

# Membership Satisfaction Survey, Nov., 2020

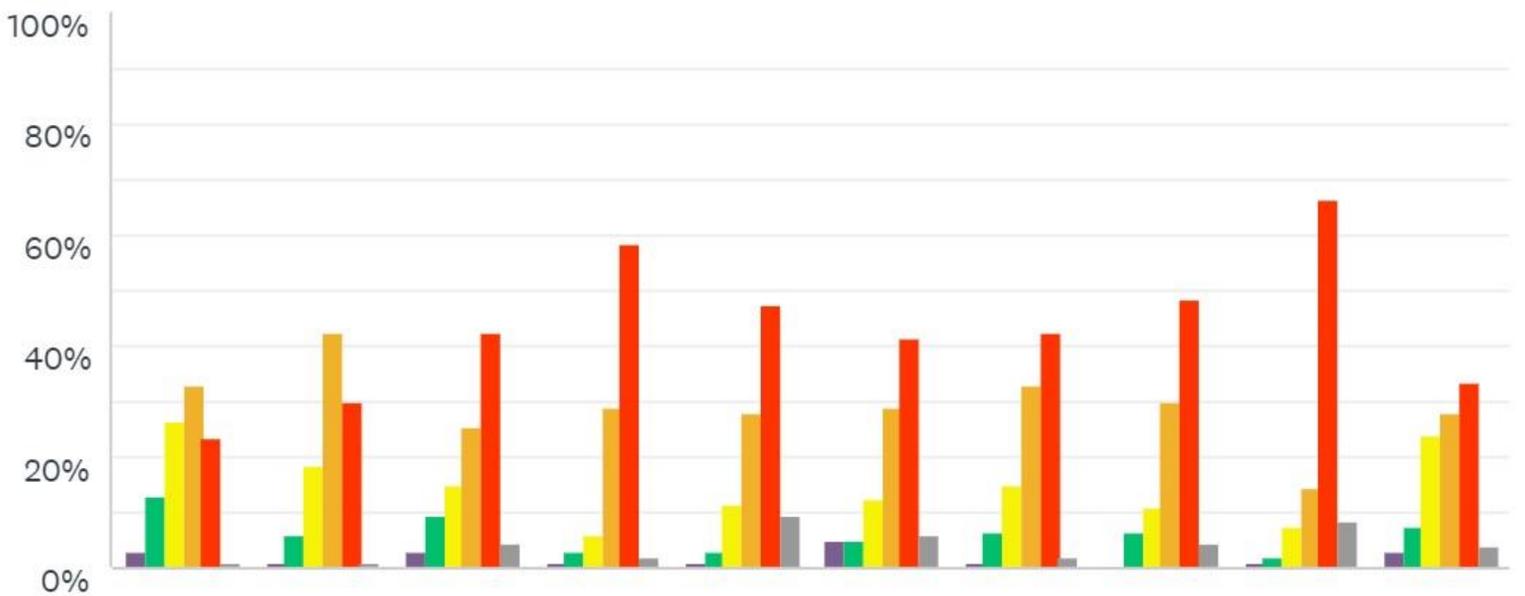
## 97 participants

How satisfied are you with Pure Waters overall efforts to support the health of the Seneca Lake watershed?

**53% Very Satisfied, 40% Satisfied. 5% neither satisfied or dissatisfied. 1% dissatisfied. 1% unclear what Pure Waters does.**

- Barely anything is being done to control municipal sewage overflows and expansion of plants and infrastructure. Many plants are at full capacity. Little emphasis on agriculture runoff. Been working on watershed management plan for 20 years with nothing to show for it. Too much effort in research and little for actually doing something to improve the lake.
- The monitoring is excellent, but the doing is in need. It seems that the septic systems of our lake need more work. For example, I have a digester which I pay to have checked twice a year by the installer, but there are people out there with straight septic that have never been tested. IE Town of Starkey
- I think the winery development on the southeast side of Seneca needs attention. We need to work with these farms to lower pollutants entering the lake. With more frequent strong rain storms, a lot runs into the lake in a short time.
- I've been a member for years, yet the lake continues to decline????????????????
- The HAB tracking is great, not sure we get regular updates on weed infestation and fish health

In addition to our routine water quality testing and monitoring activities, where would you like to see Pure Waters focus our future efforts?



