

District Questions

Survey Title: 2009 Resident Survey

Survey Properties:

Total Respondents: 10557

Responses By Question Analysis:

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		1162	12%
1 Time/week		1425	15%
2 Times/week		2687	27%
3 or more times/week		2408	25%
Not at all		2126	22%
Total Respondents		9808	
(skipped this question)			749

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

		Response Total	Response Percent
Customer service		437	6%
Location		1695	24%
Course Conditions		4236	60%
Difficulty of Course		673	10%
Total Respondents		7041	
(skipped this question)			3516

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

	Very Good	Good	Fair	Needs Improvement	Response Total
Silver Lake	8.35% (340)	42.78% (1742)	32.2% (1311)	16.67% (679)	4072
Hilltop	9.72% (421)	49.6% (2148)	29.81% (1291)	10.88% (471)	4331
Chula Vista	6.06% (290)	30.23% (1447)	32.26% (1544)	31.45% (1505)	4786
Mira Mesa	10.77% (496)	47.18% (2173)	27.66% (1274)	14.39% (663)	4606
De La Vista	14.39% (622)	57.21% (2473)	21.67% (937)	6.73% (291)	4323
El Diablo	24.49% (1157)	61.71% (2916)	11.22% (530)	2.58% (122)	4725
El Santiago	22.49% (1043)	61.14% (2835)	13.54% (628)	2.83% (131)	4637
Hawkes Bay	30.06% (1558)	58.44% (3029)	8.76% (454)	2.74% (142)	5183
Saddlebrook	30.51% (1590)	58.79% (3064)	8.44% (440)	2.26% (118)	5212
Briarwood	32.44% (1445)	59.3% (2641)	6.49% (289)	1.77% (79)	4454
Walnut Grove	33.49% (1489)	58.57% (2604)	6.32% (281)	1.62% (72)	4446
Oak Leigh	35.82% (1555)	56.51% (2453)	6.13% (266)	1.54% (67)	4341
Amberwood	41.48% (1917)	51.77% (2393)	5.3% (245)	1.45% (67)	4622
Pimlico	31.19% (1604)	57.6% (2962)	8.93% (459)	2.28% (117)	5142
Churchill Greens	32.96% (1635)	57.16% (2835)	7.6% (377)	2.28% (113)	4960
Belmont	32.31% (1597)	56.96% (2815)	8.56% (423)	2.17% (107)	4942
Heron	39.75% (2022)	52.01% (2646)	6.55% (333)	1.69% (86)	5087
Pelican	36.02% (1808)	49.44% (2482)	10.4% (522)	4.14% (208)	5020
Bogart	41.06% (2178)	51.1% (2711)	5.86% (311)	1.98% (105)	5305
Bacall	41.9% (2208)	50.25% (2648)	5.86% (309)	1.99% (105)	5270
Turtle Mound	37.28% (1847)	50.27% (2491)	9.24% (458)	3.21% (159)	4955
Sandhill	36.49% (1777)	48.97% (2385)	9.88% (481)	4.66% (227)	4870
Truman	41.96% (2129)	46.47% (2358)	7.69% (390)	3.88% (197)	5074
Roosevelt	41.56% (2041)	46.83% (2300)	7.72% (379)	3.89% (191)	4911
Total Respondents					6898

