

Results of Tybee Neighbors Website Survey Questions

12-08 Mini-Survey -

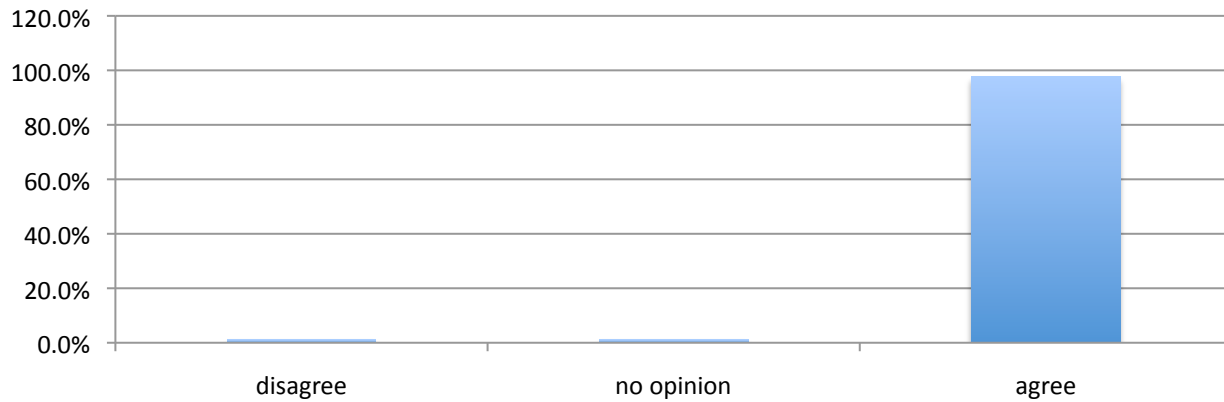
83 responses

Issue #1 --- Water Service

Background: Tybee's water and sewer rates will be increased in 2009. A tiered rate structure based on usage volume will be implemented. The amount of water that Tybee will be permitted to withdraw from the Floridan aquifer will be decreased by 44,000 gallons per day (960,000 to 916,000). There is also concern

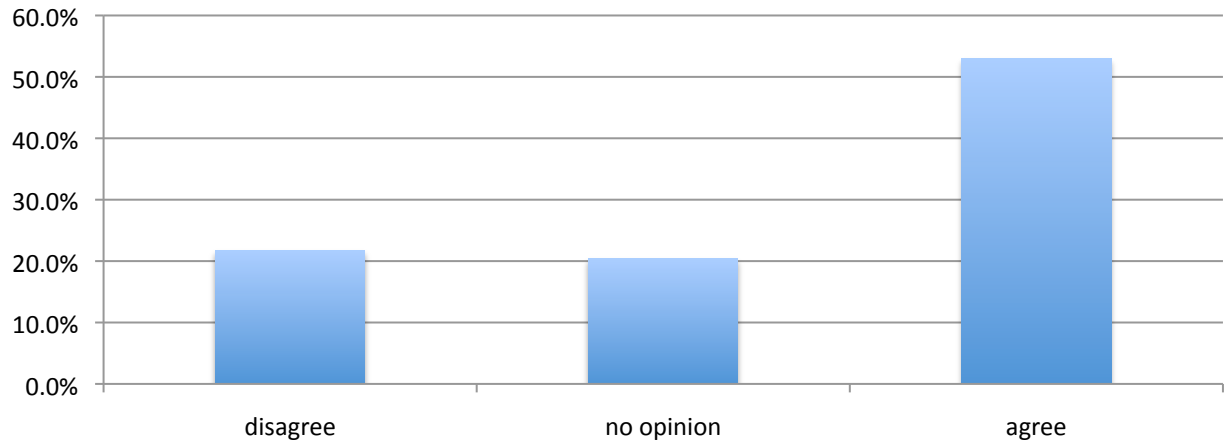
part a. Statement: We need to find ways to conserve water and address water related issues.

disagree	no opinion	agree
1.2%	1.2%	97.6%
1	1	81



part b. Statement: I agree with the tiered water rate structure.

