

**District**

**Survey Title:** 2011 Resident Survey

**Responses By Question Analysis:**

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

		<b>Response Total</b>	<b>Response Percent</b>
Less than once a week		1312	12%
1 Time/week		1640	15%
2 Times/week		2814	27%
3 or more times/week		2538	24%
Not at all		2284	22%
		<b>Total Respondents</b>	<b>10588</b>
		(skipped this question)	1112

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

		<b>Response Total</b>	<b>Response Percent</b>
Customer service		445	5%
Location		2235	27%
Course Conditions		4742	58%
Difficulty of Course		732	9%
		<b>Total Respondents</b>	<b>8154</b>
		(skipped this question)	3546

**3.** Which Executive Courses have you played **in the past 60 days**? (check all that apply)

		Response Total	Response Percent
Hill Top		1772	21%
Chula Vista		2222	26%
Mira Mesa		2257	26%
De La Vista		1989	23%
El Diablo		2500	29%
El Santiago		2120	25%
Hawkes Bay		3107	36%
Saddlebrook		2927	34%
Briarwood		2181	26%
Walnut Grove		2105	25%
Oakleigh		2229	26%
Amberwood		2440	29%
Pimlico		2974	35%
Churchill Greens		2818	33%
Belmont		3002	35%
Heron		2835	33%
Pelican		2713	32%
Bogart		3484	41%
Bacall		3380	40%
Turtle Mound		3030	36%
Sand Hill		3043	36%
Truman		3163	37%
Roosevelt		2901	34%
Bonita Pass		2925	34%
Redfish Run		3221	38%
Yankee clipper		2559	30%
Tarpon Boil		2919	34%
Southern Star		842	10%
Silver Lake		1269	15%
		<b>Total Respondents</b>	<b>8527</b>
		(skipped this question)	3173

**4.** Rate the overall **course conditions** at Hill Top:

	Very Good	Good	Fair	Needs Improvement	Response Total
Hill Top	19.67% (343)	57.4% (1001)	18.41% (321)	4.53% (79)	1744
				<b>Total Respondents</b>	<b>1744</b>
				(skipped this question)	9956

**5.** Rate the overall **course conditions** at Chula Vista:

	Very Good	Good	Fair	Needs Improvement	Response Total
Chula Vista	10.44% (227)	52.25% (1136)	27.23% (592)	10.07% (219)	2174
				<b>Total Respondents</b>	<b>2174</b>

(skipped this question) 9526

**6.** Rate the overall **course conditions** at Mira Mesa:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Mira Mesa	9.89% (218)	52.24% (1152)	26.67% (588)	11.2% (247)	<b>2205</b>
				<b>Total Respondents</b>	<b>2205</b>
				(skipped this question)	9495

**7.** Rate the overall **course conditions** at De La Vista:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
De La Vista	16.2% (314)	60.94% (1181)	18.11% (351)	4.75% (92)	<b>1938</b>
				<b>Total Respondents</b>	<b>1938</b>
				(skipped this question)	9762

**8.** Rate the overall **course conditions** at El Diablo:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
El Diablo	23.52% (577)	63.35% (1554)	10.88% (267)	2.24% (55)	<b>2453</b>
				<b>Total Respondents</b>	<b>2453</b>
				(skipped this question)	9247

**9.** Rate the overall **course conditions** at El Santiago:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
El Santiago	23.46% (485)	61.68% (1275)	12% (248)	2.85% (59)	<b>2067</b>
				<b>Total Respondents</b>	<b>2067</b>
				(skipped this question)	9633

**10.** Rate the overall **course conditions** at Hawkes Bay:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Hawkes Bay	24.44% (744)	62.29% (1896)	10.64% (324)	2.63% (80)	<b>3044</b>
				<b>Total Respondents</b>	<b>3044</b>
				(skipped this question)	8656

**11.** Rate the overall **course conditions** at Saddlebrook:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Saddlebrook	26.53% (760)	61.82% (1771)	9.28% (266)	2.37% (68)	<b>2865</b>

