

Survey Analysis

1. Do you believe the Marina adds value to the resort?

2. Do you believe the Marina adds value to your individual property?

People believe the marina adds a lot of value to the resort but not necessarily to their individual property. 85% think it adds value to the resort but only 55% think it adds value to their own property. Question 1 and 2 tells us that there is a lot of people who do not understand how the marina is to be operated and what that means to the resort. These questions tell us that we need to explain the relationship between the resort and the slip owners group. We think that if people understand the marina exists solely at the expense of the slip owners those that don't own will view the value somewhat differently. They should realize that the value of the marina is costless to them but still provides value to their property that does not and cannot cost them anything unless they choose to become a member of the marina by purchasing a slip. A complete understanding of the relationship will show how the marina adds value to the resort at no cost to the resort. This should make them more predisposed to having a favorable view of the marina when it comes to decisions the resort makes concerning the marina.

3. Are you actively searching for a slip to buy at the current time?

4. Would you be interested in renting a slip if rentals were available?

5. Would you be interested in a slip at the marina with a multi year lease?

27 people indicated a desire to own a slip. We think that as the price of the slips is widely known this is a fairly real and substantial demand for ownership. It must be noted however that if we expand by 57 slips there is no indication that they all are potential sales. While 105 people would rent a slip if it were available this number falls to 78 if those 27 could buy. This still leaves a substantial short fall of slips but it would appear due to the cost of those slips ownership is not contemplated at this time. The numbers indicate to us that we need to follow up with a Letter of Intent (LOI) to expand the marina and solidify the demand with a Memorandum of Understanding (MOU) when the LOI,s are responded to if necessary. The response level from the LOI to proceed to expand the marina would ideally be set at a level that would see the marina raise enough funds to pay for the additional infrastructure needed to complete the expansion. The agreement on the disposition of funds from GLRL would have to reflect this. The balance of the cash flow for those slips not sold would come from the renting the balance of the slips.

Items to consider

Do we want to sell slips or rent them? It would appear that there is more demand than slips available. Selling the slips locks the obligation of having the owners collectively make sure the marina exists at the resort with the lot owners. Renting or leasing puts some of the responsibility of having the marina at the resort with GLRL. GLRL may not want this. It would also give them a block vote. We may be able to cut a deal with GLRL to keep more of the rental income if the owners assume this obligation. In other words if slips went unrented for a season the slip owners would have to agree to pay for the contribution those slips would have provided.

6. What kind of boat do you own?

Without a base line this question is meaningless. However anecdotally it would appear that boats are getting bigger. Currently there seems to be a trend toward the larger wakeboard/surfing and pontoon boats. Given some of the comments in the survey about slip location people are more comfortable with larger slips than what we have now. If "E" dock goes in it could have the larger slip sizes and as the other docks are refurbished the larger slips sizes could be incorporated when the docks are replaced in the future.

Question 7

Boat length in ft. (if future purchase - desired length)

Average	21.1	21.1
Maximum	30	45
Median	21	21
Minimum	12	8

No of each	Boat Length
0	8
3	12
4	14
2	15
7	16
3	17
27	18
11	19
30	20
33	21
37	22
30	23
24	24
11	25
2	26

1	27
0	28
0	29
7	30
0	31
232	

8. Do you think the Marina should add more slips?

425 people responded to this question of which 125 said that the marina should NOT add more slips. It could be that these people are current owners and do not want their investment diluted and therefore lose value. This can be addressed in the way the expansion slips are priced and or leased. The survey showed 166 want more slips which validates the desire to purchase/rent numbers.

9. Do you own a slip in the marina or plan on buying one?

If you take the amount of slips people wanted to buy (27) from this response you end up with 148 which is coincidentally the same number of current slips. This might indicate that we had a very good response rate from the current slip owners. However, it would appear that they did not bother to answer all the questions. Not sure why this is the case.

10. If you own a slip do you use your slip or rent it out?

Given the current market price of the slips and the rental fee they are currently commanding there could be an incentive for people to hang on to their slip as an investment. If this trend continues we will have a rental market that could grow within the membership. While only 12 slips are seen as rentals this number could grow. Does this need to be addressed? Is it a concern?

11. On which pier is your slip?(If more than one please mark both)

The response to this question showed a good response rate that was pretty equal across all the docks. The response rate (106), from this question shows however that only 71% of the slip owners answered this question. Other answers in the survey suggest there were more owners that responded to the survey, but not this question, meaning some did not answer all the questions?

Question 12

How long have you owned at the marina?

This question may highlight an issue in that people may not realize the true nature of their obligation and that they may have purchased someone else's underfunded obligation. The fact there is no money left in the reserve fund but that there may be capital work needed to be done means this will have to be

funded by the current 148 slip owners. We think it important that this underfunded obligation be identified and kept separate from other work that may be done. The fact that previous boards did not ensure there was enough money in the reserve fund does not give the marina the right to go to the resort and ask GLRL to make up the shortfall. This must be shown as being funded by those that owned the obligation prior to an expansion.

103	Respondents
7.2	Average years
20.0	Max Years
0.1	Min Years
5.0	Med Years

13. Are you happy with your slip location?

Comments in the marina survey showed that people would prefer the shortest distance from the gang plank to their slip. This points out that the value of the slips could be related to the distance from the gangplank to the docks themselves. It would indicate that if the marina wants to sell slips at the current market rate of \$25-\$30k they must be seen as being of equal value (and distance) to the rest of the slips. This would be justification to have all the civil work done that is necessary to move the gangplank to a central location. It would be hard to sell slips at full price when the new owners would have to walk a 100-150 yards to their slip while others would only have 50 yards or so.

14. What method do (would) you use to refuel your boat?

15. What is (would be) the main Propulsion of your boat

Information only question.

Mario brought up a good suggestion for refueling boats. As most people are carrying jerry cans to the boat why not have 2-3 wagons on the docks for people to use that could be outfitted with a fire extinguisher and a spill kit? They could be stored in an area at the top of the gangplank. We think that any attempt to take care of the environment will be seen in positive light for anyone who is looking at the marina. We also just want to protect the waters we use.

16. How much do you think annual slip fees should be per season?

Average	\$651.92
Maximum	\$3,000.00
Median	\$600.00
Minimum	\$200.00

We think that if we are able to keep the fees within the average or as close to the median as possible we will have a positive experience with the membership as to future plans. This number could also serve to increase sales as if the annual slip fees are so much lower than the lease rates it would incent people to buy as opposed to rent or lease.

17. If money was to be raised for a project what option would you prefer the marina to take?

This response to this question was surprising in that it was a pretty even split between the options. 63% of the respondents would be in favor of having higher slip fees if there was a purpose for them as opposed to having a cash call. This is consistent with the numbers of people who would rather rent or have a long term lease as opposed to buying (putting out lump sums of cash). This should be taken into account when we are looking at what possibly might have to be done with the "legacy docks" (A, B, C, D) and dealing with the infrastructure debt that currently exists.