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

	Very Good	Good	Fair	Needs Improvement	Response Total
Silver Lake	44.93% (1702)	47.39% (1795)	5.7% (216)	1.98% (75)	3788
Hilltop	47.46% (1874)	46.54% (1838)	4.46% (176)	1.54% (61)	3949
Chula Vista	45.15% (1873)	47.3% (1962)	5.81% (241)	1.74% (72)	4148
Mira Mesa	46.65% (1927)	47.88% (1978)	4.33% (179)	1.14% (47)	4131
De La Vista	48.51% (1936)	46.98% (1875)	3.73% (149)	0.78% (31)	3991
El Diablo	51.2% (2223)	45.32% (1968)	2.79% (121)	0.69% (30)	4342
El Santiago	51.34% (2220)	45.07% (1949)	2.94% (127)	0.65% (28)	4324
Hawkes Bay	51.82% (2428)	44.5% (2085)	2.88% (135)	0.79% (37)	4685
Saddlebrook	52.34% (2475)	43.96% (2079)	2.85% (135)	0.85% (40)	4729
Briarwood	51.95% (2163)	44.55% (1855)	2.67% (111)	0.84% (35)	4164
Walnut Grove	52.29% (2162)	44.26% (1830)	2.73% (113)	0.73% (30)	4135
Oak Leigh	53.46% (2192)	43.41% (1780)	2.44% (100)	0.68% (28)	4100
Amberwood	54.72% (2344)	42.39% (1816)	2.26% (97)	0.63% (27)	4284
Pimlico	54.39% (2582)	41.5% (1970)	3.12% (148)	0.99% (47)	4747
Churchill Greens	53.89% (2475)	41.89% (1924)	3.07% (141)	1.15% (53)	4593
Belmont	54% (2495)	41.77% (1930)	3.2% (148)	1.02% (47)	4620
Heron	55.59% (2632)	41.22% (1952)	2.49% (118)	0.7% (33)	4735
Pelican	55.15% (2586)	41.16% (1930)	2.84% (133)	0.85% (40)	4689
Bogart	55.19% (2703)	41.02% (2009)	2.8% (137)	1% (49)	4898
Bacall	55.18% (2692)	40.97% (1999)	2.91% (142)	0.94% (46)	4879
Turtle Mound	54.94% (2531)	41.94% (1932)	2.52% (116)	0.61% (28)	4607
Sandhill	55.2% (2506)	41.56% (1887)	2.58% (117)	0.66% (30)	4540
Truman	55.39% (2579)	40.89% (1904)	2.75% (128)	0.97% (45)	4656
Roosevelt	55.1% (2501)	40.67% (1846)	3.02% (137)	1.21% (55)	4539
Total Respondents					6341
(skipped this question)					4216

5. Please rate the helpfulness/courtesy of Gate Staff:

	Response Total	Response Percent
Very Good	6128	65%
Good	2700	29%
Fair	349	4%
Needs Improvement	247	3%
Total Respondents	9424	
(skipped this question)		1133

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

	Response Total	Response Percent
Very Good	3648	44%
Good	3477	42%
Fair	792	10%
Needs Improvement	350	4%
Total Respondents	8267	
(skipped this question)		2290

7. Please rate the helpfulness/courtesy of Dispatch Staff 753-0550.

	Response Total	Response Percent
Very Good	2450	44%
Good	2564	46%
Fair	403	7%
Needs Improvement	145	3%
Total Respondents	5562	
(skipped this question)		4995

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

	Response Total	Response Percent
Very Good	175	40%
Good	160	37%
Fair	52	12%
Needs Improvement	50	11%

Total Respondents 437
(skipped this question) 10120

9. If you used **Community Watch** services, what is your overall evaluation?

		Response Total	Response Percent
Very Good		964	37%
Good		941	36%
Fair		378	14%
Needs Improvement		357	14%
		Total Respondents	2640
		(skipped this question)	7917

10. Please rate the helpfulness/courtesy of the Staff:

		Response Total	Response Percent
Very Good		2316	41%
Good		2678	47%
Fair		438	8%
Needs Improvement		218	4%
		Total Respondents	5650
		(skipped this question)	4907

11. Overall evaluation of the deed restriction enforcement process:

		Response Total	Response Percent
Very Good		1368	24%
Good		2588	46%
Fair		845	15%
Needs Improvement		845	15%
		Total Respondents	5646
		(skipped this question)	4911

12. Overall evaluation of quality of recreation programs offered:

		Response Total	Response Percent
Very Good		6467	70%
Good		2584	28%
Fair		142	2%
Needs Improvement		71	1%
		Total Respondents	9264
		(skipped this question)	1293

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





		Response Total	Response Percent
Daily Sun Newspaper		4983	53%
Recreation News		3202	34%
WVVG		248	3%
VNN		84	1%
Word of Mouth		782	8%
Bulletin Boards		75	1%
District Website (www.districtgov.org)		64	1%
		Total Respondents	9438
		(skipped this question)	1119

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

	Very Good	Good	Fair	Needs Improvement	Response Total
Allamanda	58.8% (872)	37.42% (555)	2.97% (44)	0.81% (12)	1483
Amelia	47.72% (355)	47.98% (357)	3.36% (25)	0.94% (7)	744
Ashland	45.86% (327)	49.65% (354)	3.65% (26)	0.84% (6)	713
Bacall	62.18% (1179)	35.39% (671)	2% (38)	0.42% (8)	1896
Belvedere	49.47% (423)	45.61% (390)	3.74% (32)	1.17% (10)	855
Bonita	45.4% (291)	49.92% (320)	3.59% (23)	1.09% (7)	641
Bonnybrook	47.72% (388)	47.11% (383)	4.06% (33)	1.11% (9)	813
Bridgeport	61.28% (986)	34.68% (558)	2.67% (43)	1.37% (22)	1609

