

2018 Sea Pines CSA Community Survey

Community Service Associates (CSA)
&
Lowcountry and Resort Islands Tourism Institute

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Sea Pines CSA Community Survey 2018

2649

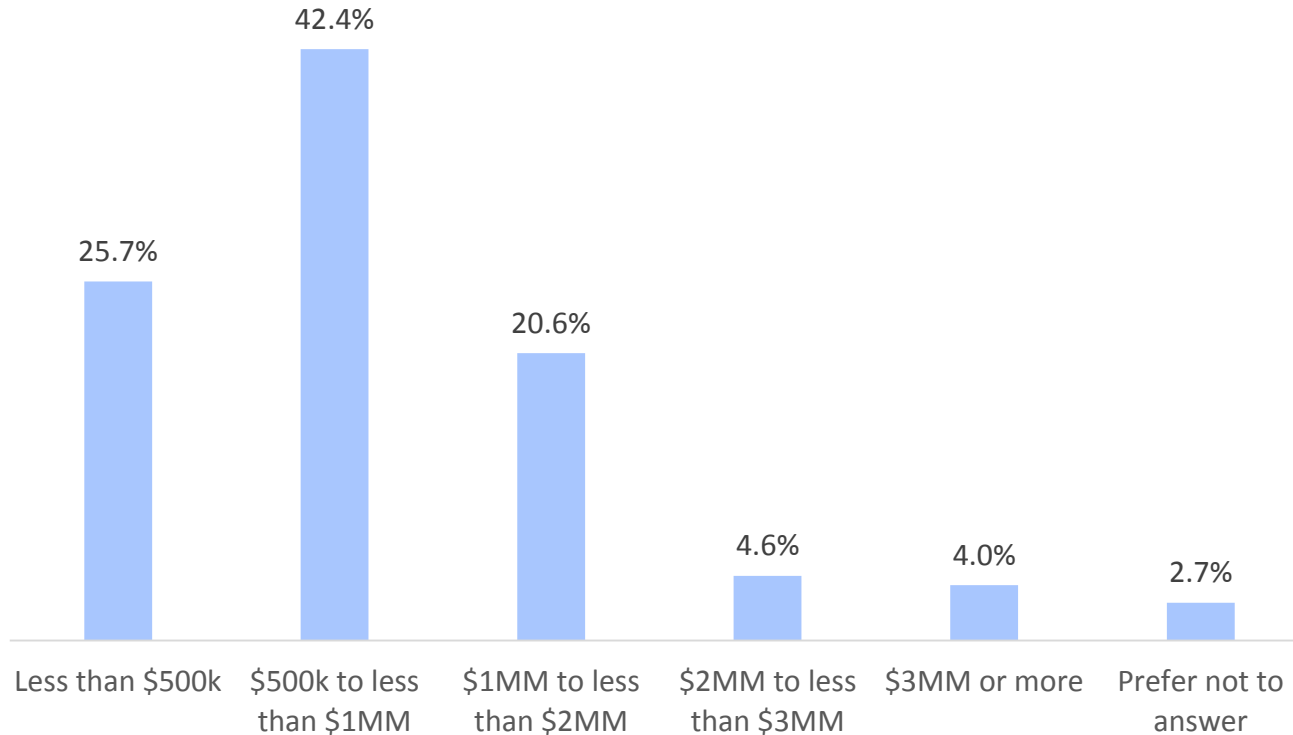
Completed surveys

Survey collection:

	Invited	Completed surveys	Completion rate
Total email invitations	6,874	2,649	38.5%

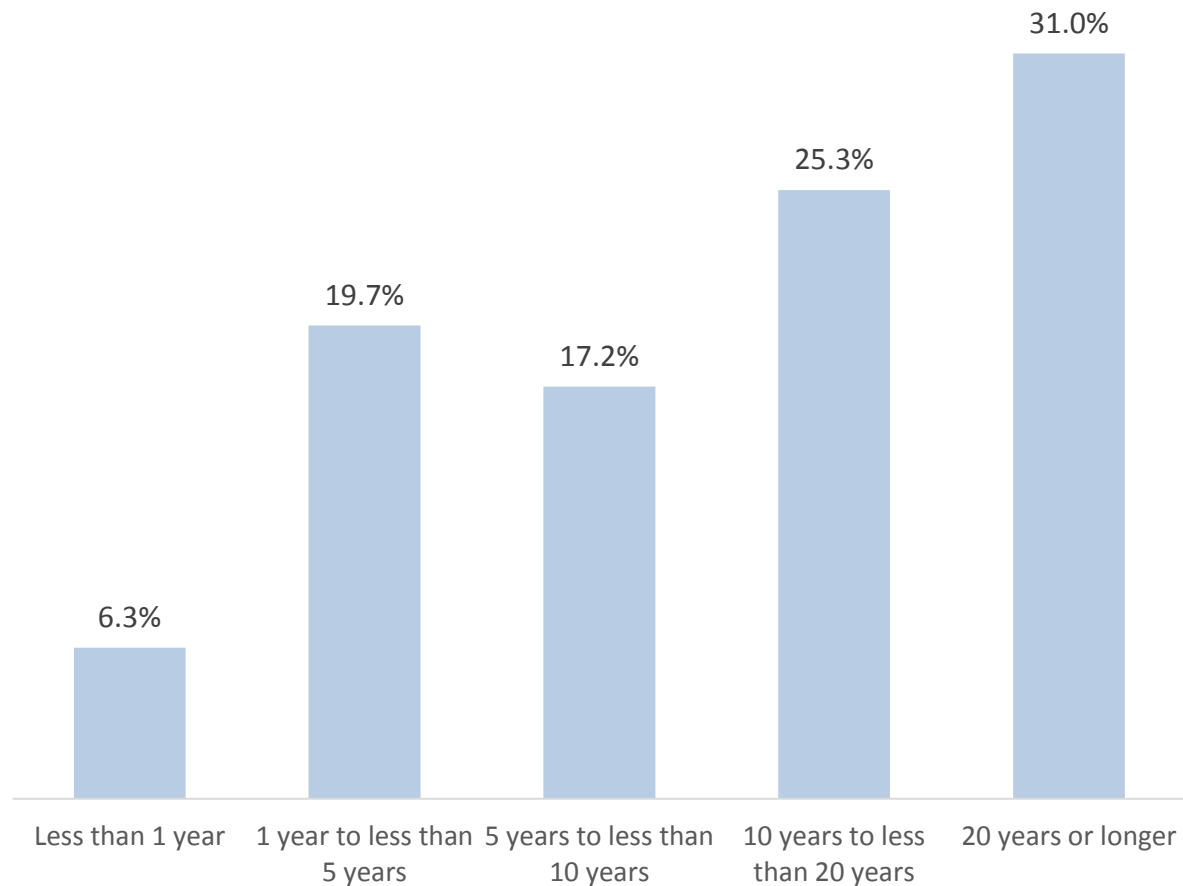
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Individual properties reached	2,332

Q1: What is the estimated value of your property in Sea Pines?



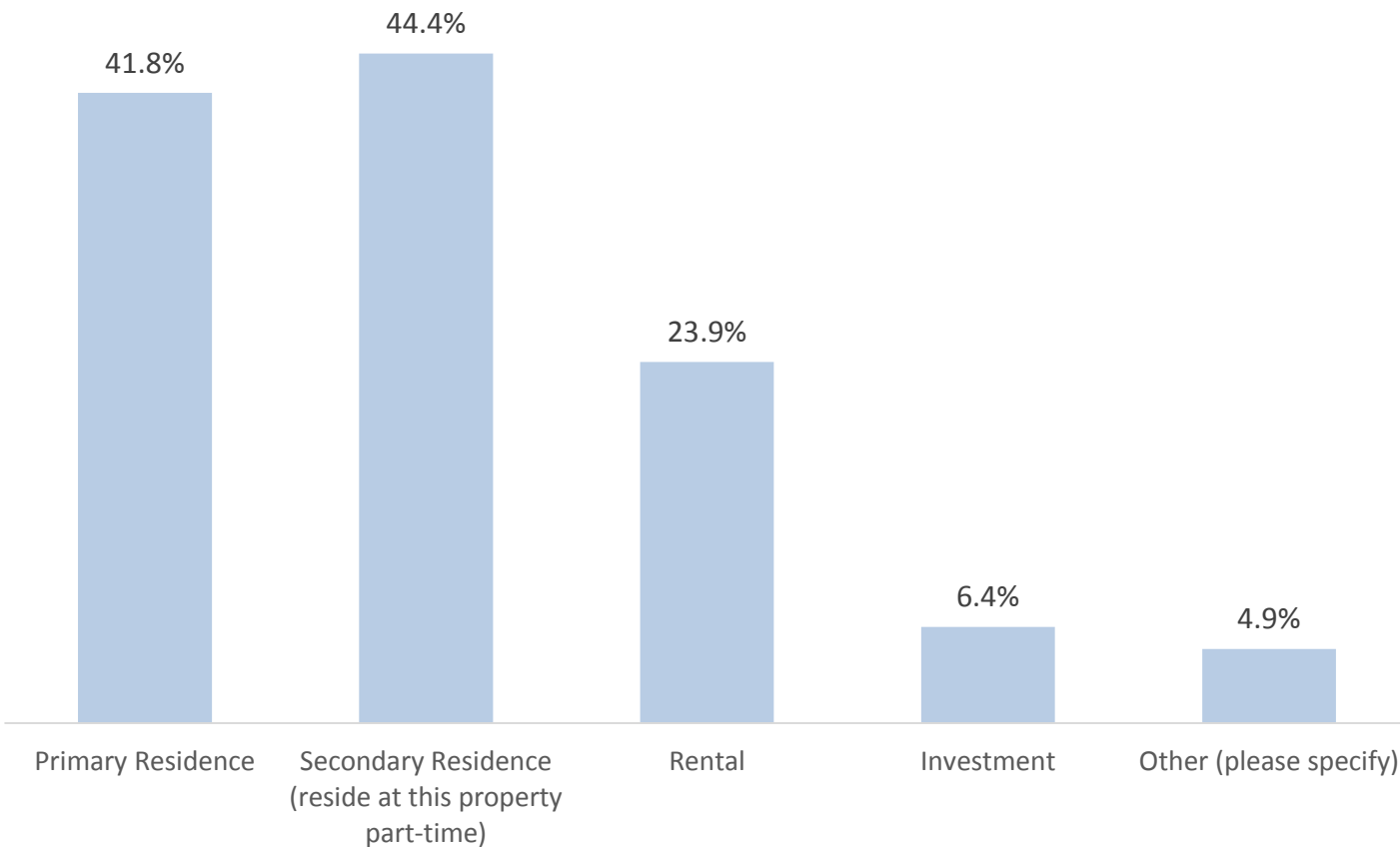
Less than \$500k	25.7%	677
\$500k to less than \$1MM	42.4%	1115
\$1MM to less than \$2MM	20.6%	542
\$2MM to less than \$3MM	4.6%	122
\$3MM or more	4.0%	104
Prefer not to answer	2.7%	71
		2631

Q2: Which of the following best describes the total length of time you have owned property in Sea Pines?



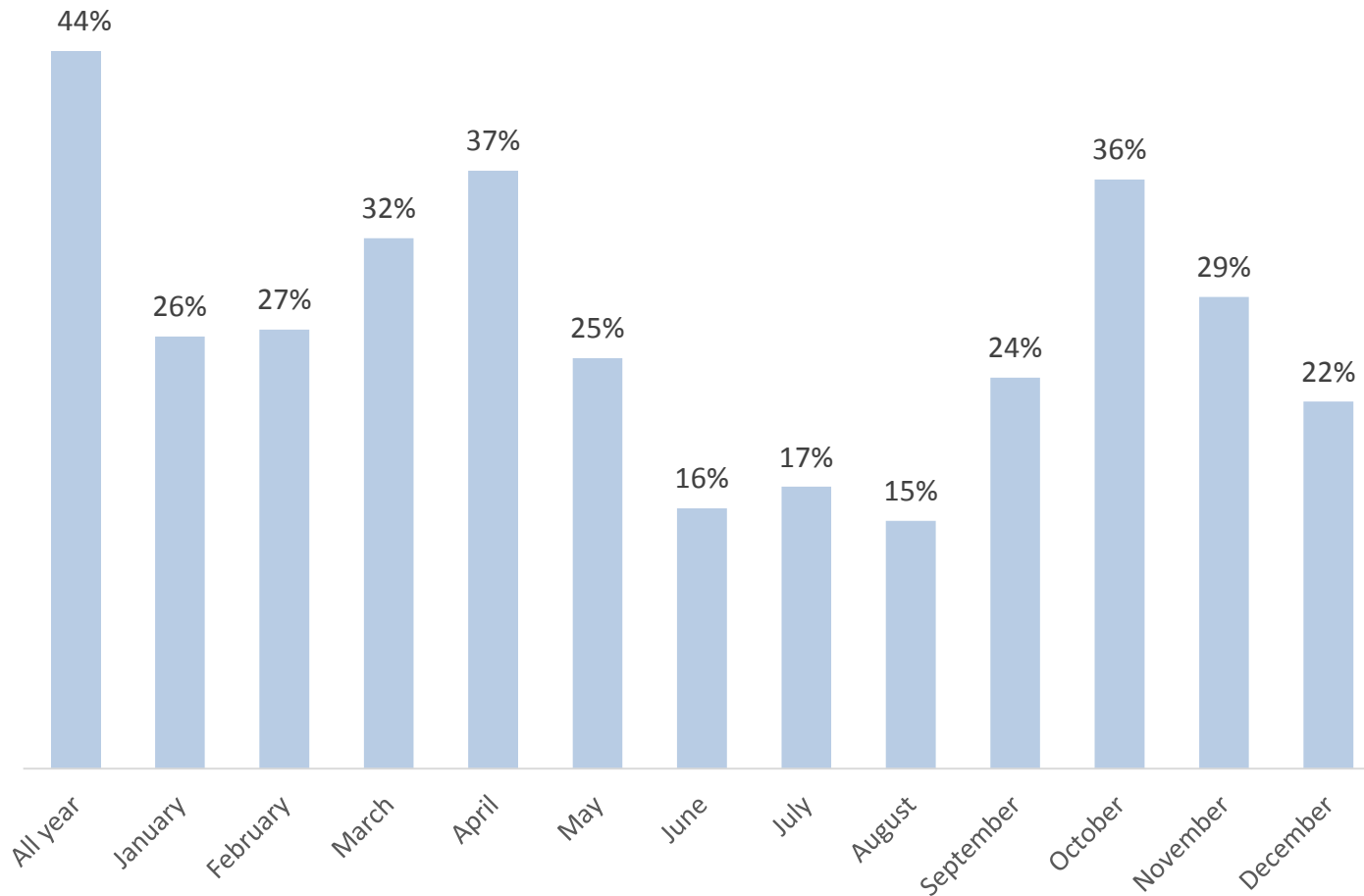
Less than 1 year	6.3%	166
1 year to less than 5 years	19.7%	520
5 years to less than 10 years	17.2%	453
10 years to less than 20 years	25.3%	669
20 years or longer	31.0%	819
I prefer not to answer	0.5%	13
		2640

Q3: How do you use your property in Sea Pines?



Primary Residence	41.8%	1101
Secondary Residence (reside at this property part-time)	44.4%	1170
Rental	23.9%	631
Investment	6.4%	168
Other (please specify)	4.9%	130
		2637

Q4: During which months do you typically stay in Sea Pines? Select all that apply.



2018		
All year	43.9%	1138
January	26.4%	685
February	26.8%	696
March	32.4%	841
April	36.6%	948
May	25.1%	651
June	15.9%	413
July	17.2%	447
August	15.2%	393
September	23.9%	620
October	36.0%	934
November	28.8%	748
December	22.4%	582
Answered		2593
Skipped		54

Note a: What is the weighted average (WA) or weighted mean?

- The question was given assigned point values for each possible response. For example: 1 = strongly disagree and 5 = strongly agree.
- The weighted average is the average score based on all responses to the question using the assigned point values.

Example:

Person A selects “strongly agree” = 5

Person B selects “strongly disagree” = 1

Person C selects “neutral” = 3

Person D selects “strongly agree” = 5

$$\text{The weighted average (WA)} = \frac{5+1+3+5}{4} = 3.5$$

Note b: What is T2B%?

