly Relied Upon

- **Condor Weekly (Email Blasts)** is the **most relied-upon communication channel**, with **3 in 4 residents (74.57%) using it frequently**.
 - This reflects strong engagement with digital communication.
 - Very low "Never" (6.6%) and "Unaware" (3.67%) rates show it's broadly known and accessed.
- **The Condor Newsletter** also ranks high, with **63.39% reading it frequently** and minimal unawareness (1.23%).
 - It is an important and familiar source of community updates.

Mixed Engagement

- **Other Local Social Media/Facebook Pages** and the **PMCPOA's Official Facebook Page** have more **divided usage**:
 - Around **30% use them frequently**, but **39–43% never do**.
 - This suggests **Facebook is not a go-to source for many**, possibly due to platform preference, age demographics, or visibility issues.

Low Trust in Print Media

- **Local newspapers are the least relied upon**, with over **half of respondents (51.13%) never using them**, and only **10.28% relying on them frequently**.
 - Additionally, **8.27% are unaware** of print options entirely.

Implications & Recommendations

Continue Prioritizing Email Communication

- Condor Weekly and the newsletter are well-established, high-impact channels.
- Ensure these platforms remain consistent and engaging, as they are clearly the backbone of POA communications.

Reevaluate Facebook Strategy

- While some members use Facebook frequently, nearly half don't use it at all.
- Consider supplementing with other platforms or improving engagement and visibility of posts (e.g., better tagging, use of visuals, regular schedules).

Print Media Is Not Effective for Most

- Given its low reach, consider **reducing reliance on print** for critical or time-sensitive announcements.

- It may still serve niche uses (e.g., for seniors or those without digital access), but should not be the primary medium.

For any additional feedback regarding POA communications, please briefly explain here:

Answered: 51 Skipped: 366

Concerns Over Facebook as a Communication Tool

Many respondents criticized Facebook, either because:

- They **don't use it**
- They dislike its **privacy concerns or perceived toxicity**

Takeaway: Facebook should be a **secondary communication tool**, with a greater emphasis on **email, website, and text alerts**.

Website Feedback: Positive but needs more utility

Some residents said the website is **functional and improving**, while others want it to:

- Be the **central source** of information,
- Provide **archives of financials, invoices, and past projects**
- Offer **member login features** or a **dashboard**.

Takeaway: The website is underused as a hub. Members want more **transparency, interactivity, and historical access** via the site.

Preference for Direct Communication: Email & Text

Many responses highlighted:

- A **strong preference for emails and text messages**, especially for safety or deadline info
- Desire for **tailored email preferences** (e.g., opting in only for key updates)
- Request for **text alerts** during emergencies or weather events

Takeaway: Members trust and want **concise, direct communication** via email and text. Customization and segmentation could improve satisfaction.

Desire for Transparency and Voting

Several respondents expressed distrust in leadership communication and decisions:

- Accusations of **bias** and **lack of transparency**
- Requests for **member voting** on key decisions or **financial spending**
- Frustration with **insufficient outcomes or clarity** from board meetings

Takeaway: There's a trust gap. Members want **clearer explanations of decisions, accessible meeting outcomes**, and to **feel more included** in governance.

Tone, Respect, and Inclusivity Matter

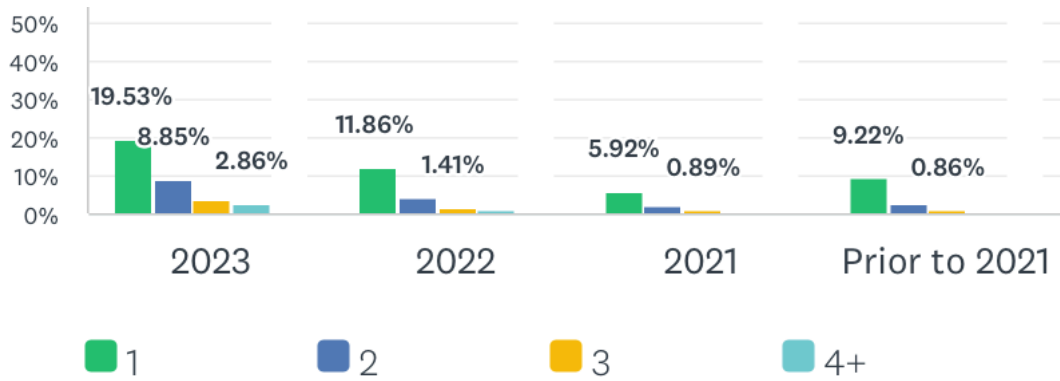
Some members feel alienated by the **tone** of communication or interpersonal dynamics between the board and community. They mention:

- **Perceived superiority** of the POA
- Public **in-fighting**
- Distrust in “rogue” social media narratives

Takeaway: Rebuilding trust means practicing **tone-aware messaging, inclusive dialogue**, and **public respect for all voices**, even dissenting ones.

If you have had a bear attempt breaking into your home and/or vehicle, please list how many instances and the year they happened.

Answered: 409 Skipped: 8



	1	2	3	4+
▼ 2023	19.53% 75	8.85% 34	3.65% 14	2.86% 11
▼ 2022	11.86% 42	4.24% 15	1.41% 5	1.13% 4
▼ 2021	5.92% 20	2.37% 8	0.89% 3	0.30% 1
▼ Prior to 2021	9.22% 32	2.88% 10	0.86% 3	0.58% 2

Bear Incidents Are Increasing

- **2023 saw the highest number of reports** across all categories, with over **30%** of respondents reporting **at least one bear attempt**.
- This is nearly triple the number seen in **2021** and significantly higher than prior years.

Most Incidents Are Recent

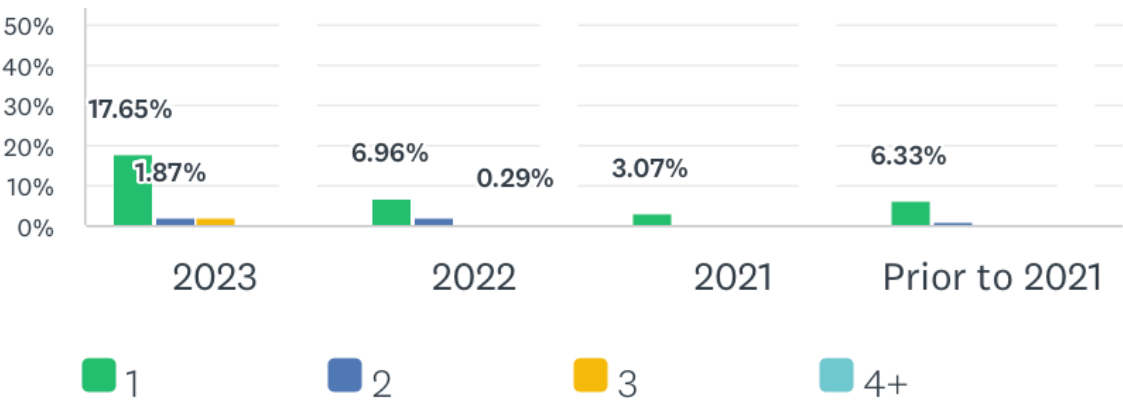
- **43% of all reported incidents** occurred in **2023**, pointing to a growing safety concern and need for **urgent mitigation** strategies.
- Reports decrease significantly going backward in time, suggesting a **worsening trend**, not just improved awareness/reporting.

