



2010 - dist - Executive Golf

Survey Title: 2010 Resident Survey

Survey Properties:

Total Respondents: 10854

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		1233	12%
1 Time/week		1530	15%
2 Times/week		2788	28%
3 or more times/week		2255	23%
Not at all		2205	9%
		Total Respondents	10011
		(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		350	5%
Location		1893	26%
Course Conditions		4276	60%
Difficulty of Course		664	9%
		Total Respondents	7183
		(skipped this question)	3671

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

	Very Good	Good	Fair	Needs Improvement	Response Total	
Silver Lake	7.07% (267)	42.28% (1596)	33.56% (1267)	17.09% (645)	3775	
Hilltop	8.52% (345)	48.37% (1958)	30.34% (1228)	12.77% (517)	4048	
Chula Vista	6.8% (294)	39.77% (1720)	34.1% (1475)	19.33% (836)	4325	
Mira Mesa	7.89% (336)	45.11% (1922)	29.69% (1265)	17.32% (738)	4261	
De La Vista	10.89% (433)	56.73% (2255)	24.1% (958)	8.28% (329)	3975	
El Diablo	19.5% (851)	62.51% (2728)	13.86% (605)	4.12% (180)	4364	
El Santiago	16.81% (721)	62.91% (2699)	16.29% (699)	3.99% (171)	4290	
Hawkes Bay	22.15% (1077)	60.52% (2943)	12.79% (622)	4.54% (221)	4863	
Saddlebrook	23.5% (1153)	61.25% (3005)	11.6% (569)	3.65% (179)	4906	
Briarwood	22.85% (937)	57.98% (2377)	12.49% (512)	6.68% (274)	4100	
Walnut Grove	23.43% (946)	57.58% (2325)	12.31% (497)	6.69% (270)	4038	
Oak Leigh	24.82% (977)	57.39% (2259)	11.48% (452)	6.3% (248)	3936	
Amberwood	29.06% (1232)	55.17% (2339)	9.83% (417)	5.94% (252)	4240	
Pimlico	25.44% (1230)	58.27% (2817)	11.98% (579)	4.3% (208)	4834	
Churchill Greens	27.37% (1287)	58.61% (2756)	10.21% (480)	3.81% (179)	4702	
Belmont	26.77% (1264)	58.15% (2746)	11.27% (532)	3.81% (180)	4722	
Heron	33.31% (1620)	54.73% (2662)	8.51% (414)	3.45% (168)	4864	
Pelican	29.77% (1428)	52.67% (2526)	12.2% (585)	5.36% (257)	4796	
Bogart	35.8% (1853)	53.65% (2777)	7.32% (379)	3.23% (167)	5176	
Bacall	36.25% (1868)	53.37% (2750)	7.2% (371)	3.18% (164)	5153	
Turtle Mound	33.65% (1641)	53.81% (2624)	9% (439)	3.53% (172)	4876	
Sandhill	33.5% (1588)	54.19% (2569)	8.63% (409)	3.69% (175)	4741	
Truman	38.47% (1908)	49.33% (2447)	8.08% (401)	4.11% (204)	4960	
Roosevelt	37.5% (1807)	48.91% (2357)	9.05% (436)	4.54% (219)	4819	
					Total Respondents	6876
					(skipped this question)	3978

