



Executive Golf

1. On average, how often do you play on the Executive Golf Courses within The Villages?

		Response Total	Response Percent
Less than once a week		1145	11%
1 Time/week		1471	14%
2 Times/week		2835	28%
3 or more times/week		2564	25%
Not at all		2172	21%
		Total Respondents	10187
		(skipped this question)	843

2. Which item is the most important element to your overall golf experience on the executive courses?

		Response Total	Response Percent
Customer service		393	5%
Location		1800	24%
Course Conditions		4532	61%
Difficulty of Course		702	9%
		Total Respondents	7427
		(skipped this question)	3603

3. Rate the overall course conditions for the following executive courses:

	Very Good	Good	Fair	Needs Improvement	Response Total
Silver Lake	8.16% (348)	44.06% (1879)	30.36% (1295)	17.42% (743)	4265
Hilltop	10.59% (487)	50.83% (2338)	27.35% (1258)	11.24% (517)	4600
Chula Vista	4.25% (220)	24.39% (1263)	27.98% (1449)	43.39% (2247)	5179
Mira Mesa	9.06% (442)	43.55% (2125)	27.89% (1361)	19.51% (952)	4880
De La Vista	14.53% (660)	59.22% (2689)	20.15% (915)	6.1% (277)	4541
El Diablo	29.62% (1502)	60.72% (3079)	8.16% (414)	1.5% (76)	5071
El Santiago	27.07% (1360)	60.97% (3063)	10.07% (506)	1.89% (95)	5024
Hawkes Bay	36.88% (2048)	57.12% (3172)	5.11% (284)	0.88% (49)	5553
Saddlebrook	38.12% (2138)	56.25% (3155)	4.87% (273)	0.77% (43)	5609
Briarwood	37.26% (1791)	57.46% (2762)	4.45% (214)	0.83% (40)	4807
Walnut Grove	38.78% (1844)	55.92% (2659)	4.52% (215)	0.78% (37)	4755
Oak Leigh	41.56% (1922)	53.49% (2474)	4.22% (195)	0.74% (34)	4625
Amberwood	46.19% (2267)	49.63% (2436)	3.3% (162)	0.88% (43)	4908
Pimlico	36.48% (1962)	53.74% (2890)	7.51% (404)	2.27% (122)	5378
Church Hill Downs	37.65% (1962)	54.77% (2854)	6.31% (329)	1.27% (66)	5211
Belmont	36.5% (1887)	55.26% (2857)	6.79% (351)	1.45% (75)	5170
Heron	45.06% (2391)	49.1% (2605)	4.82% (256)	1.02% (54)	5306
Pelican	41.25% (2164)	46.8% (2455)	8.54% (448)	3.41% (179)	5246
Bogart	51.94% (2877)	44.54% (2467)	2.96% (164)	0.56% (31)	5539
Bacall	52.71% (2892)	43.65% (2395)	2.97% (163)	0.67% (37)	5487
Turtle Mound	52.14% (2627)	42.91% (2162)	4.03% (203)	0.91% (46)	5038
Sand Hill	52.68% (2581)	42.09% (2062)	4.25% (208)	0.98% (48)	4899
Truman	58.37% (2866)	37.41% (1837)	3.28% (161)	0.94% (46)	4910
Roosevelt	57.14% (2702)	38.55% (1823)	3.32% (157)	0.99% (47)	4729
				Total Respondents	7341
				(skipped this question)	3689

4. Rate the overall customer service for the following courses:

	Very Good	Good	Fair	Needs Improvement	Response Total
Silver Lake	43.31% (1715)	48.43% (1918)	6.04% (239)	2.22% (88)	3960
Hilltop	46.66% (1949)	46.52% (1943)	5.15% (215)	1.68% (70)	4177
Chula Vista	43.16% (1933)	47.18% (2113)	7.28% (326)	2.39% (107)	4479
Mira Mesa	45.43% (1981)	48.34% (2108)	5% (218)	1.24% (54)	4361
De La Vista	46.83% (1965)	48.19% (2022)	4.05% (170)	0.93% (39)	4196
El Diablo	50.8% (2343)	46.36% (2138)	2.39% (110)	0.46% (21)	4612
El Santiago	51.14% (2375)	46.08% (2140)	2.28% (106)	0.5% (23)	4644
Hawkes Bay	51.72% (2583)	45.23% (2259)	2.36% (118)	0.68% (34)	4994
Saddlebrook	52.68% (2649)	44.39% (2232)	2.37% (119)	0.56% (28)	5028
Briarwood	52.46% (2333)	44.66% (1986)	2.27% (101)	0.61% (27)	4447
Walnut Grove	52.55% (2301)	44.64% (1955)	2.15% (94)	0.66% (29)	4379
Oak Leigh	53.82% (2338)	43.46% (1888)	2.05% (89)	0.67% (29)	4344
Amberwood	54.57% (2467)	42.73% (1932)	2.01% (91)	0.69% (31)	4521
Pimlico	54.65% (2694)	41.78% (2060)	2.6% (128)	0.97% (48)	4930
Church Hill Downs	54.31% (2612)	41.84% (2012)	2.99% (144)	0.85% (41)	4809
Belmont	54.14% (2592)	42.04% (2013)	2.9% (139)	0.92% (44)	4788
Heron	56.42% (2771)	41.15% (2021)	1.85% (91)	0.57% (28)	4911

