

Summary of Choctaw Lake Safety and Security Program Community Survey Responses

The Patrol & Security Committee would like to thank all the property owners who participated in the recent survey about the Safety & Security Program here at Choctaw Lake. We wanted to share with you a general summary of the results of the survey.

Overall, there were over 200 responses. In this summary, we have included the actual % of the multiple-choice question responses provided by Mail Chimp. Due to the number of free text responses, we cannot provide all of the comments but have summarized the key take aways. In general, 70% of the respondents are satisfied "a lot or to a great extent" with the security program, however there some concerns and complaints noted. 84% of the respondents feel safe "a lot or to a great extent".

Many took the opportunity to express their gratitude to our patrol officers and the safety and security program at Choctaw Lake. That is gratifying but as with any department/company or operation, there is always room for improvement. The three biggest concerns are burglaries/breaking & entering, speeding, and boating/watercraft safety.

With regard to breaking and entering and general security issues, comments centered around increased visibility of patrol as a deterrent to crime as well as needing improved patrolling/monitoring of the marina and beach with increased enforcement of car/boat stickers. Car stickers should be changed to one that is more easily visible by officers. One issue that trended was non-resident use of lake amenities. There were suggestions for increased security around various points of the lake and particularly at the entrances in the form of working cameras and cameras that capture license plates and/or gates with transponders or manned security points. Neighborhood watch groups were suggested along with increased communications from patrol to educate the need for property owners to take some responsibility for their own security by locking cars, closing garages doors, etc. Some commented there should be increased communication about crimes and safety awareness.

With regard to speeding and road (pedestrian) safety concerns, there were several comments specific to speeding by outside contractors and delivery drivers as an issue with the recommendation those drivers should receive greater attention (enforcement) by patrol. Multiple respondents noted that there should be more visibility of the patrol and less time spent in the patrol building(s). Some suggestions for improvement of road safety included items such as hiring more patrol officers, more mobility/less predictable places to monitor traffic, more citations/less warnings, more signage, use of traffic calming devices such as speed activated cameras/speed bumps/humps. One respondent felt that anti-speeding measures are not necessary. Some suggestions specific to pedestrian safety included more walking paths, walking path for the East side, and dedicated shoulder along the major streets and the installation of street lights. Another related concern was underage drivers operating golf carts.

Water safety was rated as the third biggest concern. Many observed that the patrol boat is on duty during times when the lake is not busy but there is no boat patrol on duty when the lake is busy. Concern was expressed about boat patrol having guests on board the patrol boat while on duty. Multiple respondents felt there should be better enforcement of all lake water safety rules (with specific mention of no wake zones, speeding, and non-directional traffic) and some felt there should be more focus on true safety violations and less on minor issues. There was a comment that the lake speed limit of 35 mph was too low. Several respondents suggested requiring a Choctaw Lake specific boating course as a requirement before getting boat sticker. There was a suggestion to limit the number of water craft which can be owned by any property owner. One respondent felt that the boat patrol should be an actual deputy who is authorized to issue citations. Some felt the boat patrol officers were too aggressive to the point of harassment while others commented they were not aggressive enough.

With regard to patrol staffing, it appears that the desire is to have lake patrol coverage 24/7 but with that comes the recognition that it costs money to provide that level of service and that an increased security budget (for increased

wages/benefits/recruiting and retention bonuses) may result in increased HOA fees. There were various opinions as to if coverage cannot be provided for an entire 24-hour period, should the coverage be prioritized to the day time when there is more activity and traffic, or at night when there is the possibility for more crime. One person stated this community is "over-policed" and more officers are not needed.

With regard to the Patrol Chief's report in the Peace Pipe and patrol accountability, comments ranged from 'stop harassing our officers' to 'stop making excuses for deputies who screw off'. Patrol should be held to set goals and standards and there is a need for increased transparency for what the patrol does both for the community and for the Board of Trustees to be able to assess the adequacy of the security program. Some felt there is a need for a monthly statement from patrol while others felt the monthly report was not needed and that allowing information of this nature outside the community was detrimental. There were questions as to why the Patrol Report in Peace Pipe was removed by the BOT.