disagree	no opinion	agree
21.7%	20.5%	53.0%
18	17	44



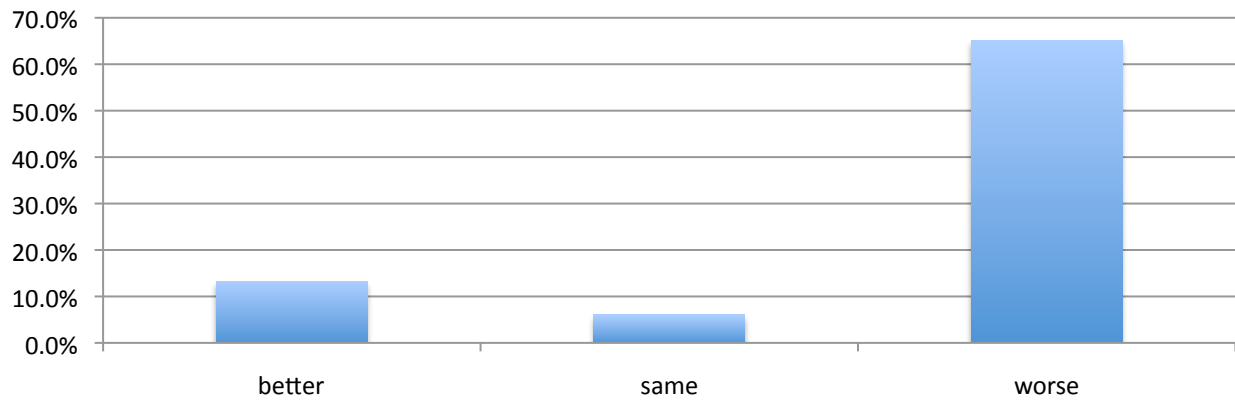
Issue #2 --- City Council Video

The City Council meetings are now being video taped using wall mounted cameras.

Statement: I feel that since this change has occurred the quality of television coverage including the viewing of slide presentations and discussions

1. is better than before
2. is about the same as before
3. is not as good as before
specific names or addresses.

better	same	worse
13.3%	6.0%	65.1%
11	5	54



Comments on Tybee Neighbors 12-08 Mini Survey

Comments on Issue #1 part a. Statement: We need to find ways to conserve water and address water related issues.

Conserving water is imperative! All hotels/motels could give guests the option of reusing towels and sheets, as many large facilities now do. Rental agencies could place info in rental units, encouraging renters to be aware of the problem. Residents should be encouraged to use xeriscaping to lower water demands in their gardens.

IF WE HAD NOT APPROVED SO MANY VARIENCES AND ALLOWED OUR ISLAND TO BE OVER BUILT, MAYBE WE WOULD NOT BE FACED WITH THIS PROBLEM

Water has been used mindlessly on Tybee for 100 years. It is long past time that people start to think about using all natural resources in a responsible and sustainable way.

IT'S ONE THING WE CAN'T LIVE WITHOUT SO WE HAD BETTER FIND WAYS TO CONSERVE IT.

The State's resources are of value to all citizens. It is our responsibility to use them wisely and not engage in wasteful practices. By clustering services such as restrooms & showers at public parking areas (like the north beach and the 16th Street parking lots) the City offers amenities that some people feel are needed on the island. It can also make monitoring the facilities easier for DPW.

I've lived on Tybee for almost 50 years and remember all of the promises made by developers over the years. They were going to really help Tybee by broadening the tax base and improving our island. Well, the reality is that they caused our assessments to go up, drove up infrastructure costs, and depleted our water supply. Is it too late to take back all of those variances now?

It doesn't take a rocket scientist to realize we must conserve water if we are to maintain our current lifestyle on Tybee. For those who choose not to they should pay a penalty and let that be their reward not their punishment.

Why doesn't the city install rain barrels on all of their buildings to save water? Why do people water in the pouring down rain? Even if they're on a shallow well, it is still a waste of water. Why doesn't the city sponsor water audits for home-owners?

I'm a conservationist by nature, but am angry about the water crisis. Could failure to follow our master plan be a major part of this problem? Council members both past and present who vote for variances to our code that result in over-development are responsible for in large part for our water shortage. Also, what about the short-term rentals that pack way too many people in houses in order to make a fast buck? You can't tell me that stuffing 18 people in a house designed for 6 doesn't create problems. Tybee has got to get control of these nuisance rentals!

I think the first area of conservation should be connected to the tourist industry. It won't do any good for us Tybee residents to conserve if the public showers and restrooms don't conserve.