Multiple Incidents Are Not Rare

- Nearly **13.5%** of respondents in 2023 reported **2 or more bear-related break-in attempts**, indicating repeat encounters with bears.

If you have had a bear gain entry into your home and/or vehicle, please list how many instances and the year they happened.

Answered: 397 Skipped: 20



	1	2	3	4+
▼ 2023	17.65% 66	1.87% 7	2.14% 8	0.00% 0
▼ 2022	6.96% 24	2.32% 8	0.00% 0	0.29% 1
▼ 2021	3.07% 10	0.31% 1	0.00% 0	0.00% 0
▼ Prior to 2021	6.33% 21	1.20% 4	0.00% 0	0.00% 0

Bear Entry Incidents Peaked in 2023

- 2023 had the **highest number of reported incidents**, with:
 - **66 reports of 1 incident**
 - 7 reports of 2 incidents
 - 8 reports of 3 incidents
- In total, **19.66% of respondents experienced one or more incidents in 2023**, a **significant spike** compared to previous years.

2022 and Earlier Years Showed Lower Impact

- In 2022, only **9.57%** of respondents experienced bear entries (down from 2023 but still notable).
- 2021 and earlier had lower overall incident rates:
 - Only **3.37% in 2021**
 - **7.53% prior to 2021**

Incidents Are Mostly Isolated (Single Occurrences)

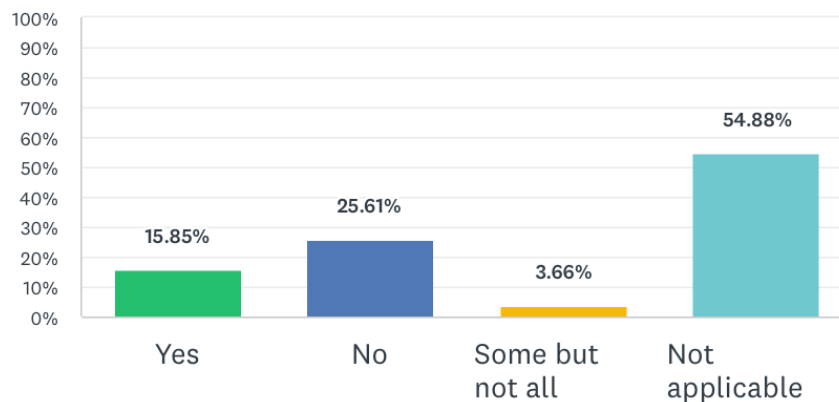
- The vast majority of reports are **single-instance entries**, with **very few repeat or high-volume cases**.
- Only **one respondent in 2022** reported 4+ incidents.

Implications for PMCPOA and Community Safety

- The **surge in 2023** points to a need for:
 - Increased **bear deterrence efforts**
 - Enhanced **public education on prevention**
 - Potential review of **policies** or enforcement
- Since **most incidents are isolated**, bear-proofing education may be effective in **preventing repeat cases**.
- Continued tracking year-over-year will be key to evaluating the **impact of any mitigation strategies** implemented going forward.

Did you report these instances to Fish & Wildlife?

Answered: 410 Skipped: 7



Low Reporting Rate

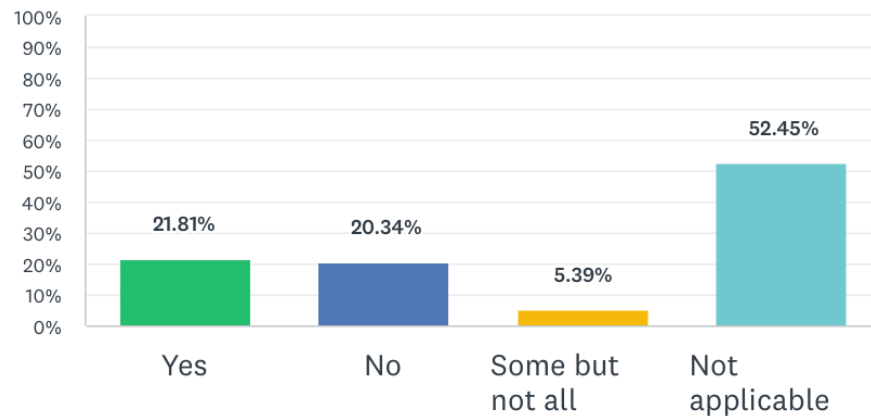
- Only **15.85%** of respondents reported bear break-in attempts to Fish & Wildlife.
- A significant **29.27%** either did not report incidents or reported only some.
- This may reflect a lack of awareness about **why and how to report**, or skepticism about whether reporting leads to action.

“Not Applicable” Majority

- Over **half (54.88%)** marked the issue as *not applicable*, suggesting:
 - They weren’t responsible/reporting parties (e.g., guests, renters, etc.).

Did you report these instances to the PMCPOA Patrol?

Answered: 408 Skipped: 9



Better Reporting to PMCPOA Patrol than Fish & Wildlife

- **21.81%** reported incidents to **PMCPOA Patrol**, slightly higher than the **15.85%** who reported to **Fish & Wildlife**.
- However, a comparable number (**20.34%**) **did not report at all**, and **5.39%** only reported some incidents.

Over Half Marked "Not Applicable"

- Similar to the previous question, **52.45%** selected “Not applicable”

Bear mitigation is a complicated and ongoing situation with the POA, CDFW, and the Kern County DA. If you have additional feedback, please provide below.

Answered: 134 Skipped: 283

Urgent Safety Concerns

- **Multiple respondents fear injury**, particularly for children, due to bear break-ins.
- Some are **considering moving** because of the ongoing threat and resulting anxiety.