1.            2.            3.            4.            5.            6.            7.            8.            9.            10.

Not Important   
  Somewhat Important   
  Important   
  Very Important  
 Extremely Important   
  Not Sure

|   | Not Important | Somewhat Important | Important | Very Important | Extremely Important | Not Sure |
|---|---------------|--------------------|-----------|----------------|---------------------|----------|
| 1. Education programs for school-aged children in the watershed   | 3             | 12                 | 25        | 31             | 22                  | 1        |
| 2. Research on fish population decline  | 1             | 6                  | 18        | 41             | 29                  | 1        |
| 3. Research odor producing, nuisance algae, Cladophora, and recommend solutions to residents            | 3             | 9                  | 14        | 24             | 40                  | 4        |
| 4. Hands-on programs that lead to a decrease in runoff and pollutants entering streams and the lake     | 1             | 3                  | 6         | 28             | 56                  | 2        |
| 5. Political education programs engaging decision makers on the health of our lake                      | 1             | 3                  | 11        | 27             | 46                  | 9        |
| 6. New research using technology to investigate Harmful Algal Bloom toxins to keep people and pets safe | 5             | 5                  | 12        | 28             | 40                  | 6        |
| 7. Educate and empowering watershed residents and businesses with Lake friendly living practices        | 1             | 6                  | 14        | 31             | 40                  | 2        |
| 8. Engage municipal leaders on land development concerns to preserve the watershed's natural landscape  | 0             | 6                  | 10        | 28             | 45                  | 4        |
| 9. Investigate point source pollution (i.e. municipal sewage plants, industrial facilities, etc.)       | 1             | 2                  | 7         | 14             | 64                  | 8        |
| 10. Encourage the public to voice their concern of  | 3             | 7                  | 23        | 27             | 32                  | 4        |

|   |  |  |  |  |  |  |
|---|--|--|--|--|--|--|
| environmental issues by using prepared form letters for signature |  |  |  |  |  |  |
|---|--|--|--|--|--|--|

What types of events would get you more involved with Pure Waters? (Choose all that apply)

**Water Quality Webinars: 43%**

**Hands on workshops with takeaways like things to do in your home to help protect the lake: 52%**

**Volunteer Opportunities: 52%**

**Research driven presentations: 45%**

**Fun, casual fundraising events: 42%**

**Family focused education events: 15%**

**Outdoor education events: 42%**

- Educating our young citizens, and children to realize the Importance of our fresh water supplies and sources, education with safety in mind, visional hands on learning, identify harmful algae and practices. Preserve the water sources.
- Engagement with residents along the lakeshore as well as the farms in the watershed. Better relationships can lead to better cooperation.
- We live too far away to do much else.
- Physically unable right now

What do you think about our communication efforts including our LAKEWATCH newsletter, Bloomwatch, event emails, and social media program?

**Very satisfied: 52%. Satisfied: 44%, Neither satisfied nor dissatisfied 4%.**

- You keep them relatively short and to the point.
- Possibly get one resident on each road that borders on Seneca Lake to put information flyers into each mailbox.
- Too many emails. I am aware there is a lot of information to share, but perhaps info could be condensed so as not to clutter member's inboxes.
- I think maybe Lakewatch could be put out a bit more frequently and could include more news about the watershed and threats it faces.
- Political action endeavors to actually solve the problems with our local and state governments + the research institutions at universities in our region.

Do you feel that Pure Waters logo, website, and communications successfully represent our mission to preserve, protect, and promote Seneca Lake water quality?

**A great deal: 74%, A moderate amount: 23%, Not at all: 1%**

- who cares about a logo
- Maybe show some adverse effects of not caring
- I like that it reflects the hills/streams contribution to the lake - maybe a bit more "water" would be useful
- Don't notice that much.
- No opinion

What social media platforms do you use? (Choose all that apply)

**Facebook: 52%**

**Instagram: 22%**

**Twitter: 8%**

**LinkedIn: 13%**

**Snapchat: 2%**

**None: 38%**

- Parler
- MeWe

What is your age range?