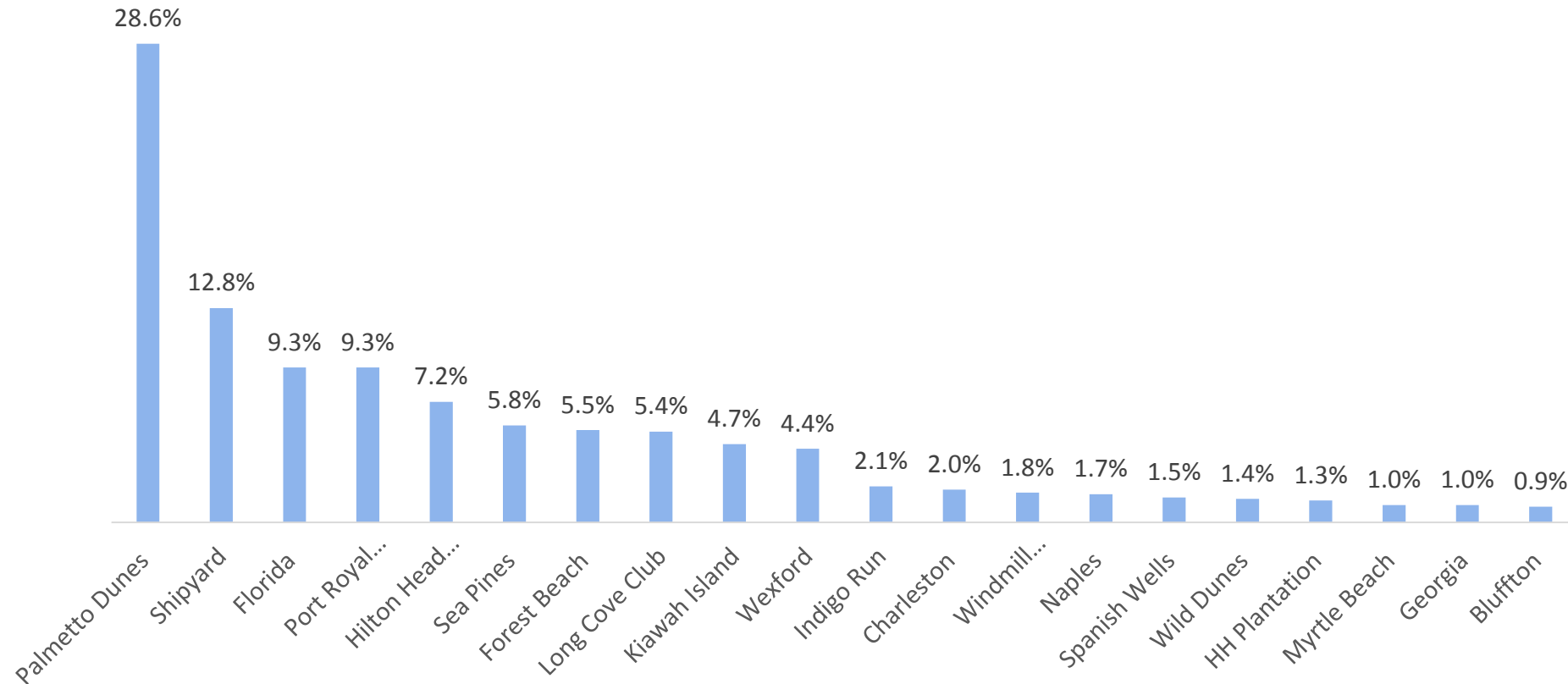
- Top two box or T2B in percent is a NET of the highest two categories of a Rating Scale. For example, if the scale is: Strongly Disagree, Somewhat Disagree, Neither Agree or Disagree, Somewhat Agree and Strongly Agree, then the combined category of Somewhat Agree and Strongly Agree is referred to as the Top Two Box Score.

Not at all satisfied		Somewhat satisfied		Neutral		Satisfied		Very satisfied		T2B%	Total	
1.1%	27	8.9%	226	14.8%	374	54.1%	1109	21.2%	557	75.3%	2533	3.85
											Answered	2533
											Skipped	114

Q5: How important were the following community features in the decision to purchase property in Sea Pines?

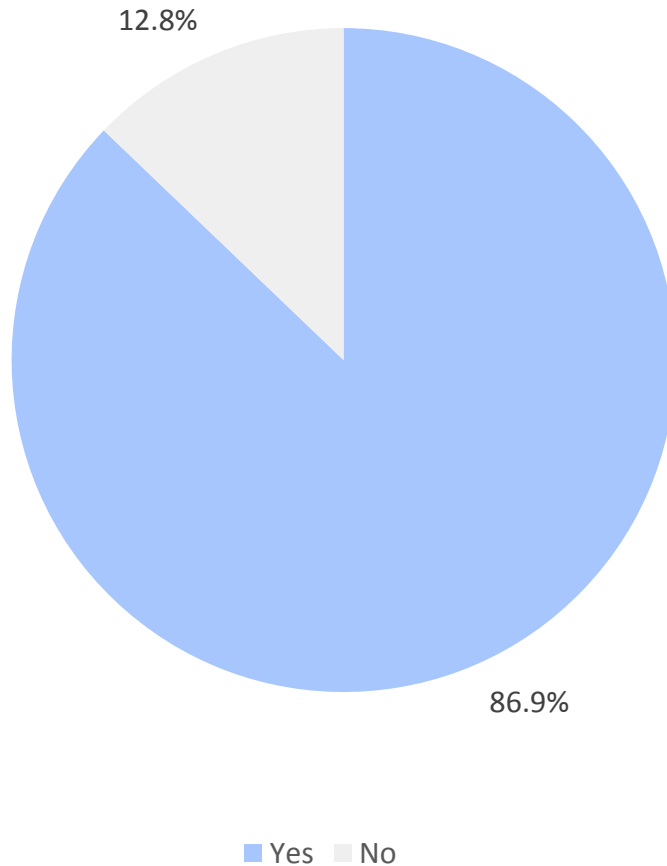
	Not at all important		Somewhat important		Neutral		Moderately important		Very important		N/A		T2B%	Total	WA
Beach access	0.8%	21	3.7%	97	2.6%	68	10.6%	279	82.1%	2152	0.1%	3	92.8%	2,620	4.70
Natural environment	0.7%	18	2.8%	72	4.2%	111	20.2%	527	72.0%	1881	0.1%	3	92.2%	2,612	4.60
Biking/leisure/hiking trails	1.9%	50	3.4%	88	4.4%	114	17.0%	442	73.3%	1910	0.0%	0	90.3%	2,604	4.56
Because Sea Pines is a gated community	4.4%	114	5.8%	151	8.2%	213	24.8%	646	55.1%	1435	1.7%	43	80.0%	2,602	4.23
Forest Preserve	6.3%	163	6.8%	176	22.3%	576	34.2%	884	30.0%	777	0.5%	12	64.2%	2,588	3.75
The Sea Pines Resort and their amenities	9.9%	257	10.4%	270	13.7%	357	26.8%	696	38.4%	998	0.7%	19	65.2%	2,597	3.74
On-property restaurant selection	9.2%	238	10.8%	282	14.0%	363	35.8%	931	29.5%	768	0.7%	18	65.3%	2,600	3.66
The price range of homes	7.5%	194	9.7%	250	21.4%	552	33.0%	854	25.4%	657	3.0%	78	58.5%	2,585	3.61
Golf options	16.3%	425	8.2%	215	15.5%	405	22.3%	582	36.4%	950	1.2%	32	58.7%	2,609	3.55
On-property shopping opportunities	15.2%	391	12.6%	325	22.5%	579	31.7%	816	17.5%	450	0.5%	13	49.2%	2,574	3.24
Tennis options	30.6%	792	11.7%	303	21.0%	544	17.1%	442	17.1%	442	2.4%	63	34.2%	2,586	2.78
Ability to rent home on short term market	40.9%	1060	5.2%	136	8.7%	225	8.5%	220	25.4%	659	11.3%	292	33.9%	2,592	2.69
I/members of my household knew other residents in Sea Pines before buying	35.6%	922	7.2%	187	14.7%	381	12.8%	330	16.6%	430	13.1%	338	29.4%	2,588	2.63
Private Country Club option	38.7%	1003	9.3%	242	21.2%	549	13.3%	345	15.2%	394	2.2%	57	28.5%	2,590	2.56
Other (please specify)														173	
														Answered	1363
														Skipped	3

Q6: What other locations did you consider before making your decision to purchase in Sea Pines? Please be as specific as possible (e.g. community, city, state)



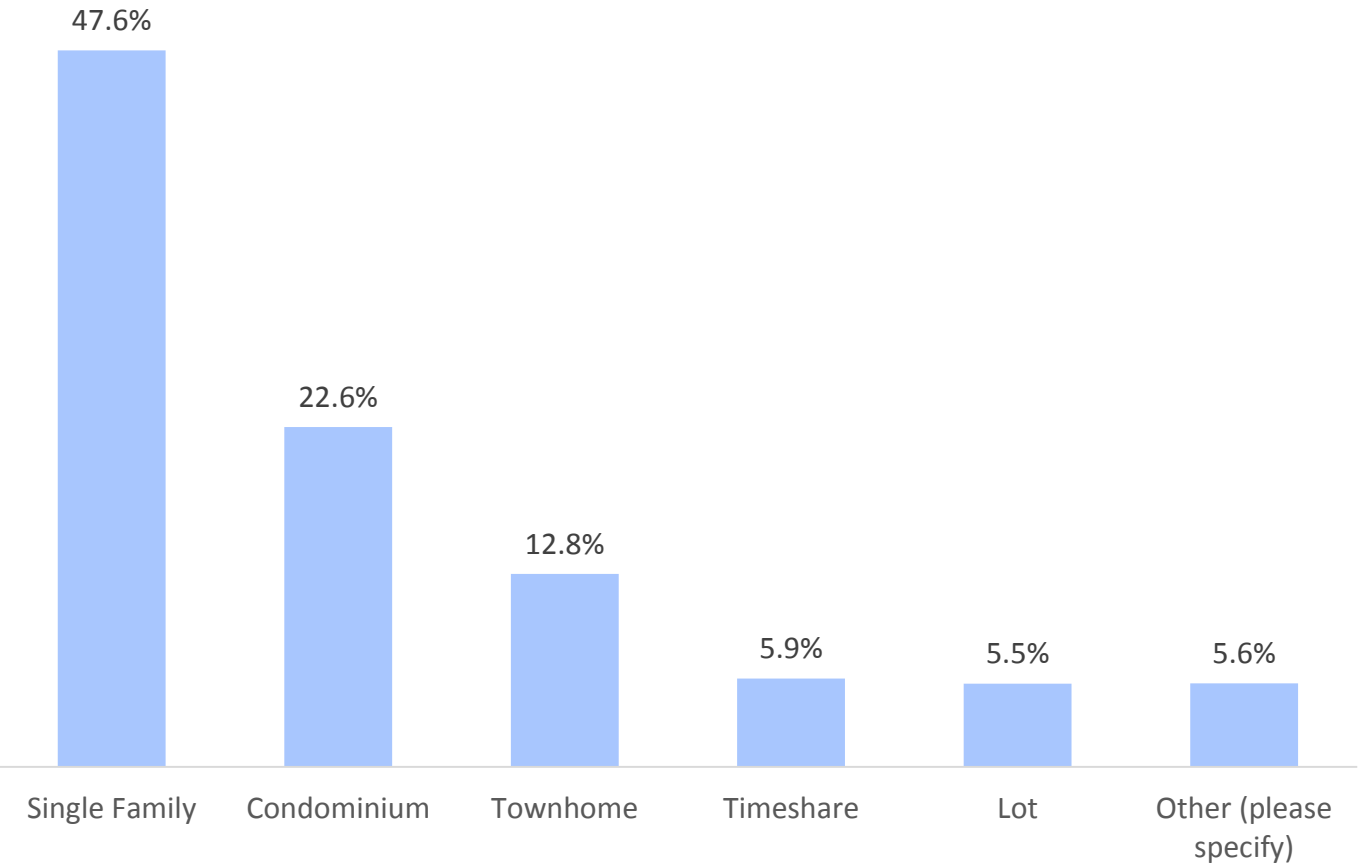
Palmetto Dunes	306	15.1%
Shipyard	137	6.8%
Florida	99	4.9%
Port Royal Plantation	99	4.9%
Hilton Head Plantation	77	3.8%
Sea Pines	62	3.1%
Forest Beach	59	2.9%
Long Cove Club	58	2.9%
Kiawah Island	50	2.5%
Wexford	47	2.3%
Indigo Run	23	1.1%
Charleston	21	1.0%
Windmill Harbour	19	0.9%
Naples	18	0.9%
Spanish Wells	16	0.8%
Wild Dunes	15	0.7%
HH Plantation	14	0.7%
Myrtle Beach	11	0.5%
Georgia	11	0.5%
Bluffton	10	0.5%
North Carolina	9	0.4%
Shelter Cove	9	0.4%
Leamington	9	0.4%
Palm Beach	4	0.2%
Haig Point	4	0.2%
Palmetto Hall	3	0.1%
None	690	34.0%
Answered	2027	
Skipped	662	

Q7: Did you or members of your household vacation in Sea Pines before buying property in the community?



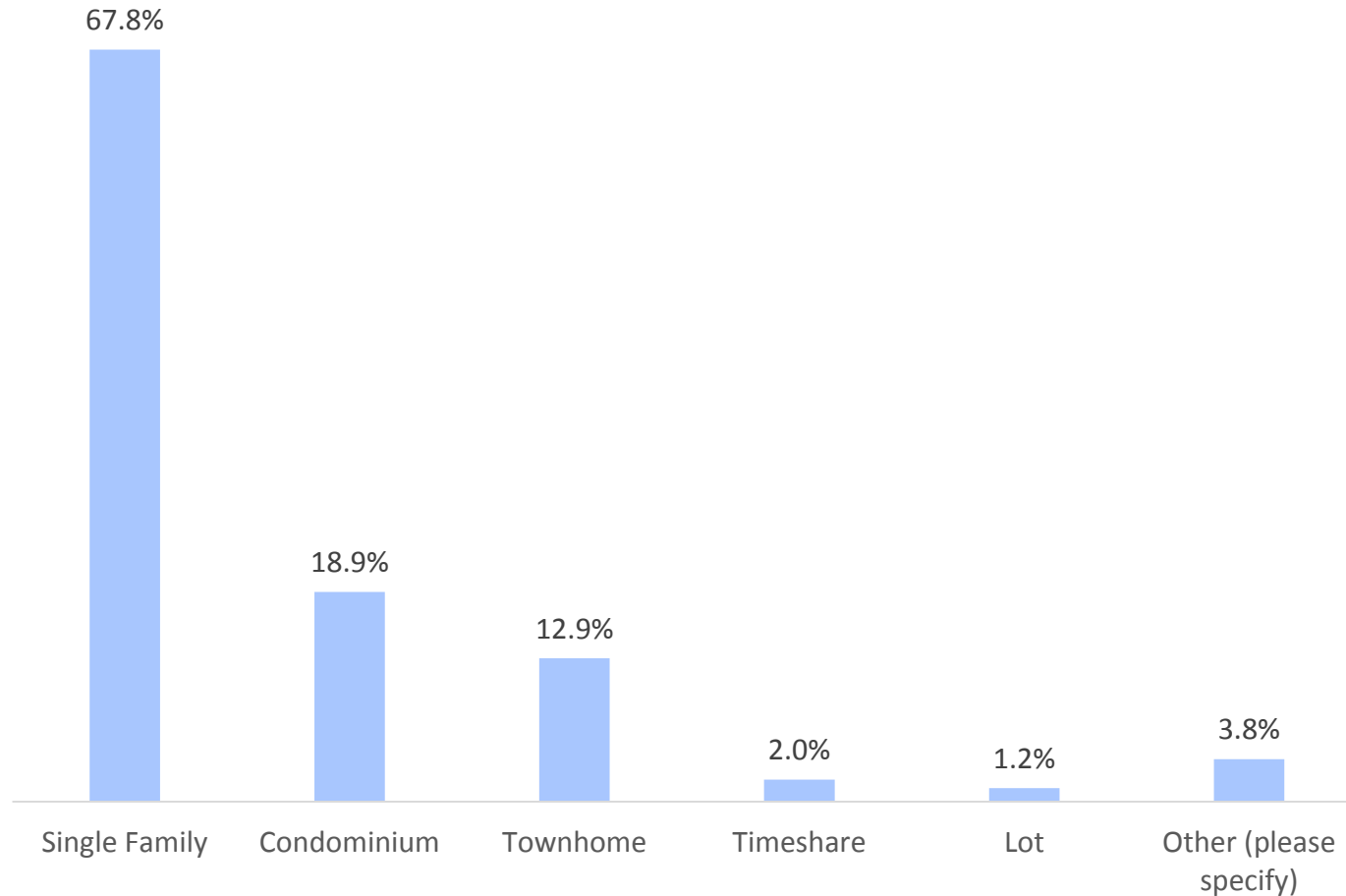
Yes	86.9%	2287
No	12.8%	337
Don't know	0.3%	8
		2632

Q8: What type of property did you *originally purchase* in Sea Pines?



