

## DRAINAGE QUESTION

Certain areas within the confines of Ocean Pines have drainage issues today. Moving into the future these issues are likely to worsen if the projected sea rise for the mid-Atlantic area occurs. Some of these areas are residential. Others are occupied by amenities such as the OP Golf Course, the Racquet Club Complex and parks. Should the Association retain the services of a Professional Engineering firm to develop and implement a comprehensive stormwater/drainage plan...

For residential areas only, if feasible.

For amenities and parks only, if feasible.

For all areas of Ocean Pines.

For no areas. Developing and implementing a plan for better drainage is not required.

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**From:** Slobodan Trendic [<mailto:strendic@oceanpines.org>]  
**Sent:** Sunday, January 28, 2018 1:07 PM  
**To:** Frank Daly  
**Cc:** Directors  
**Subject:** Approval of changes to the Resolution C-07

Hello Frank,

It is a pleasure for this Board to inform you that the motion to amend Resolution C-07 as presented yesterday was approved unanimously.

Your Committee members may wish to undertake a quickly review of the current questionnaire version if necessary. Your goal should be to email committee's final version to the Board by February 9th. This gives us time for our individual reviews with an goal to seek approval at the Board's Feb 25 meeting.

If that schedule can be met the intent is to include hard copies of the survey when Association mails invoices for annual dues in March.

Regards,

Slobodan

Members of the Board, President Parks and Mr. Bailey:

The Committee would like to thank the Board for approving proposed revisions to the Resolution C-07. We have voted unanimously on the following response to meet the February 9, 2018 timeline that you requested.

In my January 29<sup>th</sup> email to the Board and General Manager I indicated that the most critical step in meeting the February 9<sup>th</sup> date was to ascertain that Mr. Bailey is comfortable that the questions in the survey will provide him and his staff the information required to develop the strategic plan and for the GM to make any changes, additions or deletions as he sees fit.

The Committee fully realizes that Mr. Bailey and the Board are involved in time consuming and time sensitive budget preparations. We also realize these preparations are in addition to a variety of major issues being addressed such as the Golf Club House renovation and the Food & Beverage Operations.

The Committee also realizes that Mr. Bailey and the Board have numerous channels of information from the Community—input from the HOA staff, emails from homeowners, conversations with homeowners, media information and input from other committees to name a few. The Committee's proposed survey intends to provide an additional channel of information-gathering to be considered in the development and approval of the Strategic Plan.

To this end the Committee wishes to make it clear that the single most important issue is not the survey; from the Committee perspective the most important goal is that the GM, and his staff, prepares a multiyear strategic plan. The plan should include the recommendations presented to the Board at its October, 2017 meeting. Those recommendations were...

***-Plan should be a look ahead document; three years minimum, five years is recommended.***

***First planning year (2017/2018) 100% firm  
Second planning year (2018/2019) 80% firm  
Third planning year (2019/2020) 60% firm.  
Fourth and fifth year (2020/2022) 30% certainty***

***-Plan should contain measurable goals and objectives by the Association and relevant departments.***

***-Plan should contain head count needs, major programs, operational, maintenance and capital spending by department.***

***-That the Board approves the Recommend approach so that this "Plan" process can be implemented immediately.***

Given the above the Committee, by a unanimous vote, has approved the following for the Board's consideration with regard to the Community Survey and February 9, 2018 timeline...

***1. That the survey be available electronically via Survey Monkey and also be available in written form to be mailed by the Association.***

2. *That a 30 day deadline for responses be specified.*
3. *That the survey be sent only to Ocean Pines Homeowners.*
4. *As far as the questions, the 24 questions submitted to the Board last year remain unchanged and the*  
*Committee requests that the Board add, delete or modify these questions at their pleasure no*  
*later than February 25, 2018.*

In conjunction with the above the Committee believes that the Strategic Planning process should begin as soon as possible and contain a target submission date established by the Board.

As Committee Chair I do have some additional comments regarding item 4 voted on by the Committee.

First, since the original questions were presented to the Board in February, 2017 I have received written comments from one Director, Cheryl Jacobs. These comments were very detailed and distributed to the Committee. We appreciate the obvious time and effort that was put into her efforts and want to make it clear that the Committee is in no way opposed to them.

We elected not to change any questions because our past experience is that making changes based upon the comments of one Director are not always accepted by the majority of the Board. We believe that to meet the Board deadline we need to avoid cyclic changes and that any modifications to the questions should be agreed upon by the majority of the Board and forwarded to the Committee.

Second, Director Horn has requested that a question eliminated by a previous Board regarding drainage be included in the survey. Director Trendic has provided useful information from Montgomery Village the American Planning Association. We elected not to include Director Horn's question and the information from Director Trendic for the same reasons noted above. However, I recommend that this information be considered in any Board driven modifications.