Calumet Grove	53.7% (580)	42.59% (460)	2.96% (32)	0.74% (8)	1080
Canal Street	60.28% (1187)	36.16% (712)	2.44% (48)	1.12% (22)	1969
Caroline	50% (400)	45.62% (365)	3% (24)	1.38% (11)	800
Chatham	59.22% (1098)	36.08% (669)	3.13% (58)	1.56% (29)	1854
Chula Vista	44.06% (608)	46.23% (638)	6.74% (93)	2.97% (41)	1380
Churchill	59.15% (928)	36.65% (575)	3.06% (48)	1.15% (18)	1569
Coconut Cove	59.34% (902)	35.92% (546)	2.83% (43)	1.91% (29)	1520
Colony Cottage	73.8% (2205)	23.49% (702)	1.71% (51)	1% (30)	2988
Duwall	51.89% (399)	43.17% (332)	3.9% (30)	1.04% (8)	769
El Santiago	43.25% (599)	44.91% (622)	6.14% (85)	5.7% (79)	1385
Hadley	51.58% (360)	44.13% (308)	3.3% (23)	1% (7)	698
Hemingway	52.17% (372)	44.46% (317)	2.38% (17)	0.98% (7)	713
Hibiscus	60.59% (758)	35.33% (442)	2.8% (35)	1.28% (16)	1251
Hilltop	42.01% (292)	48.63% (338)	6.33% (44)	3.02% (21)	695
La Hacienda	53.68% (1202)	37.03% (829)	4.69% (105)	4.6% (103)	2239
Lake Miona	73.69% (2395)	24.28% (789)	1.26% (41)	0.77% (25)	3250
Lake Miona Shores	56.98% (437)	39.11% (300)	2.48% (19)	1.43% (11)	767
Largo	49.53% (314)	47.16% (299)	2.52% (16)	0.79% (5)	634
Laurel Manor	72.62% (2586)	25.13% (895)	1.63% (58)	0.62% (22)	3561
Liberty Park	48.25% (318)	47.04% (310)	3.19% (21)	1.52% (10)	659
Lynnhaven	46.37% (313)	48.44% (327)	3.7% (25)	1.48% (10)	675
Mallory Square	56.35% (621)	39.38% (434)	2.63% (29)	1.63% (18)	1102
Mulberry Grove	64.86% (1547)	31.49% (751)	2.52% (60)	1.13% (27)	2385
Odell	62.84% (815)	33.15% (430)	2.62% (34)	1.39% (18)	1297
Paradise	53.77% (928)	39.11% (675)	5.1% (88)	2.03% (35)	1726
Pimlico	59.64% (1015)	36.55% (622)	2.82% (48)	1% (17)	1702
Poinciana	47.5% (294)	47.5% (294)	3.07% (19)	1.94% (12)	619
Rio Grande	39.97% (259)	52.62% (341)	4.63% (30)	2.78% (18)	648
Sabal Chase	49.45% (315)	47.1% (300)	2.35% (15)	1.1% (7)	637
Saddlebrook	57.96% (1107)	37.17% (710)	3.56% (68)	1.31% (25)	1910
Savannah	64.82% (1850)	29.57% (844)	3.05% (87)	2.56% (73)	2854
Silver Lake	37.24% (292)	45.79% (359)	10.2% (80)	6.76% (53)	784
Southside	39.05% (221)	50.18% (284)	7.07% (40)	3.71% (21)	566
Springdale	47% (305)	46.84% (304)	4.16% (27)	2% (13)	649
St. Charles	43.32% (214)	51.82% (256)	3.64% (18)	1.21% (6)	494
Summerhill	43.64% (278)	48.35% (308)	5.49% (35)	2.51% (16)	637
Sunset Pointe	51.92% (325)	44.41% (278)	2.88% (18)	0.8% (5)	626
Tall Trees	46.44% (274)	48.47% (286)	3.9% (23)	1.19% (7)	590
Tierra del Sol	43.27% (463)	42.8% (458)	6.36% (68)	7.57% (81)	1070
Truman	60.24% (756)	36.25% (455)	2.23% (28)	1.27% (16)	1255
Virginia Trace	52.98% (373)	43.04% (303)	2.98% (21)	0.99% (7)	704
Winifred	48.2% (322)	45.66% (305)	4.94% (33)	1.2% (8)	668
Total Respondents					7913
(skipped this question)					2644