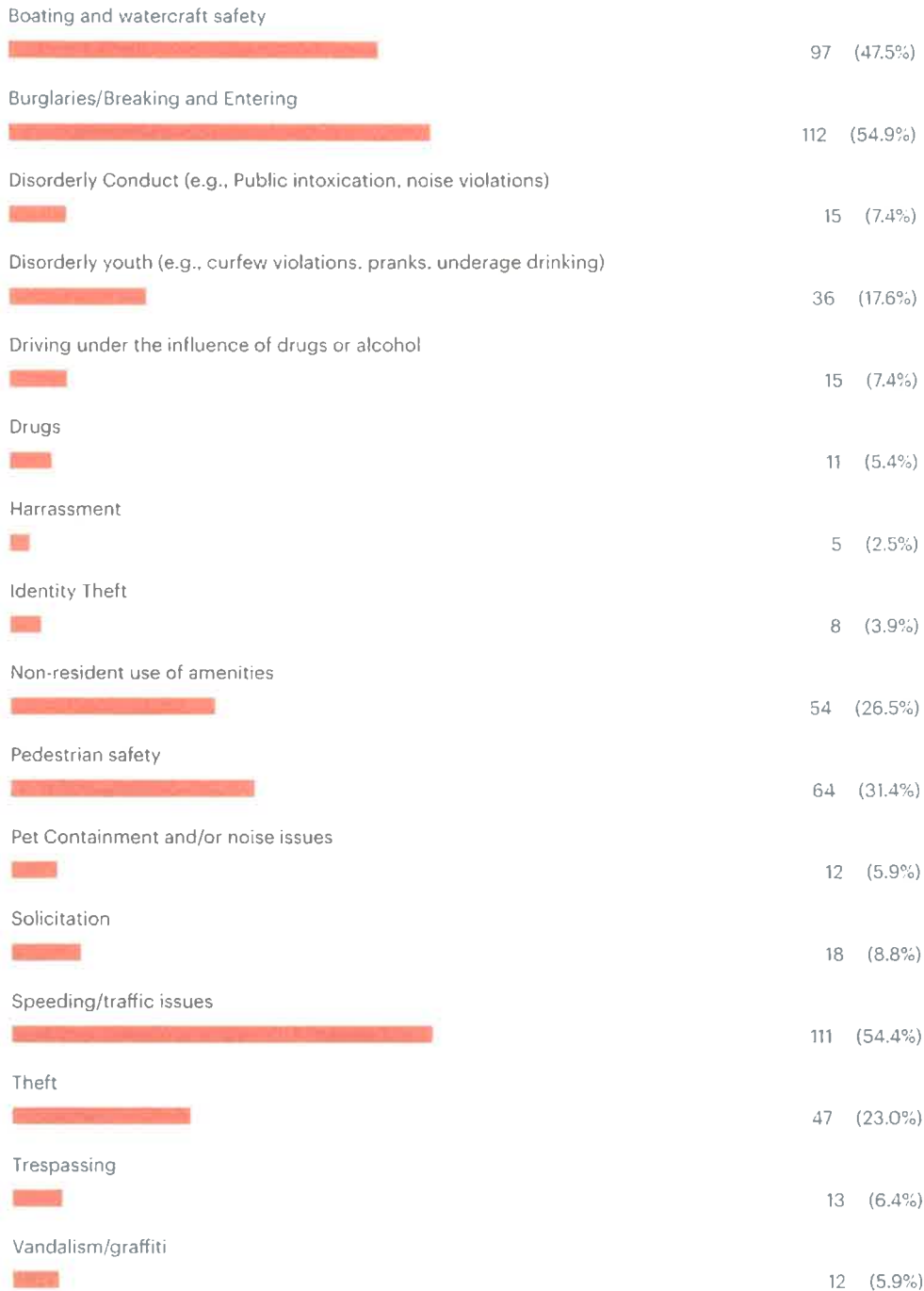
With regard to community policing, in retrospect, the Committee may not have done a good job of defining what that is and so responses are hard to categorize. Some felt that too much time is spent on community events while others felt this was a vital part of community policing. The Committee will consider doing a more focused survey on this topic at a later time.

Miscellaneous comments were related to better pet control.

The Patrol & Security Committee will be discussing and analyzing the survey results in upcoming meetings and will develop an action plan proposing methods to address major concerns for consideration of the Board of Trustees.

Question 1 has 201 answers (Checkboxes)

“Please select the three (3) areas most important to you with regard to safety and security within our community.”