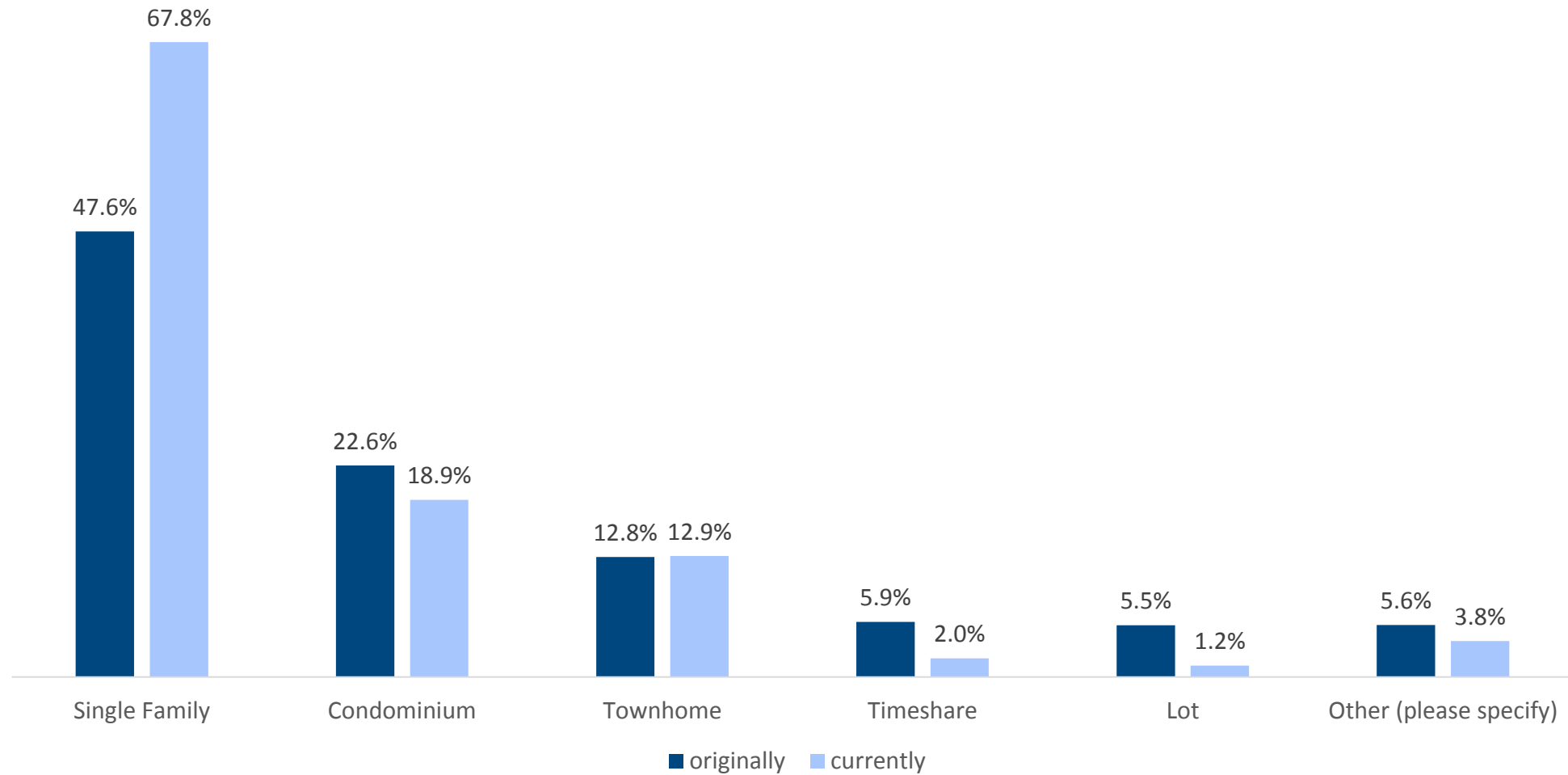
Single Family	47.6%	1233
Condominium	22.6%	585
Townhome	12.8%	332
Timeshare	5.9%	152
Lot	5.5%	143
Other (please specify)	5.6%	144
Answered		2589
Skipped		58

Q9: What type of property do you *currently own*? Select all that apply.



Single Family	67.8%	1785
Condominium	18.9%	498
Townhome	12.9%	340
Timeshare	2.0%	52
Lot	1.2%	32
Other (please specify)	3.8%	101
Answered		2631
Skipped		16

Q8 and Q9: *originally vs. currently*



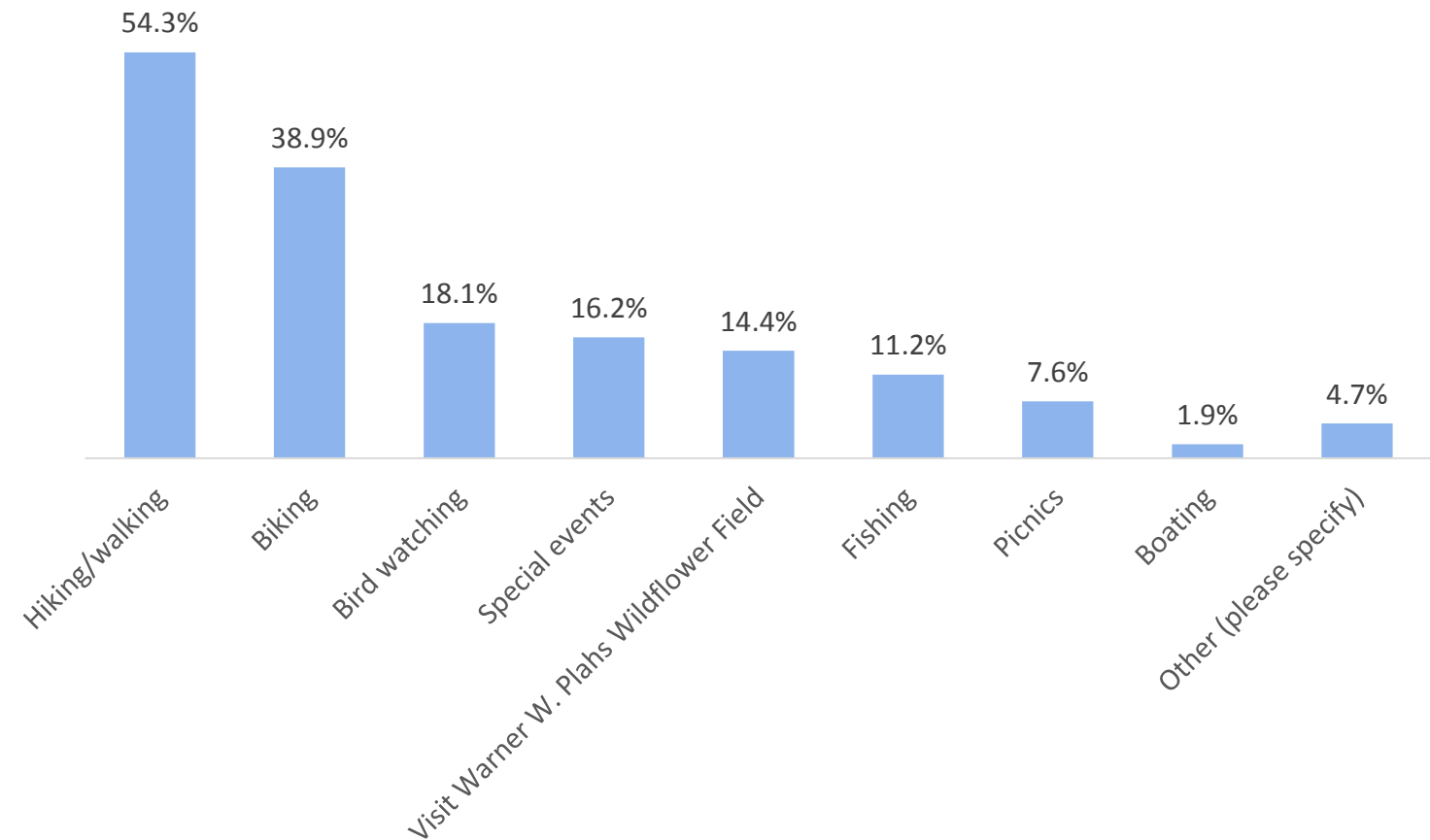
Q10: How often do you use the following *outdoor* amenities when in Sea Pines?

	Never		A couple of times a year		A couple of times a month		A couple of times a week		Several times a week or daily		N/A		Total	WA
Beach	0.6%	16	7.5%	195	16.2%	423	19.0%	496	56.1%	1465	0.7%	17	2,612	4.23
Biking/hiking/leisure trails	2.1%	56	11.8%	309	13.3%	348	16.1%	420	55.9%	1459	0.8%	20	2,612	4.13
Sea Pines Beach Club	7.5%	196	21.0%	547	28.2%	733	19.3%	502	23.4%	608	0.6%	16	2,602	3.30
Sea Pines community beach walks	18.5%	476	14.9%	384	16.0%	413	16.5%	426	31.5%	812	2.7%	69	2,580	3.28
Tower Beach	11.3%	294	23.0%	601	25.0%	651	18.5%	482	21.2%	553	1.0%	27	2,608	3.15
Golf courses	31.5%	819	25.7%	669	14.5%	377	12.1%	314	14.2%	369	2.0%	53	2,601	2.51
Forest Preserve	16.9%	438	52.2%	1350	18.0%	466	7.7%	200	4.2%	108	1.0%	25	2,587	2.29
Swimming pools	46.6%	1206	17.0%	441	11.1%	288	10.4%	269	10.7%	278	4.1%	106	2,588	2.18
Tennis courts	56.0%	1451	19.0%	493	7.4%	192	5.7%	147	8.4%	218	3.5%	90	2,591	1.88
Lawton Stables	40.7%	1054	39.9%	1033	10.1%	260	4.1%	106	2.3%	60	2.9%	74	2,587	1.84
Heritage Farm	70.1%	1806	15.0%	386	4.3%	112	1.9%	50	3.3%	86	5.4%	138	2,578	1.45
													Answered	2629
													Skipped	18

Q11: How would you rate each of the following in regards to the biking/hiking/leisure trails in Sea Pines?

	Poor		Fair		Good		Very good		Excellent		N/A		T2B%	Total	WA
Accessibility	0.2%	5	1.6%	42	12.2%	319	28.8%	753	55.5%	1450	1.6%	42	84.4%	2611	4.40
Overall quality of the trails	0.5%	12	4.5%	116	25.3%	659	39.7%	1034	28.1%	734	2.0%	53	67.8%	2608	3.92
Signage	1.7%	43	8.8%	228	30.1%	781	36.6%	949	20.1%	521	2.7%	70	56.7%	2592	3.66
Surface conditions	0.8%	21	10.7%	277	34.4%	894	34.4%	893	18.2%	472	1.7%	43	52.5%	2600	3.59
Safety	2.6%	67	12.1%	314	30.0%	781	32.9%	856	20.5%	534	1.9%	48	53.5%	2600	3.58
Lighting	12.6%	327	22.0%	572	27.8%	721	18.6%	484	11.7%	303	7.3%	190	30.3%	2597	2.94
														Answered	2619
														Skipped	28

Q12: How do you typically use the Forest Preserve? Select all that apply.

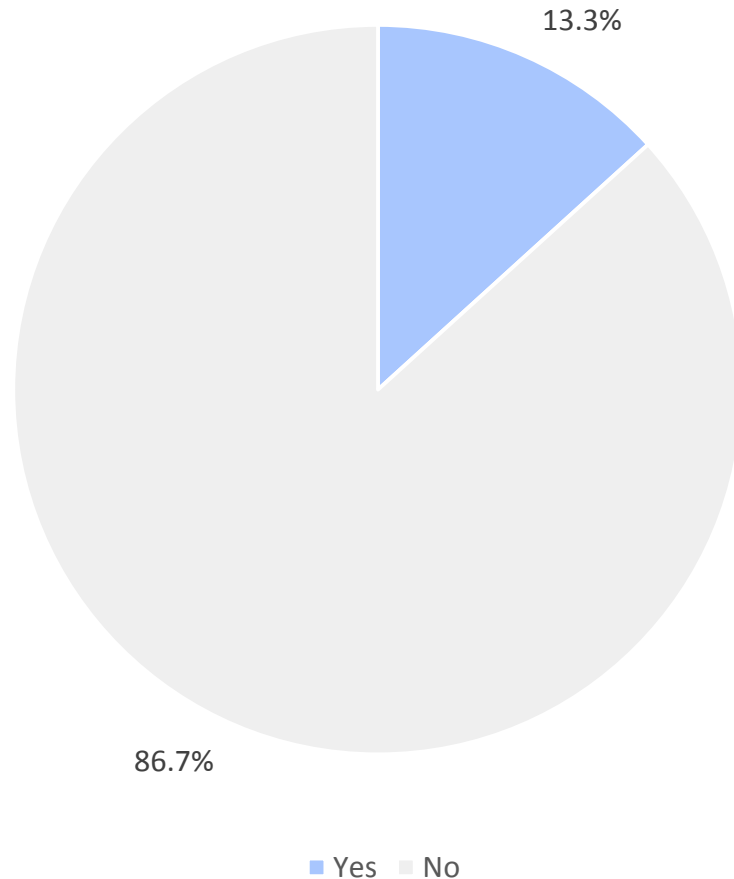


Hiking/walking	54.3%	1407
Biking	38.9%	1009
Bird watching	18.1%	469
Special events	16.2%	419
Visit Warner W. Plahs Wildflower Field	14.4%	373
Fishing	11.2%	290
Picnics	7.6%	197
Boating	1.9%	49
Other (please specify)	4.7%	121
None of these	19.8%	513
Answered		2591
Skipped		56

Q13: How often do you use the following Sea Pines restaurant and shopping amenities?

	Never		A couple of times a year		A couple of times a month		A couple of times a week		Several times a week or daily		N/A		Total	WA
Sea Pines Resort restaurants or shops	8.1%	212	37.6%	979	34.7%	904	13.3%	347	6.0%	155	0.4%	9	2606	2.71
Harbour Town restaurants	6.7%	174	48.4%	1267	29.5%	773	10.2%	267	5.0%	130	0.2%	6	2617	2.58
Sea Pines Center restaurants	9.1%	237	43.5%	1138	35.0%	915	9.4%	246	2.9%	75	0.2%	4	2615	2.53
Harbour Town shops	8.0%	208	50.3%	1317	29.4%	769	8.5%	222	3.5%	92	0.3%	9	2617	2.49
South Beach restaurants	11.6%	303	49.5%	1290	25.9%	676	8.9%	232	3.7%	97	0.4%	10	2608	2.43
Sea Pines Center shops	15.3%	394	49.4%	1275	26.8%	693	6.3%	162	1.9%	48	0.4%	11	2583	2.30
South Beach shops	18.4%	479	51.8%	1348	20.6%	535	5.8%	152	2.8%	72	0.7%	17	2603	2.22
Sea Pines Country Club	58.1%	1510	13.2%	344	5.9%	154	5.0%	130	12.3%	319	5.5%	143	2600	1.94
													Answered	2632
													Skipped	15

Q14: We would like to have a clearer picture of the needs within our community related to mobility challenges. Do you, someone who visits or someone who stays in your Sea Pines home have any mobility challenges?



Yes	13.3%	348
No	86.7%	2275
Answered		2623
Skipped		24

Q15: If yes, please list any specific areas in Sea Pines where the mobility impairments present accessibility challenges:

Access	62	25.1%
Parking	34	13.8%
Tower Beach	30	12.1%
Steps/Stairs	25	10.1%
Beach Club	20	8.1%
Paths	20	8.1%
Harbour Town	16	6.5%
Sea Pines	16	6.5%
Answered	247	

Q16: Please describe your *awareness* of each of the following CSA Maintenance services:

	I am aware this service is available and have used it		I have NOT used this service, but am aware it is available		I was not aware this service is available		Total
Landscape debris drop-off and pick-up	57.4%	1502	27.9%	729	14.8%	386	2617
Mailbox replacement	49.9%	1303	27.5%	718	22.5%	588	2609
Paving repairs on common roads	22.7%	589	50.5%	1307	26.8%	694	2590
Mulch delivery	20.7%	539	33.5%	874	45.8%	1195	2608
Drain clean-out	15.2%	396	28.9%	755	55.9%	1458	2609
						Answered	2628
						Skipped	19

Q17: Please describe your *usage* of each of the following CSA Maintenance services:

	Never		Seldom		Occasionally		Frequently		N/A		Total
Landscape debris drop-off and pick-up	34.1%	889	10.8%	281	21.8%	570	27.4%	714	6.0%	157	2611
Mailbox replacement	42.4%	1105	37.9%	986	13.1%	340	0.5%	14	6.1%	160	2605
Paving repairs on common roads	68.0%	1756	13.1%	337	6.7%	172	2.2%	57	10.1%	261	2583
Mulch delivery	72.5%	1881	9.3%	240	9.6%	248	1.7%	44	7.0%	182	2595
Drain clean-out	74.3%	1933	9.5%	247	6.7%	174	1.1%	29	8.4%	218	2601
										Answered	2622
										Skipped	25

Q18: How satisfied are you with each of the following CSA Maintenance services?

