

District - All

Survey Title: 2012 Resident Survey

Responses By Question Analysis:

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

		Response Total	Response Percent	Points	Avg
Less than once a week		314	12%	n/a	n/a
1 Time/week		404	15%	n/a	n/a
2 Times/week		698	26%	n/a	n/a
3 or more times/week		547	20%	n/a	n/a
Not at all		706	26%	n/a	n/a
Total Respondents		2669	100%		
		(skipped this question)	143		

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

		Response Total	Response Percent	Points	Avg
Customer service		76	4%	n/a	n/a
Location		535	29%	n/a	n/a
Course Conditions		1052	56%	n/a	n/a
Difficulty of Course		203	11%	n/a	n/a
Total Respondents		1866	100%		
		(skipped this question)	946		

3. Rate the overall course conditions for the following courses you've played in the past 60 days?

	Very Good	Good	Fair	Needs Improvement	Not Played	Response Total	Points	Avg
Hill Top	7.82% (104)	26.69% (355)	14.06% (187)	6.54% (87)	44.89% (597)	1330	n/a	n/a
Chula Vista	9.68% (131)	32.27% (437)	14.99% (203)	4.73% (64)	38.33% (519)	1354	n/a	n/a
Mira Mesa	11.72% (155)	31.9% (422)	12.55% (166)	3.55% (47)	40.29% (533)	1323	n/a	n/a
De La Vista	9.6% (126)	30.77% (404)	14.85% (195)	4.42% (58)	40.37% (530)	1313	n/a	n/a
El Diablo	15.33% (208)	36.48% (495)	9.14% (124)	1.77% (24)	37.29% (506)	1357	n/a	n/a
El Santiago	13.12% (172)	32.95% (432)	9% (118)	2.14% (28)	42.79% (561)	1311	n/a	n/a
Hawkes Bay	18.35% (255)	41.94% (583)	6.98% (97)	1.58% (22)	31.15% (433)	1390	n/a	n/a
Saddlebrook	19.31% (268)	41.64% (578)	7.42% (103)	1.44% (20)	30.19% (419)	1388	n/a	n/a
Briarwood	15.2% (202)	35.97% (478)	6.7% (89)	1.05% (14)	41.08% (546)	1329	n/a	n/a
Walnut Grove	15.9% (207)	34.25% (446)	6.22% (81)	0.92% (12)	42.7% (556)	1302	n/a	n/a






Oakleigh	17% (223)	33.69% (442)	5.34% (70)	1.07% (14)	42.91% (563)	1312	n/a	n/a
Amberwood	20.82% (275)	34.75% (459)	5.15% (68)	1.06% (14)	38.23% (505)	1321	n/a	n/a
Pimlico	16.2% (216)	41.71% (556)	10.05% (134)	1.35% (18)	30.68% (409)	1333	n/a	n/a
Churchill Greens	18.4% (244)	41.4% (549)	7.84% (104)	1.51% (20)	30.84% (409)	1326	n/a	n/a
Belmont	18.06% (236)	41.01% (536)	8.34% (109)	1.68% (22)	30.91% (404)	1307	n/a	n/a
Heron	19.11% (250)	37.92% (496)	7.72% (101)	2.22% (29)	33.03% (432)	1308	n/a	n/a
Pelican	17.83% (229)	33.72% (433)	9.81% (126)	3.5% (45)	35.12% (451)	1284	n/a	n/a
Bogart	21.72% (290)	43.67% (583)	6.14% (82)	1.57% (21)	26.89% (359)	1335	n/a	n/a
Bacall	22.89% (306)	42.41% (567)	6.43% (86)	1.5% (20)	26.78% (358)	1337	n/a	n/a
Turtle Mound	22.16% (295)	36.14% (481)	5.94% (79)	1.73% (23)	34.03% (453)	1331	n/a	n/a
Sand Hill	20.88% (271)	36.9% (479)	6.09% (79)	1.62% (21)	34.51% (448)	1298	n/a	n/a
Truman	24.73% (322)	37.33% (486)	4.92% (64)	1.54% (20)	31.49% (410)	1302	n/a	n/a
Roosevelt	21.15% (273)	37.41% (483)	5.73% (74)	1.47% (19)	34.24% (442)	1291	n/a	n/a
Bonita Pass	19.83% (256)	36.02% (465)	6.2% (80)	1.7% (22)	36.25% (468)	1291	n/a	n/a
Redfish Run	20.25% (264)	37.88% (494)	5.29% (69)	1.46% (19)	35.12% (458)	1304	n/a	n/a
Yankee clipper	21.68% (278)	32.92% (422)	5.3% (68)	1.56% (20)	38.53% (494)	1282	n/a	n/a
Tarpon Boil	19.81% (255)	35.43% (456)	6.14% (79)	2.64% (34)	35.98% (463)	1287	n/a	n/a
Southern Star	20.21% (254)	32.38% (407)	4.93% (62)	1.59% (20)	40.89% (514)	1257	n/a	n/a
Silver Lake	6.13% (73)	16.54% (197)	12.34% (147)	10.58% (126)	54.41% (648)	1191	n/a	n/a
Total Respondents						1819		
(skipped this question)						993		