Demand for Accountability and Enforcement

- Overwhelming calls to **crack down on bear feeders** (both intentional and unintentional).
- Suggested actions include:
 - High fines
 - Foreclosures
 - Expulsion from PMC
 - Felony-level penalties
 - Prosecution and property liens

Relocation or Euthanasia of Problem Bears

- Many called for:
 - Trapping and relocating bears far from PMC
 - Euthanizing habitual offenders
 - Tracking bears with tags to identify repeat intruders
 - Sterilization or culling due to overpopulation

Perception That CDFW Is Not Doing Enough

- General frustration with the California Department of Fish & Wildlife (CDFW):
 - Seen as slow or unwilling to act
 - Not granting depredation permits
 - Not transparent about bear removal efforts

Lack of Transparency & Communication

- Members feel in the dark about POA and CDFW actions:
 - Want regular updates on bear break-ins
 - Ask whether known feeders are being punished
 - Request centralized reporting platforms (e.g., website or app with mapping and tracking)

Calls for POA Proactivity

- Suggestions for PMCPOA-led education and enforcement:
 - Bear info in welcome packets
 - Mandatory mitigation awareness for new residents and STR owners
 - More patrol action and better hazing
 - Publish bear deterrent success stories

Effective Deterrents and Recommendations

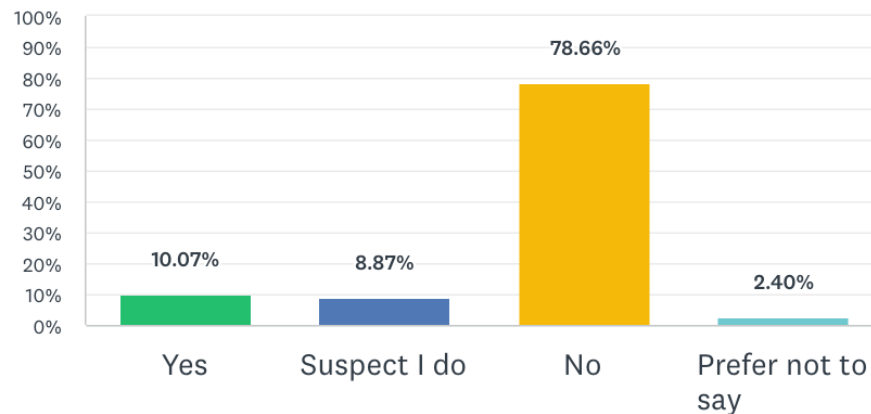
- Community-shared tips include:
 - Electric bear mats and fences
 - Ammonia and bleach sprays
 - Steel doors, locking trash, covered windows
 - “Unwelcome mats” and deterrent lighting
- Praise for guidance from Vicki Kraft and Bear Aware Committee

Distrust & Polarization in the Community

- Tensions between those who want aggressive bear control and those who blame irresponsible human behavior
- Some accuse others of exploiting the situation for profit (e.g., selling deterrents)

Do you know, or suspect you live near, a marijuana grow house?

Answered: 417 Skipped: 0



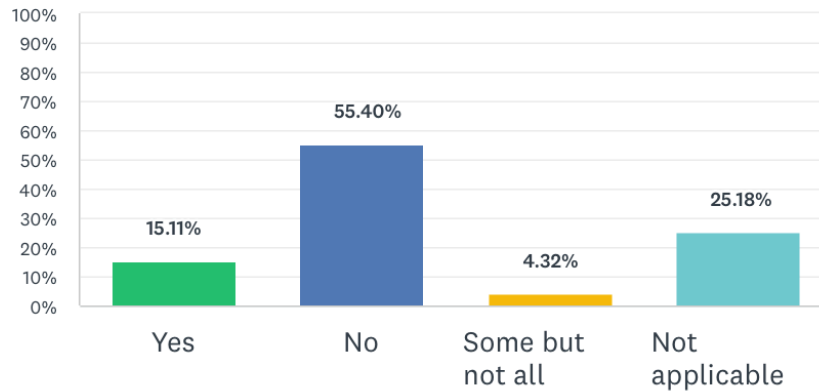
- **Yes:** 10.07%
- **Suspect I do:** 8.87%
- **No:** 78.66%
- **Prefer not to say:** 2.40%

Interpretation

- Roughly **1 in 5 respondents (18.94%)** either know or suspect they live near a marijuana grow house.
- A strong **majority (nearly 4 in 5)** report **no such presence** near their home.
- The **low “prefer not to say” rate (2.4%)** suggests most respondents were comfortable sharing their opinion on this topic.

Have you reported any suspicious activity to PMCPOA Patrol?

Answered: 417 Skipped: 0



A majority (55.4%) have not reported suspicious activity, despite recent concerns over safety (e.g., grow houses, bears, STR issues).

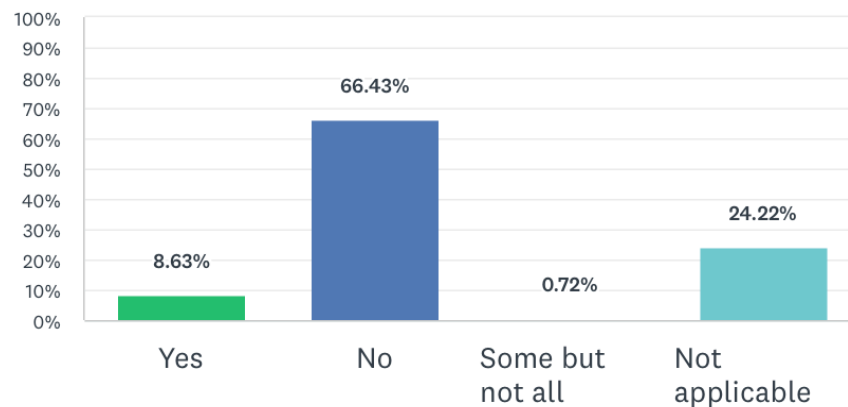
Roughly 1 in 6 (15.1%) have reported, showing some engagement with patrol services.

A notable 25.2% say it's not applicable

A small segment (4.3%) reports selectively—**reporting some but not all incidents.**

Have you reported any suspicious activity to law enforcement?

Answered: 417 Skipped: 0



Very low engagement with law enforcement: Only **8.63%** of respondents have reported suspicious activity. This is **even lower** than the 15.11% who reported to **PMCPOA Patrol**.