	Not at all satisfied		Somewhat satisfied		Neutral		Satisfied		Very satisfied		N/A		T2B%	Total	WA
Landscape debris drop-off and pick-up	0.9%	24	2.6%	67	10.0%	258	23.9%	617	30.5%	786	32.1%	827	54.4%	2579	4.18
Mailbox replacement	1.3%	34	2.6%	67	12.5%	321	22.7%	584	21.2%	544	39.7%	1020	43.9%	2570	3.99
Mulch delivery	0.9%	22	1.0%	25	13.1%	336	10.2%	261	10.0%	257	64.8%	1660	20.2%	2561	3.78
Paving repairs on common roads	2.2%	56	3.0%	77	14.8%	379	16.0%	411	9.8%	251	54.2%	1388	25.8%	2562	3.62
Drain clean-out	2.3%	59	2.4%	62	15.6%	399	9.3%	238	5.2%	132	65.3%	1671	14.4%	2561	3.36
													Answered	2592	
													Skipped	55	

Q19: Please feel free to share any other comments, questions, or concerns regarding CSA Maintenance services:

Road/Streets	75	17.2%
Mailbox	36	8.3%
Drain	31	7.1%
Condo	18	4.1%
Great Job	17	3.9%
Lagoon	16	3.7%
Beach	15	3.4%
Sea Pines	16	3.7%
Answered	436	

Q20: Please describe your awareness of each of the following CSA Safety and Security services:

	I am aware this service is available and have used it		I have NOT used this service, but am aware it is available		I was not aware this service is available		Total
Wildlife management/nuisance animal	28.2%	739	46.2%	1210	25.6%	670	2619
Absentee owner house-checks	15.5%	405	46.5%	1218	38.0%	995	2618
Incident or burglary report	14.8%	386	58.9%	1542	26.3%	689	2617
Covenant enforcement	13.3%	345	64.9%	1687	21.9%	568	2600
Minor vehicle assistance (out of gas or dead battery)	5.8%	152	25.1%	658	69.1%	1815	2625
On-property vehicle collision reports	3.4%	88	39.5%	1034	57.1%	1494	2616
CPR/automated external defibrillator	2.0%	52	37.3%	975	60.7%	1584	2611
						Answered	2633
						Skipped	14

Q21: Please describe your usage of each of the following CSA Safety and Security services:

	Never		Seldom		Occasionally		Frequently		N/A		Total
Wildlife management/nuisance animal removal	59.4%	1549	21.1%	550	10.3%	268	1.0%	27	8.1%	212	2606
Absentee owner house-checks	73.0%	1907	7.8%	204	6.7%	175	2.5%	64	10.0%	262	2612
Covenant enforcement	73.6%	1913	10.6%	276	5.1%	132	0.5%	12	10.2%	265	2598
Incident or burglary report	75.6%	1974	11.3%	296	2.4%	63	0.0%	1	10.6%	276	2610
Minor vehicle assistance (out of gas or dead battery)	83.7%	2184	3.9%	101	1.5%	38	0.0%	1	10.9%	284	2608
On-property vehicle collision reports	86.7%	2257	2.0%	52	0.3%	8	0.0%	0	11.0%	285	2602
CPR/automated external defibrillator	87.8%	2287	0.5%	13	0.1%	2	0.0%	0	11.7%	304	2606
Answered										2618	
Skipped										29	

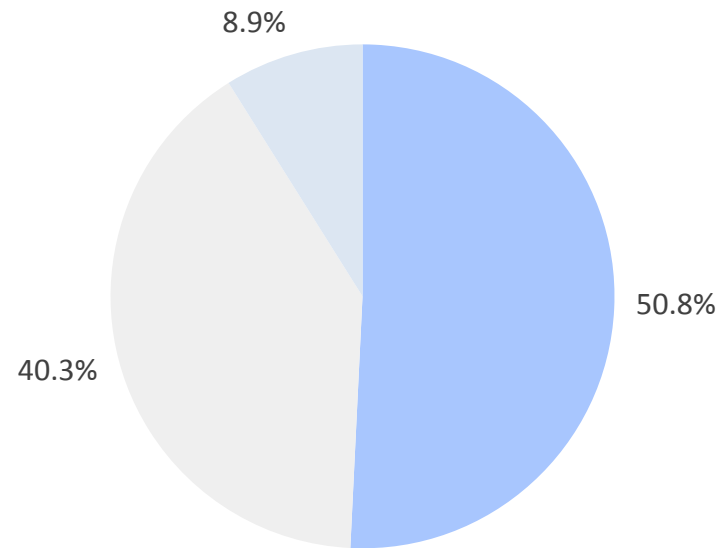
Q22: How satisfied are you with each of the following CSA Safety and Security services?

	Not at all satisfied		Somewhat satisfied		Neutral		Satisfied		Very satisfied		N/A		T2B%	Total	WA
Wildlife management/nuisance animal removal	1.4%	35	2.2%	57	11.0%	282	15.4%	393	15.6%	399	54.4%	1390	31.0%	2556	3.91
Covenant enforcement	4.4%	112	4.3%	110	13.9%	355	8.1%	207	3.9%	100	65.4%	1671	12.0%	2555	3.84
Minor vehicle assistance (out of gas or dead battery)	0.4%	11	0.2%	4	13.5%	346	4.4%	113	4.9%	126	76.5%	1958	9.4%	2558	3.57
CPR/automated external defibrillator	0.4%	10	0.3%	7	13.8%	352	3.5%	90	2.3%	58	79.7%	2035	5.8%	2552	3.50
Absentee owner house-checks	0.4%	11	0.7%	18	11.9%	306	8.6%	221	9.7%	249	68.6%	1758	18.3%	2563	3.36
Incident or burglary report	1.3%	32	1.5%	37	13.4%	343	6.9%	177	5.7%	146	71.3%	1824	12.6%	2559	3.35
On-property vehicle collision reports	0.5%	12	0.3%	8	14.5%	370	3.8%	98	2.7%	68	78.3%	2001	6.5%	2557	3.08
													Answered	2576	
													Skipped	71	

Q23: Please feel free to share any other comments, questions, or concerns regarding CSA Safety and Security services:

Enforcement	38	12.7%
Security	37	12.3%
Property	26	8.7%
Wildlife	16	5.3%
Street	13	4.3%
Beach	10	3.3%
Gate	10	3.3%
Great Job	9	3.0%
300		

Q24: Roadside parking is currently permitted in residential areas unless otherwise prohibited by signs or pavement markings. This current policy is an update from the prior policy, which prohibited parking on the roadways throughout all of Sea Pines residential areas. Please provide your preference from the options below:



- I would prefer to keep the current policy (permitting street parking unless marked as prohibited).
- I would prefer to revert to the previous policy (prohibiting street parking in all residential areas).
- Other (please specify)

Responses		
I would prefer to keep the current policy (permitting street parking unless marked as prohibited).	50.8%	1320
I would prefer to revert to the previous policy (prohibiting street parking in all residential areas).	40.3%	1048
Other (please specify)	8.9%	232
Answered		2600
Skipped		47

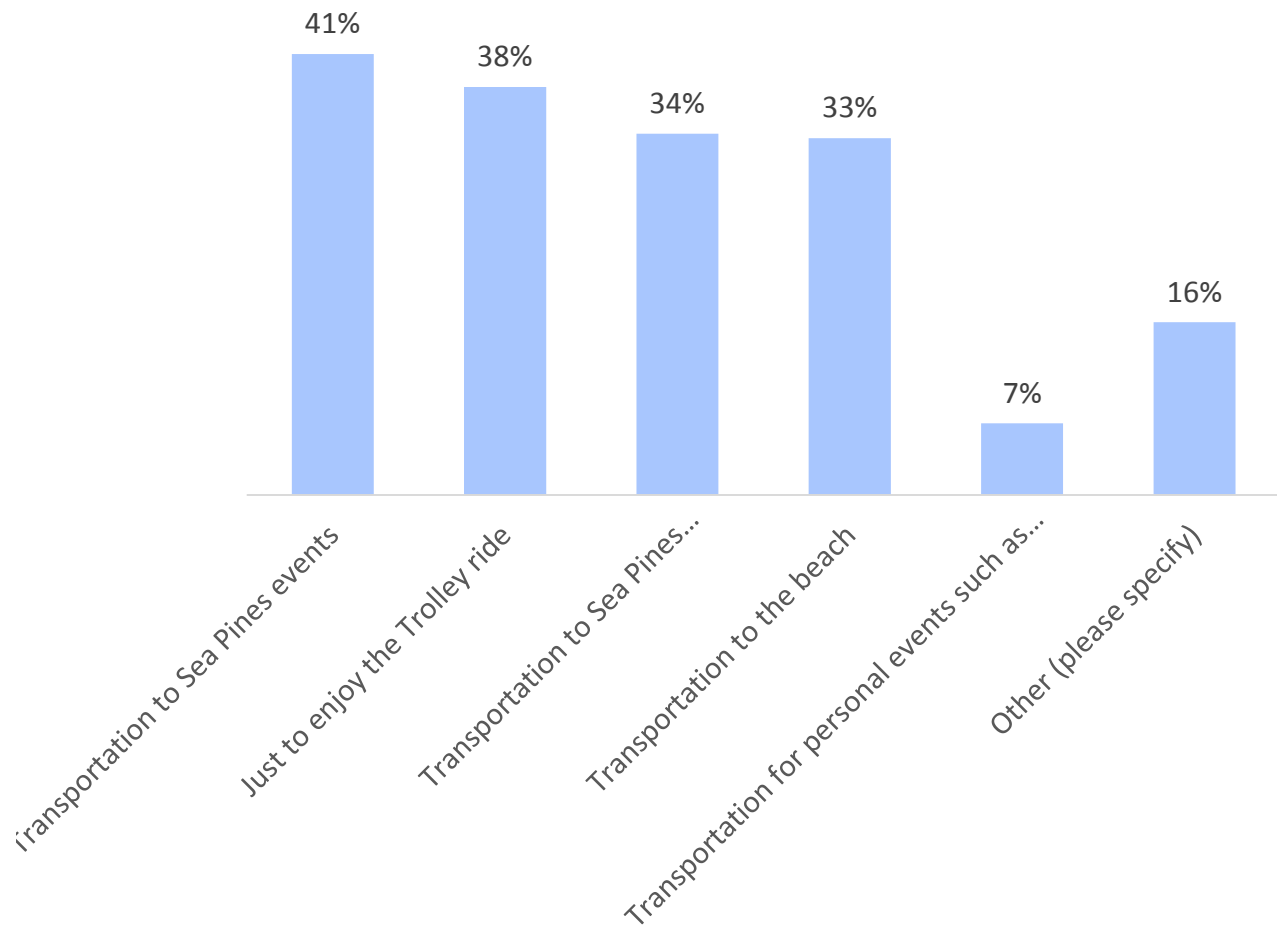
Q25: While staying in Sea Pines or traveling to/from Sea Pines, how important is it to have the following modes of transportation available to you and your family or guests?

	Not at all important		Somewhat important		Neutral		Moderately important		Very important		N/A		T2B%	Total	WA
Rideshare (Uber, Lyft etc.)	19.6%	512	12.8%	335	10.7%	281	21.5%	562	32.9%	860	2.5%	66	54.4%	2616	3.36
Sea Pines Trolley	18.3%	479	13.1%	343	15.8%	414	24.6%	642	26.7%	698	1.5%	38	51.3%	2614	3.29
Cab	17.7%	459	15.5%	404	15.4%	400	23.4%	608	25.5%	663	2.5%	65	48.9%	2599	3.24
Other (please specify)														70	
														Answered	2627
														Skipped	20

Q26: When the Sea Pines Trolley is operating, how often do you and your family or guests use this service?

Never		A couple of times a year		A couple of times a month		A couple of times a week		Several times a week or daily		Total
40.9%	1054	40.5%	1043	10.8%	278	5.2%	133	2.7%	69	2577

Q27: How do you and your family or guests use the Sea Pines Trolley services? **Select all that apply.**



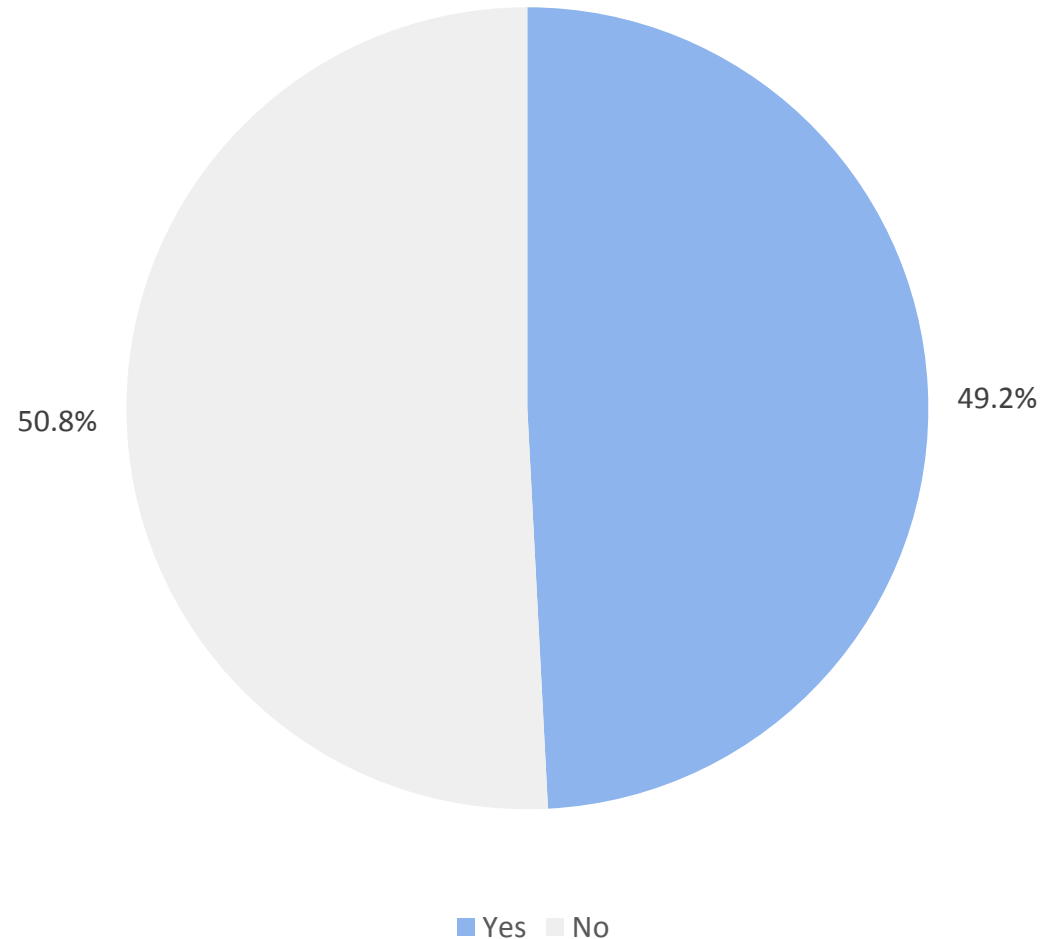
Responses		
Transportation to Sea Pines events	41.3%	776
Just to enjoy the Trolley ride	38.2%	718
Transportation to Sea Pines Resort/commercial amenities	33.8%	636
Transportation to the beach	33.4%	628
Transportation for personal events such as weddings, parties	6.7%	126
Other (please specify)	16.2%	304
Answered		1881
Skipped		766

Q28: The types of vehicles below are currently prohibited in Sea Pines. Please indicate if these vehicles should continue to be prohibited. If you would like to see any of these types of vehicles allowed in the future, please indicate who should have permission to use them inside the Sea Pines Community.

	Continue to prohibit				Total
Motorized (electrical) bicycles	63.8%	1654			2591
Golf Carts	61.2%	1592			2600
Mopeds	81.2%	2113			2601
Segway	83.6%	2157			2580
Motorcycles	86.0%	2245			2610
Other (please specify)					92
					Answered
					2628
					Skipped
					19

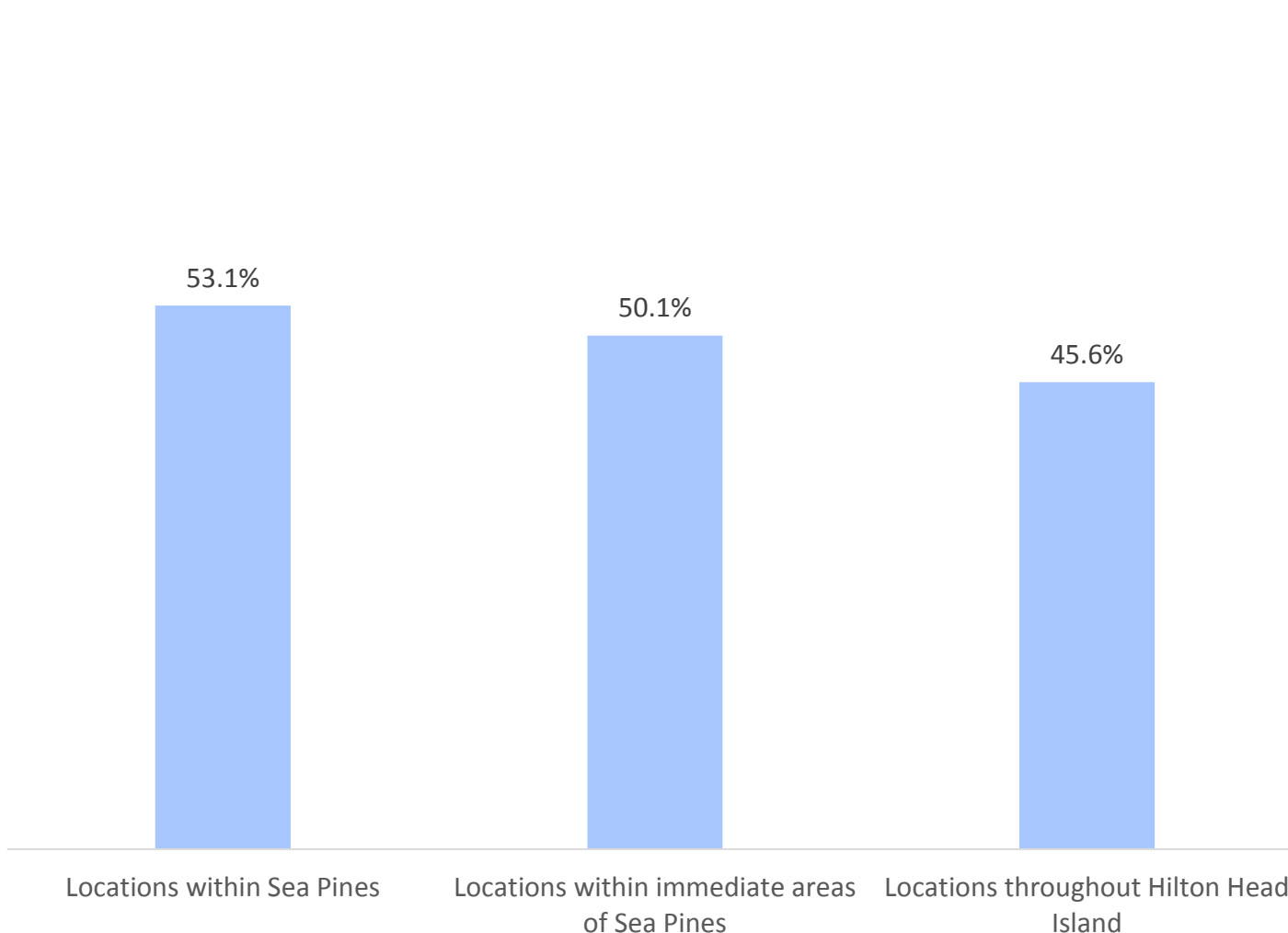
	Owners only		General use		Total
Motorized (electrical) bicycles	26.1%	677	10.0%	260	2591
Golf Carts	34.9%	906	3.9%	102	2600
Mopeds	15.8%	410	3.0%	78	2601
Segway	12.0%	309	4.4%	114	2580
Motorcycles	12.6%	329	1.4%	36	2610
Other (please specify)					92
					Answered
					2628
					Skipped
					19

Q29: Would you use a dispatched transportation service provided by Sea Pines CSA that would deliver you within a defined service area?