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

		Response Total	Response Percent
Indoor facilities		4751	59%
Outdoor Facilities – bocce, basketball, horseshoes, pickleball, shuffleboard, tennis		4289	53%
Fitness Trails (Springdale, Lake Miona)		442	5%
Fitness Clubs (Mulberry Grove, Laurel Manor, Colony Cottage)		938	12%
Total Respondents		8049	
(skipped this question)			2508

16. 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	85.24% (1963)	13.03% (300)	1.74% (40)	2303
Arts/Crafts Programs	89.06% (757)	9.18% (78)	1.76% (15)	850
Exercise	52.21% (1737)	38.05% (1266)	9.74% (324)	3327
Hobby & Interest Groups	88.95% (1232)	9.68% (134)	1.37% (19)	1385
Musical/Dance Groups	77.1% (1229)	18.51% (295)	4.39% (70)	1594
Neighborhood & Social Groups	95.58% (2810)	3.33% (98)	1.09% (32)	2940
Service Groups	94.43% (543)	4.17% (24)	1.39% (8)	575
Sports	55.39% (1556)	29.33% (824)	15.27% (429)	2809

State Clubs	98.06% (1064)	1.57% (17)	0.37% (4)	1085
Support Groups	90.43% (312)	8.12% (28)	1.45% (5)	345
Sports Pools	63.32% (1110)	28.07% (492)	8.61% (151)	1753
Recreational Pools	67.11% (2691)	25.09% (1006)	7.81% (313)	4010
			Total Respondents	7838
			(skipped this question)	2719

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

	Excellent	Good	Fair	Needs Improvement	Response Total
Guest ID Cards	67.99% (5913)	28.3% (2461)	1.95% (170)	1.76% (153)	8697
Executive Golf Trail Fees	47.56% (2693)	39.7% (2248)	7.82% (443)	4.91% (278)	5662
Resident Council Business	30.21% (422)	48.96% (684)	14.82% (207)	6.01% (84)	1397
Room Rentals	34.97% (541)	44.99% (696)	12.61% (195)	7.43% (115)	1547
ID Checking	34% (2546)	40.92% (3064)	12.47% (934)	12.61% (944)	7488
Activities Registration	39.51% (1571)	50.88% (2023)	6.87% (273)	2.74% (109)	3976
				Total Respondents	9027
				(skipped this question)	1530

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

	Response Total	Response Percent
Very Good	4862	60%
Good	2968	36%
Fair	240	3%
Needs Improvement	73	1%
	Total Respondents	8143
	(skipped this question)	2414

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

	Response Total	Response Percent
Very Good	5842	64%
Good	2907	32%
Fair	238	3%
Needs Improvement	119	1%
	Total Respondents	9106
	(skipped this question)	1451

20. How would you rate the resident volunteer program?

	Response Total	Response Percent
Very Good	4475	62%
Good	2554	35%
Fair	170	2%
Needs Improvement	52	1%
	Total Respondents	7251
	(skipped this question)	3306

21. Have you used the Districts' Customer Service Center within the last year?

	Response Total	Response Percent
Yes	2984	33%
No	6042	67%
	Total Respondents	9026
	(skipped this question)	1531

22. If you answered Yes to the previous question, please indicate how you have accessed services or information through the Districts' Customer Service Center.

	Response Total	Response Percent
In person	2307	77%
By phone	1078	36%
	Total Respondents	3006
	(skipped this question)	7551

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

		Response Total	Response Percent
Very Good		2145	63%
Good		1185	35%
Fair		73	2%
Needs Improvement		24	1%
		Total Respondents	3427
		(skipped this question)	7130

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

		Response Total	Response Percent
Very Good		2388	67%
Good		1020	29%
Fair		106	3%
Needs Improvement		49	1%
		Total Respondents	3563
		(skipped this question)	6994

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

		Response Total	Response Percent
Very Good		1644	47%
Good		1576	45%
Fair		197	6%
Needs Improvement		81	2%
		Total Respondents	3498
		(skipped this question)	7059

26. Have you visited www.districtgov.org?

		Response Total	Response Percent
Yes		3052	32%
No		6349	68%
		Total Respondents	9401
		(skipped this question)	1156

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

		Response Total	Response Percent
Yes		2706	93%
No		212	7%
		Total Respondents	2918
		(skipped this question)	7639

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

		Response Total	Response Percent
Yes		2707	93%
No		200	7%
		Total Respondents	2907
		(skipped this question)	7650