Two-thirds (66.4%) never report anything, even if they may observe something concerning. This suggests:

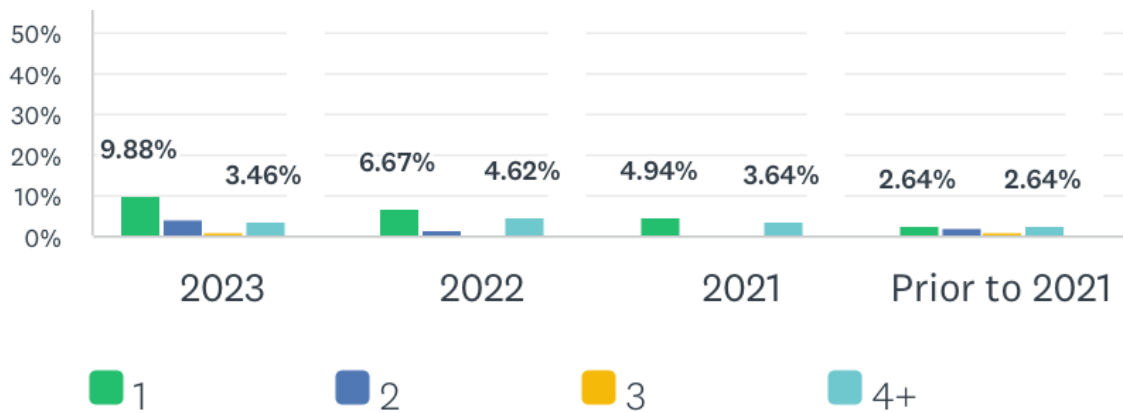
- Lack of trust or confidence in law enforcement
- Fear of retaliation or involvement
- Uncertainty about what qualifies as “reportable”
- Apathy or a desire to avoid conflict

“**Some but not all**” is extremely low (0.72%), implying that most residents either report everything or nothing at all.

24.2% answered **not applicable**

Please list how many instances of suspicious activity and the year they happened.

Answered: 417 Skipped: 0



	1	2	3	4+
▼ 2023	9.88% 40	4.44% 18	0.99% 4	3.46% 14
▼ 2022	6.67% 26	1.54% 6	0.00% 0	4.62% 18
▼ 2021	4.94% 19	0.26% 1	0.00% 0	3.64% 14
▼ Prior to 2021	2.64% 10	1.85% 7	0.79% 3	2.64% 10

2023 saw the highest reports of suspicious activity, especially among those who experienced just **one incident**.

Incidents of 4+ were also more common in **2022 and 2021**, suggesting **persistent issues** for a subset of residents.

Reports diminish the farther back in time you go, which is expected, though the consistent presence of 4+ instances in **every year category** is notable.

If you have any additional feedback, please provide here:

Answered: 58 Skipped: 359

Strong Frustration with Inaction

Many residents express **deep dissatisfaction with response and follow-through** from PMCPOA Patrol and law enforcement.

Insight: There is a clear **trust gap** between members and enforcement authorities. Lack of transparency and communication on outcomes of reports fuels disengagement.

Marijuana Grow Houses — Widespread Concern

Dozens of responses reference grow houses. Concerns include:

- Odor and neighborhood quality
- Fire hazards, water usage, electricity load

- Legal confusion
- Perceived inaction

Insight: This is the **single most recurring issue**, and many feel there's a **lack of visible enforcement** or distinction between legal and illegal activity.

Patrol and Law Enforcement Limitations

- *"Patrol said to call the sheriff."*
- *"Sheriff didn't show. Patrol didn't respond either."*
- *"Patrol is completely ineffective."*

Insight: Many residents feel **caught in a jurisdictional gray area**, unsure who to call—or see little point in doing so.

Suspicious Behavior & Trespassing

Multiple reports involve:

- Strangers peering through windows
- Solicitors, trespassers, and loiterers
- Break-ins or unwanted entries

While not always criminal, these incidents cause fear, especially with limited Patrol response.

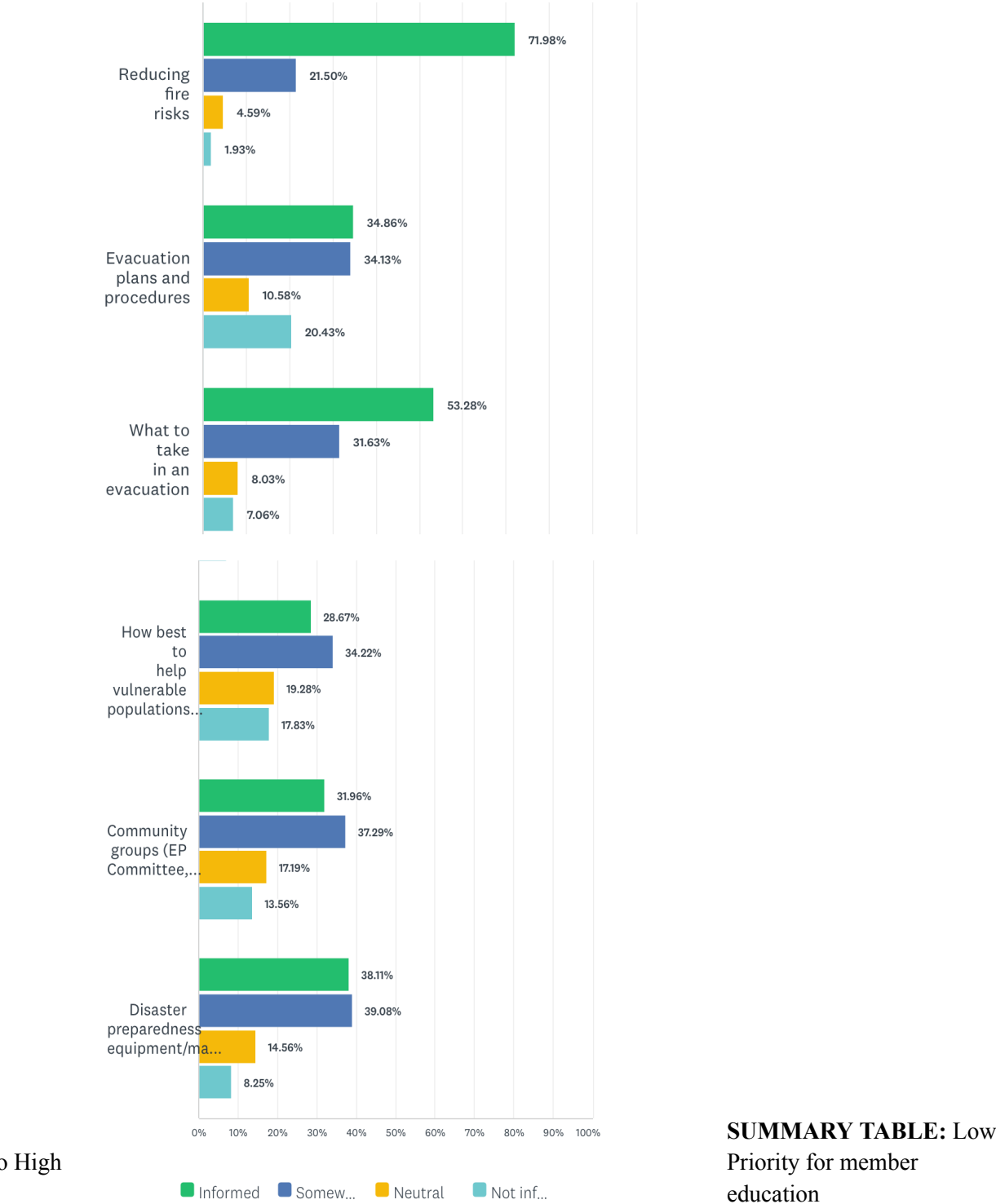
Fire Risk and EC Violations

- **Debris and disrepair** near suspected grow houses.
- Residents see grow houses as **not only a nuisance or legal issue but a direct wildfire threat** to the community.