We have been conserving water for years. Since water is so dear, one would wonder why so many building and swimming pool permits were issued. It appears that this is more of a money making issue than just conserving water.

I see where other communities provide low flow toilets to members of their community to support water conservation. Why can't Tybee do the same? What about sponsoring rain barrel installation? Tax credits for water conservation devices should also be available. Before you ask, "Where's the money coming from?", think how many low flow toilets could have been purchased with the \$30,000 wasted on moving the dog park and the \$20,000 wasted on the application to put a road on the beach.

I BELIEVE THE SHORT TERM RENTALS ARE A BIG PART OF THE PROBLEM. OFTEN THEY ALLOW FAR TO MANY PEOPLE FOR THE SIZE OF THE HOUSE

Water is our most precious resource and our future depends on its availability. Let's use our ingenuity to solve problems concerning our water needs. I think we need to research desalinization methods for island-wide use, for example. Everyone says that's very expensive. I think it doesn't have to be. If enough people utilized this technology then the prices would come down eventually. It surely would cost less than running a pipeline from Savannah (another solution that is touted--even though Savannah is facing the same problems as we are). We also seem to have a plethora of automatic sprinkling systems that water the 'lawns' daily whether it needs it or not. Some are sprinkling even after a 15 inch rain! Or even during a heavy rainfall. Even if these are connected to shallow wells, its still water usage. Our soil here is damp most of the time. I only use my hose to water potted plants in the yard or newly planted items. Nature seems to take care of the rest. If all of us looked for ways like this to

plant native plants, let yards go more natural, then water usage for yards would be greatly reduced.

Commercial users need to step up to the plate on conservation. I do not think that deleting showers for the visitors at existing locations is a good idea - people need to get the salt water off so that they can A. Do other things on the island or B. Go home in some comfort and remember the day on Tybee with pleasure. Perhaps a bathhouse fee which would also allow funding for an attendant which would be a real step forward in cleanliness and reduced vandalism.

I've also noticed a number of private residences who's timed watering devices are still going off at all hours with little regard to the weather or the need for lawn watering.

Perhaps once out-of-towners get their new water bills, this will also change.

Public awareness of conservation methods are essential, but immediate technological advances and innovations are just as crucial.

We currently conserve water at home. Brushing teeth without water running. Running dishwasher full. Washing clothes with full washer. Catching rainwater to water outdoor plants and plants in pots around the house. We only water plants outside when there is no rain for several days and use two and a half gallon bottles rather than the hose.

I don't think the current rates help anything except they really hurt financially. The tiered payment is unfair.

I agree that we need to conserve water, however when the base rate changed from the proposed 5,000 gallons per month to 3,000, it is an almost impossible goal. We have a shallow well and energy efficient appliances, including a washing machine that uses only 15 gal/wash. With only two of us, there is little water wasted, but we cannot meet that goal of 3,000/month. 4,000 or 5,000/month would be attainable. We feel that we are paying for tourists wasteful use of water over our summer months.

First of all the City of Tybee needs to save money by firing --- This is a waste of our money. We need to get to the bottom of things and start saving money on Tybee. Tybee spends so much money on things we don't need, and yet cry poor-mouth. No wonder it takes so much money to keep Tybee going. Nearly everyone at City Hall has an assistant, that's a real waste of money. I'm all for saving water. I have no grass in my yard or driveway, just crushed coral. Let's all save money and water. I'm all for it.

We definitely do need to address the issue, but part of the problem is that for a great portion of the year our tourists control the water usage. They are not going to limit themselves to one bath or shower a day. As the owner of the --(a rental property)---- -- we have found that our water bill goes sky high as soon as the tourists arrive. From March to October the water use situation is not under

our control. Do the powers that appropriate the amount of water that Tybee is allotted realize our situation? Our economy relies on our tourists, we are not Victory Heights or any other area in Savannah. If they have not taken this into account might this be an area that is negotiable?

The city of Savannah sells some of its processed waste water to industry and golf courses for watering. The water that is sent from our waste water treatment plant back into the ocean is actually near if not drinking quality. The city of Columbia South Carolina sells their water to a major drink Bottler and it is further processed and sold back in the retail market as bottled water.

I am aware that this does not sound very appetizing to most but it is possible to cut over 60% of water consumption by reprocessing water. I also feel sure that there may be some sort of federal funding available if it is researched properly to assist in the costs of this type of reprocessing operation.