Responses		
Yes	49.2%	1252
No	50.8%	1294
Answered		2546
Skipped		101

Q30: If this type of transportation becomes available, what areas would you like to be included in the service area? Select all that apply.

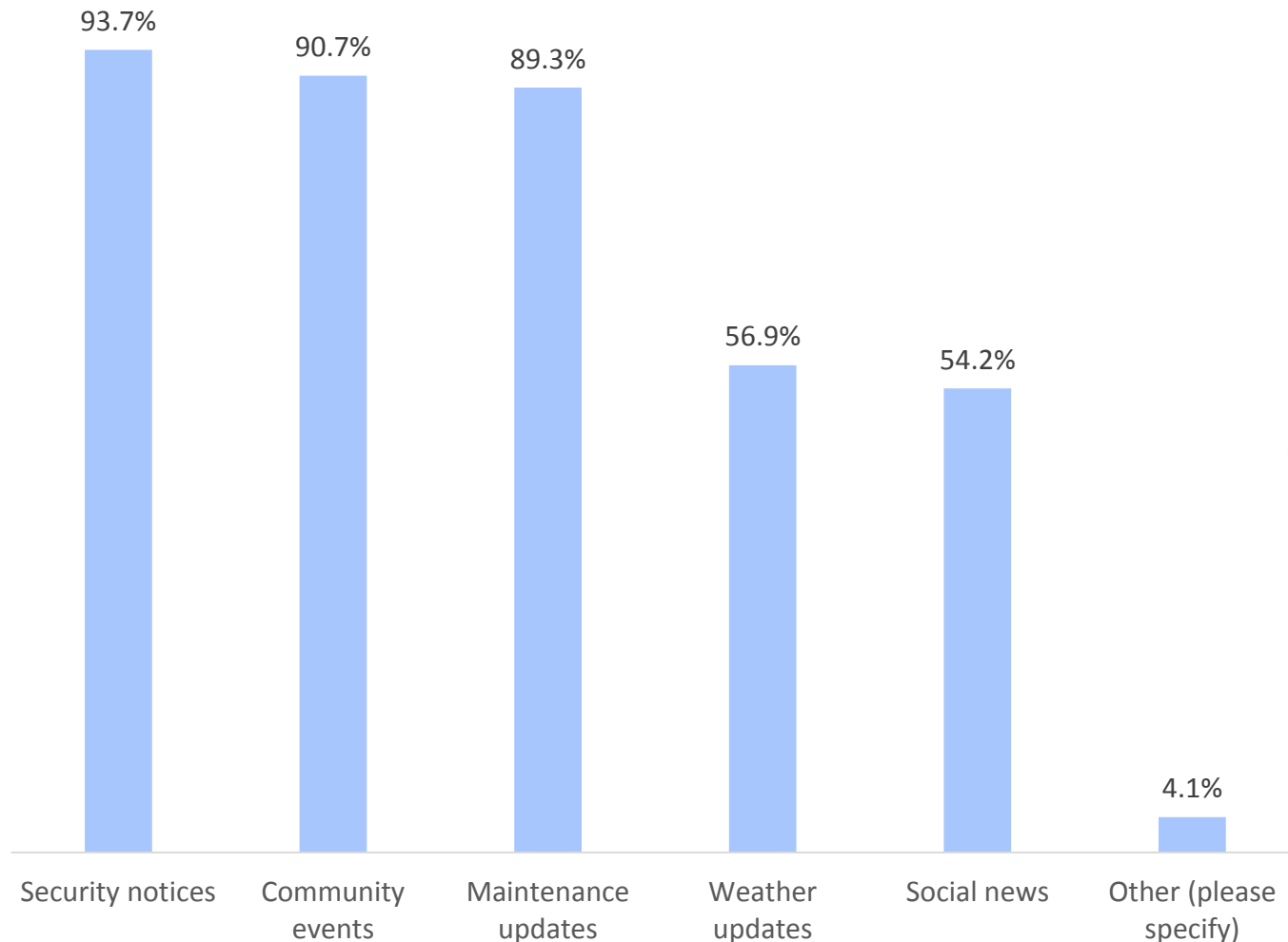


Responses		
Locations within Sea Pines	53.1%	687
Locations within immediate areas of Sea Pines	50.1%	649
Locations throughout Hilton Head Island	45.6%	590
Answered		1295

Q31: How often do you use the following Sea Pines CSA communications channels to get news and information about the Sea Pines community?

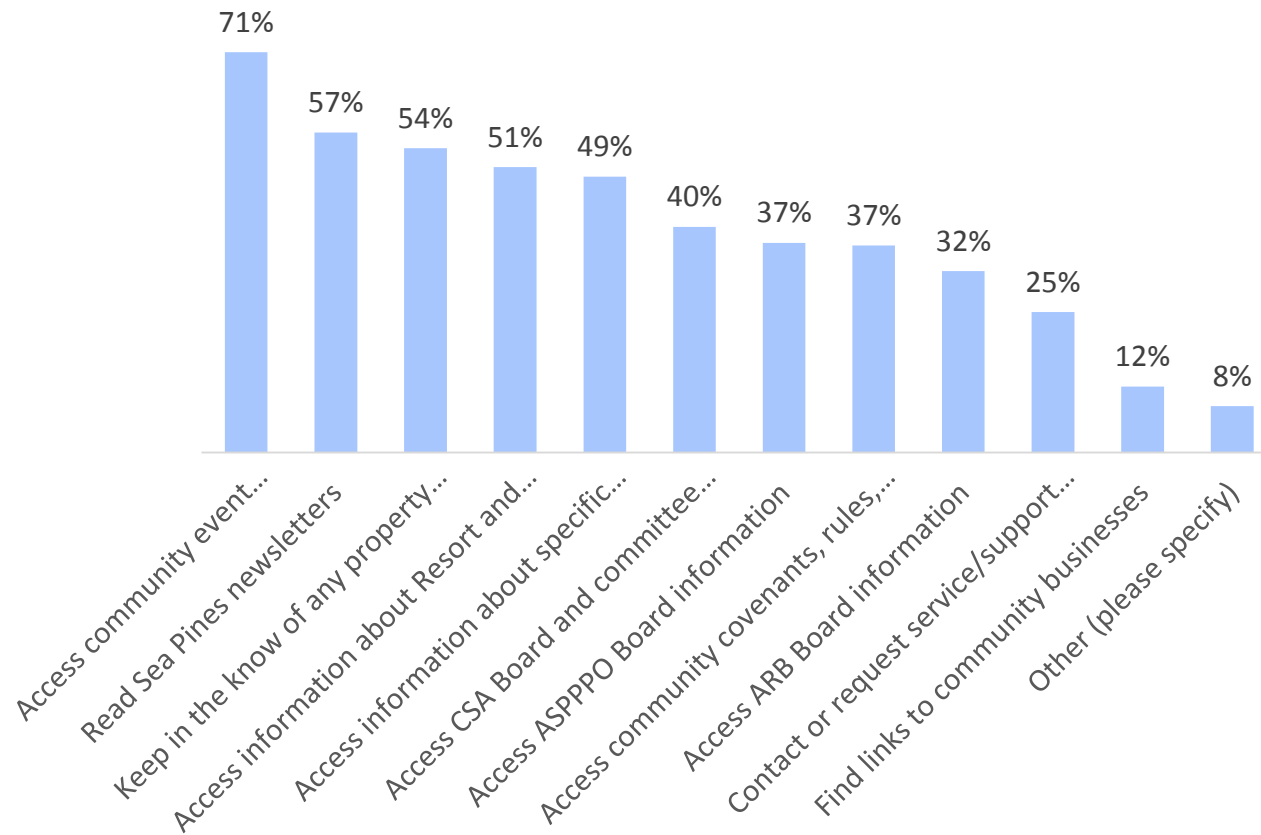
	Never		A couple of times a year		A couple of times a month		A couple of times a week		Several times a week or more		N/A		Total	WA
Emails from CSA	2.9%	76	10.3%	267	29.4%	766	24.0%	626	32.9%	857	0.5%	13	2605	3.74
Newsletters or other print mailings	10.9%	280	44.3%	1141	32.8%	845	5.9%	153	4.6%	119	1.5%	38	2576	2.48
Community website www.SeaPinesLiving.com	19.4%	504	36.6%	950	28.3%	734	8.3%	215	6.2%	161	1.2%	30	2594	2.45
Post on Sea Pines gate signs	39.0%	1001	28.6%	735	16.1%	414	6.2%	158	5.3%	136	4.9%	125	2569	2.06
Phone calls to CSA office	27.4%	710	60.3%	1564	9.0%	232	1.1%	28	0.5%	12	1.8%	47	2593	1.85
Community Facebook page www.facebook.com/SeaPinesLiving	62.7%	1620	12.5%	324	10.2%	263	6.3%	162	5.8%	151	2.5%	64	2584	1.77
Front desk receptionist at CSA	34.0%	881	57.4%	1490	5.9%	154	0.6%	15	0.4%	11	1.7%	43	2594	1.74
													Answered	2622
													Skipped	25

Q32: What information would you be interested in receiving through Sea Pines CSA communications? Select all that apply.



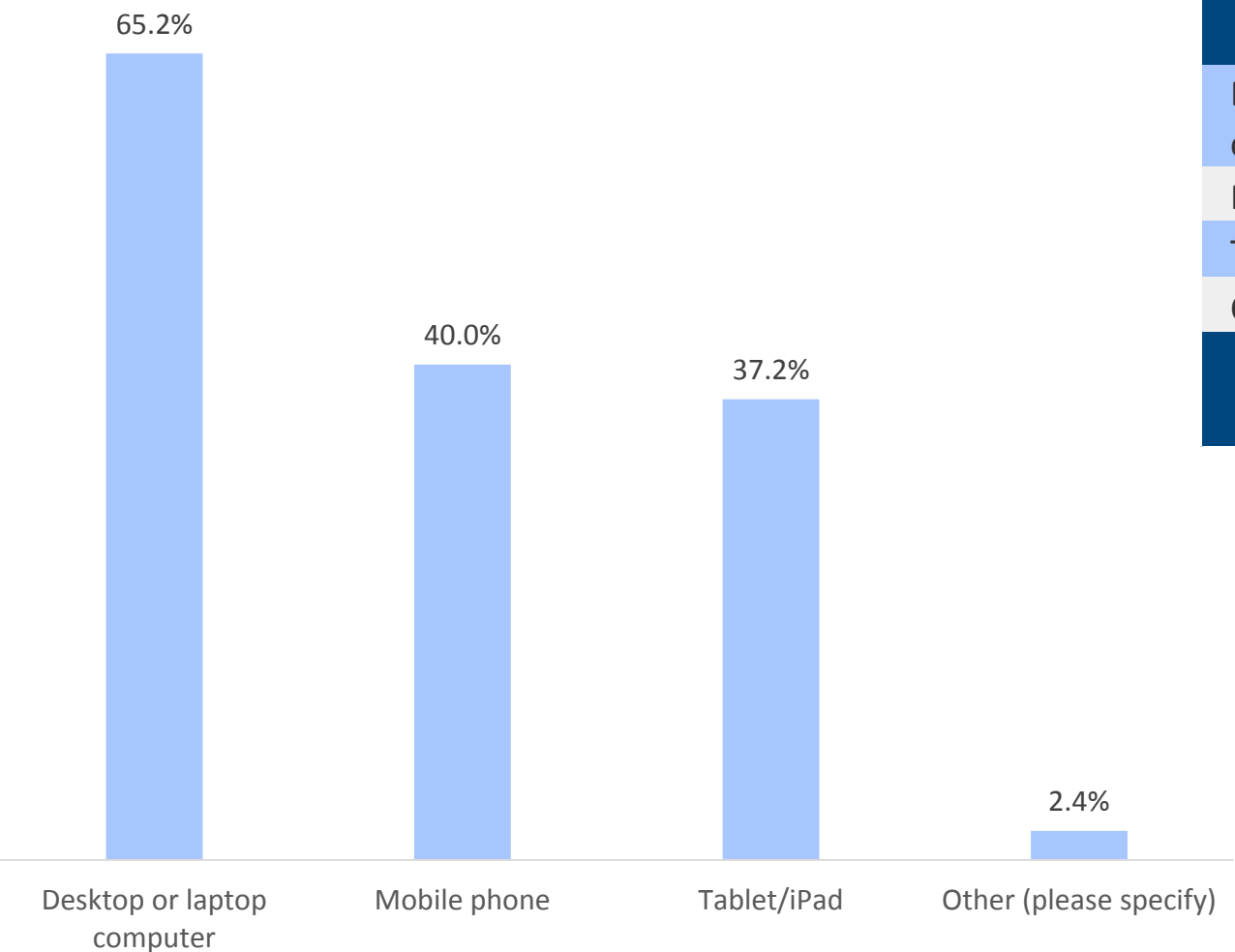
Responses		
Security notices	93.7%	2406
Community events	90.7%	2328
Maintenance updates	89.3%	2292
Weather updates	56.9%	1460
Social news	54.2%	1391
Other (please specify)	4.1%	106
Answered		2568
Skipped		79

Q33: In April of 2017, Sea Pines CSA launched Phase 1 of our community website, SeaPinesLiving.com. Please address the following questions below related to the website. What are your *main reasons* for visiting the Sea Pines CSA website? Select all that apply.



Responses		
Access community event information/calendars	71.3%	1572
Read Sea Pines newsletters	57.0%	1257
Keep in the know of any property owner meetings or other important information	54.2%	1195
Access information about Resort and commercial activities, programs, etc.	50.8%	1121
Access information about specific amenities, venues or points of interest	49.1%	1083
Access CSA Board and committee information	40.2%	886
Access ASPPO Board information	37.3%	823
Access community covenants, rules, regulations and similar resources	36.9%	813
Access ARB Board information	32.3%	712
Contact or request service/support from the CSA (via forms)	25.0%	551
Find links to community businesses	11.7%	258
Other (please specify)	8.3%	182
Answered		2205
Skipped		442

Q34: On what device do you most often access the Sea Pines CSA website? **Select all that apply.**



Responses		
Desktop or laptop computer	65.2%	1582
Mobile phone	40.0%	972
Tablet/iPad	37.2%	904
Other (please specify)	2.4%	57
Answered		2428
Skipped		219

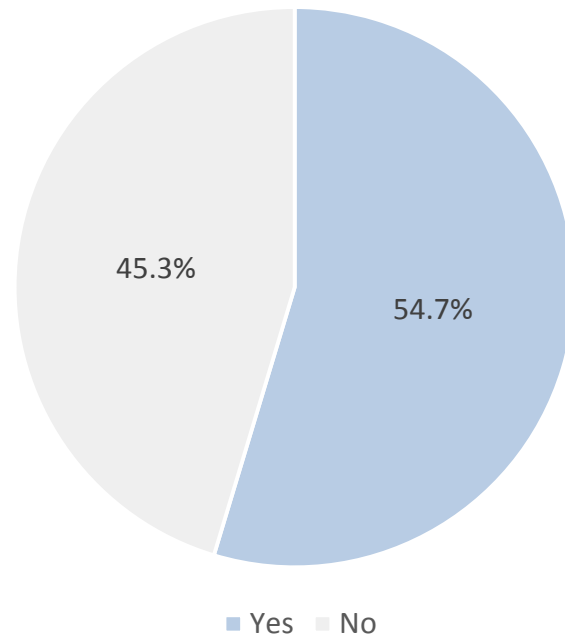
Q35: Overall, how would you rate your satisfaction with the Sea Pines CSA website SeaPinesLiving.com?