PMCPOA Planning Committee 2024 Member Survey Report Phase Three: Remaining Data

Regarding emergency preparedness (earthquakes, fire, winter storms, etc.), do you feel adequately informed in the following areas:

Answered: 417 Skipped: 0



	Informed	Not Informed	Opportunity for Education
Reducing fire risks	72%	2%	Low priority
Evacuation plans	35%	20%	High priority
What to take when evacuating	53%	7%	Moderate
Helping vulnerable populations	29%	18%	High priority
Community EP groups	32%	14%	Moderate
Disaster equipment/materials	38%	8%	Moderate

Residents feel **most informed** about **reducing fire risks**.

- **72% feel informed**, and only **2% feel uninformed**.
- **21.50% feel somewhat informed** while **4.59% feel neutral**.
- This is the **highest awareness level** of all the categories.
- Suggests fire-safety outreach efforts have been successful.

Low awareness of how to help vulnerable populations.

- Only **29% feel informed**, while **18% feel uninformed**
- **34.22% feel somewhat informed** and **19% are neutral**
- A combined two-thirds (**66%**) lack confidence in supporting the elderly, disabled, or others needing assistance.

Evacuation plans are not well understood.

- **35% feel informed**, while **20% feel uninformed**
- **34% somewhat informed** and **10.58% are neutral**
- Indicates a **gap in clarity about evacuation protocols** for many members.

“What to take in an evacuation” shows better familiarity.

- **53% feel informed** with **32% somewhat informed**
- **only 7% not informed** and **8.03% are neutral**
- Possibly due to common sense or personal preparedness habits.

Community emergency groups are not widely known.

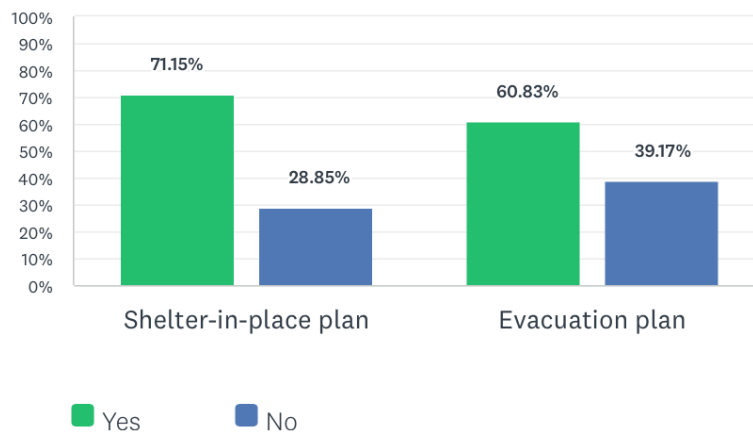
- **31.96% feel informed** about the **Emergency Preparedness (EP) Committee, CERT, or Radio Safety Net** with **37.29% somewhat informed**
- A notable **13.6% feel uninformed** and **17.2% are neutral**

Disaster preparedness equipment/materials awareness is mixed.

- **38.11% feel informed** with **39% somewhat informed**
- **8% feel uninformed** and **14.56% are neutral**
- This indicates a relatively **strong foundation**, but still room for increased confidence in what residents should have on hand.

Do you have a personal shelter-in-place plan (ex. enough food and water) and an emergency evacuation plan in place?

Answered: 417 Skipped: 0



Most residents are prepared to shelter in place.

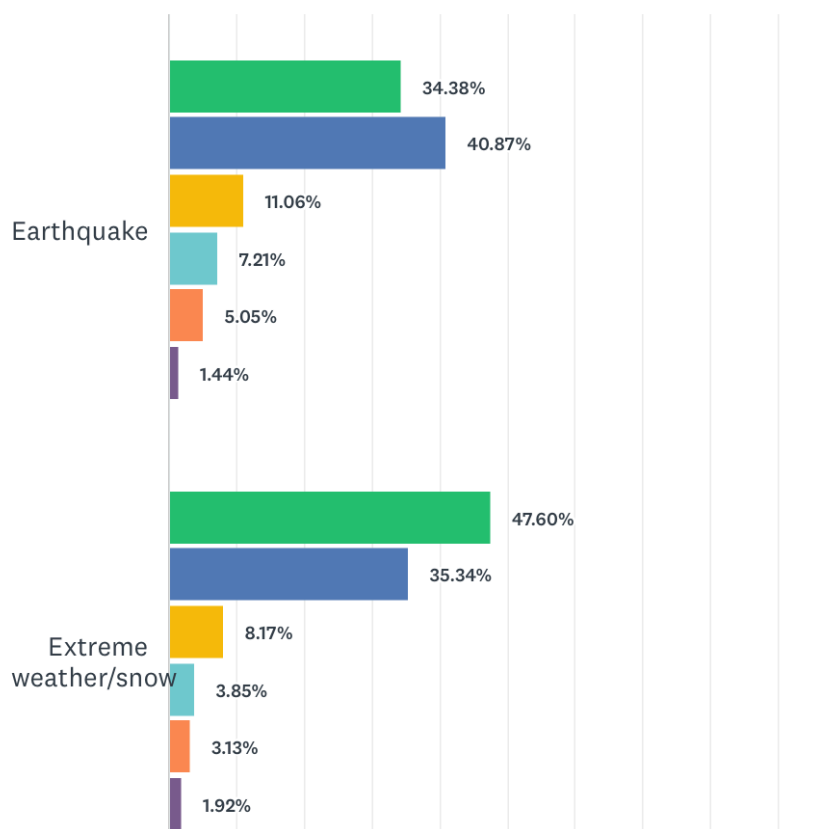
- **71.15% have a shelter-in-place plan** (e.g., food, water, supplies).
- Only **28.85% lack such a plan**.
- This suggests most residents expect to handle temporary isolation due to fire, weather, or road closures.

Fewer have an evacuation plan.