A good start would be contacting the city of Columbia to see what federal/ State guideline exist for their sale of reprocessed water. What steps they take and have taken to create this re use and any other specifics that may exist.

I recently spent a few minutes with the water quality inspector for the city of Savannah and asked him a few questions about the city's conservation plans. That is when I was told of the resale of processed water and some of the consumption of the larger plants in the area. It seems that International Paper is the areas biggest consumer. I suggested that he approach the city fathers and have them approach I P with the sale of reprocessed water. It was then That he told me the city really was not searching for much in the line of conservative measures. It was his statement that the Floridian aquifer that we as well draw from has no problem with availability of water to draw from and there was not much worry about shortfalls of supply like some of the other areas of our state are dealing with.

I do not know much about the costs we pay for the water rights and usage but it does seem that no matter what this guy said about supply that there is need for conservation and reuse seems to me to be the best way to conserve and save on what we have to pay for consumption.

If there is a major bottler out there selling reprocessed water why is it not possible to put reprocessed water back in to our water system for use again and again.

We need to hear from Tybee concerning why our water usage is well above the norm. With 3,000 residents and a predicted use amount of 100gal/day use rate we should be far from our limits. How much leakage was saved from the previous Butler st. repairs? How much savings from leakage is expected from the Fort Screven repairs? More use is expected from summer time but winter time commercial should be small. With the info from bills the city should be able to figure out these things.

We have to do something about the water situation. Maybe this will get people to conserve.

I think all the showers should be closed. I cannot think of another beach (close by) that provides showers. If the City wanted to change the facilities to pay per shower, etc., that might be ok. Otherwise, they should go!

I heard that International Paper uses water from the aquifer instead of using the water from the Sav river which would be okay for what they use it for.

Landscaping should be geared toward indigenous types, or the landowner should pay the premium.

Raising the rates on extra-normal water usage is a proven way of reducing consumption.

I do agree that we must do all we can to conserve water, comparing last bill's usage to the proposed new rates, a property i own will have a 98% increase in my bill. I personally do all I can to conserve, for example, during a good rain I can catch about 100gal. of water simply by placing 30 gal trash containers at my roof drip line.

I agree we need to conserve our water, but cutting off the public showers at the beach is a bad idea.

Given the track record of this current council, we need public input that they have to listen to...

There are lots of valuable resources available to help us learn how to maximize our water usage. We need to put together some educational forums so that we can all do our part to help.

catch rain water, stop planting grass to water

The hotels and motels should all have signs for replacing towels and bed linens required by the city. above ground sprinklers should not be allowed. the city should have rain barrels everywhere and use the water at the crossovers for the showers. assistance should be given by experts on how to use gray water in every residence.

This has been a long standing conservation problem. It is exacerbated by the continued increase in population density which is also related to the constant

construction of housing on smaller and smaller lots.

What incentive do you have for conservation when I will be billed for a set volume? IF this happens i will water up to my limit, why not I have to pay for it.

Tybee isn't a even drop in the bucket, and until Atlanta deals with their issues, nothing we do will matter.

I do agree with this but I do not want to pay for someone who spends their share on the lawn.....I grow sandspurs that need very little watering. However, I must have my 15 yr old son take at least 2 showers a day, if not the whole of tybee would be smellen' like a skunk..

There are many products for reducing water usage that the town could offer to residents at wholesale rates plus a processing fee: the obvious things like shower heads, water-saving toilets (we love our Mansfield Eco Quantum.), and newer ideas like Chili Pepper Water Pumps which send water that is not hot enough yet back to the hot water heater until the water is hot enough, thus eliminating it running down the drain.

I also think hotels should increase customers' awareness of water use reducing programs and post notices saying your sheets will not be changed everyday unless requested, etc.

When bathrooms are being renovated and new homes are being constructed, they should be required to use 1.1 gallon toilets. The use of front-loading washing machines should be encouraged.

There are lots of valuable resources available to help us learn how to maximize our water usage. We need to put together some educational forums so that we can all do our part to help.

Comments on Issue #1 part b. Statement: I agree with the tiered water rate structure.