<b>Total Respondents</b>	<b>2865</b>
(skipped this question)	8835

**12.** Rate the overall **course conditions** at Briarwood:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Briarwood	31.22% (665)	60.14% (1281)	7.23% (154)	1.41% (30)	<b>2130</b>
				<b>Total Respondents</b>	<b>2130</b>
				(skipped this question)	9570

**13.** Rate the overall **course conditions** at Walnut Grove:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Walnut Grove	32.31% (666)	59.58% (1228)	6.74% (139)	1.36% (28)	<b>2061</b>
				<b>Total Respondents</b>	<b>2061</b>
				(skipped this question)	9639

**14.** Rate the overall **course conditions** at Oakleigh:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Oakleigh	33.23% (722)	58.63% (1274)	6.4% (139)	1.75% (38)	<b>2173</b>
				<b>Total Respondents</b>	<b>2173</b>
				(skipped this question)	9527

**15.** Rate the overall **course conditions** at Amberwood:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Amberwood	38.86% (923)	54.19% (1287)	5.73% (136)	1.22% (29)	<b>2375</b>
				<b>Total Respondents</b>	<b>2375</b>
				(skipped this question)	9325

**16.** Rate the overall **course conditions** at Pimlico:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Pimlico	23.08% (669)	62.08% (1799)	11.7% (339)	3.14% (91)	<b>2898</b>
				<b>Total Respondents</b>	<b>2898</b>
				(skipped this question)	8802

**17.** Rate the overall **course conditions** at Churchill Greens:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
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Churchill Greens	24.11% (660)	60.83% (1665)	11.98% (328)	3.07% (84)	<b>2737</b>
				<b>Total Respondents</b>	<b>2737</b>
				(skipped this question)	8963

**18.** Rate the overall **course conditions** at Belmont:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Belmont	24.31% (707)	60.28% (1753)	12.24% (356)	3.16% (92)	<b>2908</b>
				<b>Total Respondents</b>	<b>2908</b>
				(skipped this question)	8792

**19.** Rate the overall **course conditions** at Heron:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Heron	32.74% (901)	57.45% (1581)	7.67% (211)	2.14% (59)	<b>2752</b>
				<b>Total Respondents</b>	<b>2752</b>
				(skipped this question)	8948

**20.** Rate the overall **course conditions** at Pelican:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Pelican	28.62% (749)	56.36% (1475)	11.69% (306)	3.32% (87)	<b>2617</b>
				<b>Total Respondents</b>	<b>2617</b>
				(skipped this question)	9083

**21.** Rate the overall **course conditions** at Bogart:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Bogart	32.68% (1103)	57.57% (1943)	7.94% (268)	1.81% (61)	<b>3375</b>
				<b>Total Respondents</b>	<b>3375</b>
				(skipped this question)	8325

**22.** Rate the overall **course conditions** at Bacall:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Bacall	34.18% (1118)	54.97% (1798)	8.59% (281)	2.26% (74)	<b>3271</b>
				<b>Total Respondents</b>	<b>3271</b>
				(skipped this question)	8429

**23.** Rate the overall **course conditions** at Turtle Mound:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs</b>	<b>Response</b>
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				<b>Improvement</b>	<b>Total</b>
Turtle Mound	33.36% (976)	55.6% (1627)	8.68% (254)	2.36% (69)	<b>2926</b>
				<b>Total Respondents</b>	<b>2926</b>
				(skipped this question)	8774

**24.** Rate the overall **course conditions** at Sand Hill:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Sand Hill	33.44% (983)	54.18% (1593)	10.24% (301)	2.14% (63)	<b>2940</b>
				<b>Total Respondents</b>	<b>2940</b>
				(skipped this question)	8760

**25.** Rate the overall **course conditions** at Truman:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Truman	35.95% (1102)	52.53% (1610)	8.68% (266)	2.84% (87)	<b>3065</b>
				<b>Total Respondents</b>	<b>3065</b>
				(skipped this question)	8635

**26.** Rate the overall **course conditions** at Roosevelt:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Roosevelt	32.23% (906)	52.86% (1486)	10.64% (299)	4.27% (120)	<b>2811</b>
				<b>Total Respondents</b>	<b>2811</b>
				(skipped this question)	8889