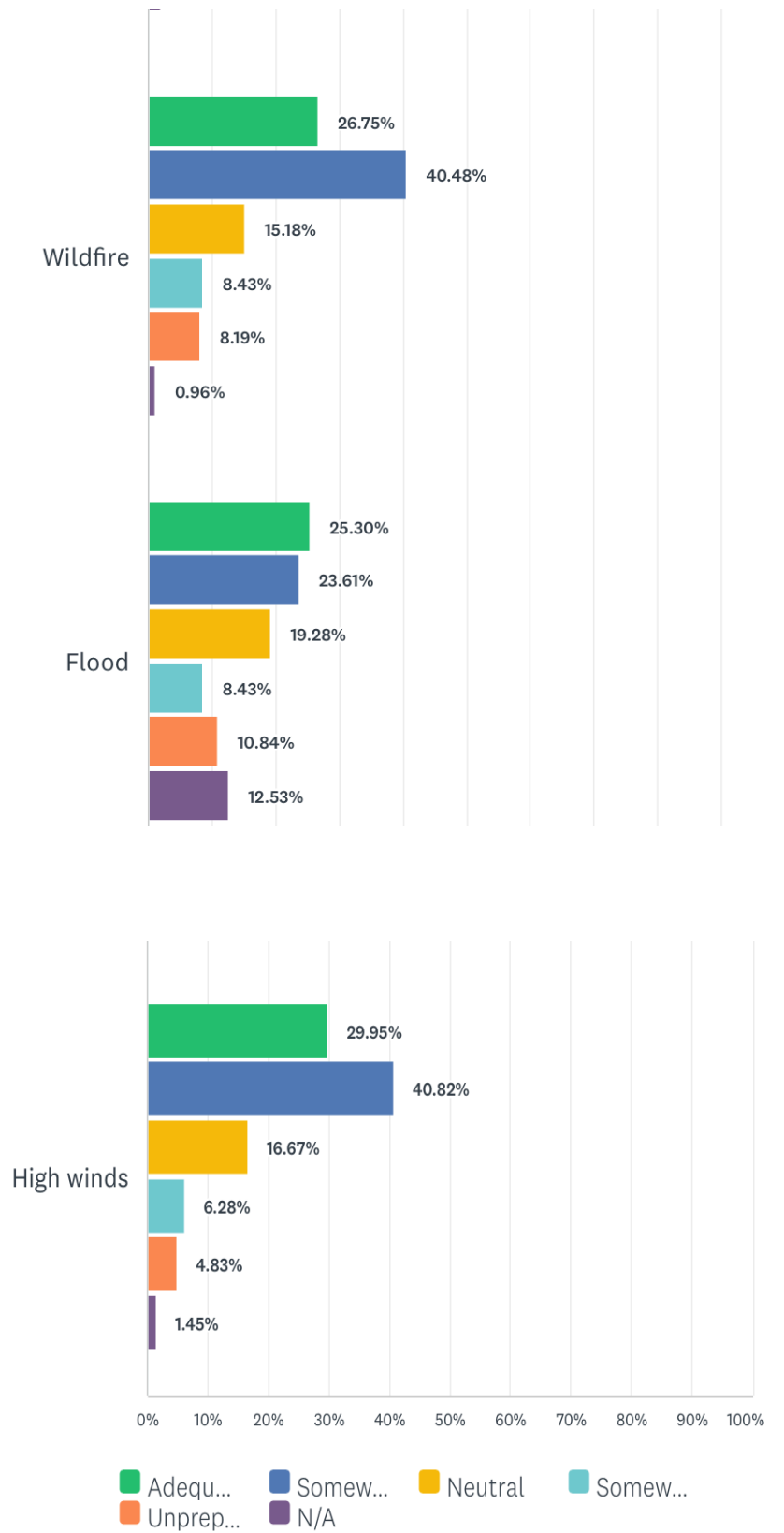
- **60.83%** have one, but a significant **39.17%** do not.
- Compared to shelter-in-place readiness, **evacuation planning is lagging** behind.

Do you feel adequately prepared for the natural disasters listed below; including having sufficient supplies of food, water, medicine, heat, power, alternate communications, fire extinguishers, etc. For reference, please see Emergency Checklist.

Answered: 417 Skipped: 0



PMCPOA Planning Committee 2024 Member Survey Report Phase Three: Remaining Data



PMCPOA Planning Committee 2024 Member Survey Report Phase Three: Remaining Data

	ADEQUATELY PREPARED	SOMEWHAT PREPARED	NEUTRAL	SOMEWHAT UNPREPARED	UNPREPARED
▼ Earthquake	34.38% 143	40.87% 170	11.06% 46	7.21% 30	5.05% 21
▼ Extreme weather/snow	47.60% 198	35.34% 147	8.17% 34	3.85% 16	3.13% 13
▼ Wildfire	26.75% 111	40.48% 168	15.18% 63	8.43% 35	8.19% 34
▼ Flood	25.30% 105	23.61% 98	19.28% 80	8.43% 35	10.84% 45
▼ High winds	29.95% 124	40.82% 169	16.67% 69	6.28% 26	4.83% 20

Summary

% Adequately Prepared % Neutral to Unprepared

Extreme Snow	47.60%	15.15%
Earthquake	34.38%	23.32%
High Winds	29.95%	27.78%
Wildfire	26.75%	32.80%
Flood	25.30%	38.55%

Wildfire

- Adequately Prepared: 26.75%
- Somewhat Prepared: 40.48%
- Neutral to Unprepared: 32.8%

Analysis: Wildfire preparedness is notably low given the region's high fire risk. Nearly a third of respondents feel neutral or unprepared, signaling a critical need for increased education, resources, and planning.

Extreme Weather/Snow

- **Adequately Prepared:** 47.60% — the **highest level of perceived preparedness** in the list.
- **Somewhat Prepared:** 35.34%
- **Unprepared (somewhat or completely):** 6.98%

Analysis: The community feels most confident about preparing for snow and extreme weather, likely due to frequent exposure and routine management.

Earthquake

- **Adequately Prepared:** 34.38%
- **Somewhat Prepared:** 40.87%
- **Unprepared (somewhat or completely):** 12.26%

Analysis: Earthquake readiness is moderately high, but about 1 in 8 respondents still feel unprepared. This is notable given California's seismic risk.

Flood

- **Adequately Prepared:** 25.30%
- **Somewhat Prepared:** 23.61%
- **Unprepared (somewhat or completely):** 19.27%

Analysis: Flood preparedness is **the weakest**. Outreach around flood risk may be lacking or unclear.

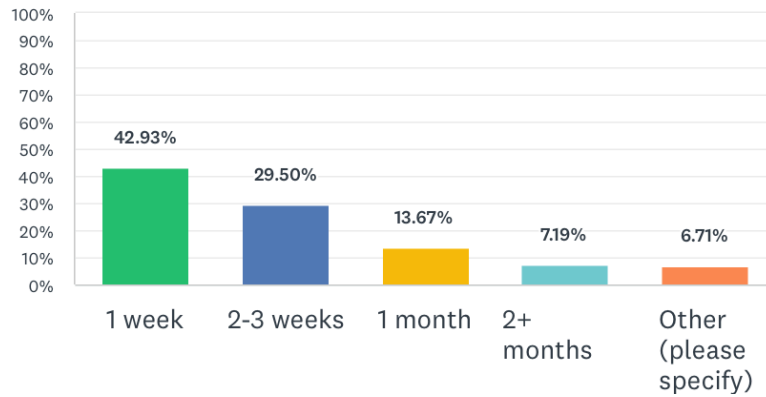
High Winds

- **Adequately Prepared:** 29.95%
- **Somewhat Prepared:** 40.82%
- **Unprepared (somewhat or completely):** 11.11%

Analysis: Moderate preparedness, similar to earthquake readiness. High wind threats may be underestimated, despite property and safety risks.