The property managers on Tybee contribute serious funding to the community. We and our Owners of Tybee properties already pay higher property taxes by virtue of no homestead exemption, higher water bills by virtue of the number of Guests staying and support many businesses on Tybee that would not fare well without the vacation rental market. I believe that increasing prices on the Owners of these homes will discourage vacation rental use and further decrease the property values on Tybee Island.

Mr. Bargerone has offered brochures to place in the homes to educate our Guests as

to water and electric use. We want to use ¹⁰ these items and perhaps post more information on our web site.

The financial market is already soft and we are offering more discounts than ever. If you continue burdening the homes with add on costs you will ultimately cost the City of Tybee its hospitality tax monies.

The City of Tybee needs to think about this add on cost in the coming year.

Please note that when the cost of fuel went up so did the electric rate. However, the rate has not decreased since the price has gone down. My Owners are still paying on average \$650.00 per month electric and cannot afford to continue having their cost of rental increase.

30 years ago as a summer employee at Thomas & Hutton Engineering I studied water usage and rates at Tybee and discovered that the big water users were not paying their fair share---I moved from the area and returned to find the same story is still going on. Water is a precious commodity and we need to pay for it and be aware of its true costs.

The tiered water payment plan rewards people for conserving water as the payment system is based on a usage level. Would like to see the city take thoroughly investigate the complaint filed by an outstanding, knowledgeable Tybee citizen at a recent council meeting where she raised serious questions about Hussey, Gay, Bell and DeYoung's past involvement on contractual work done for the city on our water treatment plant.

Agree with a tiered water rate, but think it should start at 5000 gallons.

Although I understand and basically agree with the tiered water structure, we have to recognize that it is required by the state. Our city officials must be fair in establishing baseline usage and work harder to implement the use of gray water.

As I understand it, there's no choice. The tiered rate structure is mandated by the state. But, how it's currently proposed makes no sense.

I believe we should be charged according to our own use, not by a bulk rate. My analogy: I don't believe someone else would consider it fair or want to subsidize our utilities or the fuel bill for our cars.

The flat rate needs to be lowered.

I think whoever uses more water should be charged for it....use less water...pay less money

It is only through paying more for greater usage is there an incentive for most people to limit their use. Our condo complex (Lighthouse Point Condos) has one charge for all units. We will need to find a way to make each unit aware of their usage. Do you know of any financially reasonable way to do this.

I am pleased that there are plans for us to do public education both in the public meeting and otherwise regarding the ways for each of us to save. Perhaps a slogan "Not flushing every time you pee is patriotic (or pleasing to the Lord or something)".

This is so unfair! I don't know who came up with this, but it is really unfair.

The long-range water/sewer needs for the island should be part of the masterplan process and adhered to by city planners and council. Multifamily or large water-use developments should be permitted only after proving their compatibility with the masterplan and the city's long-range water/sewer planning.

We have lived on Tybee for over four years and have vacationed here for many years. We rent, shop on Tybee, work on Tybee, volunteer on Tybee, our grandson attended school on Tybee for three years, worship on Tybee and hope my comments will be used even though my husband and I have been unable to purchase a house but have maintained a rental property by paying \$1,100 per month and have paid the water bill without getting credit for paying it on time. Now as a renter in order to put the bill in our name we have to pay \$200.

I agree, as we are all going to have to conserve and the little guy simply can't carry the weight of the new rate structure, but I'm sorry this is going to hit our hotels and motels so hard.

I would like to know more about how the "tiered rate structure" will work. What are the parameters?

My comment is more or less a question. When they determined the average amount of water used (5000 gallons) per household, did they include the properties that are summer homes? If so, doesn't this skew the numbers. Shouldn't they average the amounts used by permanent residents only for the rates. Obviously, our amount of usage would be very different.

The tiered water rate structure is workable for a single family home not one that is listed as a business. Small business owners that have a Tybee business as a seasonal rental should be allowed a special discount rate at least in Tybee's high season.

Pay for your usage then have a surcharge over a set amount for abusers. typical crap

charge everyone

I do not know enough about the proposal to have a constructive opinion.

I do not know enough about the tiered plan.

I don't know the rate structure but all water above a minimum should cost more

I'm not sure that large commercial users are paying their share in the new rate schedule. Tybee's commercial sector has not been into conservation in the past and probably will not work hard at it now. The surprise will come when even more draconian measures must be taken.