Pelican	55.68% (2682)	41.37% (1993)	2.16% (104)	0.79% (38)	4817
Bogart	55.67% (2828)	40.33% (2049)	2.8% (142)	1.2% (61)	5080
Bacall	55.62% (2800)	40.35% (2031)	2.86% (144)	1.17% (59)	5034
Turtle Mound	57.08% (2657)	40.52% (1886)	1.91% (89)	0.49% (23)	4655
Sand Hill	57.18% (2600)	40.55% (1844)	1.74% (79)	0.53% (24)	4547
Truman	57.33% (2580)	39.76% (1789)	2.18% (98)	0.73% (33)	4500
Roosevelt	56.72% (2476)	40.48% (1767)	2.15% (94)	0.64% (28)	4365
				Total Respondents	6687
				(skipped this question)	4343



Recreation

1. Overall evaluation of quality of recreation programs offered:

		Response Total	Response Percent
Very Good		6721	69%
Good		2814	29%
Fair		151	2%
Needs Improvement		51	1%
		Total Respondents	9737
		(skipped this question)	1293

2. How do you most often find out about recreation activities that are offered:

		Response Total	Response Percent
Daily Sun Newspaper		5391	55%
Recreation News		3096	31%
WVLG		254	3%
VNN		119	1%
Word of Mouth		854	9%
Bulletin Boards		122	1%
District Website (districtgov.org)		41	0%
		Total Respondents	9877
		(skipped this question)	1153

3. Rate your Overall Experience at each of the following recreation facilities.

	Very Good	Good	Fair	Needs Improvement	Response Total
Allamanda	60.46% (893)	37.71% (557)	1.49% (22)	0.34% (5)	1477
Ashland	47.92% (334)	49.35% (344)	2.3% (16)	0.43% (3)	697
Bacall	63.71% (1178)	34.72% (642)	1.3% (24)	0.27% (5)	1849
Belvedere	50.29% (429)	46.31% (395)	2.46% (21)	0.94% (8)	853
Bonnybrook	51.07% (406)	45.16% (359)	3.4% (27)	0.38% (3)	795
Bridgeport	60.63% (984)	36.66% (595)	2.16% (35)	0.55% (9)	1623
Calumet Grove	53.14% (583)	43.85% (481)	2.28% (25)	0.73% (8)	1097
Canal Street	62.37% (1286)	35.01% (722)	1.75% (36)	0.87% (18)	2062
Caroline	56.31% (464)	41.63% (343)	1.58% (13)	0.49% (4)	824
Chatham	61.1% (1255)	35.49% (729)	2.34% (48)	1.07% (22)	2054
Chula Vista	42.71% (583)	45.93% (627)	7.47% (102)	3.88% (53)	1365
Churchill	61.41% (982)	36.21% (579)	1.75% (28)	0.63% (10)	1599
Coconut Grove	61.48% (854)	34.92% (485)	2.3% (32)	1.3% (18)	1389
Duvall	55.29% (423)	42.48% (325)	1.31% (10)	0.92% (7)	765
El Santiago	44.2% (675)	44.27% (676)	6.22% (95)	5.3% (81)	1527
Hibiscus	59.56% (804)	36.67% (495)	2.22% (30)	1.56% (21)	1350
Hilltop	43.85% (321)	47.13% (345)	6.15% (45)	2.87% (21)	732
La Hacienda	54.54% (1280)	37.71% (885)	4.13% (97)	3.62% (85)	2347
Lake Miona	74.56% (2500)	23.71% (795)	1.28% (43)	0.45% (15)	3353
Largo	53.87% (341)	43.76% (277)	1.58% (10)	0.79% (5)	633
Laurel Manor	72.93% (2867)	25.36% (997)	1.12% (44)	0.59% (23)	3931
Liberty Park	54.51% (387)	43.24% (307)	1.55% (11)	0.7% (5)	710
Lynnhaven	50.57% (310)	47.63% (292)	1.47% (9)	0.33% (2)	613
Mallory Square	60.47% (664)	37.34% (410)	1.64% (18)	0.55% (6)	1098
Mulberry Grove	66.7% (1811)	30.31% (823)	1.73% (47)	1.25% (34)	2715
Paradise	54.86% (987)	38.91% (700)	3.84% (69)	2.39% (43)	1799
Pimlico	61.25% (1127)	36.14% (665)	1.74% (32)	0.87% (16)	1840
Poinciana	51.07% (311)	46.31% (282)	1.64% (10)	0.99% (6)	609
Rio Grande	43.4% (276)	49.21% (313)	5.03% (32)	2.36% (15)	636
Sabal Chase	52.54% (331)	44.92% (283)	1.9% (12)	0.63% (4)	630
Saddlebrook	57.93% (1191)	38.72% (796)	2.09% (43)	1.26% (26)	2056
Savannah	66.76% (2085)	28.47% (889)	2.02% (63)	2.75% (86)	3123
Silver Lake	38.78% (311)	45.89% (368)	7.98% (64)	7.36% (59)	802
Southside	40.18% (225)	46.96% (263)	7.86% (44)	5% (28)	560
Springdale	49.09% (324)	45.3% (299)	3.79% (25)	1.82% (12)	660
Summerhill	47.34% (294)	43.96% (273)	5.15% (32)	3.54% (22)	621
Sunset Pointe	53.12% (341)	44.86% (288)	1.71% (11)	0.31% (2)	642
Tall Trees	50.71% (284)	46.96% (263)	1.61% (9)	0.71% (4)	560
Tierra del Sol	43.13% (502)	41.75% (486)	7.39% (86)	7.73% (90)	1164
Virginia Trace	56.87% (381)	40.6% (272)	2.09% (14)	0.45% (3)	670
Winifred	51.66% (327)	45.66% (289)	2.21% (14)	0.47% (3)	633
				Total Respondents	8163
				(skipped this question)	2867