**18-24: 0**

**25-44: 5%**

**45-64: 17%**

**65-79: 66%**

**80+: 12%**

Where do you live?

**Full time on the lake: 45%**

**Part time on the lake: 33%**

**In the watershed, but not on the lake: 13%**

**Enjoy Seneca on vacation, but live some distance away: 6%**

**I grew up around Seneca, but do not live there anymore: 4%**

**Other: 1%**

Do you believe that Pure Waters represents and supports all segments of the Seneca Lake watershed (Lakeshore residents, off-shore residents, businesses, visitors, etc...)? Please provide commentary with your answer.

Yes: 39

I don't know/Not sure: 13

No/More is Needed: 16

Need to engage agricultural community: 7

Need to engage businesses: 4

- Not sure what this means nor why **agriculture** is not even mentioned.
- I believe that SLPW does a very good job of disseminating info in regards to the lake. However, I strongly believe in discussing/ researching sources of lake pollution you neglect the impact of **agriculture/wine farming**. The number of wineries during Seneca Lake has increased significantly during the last 20+ years. Consequently, the amount of nutrients and other chemicals that have entered Seneca Lake has increased immensely. We all love our wineries and the hard working individuals/families that has produced outstanding wines and have contributed to the local/state economy. However, to what cost to Seneca Lake's health. I believe that this situation needs to be thoroughly researched and solutions found to resolve this impact of agriculture on Seneca. We don't want a beautiful lake that is essentially 'dead'.
- Based on my short experience it appears to serve as many as possible given that most of the people involved are volunteers.
- Based on my short experience it appears to serve as many as possible given that most of the people involved are volunteers.
- There are conversations about **run-off from farms**, but is there participation in the association by farmers (and I mean not just vineyards)
- Hard to know. My sense is the focus has been on the lake itself, which is ok. Till we know more about what is happening to the lake, and why, it is difficult to know who Pure Waters should "represent". The issues with the lake are complex, so perhaps more research should be a primary focus.
- I'm honestly not too sure! I need to be more aware of the activities and actions of the group
- I do and see SLPWA as THE organization as the most involved and unbiased entity able to get government and private concerns working for the good of the watershed.
- Yes I would like to see more interest from **lake residents and the community**.
- I'm not sure it represents **agriculture**, which is the largest polluter of the lake, but is beloved and relied upon by almost everyone.
- I know it does but not sure it's obvious to casual users or **off shore residents**
- Reps **lake users**
- Yes, but in our neighborhood in Willard's East Lake Road, there does not seem to be wide interest in maintaining the lakeside environment that attracted us 40 years ago.
- Do you think we address the **agricultural community** adequately? Are we too lenient with them about run-off?
- It does now... I was concerned a few years ago that it was avoiding some issues. Not the case now... Now it's a leader... Keep it up
- Yes. The radio broadcasts, webinars and forums have been very effective in reaching many segments of the local population.