We have also received a detailed list of potential questions from a homeowner, Dr. Ev Myers. These questions were forwarded to the Committee by Director Trendic. Again, the Committee did not act on these questions given the set timeline and the fact that the Board has not commented on any of his questions other than Director Trendic. But, as in the cases cited above, we have no objections to making any additions, modifications or deletions agreed upon by the Board.

To meet the Board objective of sending the survey with the annual assessment invoices the Committee needs your additions, changes or modifications no later than February 25, 2018. Committee's intent is to forward the final questions to the Association Management for publication and distribution on February 26, 2018

Sincerely,

Frank Daly  
Strategic Planning Committee

## Strategic Plan Questions (1-29-17 Jacobs Changes)

*The vision of Ocean Pines is to be a premier xcommunity, offering exceptional value and quality of life to property owners who are diverse in age, economic status and interests, and to primarily provide residents the facilities, services and amenities that are attractive, affordable, safe and enjoyable.*

**1. Taking the above statement into account please briefly describe your vision for an improved Ocean Pines.**

(The Board felt that responders needed a starting point for this question. For example: our current vision or at least some alternative choices.) Action Taken: Vision Statement Added.

**2(35.) Check the appropriate:**

**Full-time Resident Property Owner**  
**Non Resident Property Owner**  
**Part time Resident Property Owner**  
**Renter**

Questions Q-33, Q-34, Q-35 are deemed to have no value.

It is suggested that the three demographics questions appear at the beginning.

Action Taken: Q33 & 34 were eliminated. Q35 was kept and moved to beginning of survey; it appears that the above comments were in conflict with each other as Q-35 is one of the three demographic question.

**3. (36.) If you are a property owner but not a full time resident of Ocean Pines what best describes your future intent**

**To continue to use the home as a rental property**  
**To continue to use the home as a second home with my primary residence being elsewhere**  
**To move to OP full time at some future date, within 5yrs, within 10yrs**  
**To do something else, explained below**  
**x.**  
**Not applicable**

**4. (37.) What Ocean Pines Community Groups are you involved with?**

**List for check off**

(It is suggested that the three demographics questions appear at the beginning). Action Taken: Questions moved to beginning and renumbered. Question 3 modified to eliminate renters.

**5.(5). What additional services would you like to see?**

**Transportation, please state for what purpose**  
**Public Works**  
**Recreational, please explain**  
**Street Lighting**  
**Community wide wi-fi**  
**Other**

*x(see #5).(8.) Should the Association analyze the need for transportation services for residents who cannot drive (i.e. for medical appointments and/or to the Senior Centers in Ocean City and Berlin)?*

**7. How much would you be willing to pay for these additional services?**

**Give choices, i.e. 10% increase in assessment, 20% increase in assessment, pay as you go?**

More than one Director thought Q8 to be a reasonable question, but should have as a follow-up: e.g., How much are you willing to pay for it? Action Taken: Q6 added as a follow up.

One Director suggested alternative questions for Q4 (municipality) and Q5 (street lighting), but they were not discussed so there is no consensus.

Action Taken: Added Street Lighting. Did not add municipality, not sure of what to ask.

*x(see #5). Moving into the future should the association pursue a community wide WI-FI network?*

*x(see #7). What would you be willing to pay for this service?*

A possible added question is would you benefit from community wide WI-FI. Action taken: Question 7 & 8 added to survey.

**10(13). What are your priorities for capital improvements within the association? Please indicate your priorities first to last. With 1 being the highest priority and 10 being the lowest priority**

***Ocean Pines Golf Course Complex***  
***Yacht Club Complex***  
***Beach Club Complex***  
***Mumford's Landing Complex***  
***Indoor Aquatics Complex (Sports Core)***  
***Swim & Racquet Club Complex***  
***Manklin Meadows/Racquet Sports Complex***  
***Administration & Police Headquarters Complex***  
***Community Center Complex***  
***White Horse Park Complex***  
***Other***

**x12.14). Please use this box to add any comments you may have about future Ocean Pines Capital Planning, Fees and Assessments**

**x11.(15). What are the two main needs or issues that need to be addressed at xthe following:**

***Ocean Pines Golf Course Complex***  
***Beach Club Complex***  
***Yacht Club Complex***  
***Mumford's Landing Complex***  
***Indoor Aquatics Complex (Sports Core)***  
***Swim & Racquet Club Complex***  
***Manklin Meadows/Racquet Sports Complex***

**Administration & Police Headquarters Complex**  
**Community Center Complex**  
**White Horse Park Complex**  
**Other**

One Director suggested that in addition to Q13, Q14, Q15 on capital improvements another question should ask what amenities and services would you like to have that are not currently offered. Action Taken: Added a new question, Q 14.