**27.** Rate the overall **course conditions** at Bonita Pass:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Bonita Pass	31.77% (897)	55.76% (1574)	10.06% (284)	2.41% (68)	<b>2823</b>
				<b>Total Respondents</b>	<b>2823</b>
				(skipped this question)	8877

**28.** Rate the overall **course conditions** at Redfish Run:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Redfish Run	32.92% (1020)	54.52% (1689)	10.04% (311)	2.52% (78)	<b>3098</b>
				<b>Total Respondents</b>	<b>3098</b>
				(skipped this question)	8602

**29.** Rate the overall **course conditions** at Yankee Clipper:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Yankee Clipper	31.11% (768)	48.6% (1200)	14.54% (359)	5.75% (142)	<b>2469</b>
				<b>Total Respondents</b>	<b>2469</b>
				(skipped this question)	9231

**30.** Rate the overall **course conditions** at Tarpon Boil:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Tarpon Boil	33.56% (944)	52.58% (1479)	10.52% (296)	3.34% (94)	<b>2813</b>
				<b>Total Respondents</b>	<b>2813</b>
				(skipped this question)	8887

**31.** Rate the overall **course conditions** at Southern Star:

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Southern Star	32.57% (257)	48.92% (386)	11.41% (90)	7.1% (56)	<b>789</b>
				<b>Total Respondents</b>	<b>789</b>
				(skipped this question)	10911

**32.** Rate the overall **course conditions** at Silver Lake:






	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Silver Lake	12.77% (155)	43.82% (532)	28.17% (342)	15.24% (185)	<b>1214</b>
				<b>Total Respondents</b>	<b>1214</b>
				(skipped this question)	10486

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

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>
Hill Top	52.53% (1503)	40.51% (1159)	5.24% (150)	1.71% (49)	<b>2861</b>
Chula Vista	50.55% (1561)	41.65% (1286)	5.57% (172)	2.23% (69)	<b>3088</b>
Mira Mesa	50.62% (1548)	41.96% (1283)	5.66% (173)	1.77% (54)	<b>3058</b>
De La vista	54.59% (1522)	41.57% (1159)	3.01% (84)	0.82% (23)	<b>2788</b>
El Diablo	55.78% (1796)	41.15% (1325)	2.55% (82)	0.53% (17)	<b>3220</b>
El Santiago	56.05% (1724)	40.7% (1252)	2.63% (81)	0.62% (19)	<b>3076</b>
Hawkes Bay	55.06% (1996)	41.43% (1502)	2.68% (97)	0.83% (30)	<b>3625</b>
Saddlebrook	55.66% (1988)	41.41% (1479)	2.35% (84)	0.59% (21)	<b>3572</b>
Briarwood	56.28% (1649)	40.82% (1196)	2.01% (59)	0.89% (26)	<b>2930</b>
Walnut Grove	57.09% (1635)	40.22% (1152)	1.96% (56)	0.73% (21)	<b>2864</b>
Oakleigh	57.43% (1685)	40.08% (1176)	1.7% (50)	0.78% (23)	<b>2934</b>
Amberwood	58.63% (1801)	38.7% (1189)	1.92% (59)	0.75% (23)	<b>3072</b>
Pimlico	55.67% (2029)	40.27% (1468)	3.05% (111)	1.02% (37)	<b>3645</b>
Churchill Downs	56.71% (1957)	39.61% (1367)	2.69% (93)	0.99% (34)	<b>3451</b>