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

	Very Good	Good	Fair	Needs Improvement	Response Total
Silver Lake	44.17% (1535)	48.35% (1680)	5.67% (197)	1.81% (63)	3475
Hilltop	45.8% (1676)	48.1% (1760)	4.7% (172)	1.39% (51)	3659
Chula Vista	44.5% (1694)	49.44% (1882)	5.12% (195)	0.95% (36)	3807
Mira Mesa	45.83% (1741)	49.28% (1872)	4.34% (165)	0.55% (21)	3799
De La Vista	47.16% (1728)	49.15% (1801)	3.17% (116)	0.52% (19)	3664
El Diablo	50.25% (2010)	46.78% (1871)	2.68% (107)	0.3% (12)	4000
El Santiago	50.73% (2028)	46.3% (1851)	2.7% (108)	0.28% (11)	3998
Hawkes Bay	50.31% (2182)	46.23% (2005)	2.79% (121)	0.67% (29)	4337
Saddlebrook	50.86% (2235)	45.99% (2021)	2.59% (114)	0.55% (24)	4394
Briarwood	50.48% (1936)	46.39% (1779)	2.56% (98)	0.57% (22)	3835
Walnut Grove	50.8% (1930)	46.17% (1754)	2.58% (98)	0.45% (17)	3799
Oak Leigh	51% (1904)	45.97% (1716)	2.46% (92)	0.56% (21)	3733
Amberwood	51.82% (2025)	45.27% (1769)	2.2% (86)	0.72% (28)	3908
Pimlico	52.16% (2335)	44.11% (1975)	2.84% (127)	0.89% (40)	4477
Churchill Greens	52.23% (2270)	43.88% (1907)	2.95% (128)	0.94% (41)	4346
Belmont	52.13% (2284)	43.87% (1922)	3.01% (132)	0.98% (43)	4381
Heron	54.47% (2460)	42.65% (1926)	2.37% (107)	0.51% (23)	4516
Pelican	53.46% (2377)	43.45% (1932)	2.52% (112)	0.56% (25)	4446
Bogart	54.6% (2603)	42.35% (2019)	2.5% (119)	0.55% (26)	4767
Bacall	54.36% (2567)	42.52% (2008)	2.58% (122)	0.53% (25)	4722
Turtle Mound	54.32% (2457)	42.98% (1944)	2.21% (100)	0.49% (22)	4523
Sandhill	54.5% (2424)	43.01% (1913)	2.09% (93)	0.4% (18)	4448
Truman	54.41% (2486)	42.07% (1922)	2.71% (124)	0.81% (37)	4569
Roosevelt	54.48% (2410)	41.68% (1844)	2.98% (132)	0.86% (38)	4424
				Total Respondents	6208
				(skipped this question)	4646



2010 - dev - Recreation

Survey Title: 2010 Resident Survey

Survey Properties:

Total Respondents: 10854

Responses By Question Analysis:

1. Overall evaluation of quality of recreation programs offered:

		Response Total	Response Percent
Very Good		6850	71%
Good		2587	27%
Fair		132	1%
Needs Improvement		95	1%
		Total Respondents	9664
		(skipped this question)	1190

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

		Response Total	Response Percent
Daily Sun Newspaper		4816	49%
Recreation News		3762	39%
WVLG		224	2%
VNN		67	1%
Word of Mouth		774	8%
Bulletin Boards		44	0%
District Website (www.districtgov.org)		46	0%
		Total Respondents	9733
		(skipped this question)	1121

3. What types of activities/programs would you like to see made available more often?

	1	2	3	4	5	Response Total	Response Average
Art Programs	31.2% (980)	15.12% (475)	21.11% (663)	11.94% (375)	20.63% (648)	3141	2.76
Social/Special Events	11.31% (437)	8.72% (337)	24.17% (934)	24.53% (948)	31.26% (1208)	3864	3.56
Exercise Programs	11.52% (557)	6.14% (297)	16.92% (818)	21.7% (1049)	43.71% (2113)	4834	3.8
Aquatic Programs	18.83% (671)	13.89% (495)	21.39% (762)	17.32% (617)	28.57% (1018)	3563	3.23
Dance Programs	20.68% (753)	13.43% (489)	23.5% (856)	16.12% (587)	26.28% (957)	3642	3.14
Theatrical Programs	18.17% (689)	10.71% (406)	20.31% (770)	19.59% (743)	31.22% (1184)	3792	3.35
Outdoor Recreation (Biking, fishing, hiking)	16.39% (582)	12.59% (447)	23.61% (838)	19.8% (703)	27.61% (980)	3550	3.3
Parks	12.58% (449)	9.92% (354)	22.03% (786)	22.73% (811)	32.74% (1168)	3568	3.53
Sports and Athletics (Softball, Pickleball, Tennis, Archery, Basketball, etc.)	14.55% (520)	11.95% (427)	21.58% (771)	18.61% (665)	33.31% (1190)	3573	3.44
Hobbies	11.35% (420)	12.9% (477)	27.44% (1015)	22.79% (843)	25.52% (944)	3699	3.38
Crafts	15.4% (576)	13.61% (509)	24.87% (930)	19.92% (745)	26.2% (980)	3740	3.28
						Total Respondents	6933
						(skipped this question)	3921