If you had to shelter in place, what length of time do you feel prepared to do so? (How long would your food, water, and any necessary prescriptions last you?)

Answered: 417 Skipped: 0



Majority are short-term ready

- **72.43%** of respondents are **prepared for 2 weeks or less**.
- This is fairly typical in residential settings, but likely not adequate for rural and high-risk areas like PMC in extended emergencies (e.g. wildfire, snowfall, infrastructure failures).

Small portion have long-term readiness

- **20.86%** feel ready for **a month or more** — this includes the 13.67% (1 month) and 7.19% (2+ months).
- This group likely includes full-timers, long-term planners, or residents with backup homes/supplies.

Bear activity may reduce preparedness

- Several respondents in the open-text feedback indicated they stopped stocking food/water due to bear break-ins.

Other (please specify): Key Themes Identified

Bear Activity Impacting Preparedness

Multiple respondents mention reducing or eliminating stored food/water due to bear break-ins.

Implication: Bear-related risks are directly reducing shelter-in-place readiness. Residents are hesitant to stock up supplies for fear of attracting bears, especially in part-time or unoccupied homes.

Limited Short-Term Preparedness

Several residents indicated they're only prepared for up to four days.

Implication: A significant portion of the community is only prepared for short-term sheltering, which could be insufficient in longer emergencies (e.g., wildfires, heavy snow, earthquakes).

Uncertainty or Lack of Awareness

Some answers suggest residents either haven't evaluated their preparedness or aren't confident.

Implication: There's a need for clearer guidance and tools to help residents assess and build personalized shelter-in-place kits.

Seasonal and Situational Variability: some residents claim their level of preparedness depends on the season.

Implication: Emergency planning needs to be flexible and account for a range of scenarios. Messaging should reinforce the need for year-round readiness, regardless of season.

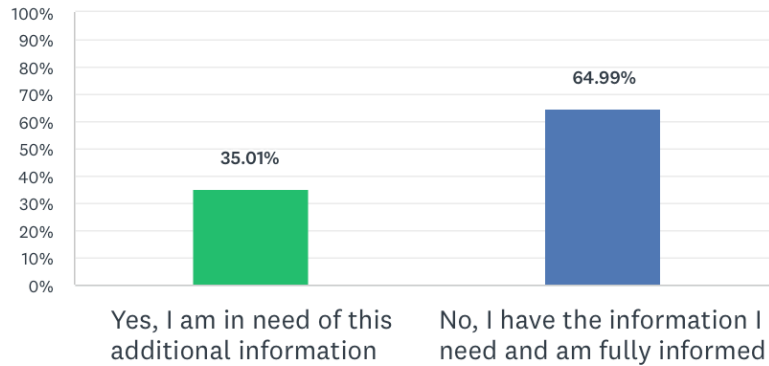
Weekenders and Part-Time Residents

Several part-time residents shared a lack of preparation due to their part-time residency status.

Implication: Many part-time owners assume emergencies won't occur during visits, or that they can evacuate to their primary residences. However, emergency situations may strike unexpectedly, cutting off travel.

Are you in need of additional information when it comes to fire prevention, emergency preparedness, wildlife rules & safety, and other important topics essential to living in our remote mountain community? For important information on these topics, please see *Living in PMC*.

Answered: 417 Skipped: 0



Key Takeaways:

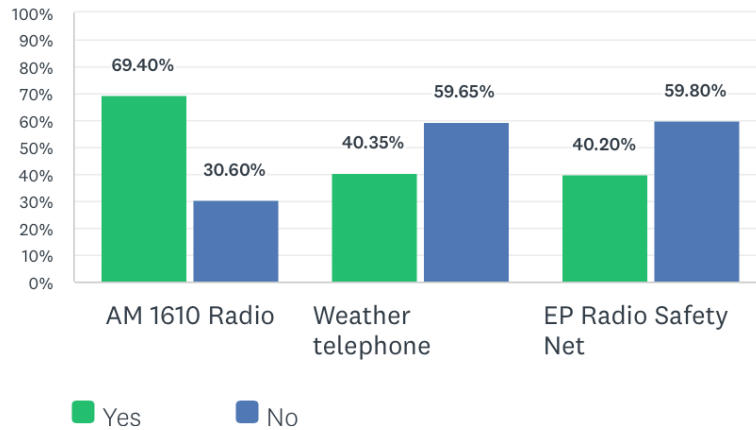
- **65%** believe they are **fully informed** and **do not need** additional information.
- **35%** feel they **do need** more information on these topics.

Interpretation:

- **Majority Confidence:** A strong majority of residents feel confident in their current level of information—possibly due to prior community education efforts (e.g., *Living in PMC*, Bear Aware, CERT).
- **Significant Minority Gap:** Over one-third of respondents still desire more resources and guidance. This is not a small percentage—it suggests an opportunity for enhanced education or better communication outreach.

Are you aware of the current PMCPOA emergency communication capabilities such as the AM 1610 radio station, the telephone number for the latest weather conditions (661-242-4017) or the Emergency Preparedness Radio Safety Net (EP RSN)?

Answered: 417 Skipped: 0

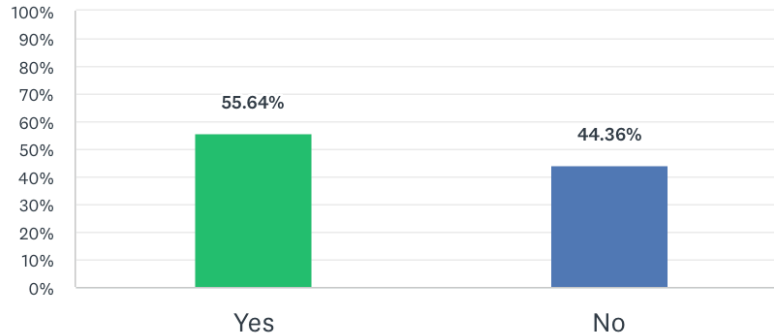


Interpretation:

- **AM 1610 Radio is the most widely known**—nearly 7 in 10 residents are aware of this emergency broadcast channel.
- **Less than half** of the community is aware of the **weather phone line** and **EP RSN**—despite their critical role during power outages and natural disasters.
- **60% of respondents are unaware** of these latter tools, revealing a significant **communication gap**.