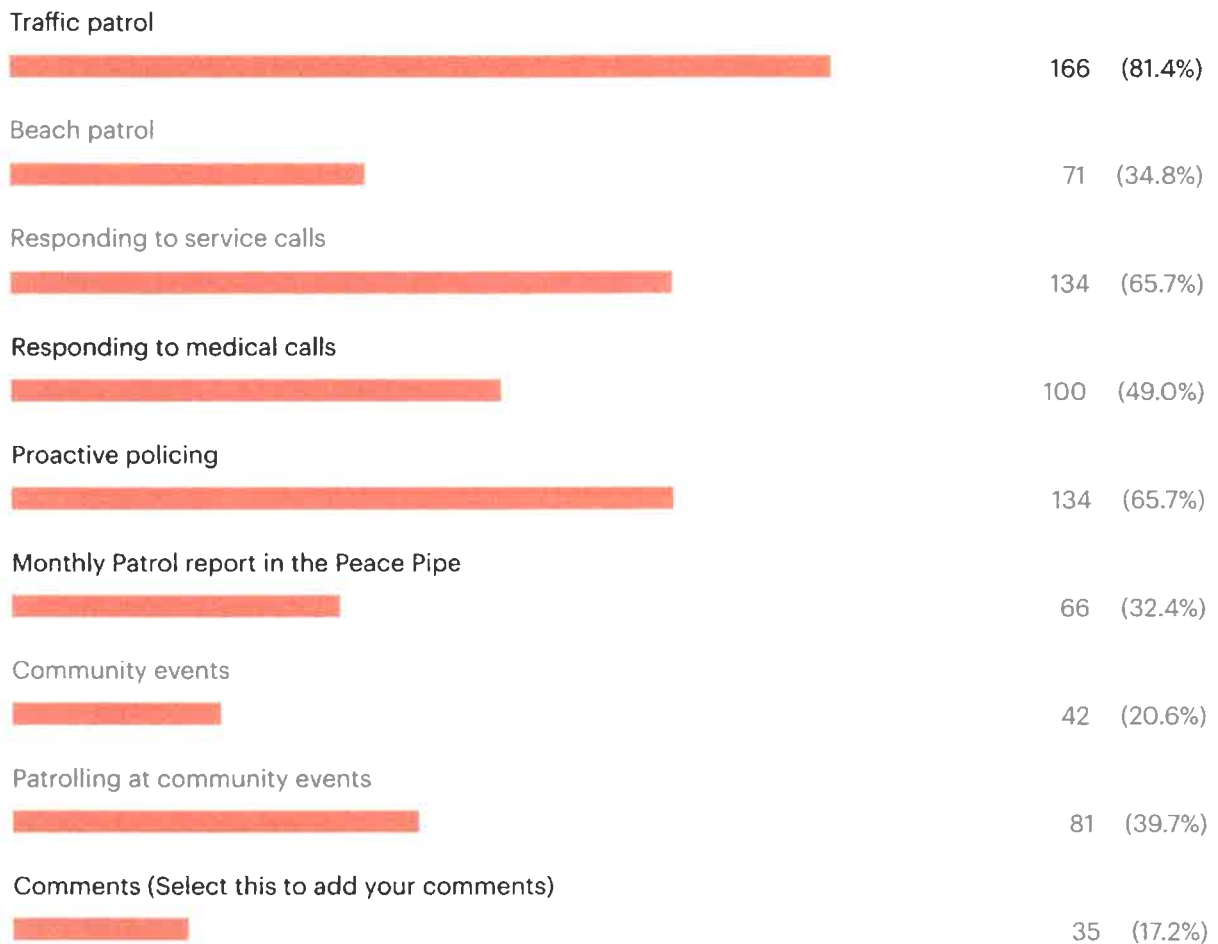
Question 2 has 202 answers (Radio Buttons)

“To what extent do you feel safe within the Choctaw Lake community?”



Question 3 has 200 answers (Checkboxes)

“What are your expectations of the Choctaw Lake security program? (You may choose more than one answer)”



Question 4 has 190 answers (Checkboxes)

“Of these, which do you feel the Choctaw Lake Security program is meeting or exceeding your expectations? (You may answer more than one)”



Question 5 has 201 answers (Radio Buttons)

“How satisfied are you with Choctaw Lake security program’s enforcement of safety and security within the community?”



Question 6 has 193 answers (Radio Buttons)

“How satisfied are you with the enforcement of water safety rules on our lake?”