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

		Response Total	Response Percent
Indoor facilities		4470	56%
Outdoor Facilities – bocce, basketball, horseshoes, pickleball, shuffleboard, tennis		4276	53%
Fitness Trails (Springdale, Lake Miona)		571	7%
Fitness Clubs (Mulberry Grove, Laurel Manor, Colony Cottage)		1154	14%
		Total Respondents	8029
		(skipped this question)	2825

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	84.03% (2316)	13.43% (370)	2.54% (70)	2756
Arts/Crafts Programs	86.7% (854)	10.86% (107)	2.44% (24)	985
Exercise	46.36% (1885)	40.92% (1664)	12.72% (517)	4066
Hobby & Interest Groups	84.66% (1280)	12.83% (194)	2.51% (38)	1512
Musical/Dance Groups	70.27% (1118)	23.95% (381)	5.78% (92)	1591
Neighborhood & Social Groups	89.64% (3038)	8.59% (291)	1.77% (60)	3389
Service Groups	85.99% (724)	11.28% (95)	2.73% (23)	842
Sports	42.18% (1423)	37.76% (1274)	20.07% (677)	3374
State Clubs	96.8% (1180)	1.97% (24)	1.23% (15)	1219
Support Groups	88.17% (410)	9.68% (45)	2.15% (10)	465
Sports Pools	58.69% (1067)	30.03% (546)	11.28% (205)	1818
Recreational Pools	60.26% (2332)	29.51% (1142)	10.23% (396)	3870
			Total Respondents	8045
			(skipped this question)	2809

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

	Excellent	Good	Fair	Needs Improvement	Response Total
Guest ID Cards	63.19% (5604)	32.89% (2917)	2.02% (179)	1.89% (168)	8868
Executive Golf Trail Fees	48.58% (2935)	40.6% (2453)	6.31% (381)	4.52% (273)	6042
Resident Council Business	25.4% (433)	54.13% (923)	15.31% (261)	5.16% (88)	1705
Room Rentals	32.72% (602)	47.39% (872)	14.18% (261)	5.71% (105)	1840
ID Checking	31.26% (2432)	45.24% (3520)	11.68% (909)	11.81% (919)	7780
Activities Registration	33.63% (1455)	54.85% (2373)	7.91% (342)	3.61% (156)	4326
				Total Respondents	9222
				(skipped this question)	1632

7. 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		4464	53%
Good		3498	42%
Fair		291	3%
Needs Improvement		99	1%
		Total Respondents	8352
		(skipped this question)	2502

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

		Response Total	Response Percent
Very Good		6435	68%
Good		2691	28%
Fair		190	2%
Needs Improvement		139	1%
		Total Respondents	9455
		(skipped this question)	1399

9. How would you rate the resident volunteer program?

		Response Total	Response Percent
Very Good		4707	61%
Good		2755	36%

Fair
Needs Improvement



150 2%
45 1%

Total Respondents 7657
(skipped this question) 3197



2010 - dist - Community Standards

Survey Title: 2010 Resident Survey

Survey Properties:

Total Respondents: 10854

Responses By Question Analysis:

1. Have you visited or contacted the Community Standards Office in the last year and if so how would you rate the helpfulness/courtesy of the staff?

		Response Total	Response Percent
Very Good		631	7%
Good		645	7%
Fair		169	2%
Needs Improvement		154	2%
Have not contacted		7859	83%
		Total Respondents	9458
		(skipped this question)	1396

2. Have you reviewed your Declaration of Restrictions on the District website and if so how would you rate the accessibility?

		Response Total	Response Percent
Easy to Access		1697	45%
Could use some help		1094	29%
Difficult to locate		998	26%
		Total Respondents	3789
		(skipped this question)	7065

3. Have you submitted an application to the Architectural Review Committee requesting to make external structural alterations to your residence and if so how would you rate the process?