- Not yet, but you're getting there. More needs to be done to educate Lake residents to stop dumping everything into the Lake.
- Yes! It would be great if all lake property owners were members.
- I think all segments are supported, but Pure Waters needs to do more with Businesses and very large potential donors.
- yes. There seems to be an increase in my neighborhood of True Green Chemical applications. Would love to see a handout or pdf that we could share with our neighbors, outlining safe alternatives.
- I question whether SLPWA represents/makes contact with the farming community and what little industry we have.
- Depends on what you mean by "represents and supports". If it means 'reports on' factually, then YES (I would word that more specifically though). I believe the organization should promote environmental health. Sometimes that means that the 'segments' you mentioned may not be 'supported', rather they should be taught to perform differently, ie. businesses that pollute, residents using harmful chemicals, etc.
- I do but I like the idea of more educational opportunities for kids
- Pure Waters best known for lake residences focus, works hard with county soil and water to stay on the same page for priorities.
- Yes, and watershed is key word here because all activities around eventually have some kind of impact, good and bad, on Seneca Lake
- Yes. Need to find a way to contact and involve people who own lake property but spend the off season in another part of the country.
- Yes, because the health and future cleanliness of the lake effect everyone.
- Yes but primarily lakeshore.
- Yes I do. There is so much that can be done so that's why it's so important to get more people involved with these efforts. I'm sure there is a way to get the word out and drive that point home, especially to those that live on the lake.
- Don't know. Most businesses don't seem to be involved.
- Renters are not given the full impact of what concerns for their health and that of their pets. Laws should be introduced to make owners of rental properties required to inform their rental guests
- Yes. Please continue to work on run off issues & less focus on HABs.
- I believe PWs should be communicating and working with each county's economic development leaders to educate and assist in appropriate development around the watershed.
- Yes, but as a resident of Geneva with a seasonal cottage on the lake, I am not sure that all segments of the local population are getting the full picture of the importance of the lake & watershed.
- I think Pure Waters is beginning to speak to the whole watershed. It is a longterm process to get everyone on board. That is why I think education of children, throughout the watershed, is important.
- Yes, I believe it represents the interests of all those who love and depend on the lake, however it could do a bit more to engage those who live away from the lake but in the watershed perhaps through more education outreach programs or phone banking.
- yes you scream about Greenidge . You ignore farmers not turning fertilizer into soil all winter, then it runs off in spring rain dumps into streams into lake. Hold farmers accountable
- No. Those not on the lake probably don't pay enough attention.
- Yes for sure, although I'd like to see more businesses and folks in the watershed help you and become more involved.

- You are improving in outreach to watershed. Lakeshore property owners will always be your bread and butter
- i think more is needed to help off shore residents and businesses understand the importance of the lake, and want to do their part.
- Yes conceptually but practically is focused on lakeshore properties.
- Yes, particularly with collaborative efforts

Would you be willing to participate in a focus group or provide additional feedback regarding Pure Waters future direction? If so, please provide your name and email below. Thank you!

not really. was asked if I was interested in a board position and never even got the call back from the president which I was told I would receive. It's obvious to me no feedback would be used anyway.  
John Holden [jholden6649@gmail.com](mailto:jholden6649@gmail.com)

I still work full-time in Rochester, but spend most weekends at the lake, so have had limited time to volunteer. But if there is a way to help I would.  
Joe Votava [Jvotava@senecafinancialadvisors.com](mailto:Jvotava@senecafinancialadvisors.com)

Becky Miller [Rebecca.L.Miller33@Gmail.com](mailto:Rebecca.L.Miller33@Gmail.com)

John Elder and Anne Elder [JohnDElder@aol.com](mailto:JohnDElder@aol.com)

John R. Updyke, Sr. [updykejc@aol.com](mailto:updykejc@aol.com)

Tim Johnson [JohnsonTV@Yahoo.com](mailto:JohnsonTV@Yahoo.com)

Kirk Peters, [kjpdvm@hotmail.com](mailto:kjpdvm@hotmail.com)

Michael Fitzgerald [Michael.FitzgeraldFLTcolumnist@gmail.com](mailto:Michael.FitzgeraldFLTcolumnist@gmail.com)

Bill Youngs [bdyoungs87@gmail.com](mailto:bdyoungs87@gmail.com)

Addison Mason [addmason@msn.com](mailto:addmason@msn.com)

Bob Walpole [bwalpole@gmail.com](mailto:bwalpole@gmail.com)

David Boxall (# 0592) [davelboxall@gmail.com](mailto:davelboxall@gmail.com)

I'd be willing after May 1, 2021 when I have more time

[Ams5@cornell.edu](mailto:Ams5@cornell.edu)

[proz@rochester.rr.com](mailto:proz@rochester.rr.com)

Leigh Triner [leigh.triner@hazlitt1852.com](mailto:leigh.triner@hazlitt1852.com)

Rich Gridley. [Rmgrid@stny.rr.com](mailto:Rmgrid@stny.rr.com)

Sue Davie [suedavie591@frontier.com](mailto:suedavie591@frontier.com)

[Elder\\_yde@msn.com](mailto:Elder_yde@msn.com)

Leslie Schaus [lesliedesk@gmail.com](mailto:lesliedesk@gmail.com)

Peter Short [pjshort@jjshort.com](mailto:pjshort@jjshort.com)

Jody [jody@yatesny.com](mailto:jody@yatesny.com)