Belmont	56% (2001)	40.11% (1433)	2.8% (100)	1.09% (39)	<b>3573</b>
Heron	58.98% (2142)	37.89% (1376)	2.34% (85)	0.8% (29)	<b>3632</b>
Pelican	56.6% (1956)	39.06% (1350)	3.21% (111)	1.13% (39)	<b>3456</b>
Bogart	58.21% (2346)	38.66% (1558)	2.38% (96)	0.74% (30)	<b>4030</b>
Bacall	57.99% (2287)	38.95% (1536)	2.31% (91)	0.76% (30)	<b>3944</b>
Turtle Mound	58.33% (2119)	38.89% (1413)	2.06% (75)	0.72% (26)	<b>3633</b>
Sand Hill	58.74% (2093)	38.45% (1370)	1.96% (70)	0.84% (30)	<b>3563</b>
Truman	58.34% (2165)	38.05% (1412)	2.48% (92)	1.13% (42)	<b>3711</b>
Roosevelt	58.44% (2078)	38.1% (1355)	2.31% (82)	1.15% (41)	<b>3556</b>
Bonita Pass	59.9% (2009)	38.13% (1279)	1.55% (52)	0.42% (14)	<b>3354</b>
Redfish Run	60.24% (2094)	37.69% (1310)	1.38% (48)	0.69% (24)	<b>3476</b>
Yankee clipper	59.15% (1891)	38.57% (1233)	1.69% (54)	0.59% (19)	<b>3197</b>
Tarpon Boil	60.17% (1941)	37.69% (1216)	1.67% (54)	0.46% (15)	<b>3226</b>
Southern Star	56.66% (1021)	41.12% (741)	1.39% (25)	0.83% (15)	<b>1802</b>
<b>Total Respondents</b>					<b>6532</b>
(skipped this question)					5168



**34.** Please rate the helpfulness/courtesy of **Gate Staff**:

		Response Total	Response Percent
Very Good		<b>6294</b>	<b>62%</b>
Good		<b>2737</b>	<b>27%</b>
Fair		<b>336</b>	<b>3%</b>
Needs Improvement		<b>247</b>	<b>2%</b>
No Experience with Gate Staff		<b>515</b>	<b>5%</b>
<b>Total Respondents</b>		<b>10129</b>	
(skipped this question)			1571

**35.** Please rate the helpfulness/courtesy of **Patrol Drivers**:

		Response Total	Response Percent
Very Good		<b>3304</b>	<b>33%</b>
Good		<b>2268</b>	<b>23%</b>
Fair		<b>495</b>	<b>5%</b>
Needs Improvement		<b>268</b>	<b>3%</b>
No Experience with Patrol Drivers		<b>3624</b>	<b>36%</b>
<b>Total Respondents</b>		<b>9959</b>	
(skipped this question)			1741


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

		Response Total	Response Percent
Very Good		<b>1778</b>	<b>19%</b>
Good		<b>1300</b>	<b>14%</b>



Fair		204	2%
Needs Improvement		96	1%
No Experience with Dispatch Staff		6148	65%
		<b>Total Respondents</b>	<b>9526</b>
		(skipped this question)	2174

**37.** Have you utilized our “Adult Watch” program?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		154	2%
No		6059	61%
Not Familiar with Program		3784	38%
		<b>Total Respondents</b>	<b>9997</b>
		(skipped this question)	1703

**38.** Have you utilized our “House Watch” program?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		575	6%
No		7461	75%
Not Familiar with Program		1972	20%
		<b>Total Respondents</b>	<b>10008</b>
		(skipped this question)	1692

**39.** Have you utilized our “Resident Out of Area” program?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		262	3%
No		6884	69%
Not Familiar with Program		2882	29%
		<b>Total Respondents</b>	<b>10028</b>
		(skipped this question)	1672

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

		<b>Response Total</b>	<b>Response Percent</b>
Very Good		554	6%
Good		566	6%
Fair		185	2%
Needs Improvement		141	1%
Have not contacted		8242	85%
		<b>Total Respondents</b>	<b>9688</b>

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

		<b>Response Total</b>	<b>Response Percent</b>
Easy to Access		<b>1748</b>	<b>45%</b>
Could use some help		<b>1035</b>	<b>27%</b>
Difficult to locate		<b>1060</b>	<b>28%</b>
		<b>Total Respondents</b>	<b>3843</b>
		(skipped this question)	7857

**42.** The enforcement of deed restrictions within The Villages is a complaint-driven process. Have you filed a complaint with the Deed Compliance Department within the past year?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		<b>619</b>	<b>6%</b>
No		<b>9032</b>	<b>94%</b>
		<b>Total Respondents</b>	<b>9651</b>
		(skipped this question)	2049

**43.** If yes, was the complaint resolved to your satisfaction or to the degree in which the Deed Compliance Department could legally take action according to the Declaration of Restrictions and Chapter 190 of Florida Statutes?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		<b>323</b>	<b>38%</b>
No		<b>538</b>	<b>62%</b>
		<b>Total Respondents</b>	<b>861</b>
		(skipped this question)	10839