**13 (16). OPA recreational services include facilities and programs for the health and enjoyment of association members and guests:**

***Do we currently have the right balance of services to satisfy the needs of a diverse population?***

***In which grouping do the following amenities/services best serve?***

	<b>x</b>	<b>x</b>
<b><i>Food &amp; Beverage Operations</i></b>	<b><i>Young families</i></b>	<b><i>semi-retired</i></b>
<b><i>Entertainment</i></b>		<b><i>fully retired</i></b>
<b><i>Beach, pools and aquatic programs</i></b>		
<b><i>Racquet sports</i></b>		
<b><i>Boating</i></b>		
<b><i>Civic/Social/Fitness Group Meetings</i></b>		
<b><i>Golf</i></b>		
<b><i>Parks and recreation programs</i></b>		
<b>x</b>		

Q16 – replace “widely separated age groups” with “a diverse population”. Question whether this question can really be answered. If this question does remain add a check-off list of suggested answers. Action Taken: Question reformatted (above) with changes suggested.

***14(18). Please indicate what pay amenities you have used within the last year and with what frequency?***

***Used Within the Past 12 Months***                      ***Used over a year ago***                      ***Never Used***

***Weekly/monthly***

***Golf Course***  
***Beach Club***  
***Aquatics Programs***  
***Food & Beverage***  
***Catering & Special Events***  
***Yacht Club Marina***  
***Racquet Sports Complex***  
***Children's Recreation Programs***  
***Adult Recreation Programs***

**Q18 – No comment.**

**15(19). xGoing forward should we charge for the use of the following amenities?**

**Skate Park**  
**White Horse Park Boat Ramp**  
**Dog Park**  
**Other (please specify)**

**Q19 – A Director asks why these are being singled out.**

**Action Taken: Committee will address this question in writing to the BOD.**

**16. What amenities and/or services would you like to have that are not currently offered?**  
**This should be after #11**

**One Director suggested that in addition to Q13, Q14, Q15 on capital improvements another question should ask what amenities and services would you like to have that are not currently offered. Action Taken: Question 20 added to comply with BOD request.**

**17.(20). Should the Association offer 'free days' to homeowners at xthe following amenities?**

**Golf**  
**Racquet Sports**  
**Swimming Pools**

**If yes, how often: one week, twice a month, once a month**

**18. What would you be willing to pay in assessment increases to implement the above?**  
**10%, 20%, 30%**

**Q-20 Cannot really stand on its own. One Director suggested that a yes answer be followed up by the question how much are you willing to pay in assessment increases to get this "free" benefit. Action Taken: Added question 22.**

**19(24). Should the Board of Directors authorize the GM to clean up and/or fix properties with f community rules and regulationx violations when there is little or no chance of reimbursement to the association?**

**20. What dollar limitation would you place on the above?**

**Question doesn't specify what changes. An alternative question posed by a Director is how much should the Board pay out of assessments to clean up to fix the properties when there is little or no hope of reimbursement. Action Taken: Question was revised to address BOD Comments and dollar limit question added.**

**21 (25). Currently there are little, or no, restriction on property rentals within the Association. Moving into the future should the association require a rental license to rent properties and require lease/rental agreements to be on file with the Association?**

**Q-25 No comment.**

**22 (26). Should the Association place occupancy limits on dwellings?**

**Yes No Why or why not?**

Q-26 May be legal issue.

**23(29). When last surveyed by telephone x or in focus groups, members of the community expressed concerns that Ocean Pines was unable to develop and implement programs over time due to a changes in leadership on the Board of Directors.**

**Given the above statement do you....**

**Strongly Agree   Agree                      Have No Opinion                      Disagree                      Strongly Disagree**

**Based on your answer above what do you think should be done to correct this issue in the future....**

**Nothing**

**Increase the size of the Board of Directors**

**Increase the terms of the Board of Directors**

**Change the number of Directors up for election in a given year**

**Do something else listed below**

Q-29 Directors want to know what problem we are trying to solve? What is the benefit of a yes answer?  
Are we just fishing?

Action Taken: Committee will answer BOD questions in writing.

**24(32). What can be done to improve the quality and timeliness of Association communications to you?**

**Replace with recent addition of the "Real" Ocean Pines Forum and what change that has made**

Q-30, Q-31 I think the Board suggests that this information could be better answered by data that we have on hand. It might be useful if it could be correlated with answers to another question, but that doesn't appear to be the case.

Action Taken: Questions were eliminated; Committee will request data from Management for report purposes.