Very dissatisfied		Dissatisfied		Neutral		Satisfied		Very satisfied		N/A		T2B%	Total	WA
1.0%	26	1.3%	33	25.9%	660	42.4%	1080	15.7%	399	13.7%	349	58.1%	2547	3.82
													Answered	2547
													Skipped	100

Q36: Please provide any additional feedback you'd like to share about the Sea Pines CSA website, and what you feel would improve the user experience.

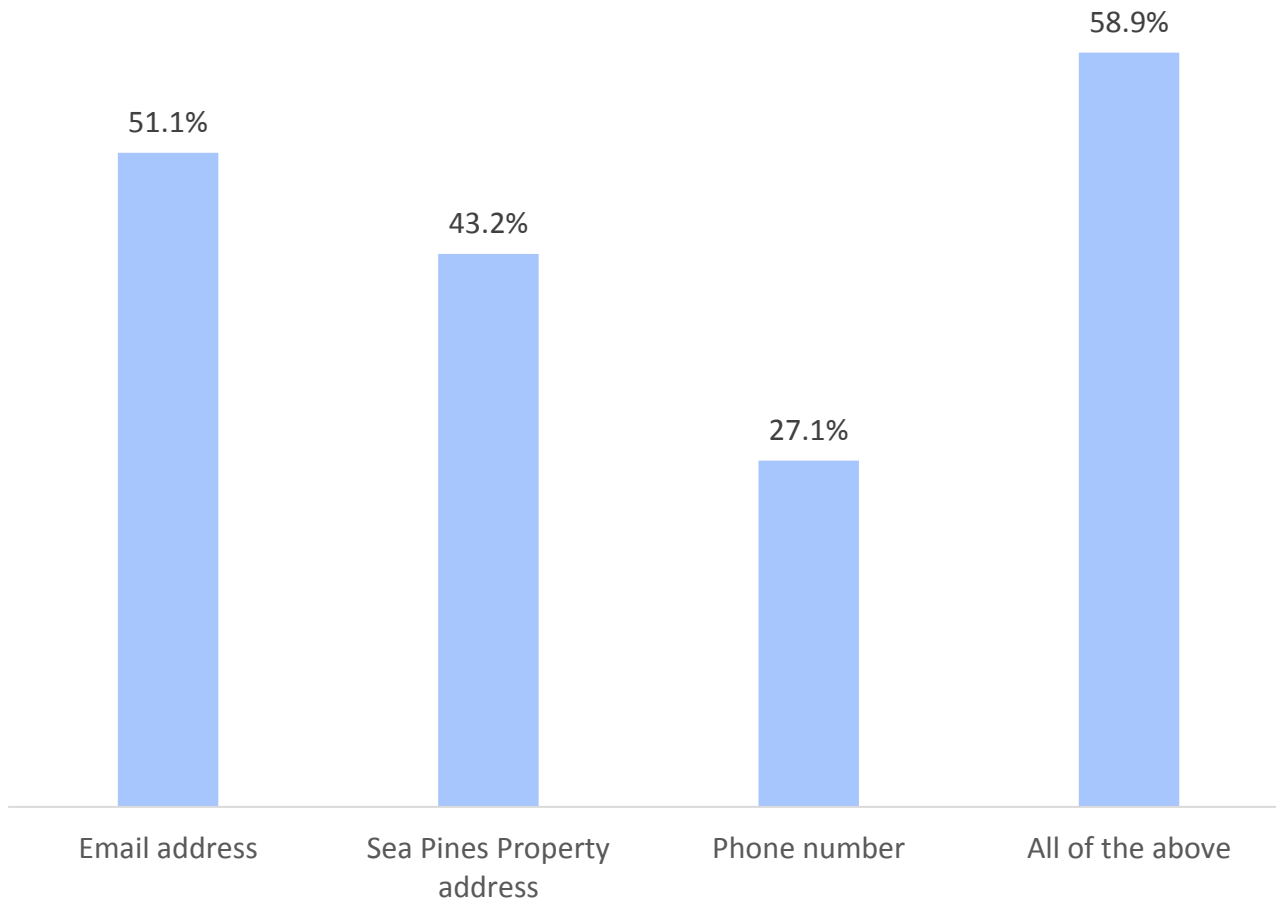
Owners	18	10.6%
Email	15	8.8%
Meetings	13	7.6%
Board	10	5.9%
Community	10	5.9%
Navigate	10	5.9%
Facebook	5	2.9%
Hurricanes	5	2.9%
170		

Q37: Sea Pines CSA is exploring the option of a community directory in which CSA residential property owners could elect to “OPT IN” to share their personal information with other owners. If implemented would you "OPT IN" to share your personal information (email address, phone number, or Sea Pines property address) with other Sea Pines property owners?



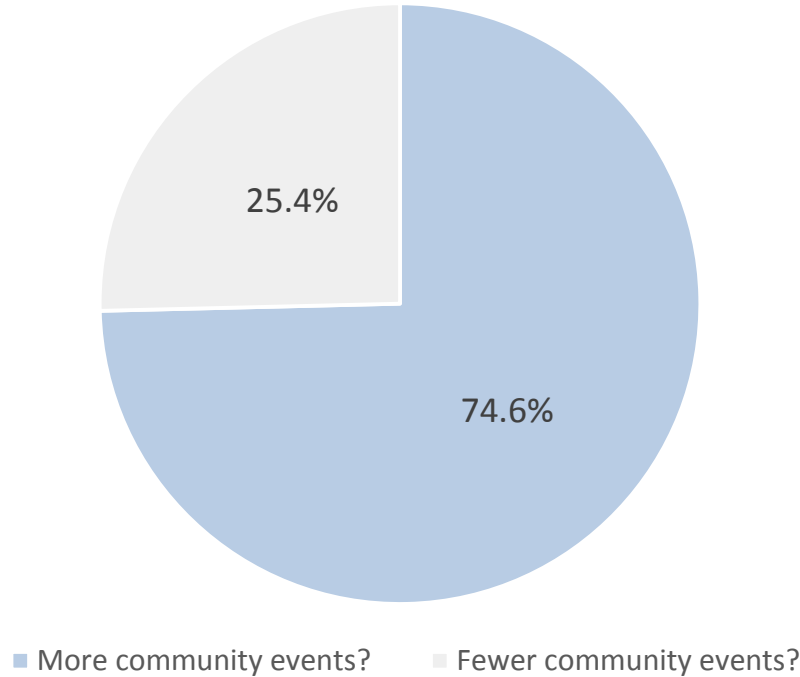
Responses		
Yes	54.7%	1414
No	45.3%	1173
Answered		2587
Skipped		60

Q38: If yes, what information would you be willing to share? Select all that apply.



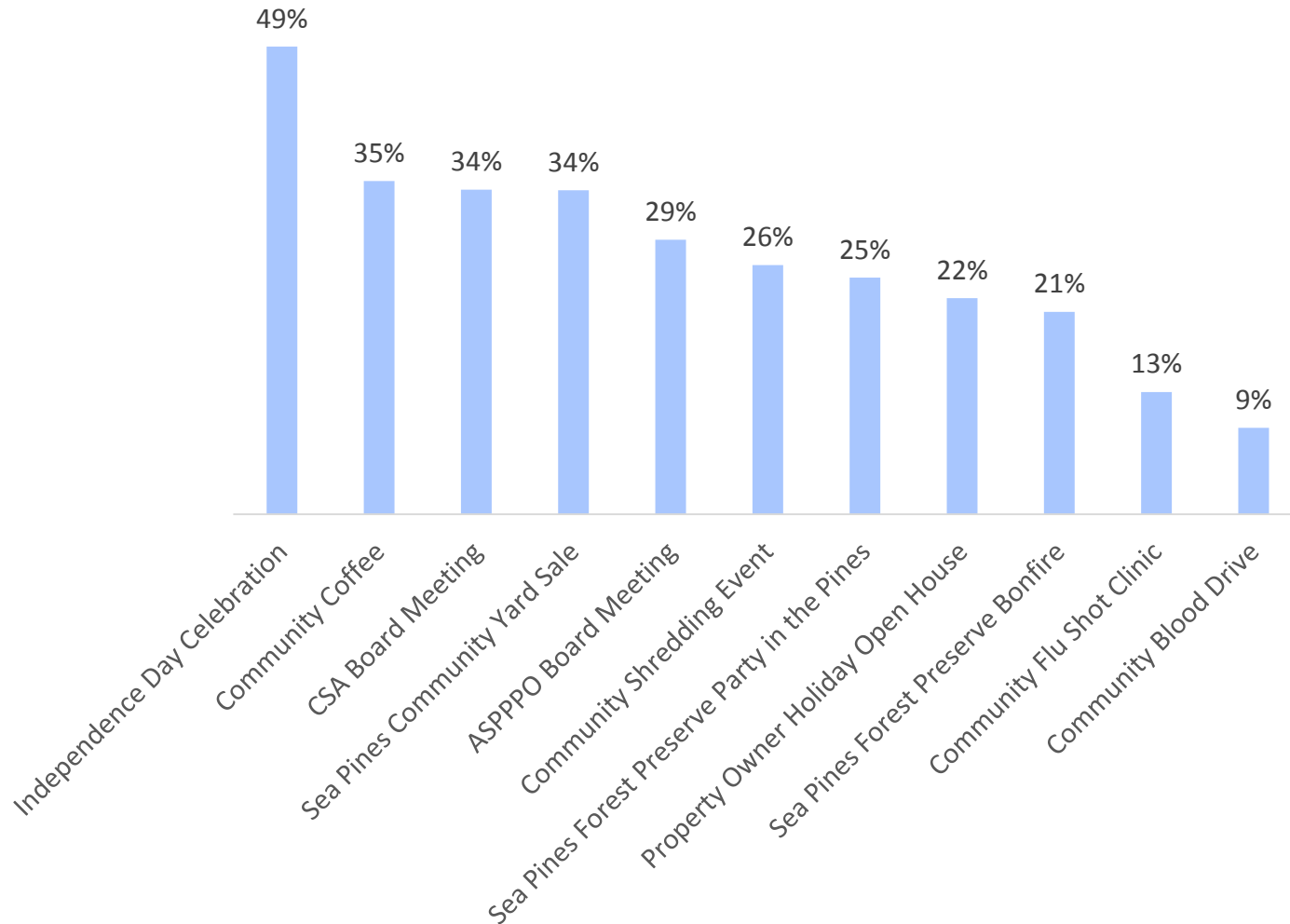
Responses		
Email address	51.1%	725
Sea Pines Property address	43.2%	613
Phone number	27.1%	384
All of the above	58.9%	836
Answered		1419

Q39: Would you like Sea Pines CSA to host:



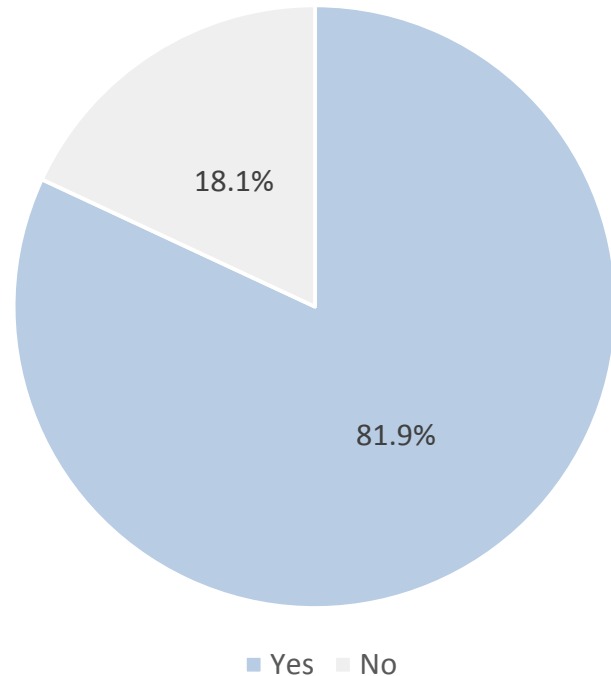
Responses		
More community events?	74.6%	1279
Fewer community events?	25.4%	435
Answered		1714
Skipped		933

Q40: Which of these events have you attended in the past? Select all that apply.



Responses		
Independence Day Celebration	48.6%	850
Community Coffee	34.7%	606
CSA Board Meeting	33.8%	590
Sea Pines Community Yard Sale	33.7%	589
ASPPPO Board Meeting	28.6%	499
Community Shredding Event	25.9%	453
Sea Pines Forest Preserve Party in the Pines	24.6%	430
Property Owner Holiday Open House	22.5%	393
Sea Pines Forest Preserve Bonfire	21.1%	368
Community Flu Shot Clinic	12.7%	222
Community Blood Drive	9.0%	157
Answered		1748
Skipped		899

Q41: Sea Pines CSA is exploring the possibility of developing a new owner orientation program. As a new owner, would you have found such a program helpful?



Responses		
Yes	81.9%	2056
No	18.1%	453
Answered		2509
Skipped		138

Q42: What topics would have helped make your ownership experience in Sea Pines smoother?

Services	204	26.3%
CSA	166	21.4%
Owners	164	21.2%
Covenants	124	16.0%
ARB	45	5.8%
Rental/Renters	27	3.5%
Rules and Regulations	23	3.0%
Tower Beach	14	1.8%
Ownership	14	1.8%
Neighbors	10	1.3%
Fees	9	1.2%
Mulch	9	1.2%
Safety	9	1.2%
Social	8	1.0%
Guest Passes	6	0.8%
	775	

Q43: How satisfied are you generally with the services provided by Sea Pines CSA?

Not at all satisfied		Somewhat satisfied		Neutral		Satisfied		Very satisfied		T2B%	Total	
1.1%	27	8.9%	226	14.8%	374	54.1%	1369	21.2%	537	75.3%	2533	3.85
											Answered	2533
											Skipped	114

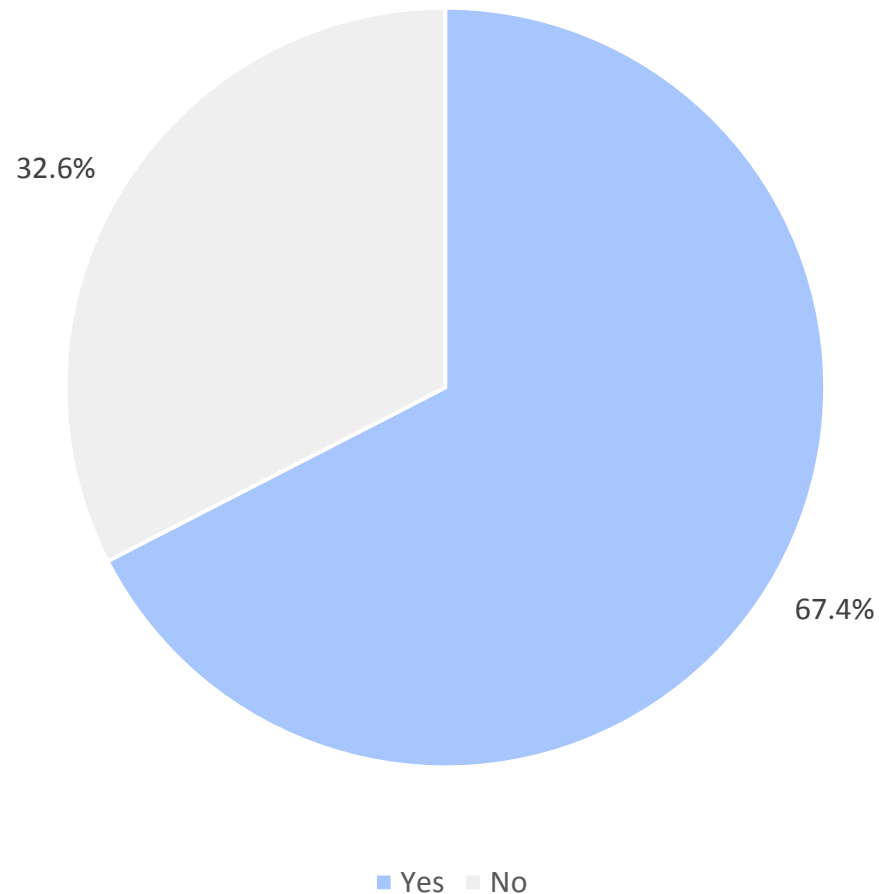
Q44: Please list your suggestions for improving/adding additional Sea Pines CSA services.

Owners	84	19.4%
CSA	69	16.0%
Gate	63	14.6%
Enforcement	18	4.2%
Pass	18	4.2%
Bike	17	3.9%
Road	17	3.9%
Security	17	3.9%
Guests	14	3.2%
ARB	13	3.0%
Meetings	13	3.0%
Beach Club	12	2.8%
Tower Beach	10	2.3%
Lagoon	10	2.3%
Better Commur	7	1.6%
Great Job	7	1.6%
Trash	7	1.6%
432		

Q45: How often do you use the following pools?