**44.** If the Deed Compliance Department could not resolve your complaint was the reason explained to you?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		<b>218</b>	<b>38%</b>
No		<b>356</b>	<b>62%</b>
		<b>Total Respondents</b>	<b>574</b>
		(skipped this question)	11126

**45.** Would you attend a meeting that explained your deed restrictions and the role that the Deed Compliance Department plays in enforcing those restrictions?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		<b>5104</b>	<b>68%</b>
No		<b>2433</b>	<b>32%</b>
		<b>Total Respondents</b>	<b>7537</b>
		(skipped this question)	4163

**46.** If yes, would you prefer a daytime or evening meeting?

		<b>Response Total</b>	<b>Response Percent</b>
Daytime		<b>3048</b>	<b>58%</b>
Evening		<b>2188</b>	<b>42%</b>
<b>Total Respondents</b>		<b>5236</b>	
(skipped this question)			6464

**47.** How would you like to receive information regarding Deed Compliance issues?

		<b>Response Total</b>	<b>Response Percent</b>
District Website		<b>2264</b>	<b>27%</b>
Newspaper		<b>4372</b>	<b>51%</b>
Radio		<b>118</b>	<b>1%</b>
Face to Face Meeting		<b>735</b>	<b>9%</b>
Not Interested		<b>1020</b>	<b>12%</b>
<b>Total Respondents</b>		<b>8509</b>	
(skipped this question)			3191








**48.** 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?

		<b>Response Total</b>	<b>Response Percent</b>
Excellent		<b>1338</b>	<b>15%</b>
Good		<b>1591</b>	<b>18%</b>
Fair		<b>301</b>	<b>3%</b>
Poor		<b>113</b>	<b>1%</b>
Have not submitted an application		<b>5643</b>	<b>63%</b>
<b>Total Respondents</b>		<b>8986</b>	
(skipped this question)			2714



**49.** Overall evaluation of quality of recreation programs offered:

		<b>Response Total</b>	<b>Response Percent</b>
Very Good		<b>7447</b>	<b>75%</b>
Good		<b>2342</b>	<b>23%</b>
Fair		<b>110</b>	<b>1%</b>
Needs Improvement		<b>68</b>	<b>1%</b>
<b>Total Respondents</b>		<b>9967</b>	
(skipped this question)			1733

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

		<b>Response Total</b>	<b>Response Percent</b>
Daily Sun Newspaper		<b>4552</b>	<b>45%</b>
Recreation News		<b>4077</b>	<b>41%</b>
WVLG		<b>233</b>	<b>2%</b>
VNN		<b>43</b>	<b>0%</b>
Word of Mouth		<b>927</b>	<b>9%</b>
Bulletin Boards		<b>77</b>	<b>1%</b>
District Website (www.districtgov.org)		<b>68</b>	<b>1%</b>
Club Website		<b>78</b>	<b>1%</b>
		<b>Total Respondents</b>	<b>10055</b>
		(skipped this question)	1645

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

		<b>Response Total</b>	<b>Response Percent</b>
Indoor facilities		<b>5340</b>	<b>52%</b>
Outdoor Facilities – bocce, basketball, horseshoes, pickleball, shuffleboard, tennis		<b>4805</b>	<b>47%</b>
Fitness Trails (Springdale, Lake Miona)		<b>413</b>	<b>4%</b>
Fitness Clubs (Mulberry Grove, Laurel Manor, Colony Cottage, SeaBreeze)		<b>1064</b>	<b>10%</b>
		<b>Total Respondents</b>	<b>10267</b>
		(skipped this question)	1433