I have a problem with the idea of everyone being charged for 3000 gallons a month whether or not we use that much. There is no incentive to use any less than this amount.

Not enough cost associated with commercial customers. Their slight rate increase does not offset their impact on the island and the fact that the owners are profiting by the water use. Typically, commercial applications have higher density and water usage than the more conservative residential users.

I don't know enough about how the "tiered" plan works to comment.

The tiered structure gives residents a financial incentive to conserve, which certainly can't hurt!

The city might consider a campaign focusing on ways to use alternate water sources: shallow well systems, cisterns, and sunken bed gardening.

The rate structure should be "tiered" more dramatically and kept lower on the minimal user.

Not tiered enough to seriously encourage conservation. Sprinkling should be priced very high.

Who benefits from a tiered rate system? High water usage businesses and rentals. Who picks up the tab? Private citizens who don't own businesses. Who voted this

tiered system into place? Surely they weren't¹³ representing the public's interest. Unfortunately, this seems to be the trend with the current city council. Our little island is not immune to self serving representation.

I know it will require some money in terms of personnel, but the City should have the Marshall or someone tour the island when it rains and cite those who have sprinkler systems running in the rain. Some of the burden could be assumed by the police officers who could simply note the address and time and turn it over to the appropriate enforcement officer for handling. This might be only "a drop in the bucket" but every little bit helps.

On conservation- this is a no brainer. there are lots of ways to do this. On tiering- sort of. we often are away and do not use any water so why do we have to pay such high fees for maintaining it? having different levels is cool, but how about NO usage??

I have a problem with the idea of everyone being charged for 3000 gallons a month whether or not we use that much. There is no incentive to use any less than this amount.

Tiered water rates will definitely reduce consumption, I just wish the base quantity was lower to encourage even less usage.

but I better not pay like the newbees

The rates seem realistic. We should be paying our share, not having it subsidized by the City.

Not enough cost associated with commercial customers. Their slight rate increase does not offset their impact on the island and the fact that the owners are profiting by the water use. typically, commercial applications have higher density and water usage than the more conservative residential users.

Comments on Issue #2 The quality of television coverage since installation of new cameras

The new camera position is TERRIBLE. And, when someone is referring to maps, slides, etc. the at home viewers should be able to see them, too.

I hate it!!!!

You feel like you are watching a security camera at a casino. It is sterile and boring.

We need to go back to the old method.

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One assumes this was a money saving move to eliminate the camera man, but it also brings the validity of the tape into question in some way.

When citizens are speaking into the microphone, we mostly see the tops of their heads, not their facial expressions.

Given the track record of this current council, we need public input that they have to listen to...

A live videographer DEFINITELY provides better coverage. Did the entire town get to see ----- continued rudeness when he turned his back on the Tybee Neighbors presentation? No. There are many other things that are now missed by the viewing audience. A live videographer gives viewers a better sense of being there.

Having a live person running the camera during the meeting allowed for more flexibility and 'honesty' in reporting. The camera operator can and did follow the action as it happened with close-ups, filming the wall screen when slides and films were shown, etc. With the cameras as they are now, we hardly see anything--might as well tape in audio only for the radio.

Perhaps some of the council members were 'embarrassed' by having their rude gestures shown on TV to all the area citizens watching from home?

You see the speaker instead of people who position themselves on the side with "I love the Dog Park" signs.

I have Dish so I have no knowledge of this broadcast.

VERY POOR. REALLY NOT WORTH WATCHING

I watched the council meeting for at least 3 minutes and heard what seemed to be a talking crotch. It took sometime for the guy's face to meet up with up the camera. It sure looked odd and I had to wonder what visitors to the island might think about our below the waist form of government.

I want to see the audience and any graphics which are shown. I like the camera to pan and do close-ups. We are letting Mark Streeter down with those one dimension views.. he may get bored and no longer peruse our pathetic, dark comedy Council interactions and then we won't get to share them with Savannah.

We don't see faces, expressions or any emphasis on the current speaker. It has sterilized the proceedings and reduced the accountability of council.

If council's goal is to provide less information to the public, they are succeeding.

It is hard to switch to the person who is the center of attention with this format. Having a real person running the camera allow for real time judgments on what needs to be shown.

The current filming of council meetings is disappointing and difficult to follow the course of the meeting. I do not understand why the method of video taping has changed?