Are you aware of the PMCPOA's efforts to put additional emergency alert systems in place (i.e. sirens)?

Answered: 417 Skipped: 0

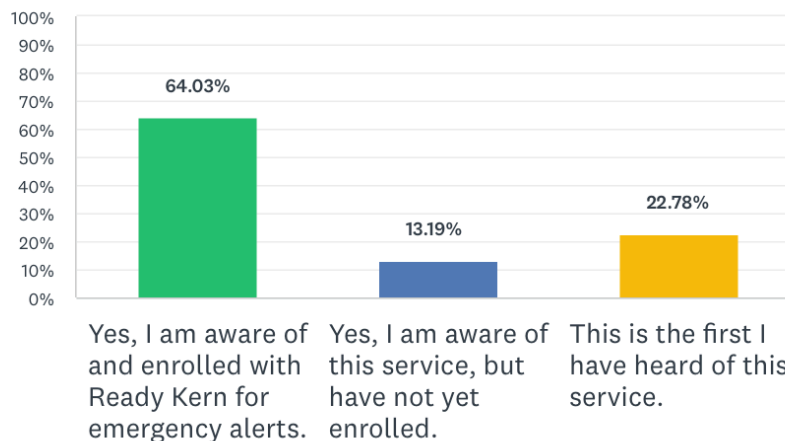


A **slim majority (56%)** are aware of the initiative to install sirens or additional alert systems.

However, **nearly half (44%) remain unaware**—indicating a communication gap regarding a *crucial safety measure*.

Are you aware of and registered with Kern County Fire for warnings and updates via Ready Kern? (If not: please click [here](#) to enroll)

Answered: 417 Skipped: 0



A **majority (64%)** of respondents are already enrolled in Ready Kern—a strong start.

However, over **one-third (36%)** are **not currently enrolled**, with a substantial percentage of that total having been previously unaware of this service.

What are the most important steps the Board should adopt to strengthen the PMC community? (Ex. address the bear/grow house issues, partner with the commercial association for more well attended/scheduled events, etc.)

Answered: 298 Skipped: 119

Open-ended responses summary:

Bear Issues (Most Frequently Mentioned Topic)

- **Concerns:** Intrusions, home break-ins, safety risks, feeders enabling behavior.
- **Desired Actions:**
 - Stronger enforcement against bear feeders.
 - Formal bear management strategy (e.g., relocation, fines).
 - Clear communication, regular updates, and public awareness.
 - Formation of a dedicated “Bear Committee” with accountability and regular reporting.

Grow Houses / Cannabis Cultivation

- **Concerns:**
 - Fire risk, water/electricity abuse, criminal activity, declining community image.
- **Desired Actions:**
 - Collaboration with law enforcement (Sheriff, DEA).
 - Utility monitoring for high usage (SCE, water district).
 - Community reporting system for suspected grow ops.
 - Realtor education to deter sales to suspected growers.

Transparency & Communication

- **Concerns:**
 - Lack of transparency with finances, clubhouse plans, enforcement actions.
 - Distrust or disconnect between Board and members.
- **Desired Actions:**
 - Improved, frequent, and concise communication (emails, website updates).
 - Financial clarity: spending breakdowns, project justifications.
 - Public engagement through town halls and Q&A sessions.

Partnership with the Commercial Center (PMCPOA)

- **Suggestions:**
 - Joint events (e.g., Oktoberfest, farmer's markets).
 - Shared improvement projects.
 - Collaborative planning for community vibrancy and economic health.

Amenities & Clubhouse

- **Feedback Split:**
 - Many want a **reasonable, modern clubhouse update** with member input.
 - Others emphasize **pausing or downsizing** plans until reserves are adequate.
- **Suggestions:**
 - Member vote on major capital projects.
 - Focus on maintaining existing amenities before expansion.

Emergency Preparedness & Safety

- **Concerns:**
 - Evacuation planning, fire mitigation, and response coordination lacking.
- **Suggested Improvements:**
 - Expand patrol authority.
 - More fire safety education and community drills.
 - Clearly defined shelter-in-place and evacuation protocols.

Short-Term Rentals (STRs)

- **Concerns:**
 - Overuse of amenities, disrespectful visitors, increased trash/crime.
- **Requested Actions:**
 - Better manage problematic STRs.
 - STR education on bear safety, trash handling, and community rules.

Other Notable Suggestions

- **Lower assessments / reduce unnecessary spending.**
- **Community engagement:** potlucks, family activities, events for children.
- **Security improvements:** speeding enforcement, dog leash rules, surveillance.
- **Revitalization of the business district.**
- **Enforcement of existing rules (light pollution, junk, pets).**

Looking to the next 50 years for our community, what are some things that you value or that matter most to you? (Ex. financial stability, emergency preparedness & fire mitigation, etc.)

Answered: 302 Skipped: 115

Financial Stability & Affordability (overwhelmingly mentioned)

- Most frequently cited concern.
- Members want assessments kept low, oppose unnecessary spending (especially large capital projects like the clubhouse).
- Many called for **member voting on major expenditures** and transparency in financial decisions.

Fire Mitigation & Emergency Preparedness

- This includes wildfire prevention, disaster planning, evacuation routes, and emergency response infrastructure.
- Fire safety was often paired with earthquake preparedness and the need for stronger emergency planning.

Preserving the Peaceful, Natural, Rural Character

- Residents are deeply concerned with overdevelopment, excessive modernization, and attracting too much tourism.
- Common desire to maintain the "quiet mountain lifestyle."

Amenity Maintenance (vs. Expansion)

- Respondents value existing amenities but are cautious about costly expansions or remodeling projects, especially the **clubhouse**.
- Many prefer **maintenance over new construction**.

Community Cohesion & Governance

- Strong interest in more transparency from the Board, less divisiveness, and better communication.
- Calls for respectful dialogue and inclusive decision-making processes.

Modernization and Infrastructure Upgrades

- Includes better internet, 24/7 fire protection, improved commercial area, and modern amenities.

Bear Issues and Safety Concerns

- While not as dominant as in the bear-focused question, bear safety still came up frequently.
- Some mentioned it alongside fire safety or as a general part of emergency concerns.

Notable Outliers / Unique Suggestions:

- Develop PMC into a tourist-friendly village.
- Local urgent care or medical clinic.
- Youth programs and job training for local young adults.
- More benches and access for the aging population.
- Utility-scale battery backup and sustainable infrastructure.

Summary:

The clearest priorities for the community's future are **financial stability, fire safety, and preserving PMC's rural character**. Many residents are **frustrated by perceived overspending** and are calling for **stronger member input, better transparency, and cautious, needs-based development**. There's a real tension between those who want modernization and growth versus those who want to maintain PMC's simple, nature-focused charm.