**52.** How often do you participate in the following activities:

	<b>1-2 times wkly</b>	<b>3-5 times wkly</b>	<b>5 or more</b>	<b>Response Total</b>
Card & Board games	84.3% (2067)	13.78% (338)	1.92% (47)	<b>2452</b>
Arts/Crafts Programs	86.69% (814)	12.03% (113)	1.28% (12)	<b>939</b>
Exercise	49.38% (1844)	40.01% (1494)	10.61% (396)	<b>3734</b>
Hobby & Interest Groups	88.04% (1524)	9.94% (172)	2.02% (35)	<b>1731</b>
Musical/Dance Groups	76.24% (1168)	19.19% (294)	4.57% (70)	<b>1532</b>
Neighborhood & Social Groups	95.1% (3164)	4.06% (135)	0.84% (28)	<b>3327</b>
Service Groups	91.19% (559)	7.18% (44)	1.63% (10)	<b>613</b>
Sports	49.51% (1569)	33.54% (1063)	16.95% (537)	<b>3169</b>
State Clubs	98.17% (1124)	1.14% (13)	0.7% (8)	<b>1145</b>
Support Groups	91.24% (323)	7.34% (26)	1.41% (5)	<b>354</b>
Sports Pools	62.71% (1130)	27.52% (496)	9.77% (176)	<b>1802</b>
Recreational Pools	68.49% (2728)	23.58% (939)	7.93% (316)	<b>3983</b>
				<b>Total Respondents</b>
				(skipped this question)
				3135



**53.** Does your club/activity have their own website?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		<b>3640</b>	<b>57%</b>
No		<b>2723</b>	<b>43%</b>
		<b>Total Respondents</b>	<b>6363</b>
		(skipped this question)	5337





**54.** Rate your overall experience with the following customer service:

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>	
Guest ID Cards	71.51% (6865)	25.67% (2464)	1.62% (156)	1.2% (115)	<b>9600</b>	
Executive Golf Trail Fees	56.39% (3631)	34.91% (2248)	5.54% (357)	3.15% (203)	<b>6439</b>	
Room Rentals	43.12% (786)	43.94% (801)	8.94% (163)	4% (73)	<b>1823</b>	
ID Checking	36.79% (3088)	43.75% (3672)	10.29% (864)	9.16% (769)	<b>8393</b>	
Activities Registration	42.72% (1938)	49.49% (2245)	5.64% (256)	2.14% (97)	<b>4536</b>	
Recreation Staff	57.02% (4300)	39.41% (2972)	2.76% (208)	0.81% (61)	<b>7541</b>	
					<b>Total Respondents</b>	<b>9851</b>
					(skipped this question)	1849

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




		<b>Response Total</b>	<b>Response Percent</b>
Very Good		<b>5297</b>	<b>60%</b>
Good		<b>3251</b>	<b>37%</b>
Fair		<b>238</b>	<b>3%</b>
Needs Improvement		<b>72</b>	<b>1%</b>
		<b>Total Respondents</b>	<b>8858</b>
		(skipped this question)	2842

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

		<b>Response Total</b>	<b>Response Percent</b>
Very Good		<b>6767</b>	<b>69%</b>
Good		<b>2703</b>	<b>28%</b>
Fair		<b>178</b>	<b>2%</b>
Needs Improvement		<b>126</b>	<b>1%</b>
		<b>Total Respondents</b>	<b>9774</b>
		(skipped this question)	1926

**57.** How would you rate the resident volunteer program?



**Response Total      Response Percent**

Very Good		<b>5017</b>	<b>64%</b>
Good		<b>2680</b>	<b>34%</b>
Fair		<b>144</b>	<b>2%</b>
Needs Improvement		<b>36</b>	<b>0%</b>
		<b>Total Respondents</b>	<b>7877</b>
		(skipped this question)	3823




**58.** How many times have you obtained services or information through the Districts' Customer Service Center?

		<b>Response Total</b>	<b>Response Percent</b>
More than 4 times		<b>520</b>	<b>5%</b>
2-4 times		<b>2784</b>	<b>28%</b>
1 time		<b>2597</b>	<b>26%</b>
Never		<b>4049</b>	<b>41%</b>
		<b>Total Respondents</b>	<b>9950</b>
		(skipped this question)	1750

**59.** How did you obtain services or information through the Districts' Customer Service Center?

		<b>Response Total</b>	<b>Response Percent</b>
In person		<b>3853</b>	<b>65%</b>
By phone		<b>2763</b>	<b>47%</b>
internet/email		<b>351</b>	<b>6%</b>
		<b>Total Respondents</b>	<b>5893</b>
		(skipped this question)	5807