		Response Total	Response Percent
Very Good		1411	16%
Good		1400	16%
Fair		316	4%
Needs Improvement		238	3%
Have not submitted an application		5485	62%
		Total Respondents	8850
		(skipped this question)	2004



2010 - dist - Community Watch

Survey Title: 2010 Resident Survey

Survey Properties:

Total Respondents: 10854

Responses By Question Analysis:

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

		Response Total	Response Percent
Very Good		5937	60%
Good		2863	29%
Fair		372	4%
Needs Improvement		248	3%
No Experience with Gate Staff		489	5%
		Total Respondents	9909
		(skipped this question)	945

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

		Response Total	Response Percent
Very Good		3192	33%
Good		2371	24%
Fair		570	6%
Needs Improvement		278	3%
No Experience with Patrol Drivers		3346	34%
		Total Respondents	9757
		(skipped this question)	1097

3. Please rate the helpfulness/courtesy of Dispatch Staff (753-0550):


		Response Total	Response Percent
Very Good		1801	19%
Good		1369	15%
Fair		200	2%
Needs Improvement		114	1%
No Experience with Dispatch Staff		5844	63%
		Total Respondents	9328
		(skipped this question)	1526

4. Have you utilized our "Adult Watch" program?

		Response Total	Response Percent
Yes		181	2%
No		5577	57%
Not Familiar with Program		4040	41%
		Total Respondents	9798
		(skipped this question)	1056

5. Have you utilized our "House Watch" program?

		Response Total	Response Percent
Yes		671	7%
No		7164	73%


Not Familiar with Program 

1977 **20%**
Total Respondents **9812**
(skipped this question) 1042

6. Have you utilized our "Resident Out of Area" program?

Yes 

No 

Not Familiar with Program 

	Response Total	Response Percent
Yes	293	3%
No	6516	66%
Not Familiar with Program	3002	31%
Total Respondents	9811	
(skipped this question)		1043



2010 - dev - Customer Service Center

Survey Title: 2010 Resident Survey

Survey Properties:

Total Respondents: 10854

Responses By Question Analysis:





1. Have you accessed services or information through the Districts' Customer Service Center at 3201 Wedgewood Lane?

		Response Total	Response Percent
Yes		3827	40%
No		5850	60%
		Total Respondents	9677
		(skipped this question)	1177





2. Please indicate how you have accessed services or information through the Districts' Customer Service Center.

		Response Total	Response Percent
In person		2842	74%
By phone		1812	47%
		Total Respondents	3837
		(skipped this question)	7017





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

		Response Total	Response Percent
Very Good		2289	64%
Good		1203	34%
Fair		57	2%
Needs Improvement		12	0%
		Total Respondents	3561
		(skipped this question)	7293

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

		Response Total	Response Percent
Very Good		2681	70%
Good		1004	26%
Fair		99	3%
Needs Improvement		32	1%
		Total Respondents	3816
		(skipped this question)	7038

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

		Response Total	Response Percent
Very Good		1626	58%
Good		1050	37%
Fair		110	4%
Needs Improvement		16	1%
		Total Respondents	2802
		(skipped this question)	8052



2010 - dev - District Website

Survey Title: 2010 Resident Survey

Survey Properties:

Total Respondents: 10854

Responses By Question Analysis:

1. Have you visited the newly re-designed www.districtgov.org?

		Response Total	Response Percent
Yes		2492	26%
No		7114	74%
		Total Respondents	9606
		(skipped this question)	1248










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

		Response Total	Response Percent
Yes		2325	94%
No		150	6%
		Total Respondents	2475
		(skipped this question)	8379

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

		Response Total	Response Percent
Yes		2321	94%
No		140	6%
		Total Respondents	2461
		(skipped this question)	8393

4. Where do you primarily get information regarding your District Government?

		Response Total	Response Percent
District Website (www.districtgov.org)		755	8%
Our Place		452	5%
What's Happening		79	1%
Recreation Centers		119	1%
The Daily Sun		5791	63%
WVLG		258	3%
Postal Stations		96	1%
CDD Orientation		49	1%
Friends & Neighbors		1402	15%
Other, please specify		262	3%
		Total Respondents	9263
		(skipped this question)	1591