4. Which types of recreation facilities do you use most often?

		Response Total	Response Percent
Indoor facilities		4728	59%
Outdoor Facilities – bocce, basketball, horseshoes, pickleball, shuffleboard, tennis		4527	56%
Fitness Trails (Springdale, Lake Miona)		534	7%
Fitness Clubs (Mulberry Grove, Laurel Manor, Colony Cottage)		981	12%
		Total Respondents	8075
		(skipped this question)	2955

5. How often do you participate in the following activities:





	1-2 times wkly	3-5 times wkly	5 or more	Response Total
Card & Board games	86.75% (1906)	11.38% (250)	1.87% (41)	2197
Arts/Crafts Programs	92.51% (803)	5.99% (52)	1.5% (13)	868
Exercise	52.98% (1860)	37.48% (1316)	9.54% (335)	3511
Hobby & Interest Groups	91.29% (1300)	7.79% (111)	0.91% (13)	1424
Musical/Dance Groups	77.49% (1267)	18.35% (300)	4.16% (68)	1635
Neighborhood & Social Groups	95.1% (2948)	4% (124)	0.9% (28)	3100
Service Groups	92.36% (496)	5.77% (31)	1.86% (10)	537
Sports	56.02% (1685)	28.99% (872)	14.99% (451)	3008
State Clubs	97.46% (1228)	1.27% (16)	1.27% (16)	1260
Support Groups	90.94% (301)	7.85% (26)	1.21% (4)	331
Sports Pools	65.61% (1223)	26.82% (500)	7.56% (141)	1864
Recreational Pools	70.89% (3010)	22.11% (939)	6.99% (297)	4246
				Total Respondents
				(skipped this question)
				2981

6. Rate your overall experience with the following customer service:





	Excellent	Good	Fair	Needs Improvement	Response Total
Guest ID Cards	68.87% (6182)	28.16% (2528)	1.59% (143)	1.37% (123)	8976
Executive Golf Trail Fees	47.31% (2766)	39.31% (2298)	7.78% (455)	5.59% (327)	5846
Resident Council Business	30.3% (383)	51.42% (650)	12.5% (158)	5.78% (73)	1264
Room Rentals	35.49% (477)	42.78% (575)	14.14% (190)	7.59% (102)	1344
ID Checking	31.46% (2406)	42.59% (3258)	13.39% (1024)	12.56% (961)	7649
Activities Registration	38.38% (1383)	51.46% (1854)	7.27% (262)	2.89% (104)	3603
Cost of Activities	27.95% (1586)	46.4% (2633)	18.38% (1043)	7.26% (412)	5674
					Total Respondents
					(skipped this question)
					1655

7. How would you rate the special events offered i.e. Craft Shows, Technology Expo, Drive-In Movies, Camp Villages, Senior games, etc.