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

		<b>Response Total</b>	<b>Response Percent</b>
Very Good		<b>3252</b>	<b>60%</b>
Good		<b>2005</b>	<b>37%</b>
Fair		<b>113</b>	<b>2%</b>
Needs Improvement		<b>26</b>	<b>0%</b>
		<b>Total Respondents</b>	<b>5396</b>
		(skipped this question)	6304

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

		<b>Response Total</b>	<b>Response Percent</b>
Very Good		<b>3833</b>	<b>67%</b>
Good		<b>1679</b>	<b>30%</b>
Fair		<b>133</b>	<b>2%</b>
Needs Improvement		<b>36</b>	<b>1%</b>

**Total Respondents** 5681  
(skipped this question) 6019

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

		<b>Response Total</b>	<b>Response Percent</b>
Very Good		2215	56%
Good		1586	40%
Fair		131	3%
Needs Improvement		23	1%
		<b>Total Respondents</b>	<b>3955</b>
		(skipped this question)	7745

**63.** Have you visited www.districtgov.org?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		4515	45%
No		5478	55%
		<b>Total Respondents</b>	<b>9993</b>
		(skipped this question)	1707

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

		<b>Response Total</b>	<b>Response Percent</b>
Yes		3962	91%
No		383	9%
		<b>Total Respondents</b>	<b>4345</b>
		(skipped this question)	7355

**65.** Were you able to find the information you needed?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		4080	95%
No		222	5%
		<b>Total Respondents</b>	<b>4302</b>
		(skipped this question)	7398

**66.** Have you used any of the newly renovated cart paths?




		<b>Response Total</b>	<b>Response Percent</b>
Yes		7804	78%
No		2210	22%

**Total Respondents** 10014  
(skipped this question) 1686

**67.** Did you sign-up to receive e-mail notifications to receive information and status updates on project activities?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		2055	21%
No		7729	79%
<b>Total Respondents</b>		<b>9784</b>	
(skipped this question)			1916

**68.** If no, how did you receive information regarding the path project?

		<b>Response Total</b>	<b>Response Percent</b>
Newspaper		6248	61%
Radio		1443	14%
Community Organizational Newsletter		286	3%
Customer Service Center		38	0%
District Website		378	4%
Friend / Neighbor		2419	24%
Other, please specify		10207	100%
<b>Total Respondents</b>		<b>10207</b>	
(skipped this question)			1493

**69.** Please rate the Districts' performance with regard to overall communications to the residents regarding this project.

		<b>Response Total</b>	<b>Response Percent</b>
Excellent		3462	40%
Good		4277	50%
Fair		609	7%
Needs Improvement		209	2%
<b>Total Respondents</b>		<b>8557</b>	
(skipped this question)			3143

**70.** Please provide your opinion regarding the overall performance of the construction contractors for this project.

		<b>Response Total</b>	<b>Response Percent</b>
Excellent		3929	48%
Good		3869	48%
Fair		272	3%
Needs Improvement		68	1%
<b>Total Respondents</b>		<b>8138</b>	



**71.** Please rate the overall quality of the newly renovated paths.

		<b>Response Total</b>	<b>Response Percent</b>
Excellent		<b>6364</b>	<b>76%</b>
Good		<b>1871</b>	<b>22%</b>
Fair		<b>79</b>	<b>1%</b>
Needs Improvement		<b>46</b>	<b>1%</b>
		<b>Total Respondents</b>	<b>8360</b>
		(skipped this question)	3340

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

		<b>Response Total</b>	<b>Response Percent</b>
District Website (www.districtgov.org)		<b>1813</b>	<b>18%</b>
Our Place		<b>781</b>	<b>8%</b>
What's Happening		<b>280</b>	<b>3%</b>
Recreation Centers		<b>501</b>	<b>5%</b>
The Daily Sun		<b>7748</b>	<b>76%</b>
WVLG		<b>1410</b>	<b>14%</b>
Postal Stations		<b>388</b>	<b>4%</b>
CDD Orientation		<b>176</b>	<b>2%</b>
Friends & Neighbors		<b>2802</b>	<b>28%</b>
Other, please specify		<b>10188</b>	<b>100%</b>
		<b>Total Respondents</b>	<b>10188</b>
		(skipped this question)	1512