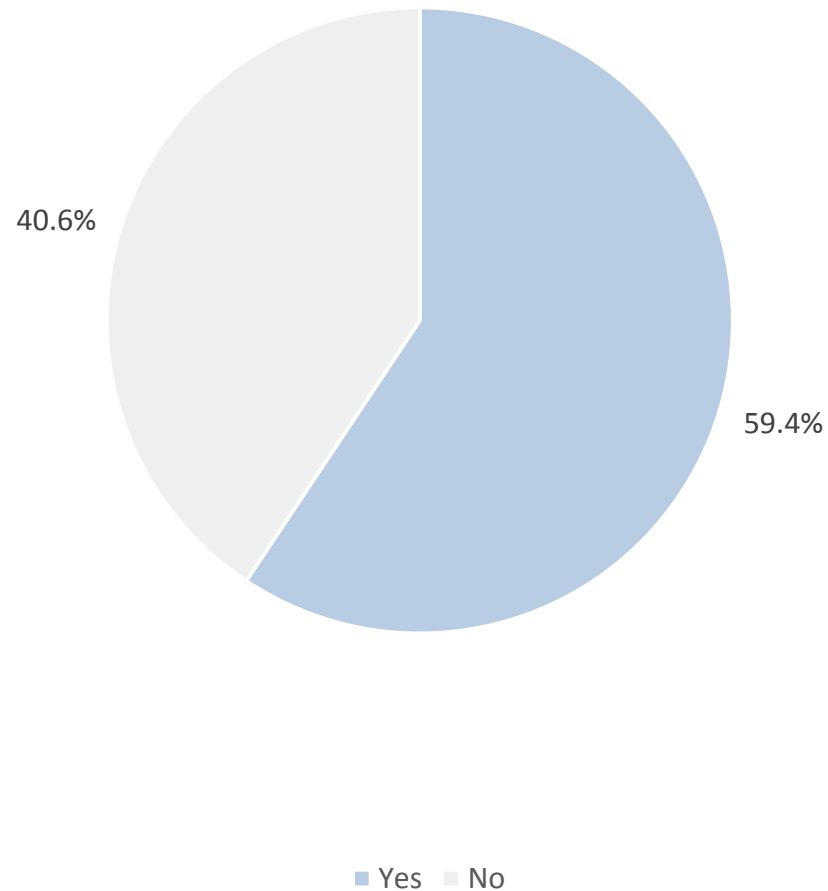
	Never		A couple of times a year		A couple of times a month		A couple of times a week		Several times a week or more		N/A		Total	WA
My own pool	13.8%	348	5.6%	142	7.1%	178	9.1%	228	19.0%	477	45.5%	1144	2517	3.25
Regime pool	55.1%	1389	7.2%	181	5.3%	133	5.8%	147	7.7%	193	18.9%	477	2520	1.81
Harbour Town Resort Pool	66.3%	1694	16.6%	424	5.7%	145	3.7%	95	3.4%	87	4.4%	112	2557	1.55
Sea Pines Country Club Pool	65.5%	1659	8.6%	218	4.7%	120	2.9%	74	2.3%	58	16.0%	405	2534	1.43
South Beach Pool	75.6%	1932	11.2%	286	4.0%	103	2.2%	56	2.2%	56	4.8%	123	2556	1.36
Other	51.2%	682	2.6%	34	1.9%	25	0.8%	11	1.1%	15	42.4%	564	1331	1.23
													Answered	2630
													Skipped	17

Q46: Are you aware that all residential property owners of Sea Pines have access to the Harbor Town Resort Pool and South Beach Pool?



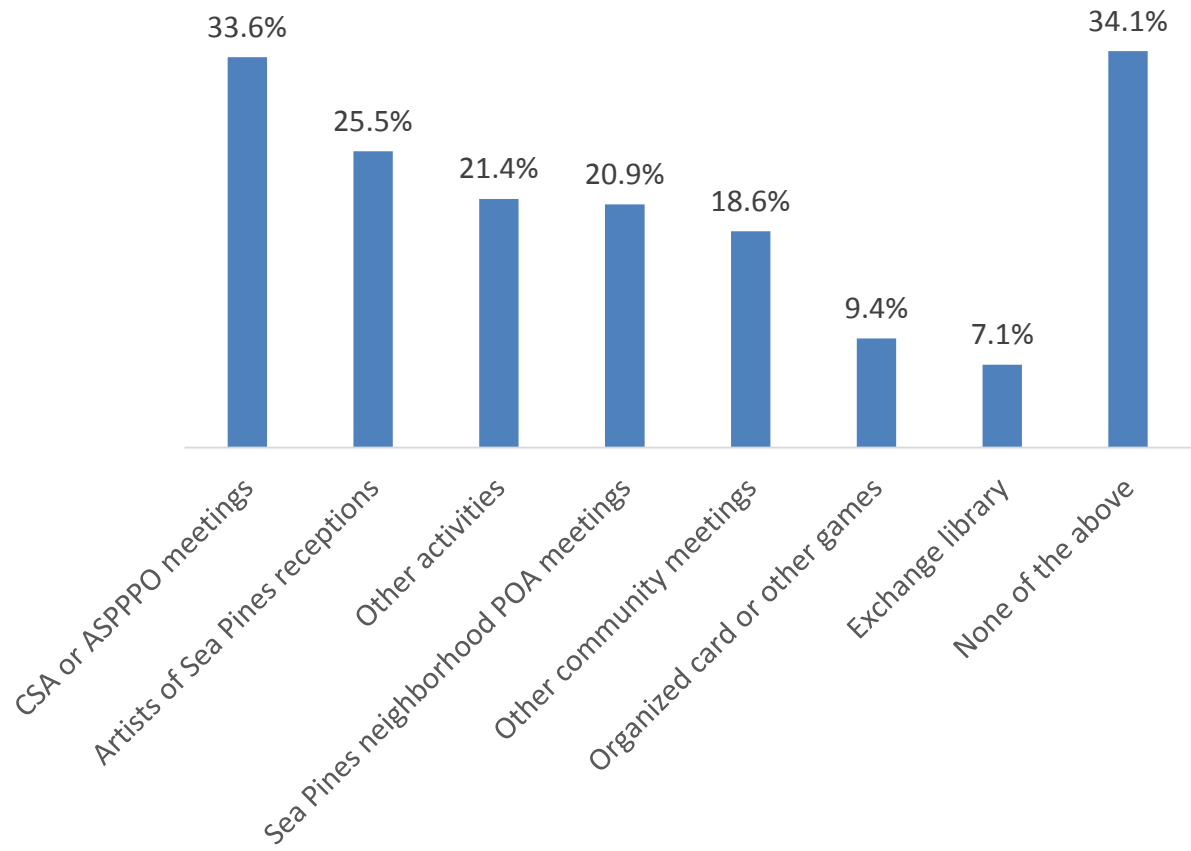
Responses		
Yes	67.4%	1757
No	32.6%	848
Answered		2605
Skipped		42

Q47: Do you visit the existing CSA Community Center in Sea Pines Center?



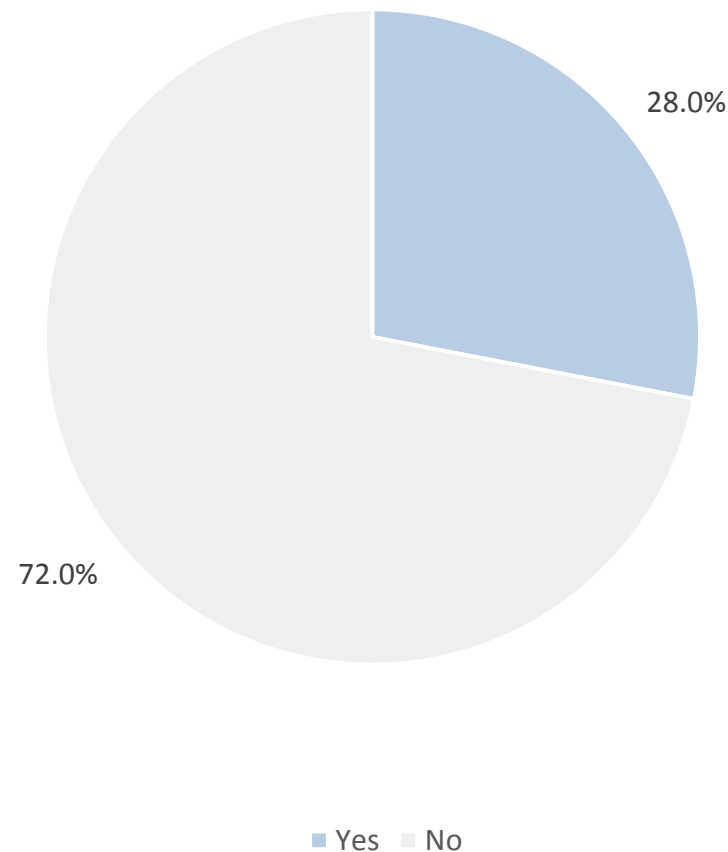
Responses		
Yes	59.4%	1529
No	40.6%	1047
Answered		2576
Skipped		71

Q48: For what reason(s) have you visited the CSA Community Center in the past? Select all that apply.



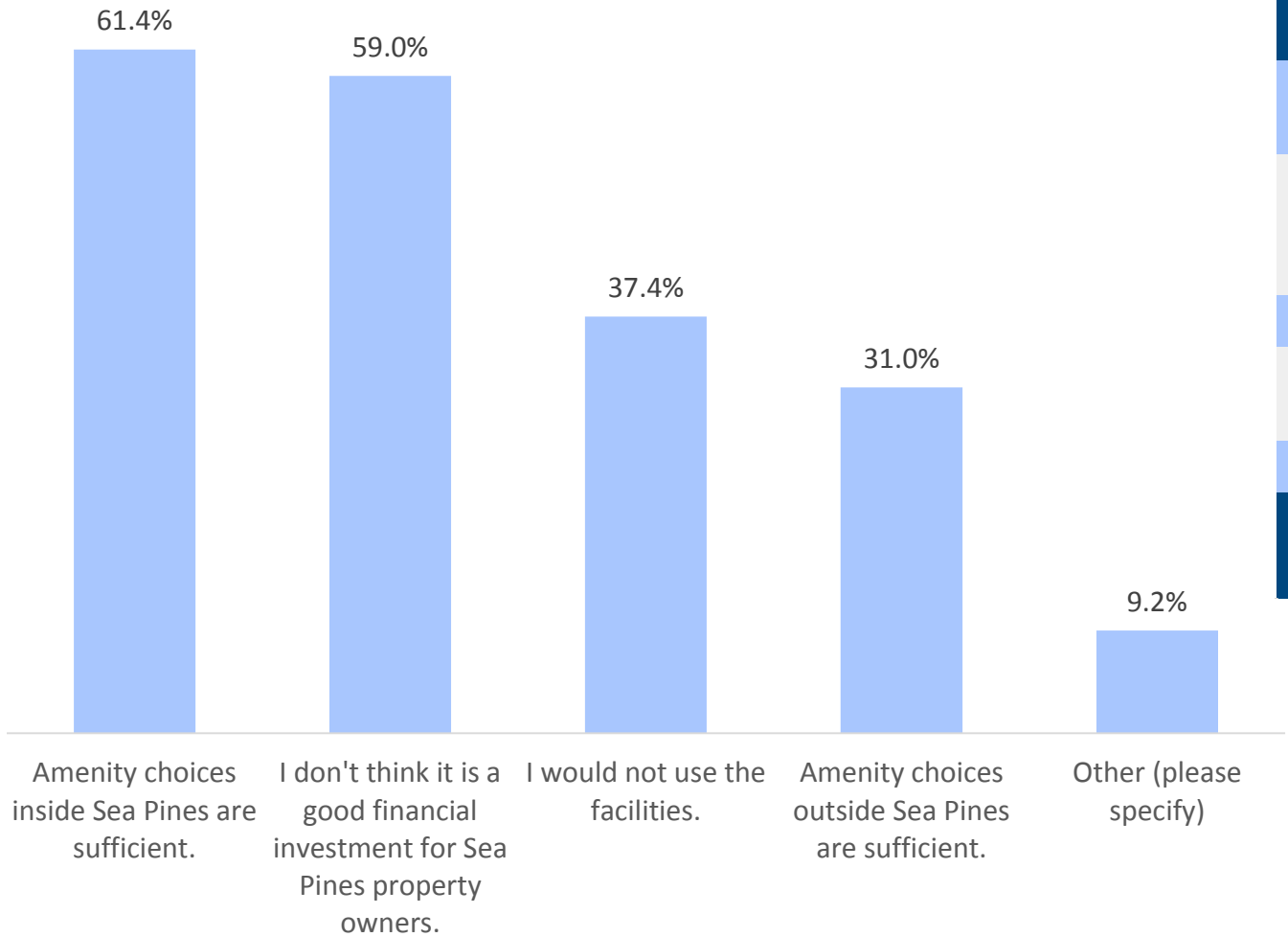
Responses		
CSA or ASPPO meetings	33.6%	711
Artists of Sea Pines receptions	25.5%	540
Other activities	21.4%	453
Sea Pines neighborhood POA meetings	20.9%	443
Other community meetings	18.6%	394
Organized card or other games	9.4%	199
Exchange library	7.1%	151
None of the above	34.1%	722
Answered		2116
Skipped		531

Q49: Does the Sea Pines residential community need a *new* Community Center or Recreational Complex?



Responses		
Yes	28.0%	654
No	72.0%	1679
Answered		2333
Skipped		314

Q50: If no, please tell us why. Select all that apply.

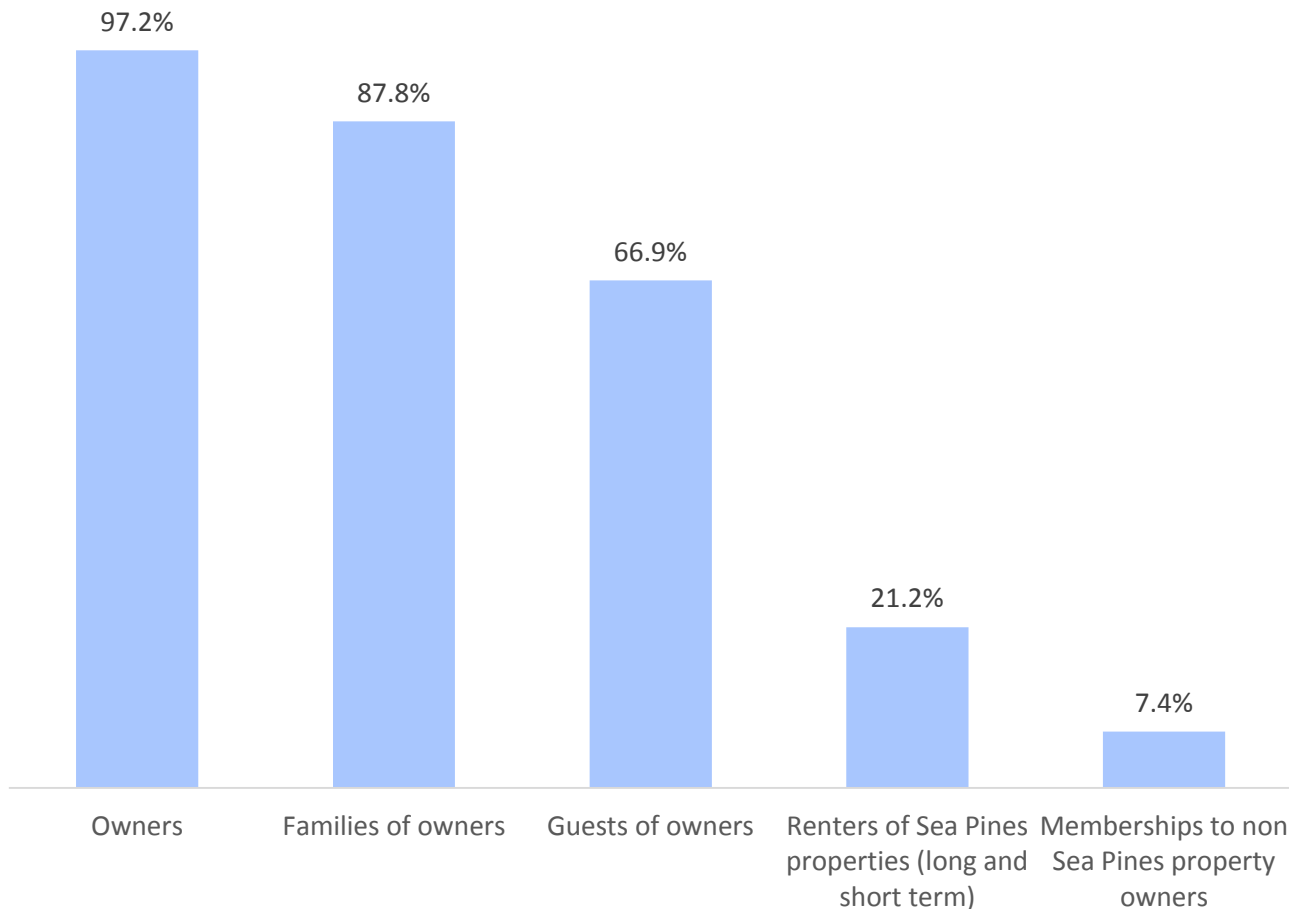


Amenity choices inside Sea Pines are sufficient.	61.4%	1058
I don't think it is a good financial investment for Sea Pines property owners.	59.0%	1017
I would not use the facilities.	37.4%	645
Amenity choices outside Sea Pines are sufficient.	31.0%	535
Other (please specify)	9.2%	159
Answered		1724

Q51: What amenities might you and your family use if a new Community Center or Recreational Complex were to be developed in Sea Pines?