WHAT IS THIS COUNCIL TRYING TO HIDE? WHAT IS GOING ON THAT THEY DON'T WANT US TO SEE? MAYBE IT IS THE WAY SOME OF THEM BEHAVE.

We don't see faces, expressions or any emphasis on the current speaker. It has sterilized the proceedings and reduced the accountability of council

I have not watch the council recently, but can only assume that the cameras are a real plus.

There is nothing I like better then the view of someone's feet and chair bottoms while someone is speaking. It think the new set up is ridiculous. Most of the time when the speaker is pointing to something and talking about it, you do not see what they are referring to. Sorry, I liked the old way better.

You can not see the looks on the faces of council members and I think that is most important.....

Live television coverage and the dvd's produced from city council, planning commission and other public meetings on Tybee are very important ways to keep our government open and easily accessible to the citizens. The past coverage of these meetings was excellent and therefore begs the question, "Why fix it if it ain't broke?"

The new system of wall-mounted coverage is sterile and boring. Being able to view a close-up of anyone speaking at a meeting gave the meeting a more "human" quality. Facial expression says as much, or maybe more than verbal expression.

Please bring back the human touch to our meetings.

The cameras don't focus on the person speaking or scan to the audience. Also, they are very slow in swiveling back and forth between charts, council and speaker. Not

user friendly at all.

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The video taping was just like the dog park. We spent good money to supposedly fix something that was not broken in the first place.

Staff need to improve on the audio part, all around, for the citizens who attend the meetings and for the TV viewers. People who speak at the lecturn, need to learn how to use the microphone or the city should provide a user friendly microphone that people can attach to their clothing, coat, etc. before they speak. City council members need to speak up and talk clearly.

The new wall mounted cameras are like watching a security video

What a waste of taxpayer money! Using a videographer was much more effective. Viewers could actually see who was talking and what slides were being shown. The new system fails to catch the dynamics of what is going on in the room. Surely that wasn't the councils intent...or was it? -----

Unfortunately, because so many consumers have home video cameras...they think they are all videographers. I preferred having a professional at the camera and being given a view of the entire room. With the current system, there are times when what they are discussing is out of view of the audience...including WHO is doing the talking at times.

In my opinion, if you're going to film open city government meetings you should have the capacity to move the camera at least from speaker to speaker to capture the total event. When all the cable audience sees is the speaker at the podium whose addressing council the proceedings are less interesting and more difficult to follow.

I DON'T EVEN WATCH THE MEETINGS. THEY ARE TERRIBLE AND THE CAMERAS MAKE THEM EVEN WORST. MAYBE THAT IS WHAT THIS COUNCIL WANTS, NOBODY WATCHING

Clearly the change in council coverage is about making the meeting less transparent. The new camera angle that shows Council members has been moved as far from Council as is physically possible. This change is consistent with Council's attempt to censor and/or delay the broadcast of meetings that are eventually aired on the public access channel

I am unable to attend council meetings, but I watch every one of them. I am so disappointed with the new system as it makes it very difficult to follow what is going on. Can't we go back to a live videographer? Technology is NOT always better than humans!

Looking down on the heads of speakers...close-ups of assorted shoes, sandals, and the occasional gnarly foot...hearing people talk but not seeing who's speaking...shots

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that are so zoomed out that you can't tell who's talking...missing of all the slides shown on the screen and exhibits by presenters = Let's go back to the original filming! It worked so well for years, so why screw up a good thing?

Although I much prefer a live camera man, if we are stuck with this new system, the camera angles must be improved. Enough of the head shots and shoes.

As a senior citizen, I do not have the stamina to sit through council meetings. I do, however, watch all of the meetings. I find the new tapings to be much harder to follow. It seems like the move to technology over a live camera man is just another way to alienate the public. So much for open and transparent government.

The present camera angles are grossly deficient since they do not permit viewers to see what information is presented on the screen or easels. Neither do they show major portions of the members of council, including those occasions when certain council members turn their backs on speakers and the audience. I strongly urge the video technicians to rethink their camera placements in order to give the citizens a much broader view of the room, video information, views of the entire council membership and when occasion serves, the audience. Finally its a lousy plan when the cameras only show the backs of presenters at the podium or the tops of their heads.

The long distance camera angles correspond nicely with the sanitized Council minutes. Now there is effectively no record or account of Council's action.