## **Strategic Plan Questions 10-17**

*The vision of Ocean Pines is to be a premier resort community, offering exceptional value and quality of life to property owners who are diverse in age, economic status and interests, and to primarily provide residents the facilities, services and amenities that are attractive, affordable, safe and enjoyable.*

**1. Taking the above statement into account please briefly describe your vision for an improved Ocean Pines.**

**2 Check the appropriate:**

*Full Resident Property Owner  
Non Resident Property Owner  
Part time Resident Property Owner*

**3. If you are a property owner but not a full time resident of Ocean Pines what best describes your future intent**

*To continue to use the home as a rental property  
To continue to use the home as a second home with my primary residence being elsewhere  
To move to OP full time at some future date  
To do something else, explained below  
I am not a property owner. I rent or use another owner's property.  
Not applicable*

**4. What Ocean Pines Community Groups are you involved with?**

**5. What additional services would you like to see?**

*Transportation  
Public Works  
Recreation  
Street Lighting  
Other*

**6. Should the Association analyze the need for transportation services for residents who cannot drive (i.e. for medical appointments and/or to the Senior Centers in Ocean City and Berlin)?**

**7. What would you be willing to pay for this service?**

**8. Moving into the future should the association pursue a community wide WI-FI network?**

**9. What would you be willing to pay for this service?**

**10. What are your priorities for capital improvements within the association? Please indicate your priorities first to last. With 1 being the highest priority and 10 being the lowest priority**

*Ocean Pines Golf Course Complex  
Yacht Club Complex  
Beach Club Complex  
Mumford's Landing Complex*

*Indoor Aquatics Complex (Sports Core)*  
*Swim & Racquet Club Complex*  
*Manklin Meadows/Racquet Sports Complex*  
*Administration & Police Headquarters Complex*  
*Community Center Complex*  
*White Horse Park Complex*

**11. Please use this box to add any comments you may have about future Ocean Pines Capital Planning, Fees and Assessments**

**12. What are the two main needs or issues that need to be addressed at each complex?**

*Ocean Pines Golf Course Complex*  
*Beach Club Complex*  
*Yacht Club Complex*  
*Mumford's Landing Complex*  
*Indoor Aquatics Complex (Sports Core)*  
*Swim & Racquet Club Complex*  
*Manklin Meadows/Racquet Sports Complex*  
*Administration & Police Headquarters Complex*  
*Community Center Complex*  
*White Horse Park Complex*

**13. OPA recreational services include facilities and programs for the health and enjoyment of association members and guests:**

*Do we currently have the right balance of services to satisfy the needs of a diverse population?*

**Yes                      No**

*Food & Beverage Operations*  
*Entertainment*  
*Beach, pools and aquatic programs*  
*Racquet sports*  
*Boating*  
*Civic/Social/Fitness Group Meetings*  
*Golf*  
*Parks and recreation programs*

*If not what needs to be done to restore and maintain that balance into the future?*

**14. Please indicate what pay amenities you have used within the last year?**

***Used Within the Past 12 Months                      Used over a year ago                      Never Used***

*Golf Course*  
*Beach Club*  
*Aquatics Programs*  
*Food & Beverage*  
*Catering & Special Events*  
*Yacht Club Marina*  
*Racquet Sports Complex*  
*Children's Recreation Programs*  
*Adult Recreation Programs*

15. *In the future should we charge for the use of the following amenities?*

- Skate Park*
- White Horse Park Boat Ramp*
- Dog Park*
- Other (please specify)*

16. *What amenities and/or services would you like to have that are not currently offered?*

17. *Should the Association offer 'free days' to homeowners at selected amenities?*

- Golf*
- Racquet Sports*
- Swimming Pools*
- Comment*

18. *What would you be willing to pay in assessment increases to implement the above?*

19. *Should the Board of Directors authorize the GM to clean up and/or fix properties with CPI violations when there is little or no chance of reimbursement to the association?*

20. *What dollar limitation would you place on the above?*

21. *Currently there are little, or no, restriction on property rentals within the Association. Moving into the future should the association require a rental license to rent properties and require lease/rental agreements to be on file with the Association?*

22. *Should the Association place occupancy limits on dwellings?*

*Yes No Why or why not?*

23. *When last surveyed by telephone and focus groups members of the community expressed concerns that Ocean Pines was unable to develop and implement programs over time due to a lack of continuity on the Board of Directors.*

*Given the above statement do you....*

*Strongly Agree Agree Have No Opinion Disagree Strongly Disagree*

*Based on your answer above what do you think should be done to correct this issue in the future....*

- Nothing*
- Increase the size of the Board of Directors*
- Increase the terms of the Board of Directors*
- Change the number of Directors up for election in a given year*
- Do something else listed below*

24. *What can be done to improve the quality and timeliness of Association communications to you?*