	Never		A couple of times a year		A couple of times a month		A couple of times a week		Several times a week or more		Total	WA
Fitness center	29.2%	712	16.4%	399	18.8%	458	21.5%	524	14.1%	342	2435	2.75
Coffee shop	35.8%	856	28.2%	675	21.8%	521	10.1%	242	4.0%	96	2390	2.18
Swimming pool (indoor)	44.5%	1062	21.3%	508	15.8%	376	9.6%	228	8.9%	211	2385	2.17
Outdoor lawn theater	34.9%	819	38.9%	912	19.1%	448	4.9%	115	2.2%	51	2345	2.01
A trolley stop	43.6%	1008	31.5%	729	13.8%	319	7.1%	163	4.1%	94	2313	1.96
Swimming pool (outdoor)	53.7%	1261	19.9%	466	11.3%	266	7.7%	180	7.5%	175	2348	1.95
Dog park	59.7%	1423	12.1%	289	10.3%	245	10.1%	241	7.8%	185	2383	1.94
Exchange library	50.3%	1176	28.1%	658	17.8%	415	2.7%	64	1.1%	25	2338	1.76
Pickle ball courts	60.1%	1407	17.4%	408	12.1%	283	6.8%	160	3.6%	83	2341	1.76
Art gallery	46.3%	1079	37.4%	871	12.9%	301	2.6%	61	0.9%	20	2332	1.74
Gymnasium for organized sports, exhibits, and events	54.8%	1278	26.4%	616	12.0%	280	4.3%	100	2.5%	58	2332	1.73
Tennis courts	63.2%	1473	16.2%	378	10.2%	237	5.6%	130	4.8%	112	2330	1.73
Locker rooms and showers	64.0%	1492	14.9%	347	10.5%	244	6.4%	149	4.3%	100	2332	1.72
Performing arts space	48.7%	1135	36.4%	849	11.7%	273	2.2%	52	1.0%	24	2333	1.71
Meeting, teaching, card and lecture rooms	53.1%	1227	30.1%	695	12.6%	291	3.3%	77	1.0%	23	2313	1.69
Children's playground	55.7%	1317	28.5%	675	9.8%	231	3.6%	86	2.4%	56	2365	1.68
Tot lot playground	64.9%	1505	22.8%	528	7.4%	171	3.0%	70	1.9%	44	2318	1.54
Shuffleboard	67.3%	1548	20.7%	477	8.7%	199	2.2%	51	1.1%	26	2301	1.49
Sports fields	69.2%	1582	18.6%	426	8.1%	184	2.6%	60	1.5%	35	2287	1.49
Party room w/kitchen for rentals	62.5%	1441	29.5%	681	5.9%	135	1.6%	36	0.6%	13	2306	1.48
Meeting space for up to 300 people (The existing meeting capacity is 124)	75.6%	1739	20.9%	480	2.7%	62	0.6%	13	0.3%	6	2300	1.29
Other amenities (please specify)											158	
											Answered	2547
											Skipped	100

Q52: Who should have access to these amenities/facilities? Select all that apply.

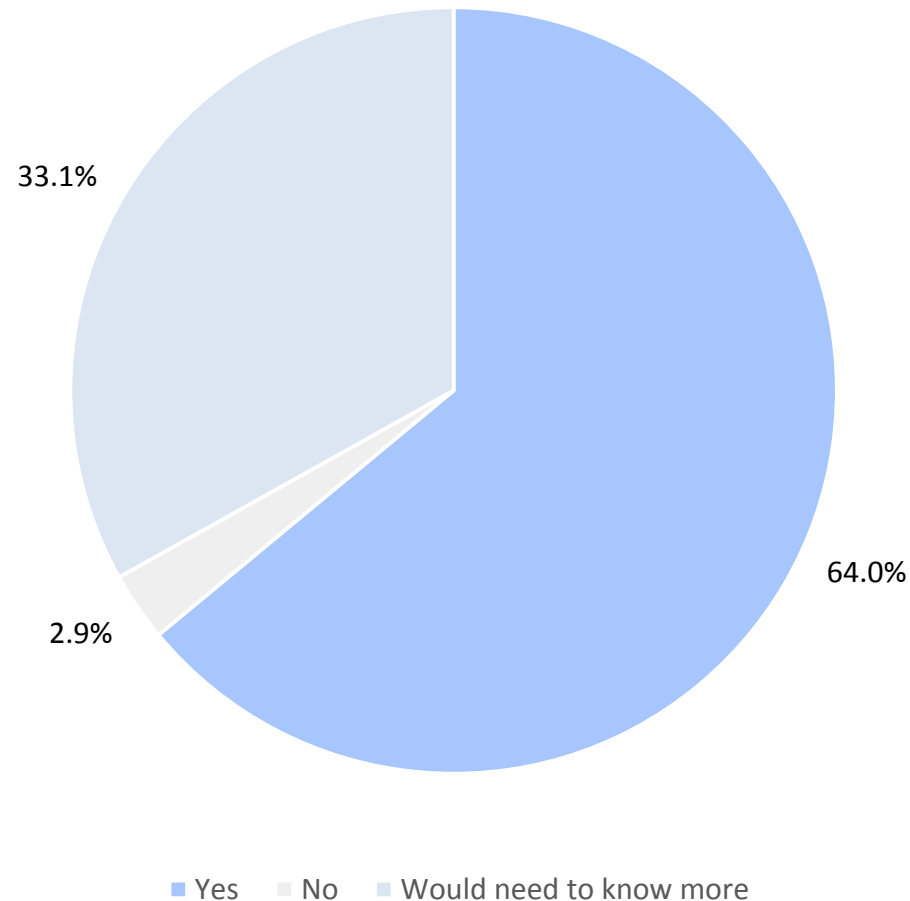


Responses		
Owners	97.2%	1267
Families of owners	87.8%	1145
Guests of owners	66.9%	872
Renters of Sea Pines properties (long and short term)	21.2%	276
Memberships to non Sea Pines property owners	7.4%	97
Answered		1304
Skipped		62

Q53: What group activities or clubs might you participate in if offered in Sea Pines? (e.g. pickle ball, chess club etc.)

Pickle Ball	238	39.4%
Clubs	133	22.0%
Tennis	78	12.9%
Groups	33	5.5%
Activities	21	3.5%
Chess	18	3.0%
Lectures	17	2.8%
Art Classes	16	2.6%
Cooking	16	2.6%
Gardening	13	2.2%
Fitness Center	12	2.0%
Mah Jongg	12	2.0%
Fitness Classes	12	2.0%
Community	11	1.8%
Kayaking	8	1.3%
	604	

Q54: Would you support Sea Pines CSA taking action to negotiate a significant savings to your telecommunications cost (i.e. cable, internet, Wi-Fi)?



Responses		
Yes	64.0%	1672
No	2.9%	76
Would need to know more	33.1%	865
Answered		2613
Skipped		34

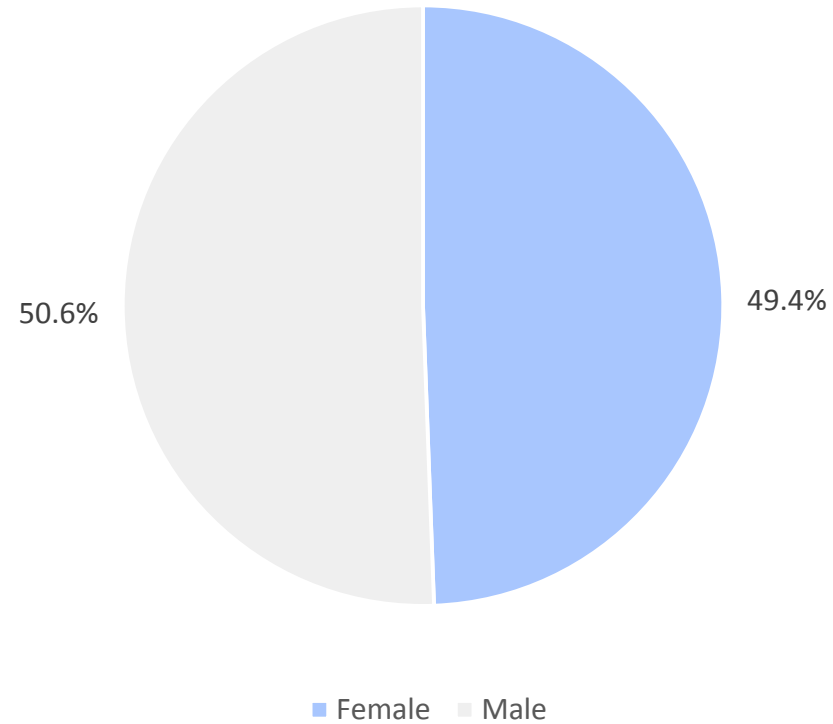
Q55: How likely are you to recommend Sea Pines to a friend or colleague?

Extremely unlikely		Unlikely		Neutral		Likely		Extremely likely		T2B%	Total	WA
2.6%	68	1.3%	35	5.8%	152	29.7%	776	60.6%	1585	90.3%	2616	4.44
											Answered	2616
											Skipped	31

Q56: If you were seeking to purchase a property again, how likely would you be to choose a property in Sea Pines?

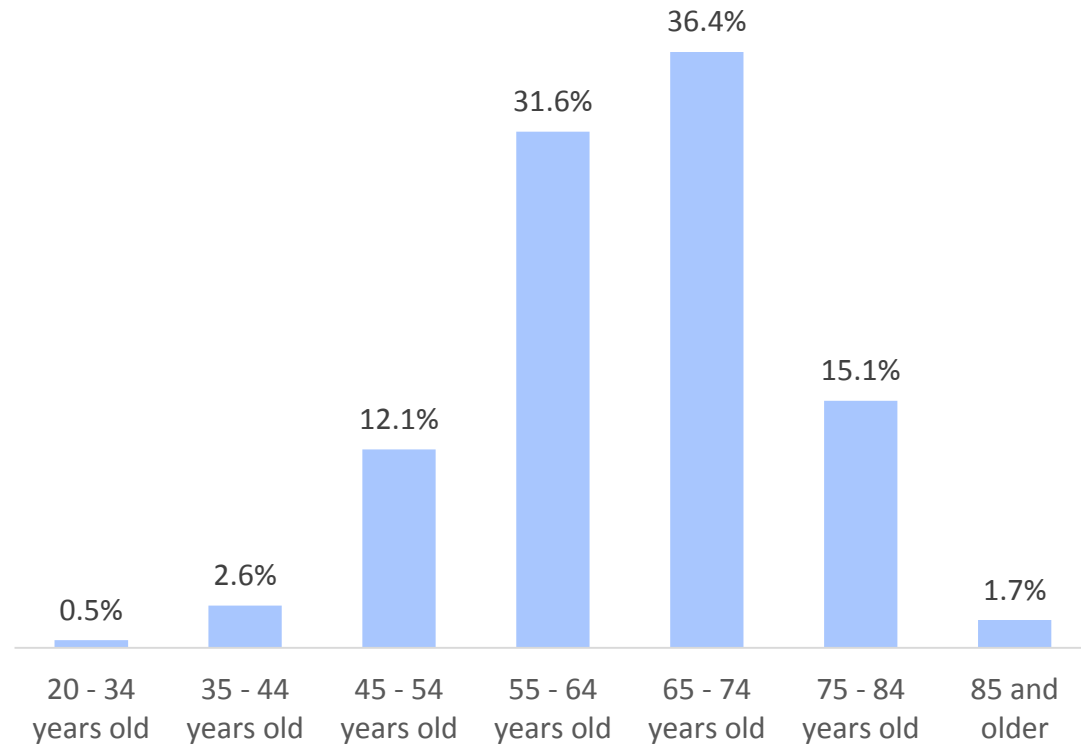
Extremely unlikely		Unlikely		Neutral		Likely		Extremely likely		T2B%	Total	WA
2.5%	65	3.6%	95	8.3%	219	29.3%	770	56.3%	1477	85.6%	2626	4.33
											Answered	2626
											Skipped	21

Q57: What is your gender?



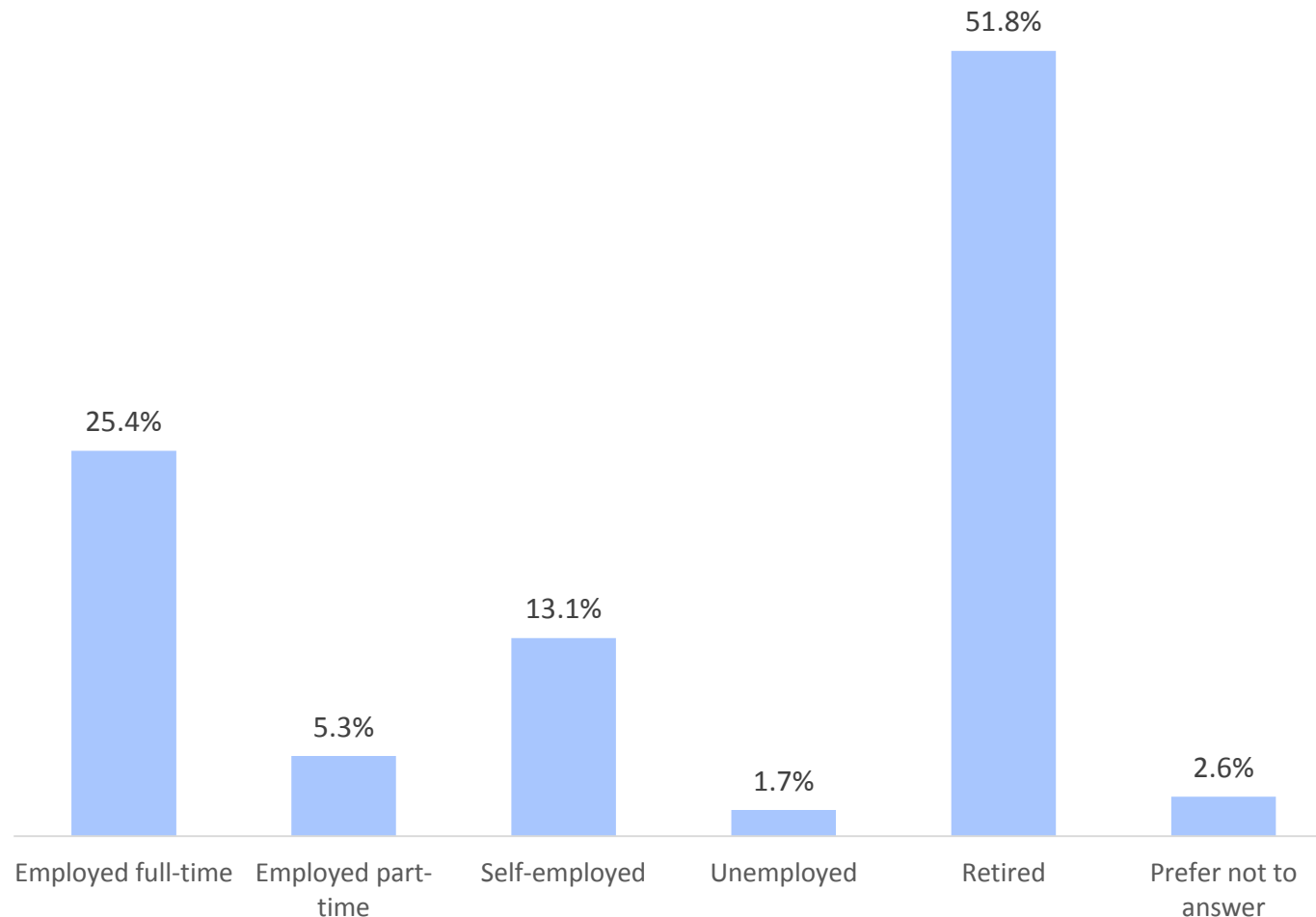
Female	49.4%	1263
Male	50.6%	1293
		2556
		91

Q58: Please indicate your age below.



20 - 34 years old	0.5%	12
35 - 44 years old	2.6%	67
45 - 54 years old	12.1%	314
55 - 64 years old	31.6%	817
65 - 74 years old	36.4%	943
75 - 84 years old	15.1%	391
85 and older	1.7%	44
Answered		2588
Skipped		59

Q59: Which of the following best describes your current employment status?



Employed full-time	25.4%	664
Employed part-time	5.3%	138
Self-employed	13.1%	341
Student	0.0%	1
Unemployed	1.7%	45
Retired	51.8%	1353
Prefer not to answer	2.6%	68
Answered		2610
Skipped		37

Q60: Please select all topic areas that you would be willing to provide feedback for future research. For this question, your response will be reported to Sea Pines CSA from USCB in the form of group email addresses so that you can be contacted.

	Responses	
Not interested in participating in future topical research	24.4%	565
Future amenities	62.5%	1450
Existing amenities	53.2%	1233
Safety and Security	46.0%	1068
Maintenance	40.5%	940
Communications	34.4%	799
Transportation	33.7%	781
Accessibility challenges	13.2%	307
Other (please specify)	7.6%	177
	Answered	2320
	Skipped	327