Response Total Response Percent

Very Good		4690	56%
Good		3340	40%
Fair		305	4%
Needs Improvement		70	1%
		Total Respondents	8405
		(skipped this question)	2625

8. How would you rate the maintenance and cleanliness of Recreation Centers and Pools?

		Response Total	Response Percent
Very Good		5777	61%
Good		3262	34%
Fair		320	3%
Needs Improvement		183	2%
		Total Respondents	9542
		(skipped this question)	1488

9. How would you rate the resident volunteer program that oversees recreation activities?

		Response Total	Response Percent
Very Good		4672	55%
Good		3330	39%
Fair		402	5%
Needs Improvement		159	2%
		Total Respondents	8563
		(skipped this question)	2467



Customer Service Center





1. Have you ever used the Districts' Customer Service Center?

		Response Total	Response Percent
Yes		2371	24%
No		7452	76%
		Total Respondents	9823
		(skipped this question)	1207





2. Have you accessed services or information through the Districts' Customer Service Center?

		Response Total	Response Percent
In person		1721	75%
By phone		1067	47%
		Total Respondents	2291
		(skipped this question)	8739





3. How would you rate the overall appearance and comfort of the Customer Service Center?

		Response Total	Response Percent
Very Good		1278	60%
Good		794	37%
Fair		36	2%
Needs Improvement		18	1%
		Total Respondents	2126
		(skipped this question)	8904

4. How would you rate the helpfulness / courtesy of the Customer Service Center staff?

		Response Total	Response Percent
Very Good		1443	63%
Good		732	32%
Fair		73	3%
Needs Improvement		26	1%
		Total Respondents	2274
		(skipped this question)	8756

5. How would you rate the helpfulness / courtesy of the Utilities, Amenities or Bond Payment staff?

		Response Total	Response Percent
Very Good		906	52%
Good		734	42%
Fair		76	4%
Needs Improvement		23	1%
		Total Respondents	1739
		(skipped this question)	9291



Deed

1. Please rate the helpfulness/courtesy of Deed Compliance Staff:

		Response Total	Response Percent
Very Good		1352	28%
Good		2483	51%
Fair		636	13%
Needs Improvement		395	8%
		Total Respondents	4866
		(skipped this question)	6164

2. Overall evaluation of deed restriction enforcement process:

		Response Total	Response Percent
Very Good		1075	20%
Good		2400	45%
Fair		905	17%
Needs Improvement		913	17%
		Total Respondents	5293
		(skipped this question)	5737



Community Watch

1. If you used Watch services, what is your overall evaluation?

		Response Total	Response Percent
Very Good		902	28%
Good		1310	41%
Fair		495	15%
Needs Improvement		515	16%
		Total Respondents	3222
		(skipped this question)	7808

2. Please rate the helpfulness/courtesy of Gate Personnel:

		Response Total	Response Percent
Very Good		6351	66%
Good		2727	28%
Fair		319	3%
Needs Improvement		194	2%
		Total Respondents	9591
		(skipped this question)	1439

3. Please rate the helpfulness/courtesy of Patrol Drivers:

Response Total	Response Percent
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Very Good		2468	41%
Good		2619	44%
Fair		599	10%
Needs Improvement		326	5%
		Total Respondents	6012
		(skipped this question)	5018

4. If you used the Vacant House Check Program, what is your overall evaluation?

		Response Total	Response Percent
Very Good		360	40%
Good		320	35%
Fair		96	11%
Needs Improvement		135	15%
		Total Respondents	911
		(skipped this question)	10119

5. If you have used the RV lot, what is your overall evaluation of the service:

		Response Total	Response Percent
Very Good		157	39%
Good		138	35%
Fair		47	12%
Needs Improvement		56	14%
		Total Respondents	398
		(skipped this question)	10632

6. Overall evaluation of Neighborhood Watch / Village Watch:

		Response Total	Response Percent
Very Good		1938	31%
Good		2855	46%
Fair		736	12%
Needs Improvement		667	11%
		Total Respondents	6196
		(skipped this question)	4834



Website

1. Have you visited www.districtgov.org?

		Response Total	Response Percent
Yes		2706	28%
No		7010	72%
		Total Respondents	9716
		(skipped this question)	1314

2. Did you find the site to be "user friendly" and easy to navigate?

		Response Total	Response Percent
Yes		2452	94%
No		154	6%
		Total Respondents	2606
		(skipped this question)	8424

3. Were you able to find the information you needed?

		Response Total	Response Percent
Yes		2412	93%
No		169	7%
		Total Respondents	2581
		(skipped this question)	8449