

A Message from the Masthope Strategic Planning Committee Spring 2017

The Masthope Strategic Planning Committee would like to thank our members who took the time to participate in the 2016 Masthope Community Survey. As many of you know, the Strategic Planning Committee is charged with short and long term planning and supporting our Board of Directors as they move the community along the path which will enable us to achieve the overall vision for Masthope.

Based on your survey responses, the Strategic Planning Committee has prepared a summary report for our Board members and management team, as well as made all of the survey data available. We thought you might also like to see some of the highlights, key data and issues presented by fellow survey respondents, so here it is.

Who answered the survey:

- A total of 463 survey responses were received.
- 80% of the respondents are part time residents, 20% are full time.
- 97% of the respondents are owners of improved properties, 3% own unimproved lots.
- 57% of all respondents are in the 40 to 69 years of age bracket.
- 58% of the respondents have households with no children.
- 42% of the respondents have households with children, of those, 67% have children in the 5 to 15 years of age bracket.

Here's what they said:

When members were asked to ***rate the importance of our current or possible future amenities***, these were the top three areas of interest:

Tiki Bar Expansion

If you had an opportunity to visit the Tiki Bar this past summer, you may have noticed the first phase of the Tiki Bar expansion was completed. Our patio area was expanded and new furnishings compliment the additional space. We are very excited to announce the Strategic Planning Committee, Management Team and Board of Directors anticipates Phase II of the Tiki Bar expansion to be complete and ready for your summer enjoyment. You can expect increased seating around a much larger bar for gathering with friends and family, plus an exciting Tiki Bar menu.

Miniature Golf

The second project we are currently working on is a new miniature golf course right here at Masthope. A top request on our survey, this fun family activity will be enjoyed by members of all ages. Our management team is working hard to have this project ready for the Summer of 2017.

Outdoor Pool Facility

Finally, as per community request, we haven't forgotten about the pool expansion. In the near future, the committee will begin the planning stages for a pool facility project. We will be sure to keep you informed as to its progress.

Members were asked, ***what does Masthope do well?***

Members gave us top grades in the following areas:

- Amenities/Activities - There's lots to do in the community all year round with activities and events for both adults and children.
- Security - Members feel safe and appreciate the patrols.
- Ski Operations - Ski operation is well run and the staff is friendly.
- Staff - Staff throughout our various departments are friendly and helpful.

When asked, ***in what areas could Masthope do better?***

Members cited:

- Pool Facility - Pool overcrowding & seating was a concern.
- Food Services - Additional menu options, pricing and food quality.
- Staff - A few of our staff members could be more customer oriented.

Volunteerism Helps the Community Thrive

Volunteers play a major role in Masthope's success. Our survey shows 38 members have offered to volunteer their services to support our community.

Volunteer Opportunities Include:

- Special Events
- Projects
- Committees

Members who have expressed an interest in a specific committee will have their name and contact information forwarded to the appropriate committee chairperson. Members who offered their services on a more general basis will have their contact information forwarded to our management team. If you are interested in volunteering, we welcome your participation. Please contact the POC office or a committee chairperson directly.

While this summary does not cover every question or topic addressed in our survey, we hope it has given you a flavor for where your fellow members stand on a variety of issues. If you have any questions or would like additional information regarding our survey data or any Strategic Planning project, please feel free to contact us at the POC office or attend any of our scheduled meetings.

The information you have provided is viewed as a valuable tool for our committee and community. As you can see, strong consideration has been given to your input as we continue to prepare our short and long term strategic plan. Thank you for your participation in the Masthope survey. We hope all of these great endeavors have encouraged you to get involved in your community. It's the people of Masthope who make our community an amazing place to live and play.

You really do make a difference.

The Masthope Strategic Planning Committee