4. Rate the overall customer service for the following courses you've played in the past 12 months:






	Very Good	Good	Fair	Needs Improvement	Not Played	Response Total	Points	Avg
Hill Top	30.47% (358)	26.55% (312)	3.57% (42)	1.19% (14)	38.21% (449)	1175	n/a	n/a
Chula Vista	33.42% (406)	31.85% (387)	3.95% (48)	0.74% (9)	30.04% (365)	1215	n/a	n/a
Mira Mesa	32.86% (393)	30.35% (363)	3.76% (45)	0.84% (10)	32.19% (385)	1196	n/a	n/a
De La vista	33.28% (387)	30.27% (352)	3.35% (39)	0.34% (4)	32.76% (381)	1163	n/a	n/a
El Diablo	36.57% (445)	30.9% (376)	2.63% (32)	0.33% (4)	29.58% (360)	1217	n/a	n/a
El Santiago	34.43% (407)	29.27% (346)	2.45% (29)	0.08% (1)	33.76% (399)	1182	n/a	n/a
Hawkes Bay	39.24% (487)	33.28% (413)	3.14% (39)	0.73% (9)	23.61% (293)	1241	n/a	n/a
Saddlebrook	41.69% (524)	31.98% (402)	2.47% (31)	0.48% (6)	23.39% (294)	1257	n/a	n/a
Briarwood	36.14% (429)	27.13% (322)	2.11% (25)	0.59% (7)	34.04% (404)	1187	n/a	n/a
Walnut Grove	34.79% (407)	26.5% (310)	2.31% (27)	0.51% (6)	35.9% (420)	1170	n/a	n/a
Oakleigh	36.9% (434)	25.94% (305)	1.87% (22)	0.34% (4)	34.95% (411)	1176	n/a	n/a
Amberwood	37.53% (447)	27.88% (332)	1.76% (21)	0.42% (5)	32.41% (386)	1191	n/a	n/a
Pimlico	41.12% (500)	31.74% (386)	3.12% (38)	0.9% (11)	23.11% (281)	1216	n/a	n/a
Churchill Downs	41.12% (498)	31.96% (387)	2.64% (32)	1.4% (17)	22.87% (277)	1211	n/a	n/a
Belmont	41.78% (501)	31.94% (383)	3.09% (37)	1.17% (14)	22.02% (264)	1199	n/a	n/a
Heron	41.82% (501)	31.22% (374)	3.42% (41)	0.75% (9)	22.79% (273)	1198	n/a	n/a
Pelican	40.68% (476)	29.66% (347)	3.93% (46)	0.6% (7)	25.13% (294)	1170	n/a	n/a
Bogart	44.44% (556)	33.33% (417)	3.04% (38)	1.28% (16)	17.91% (224)	1251	n/a	n/a
Bacall	43.74% (545)	33.63% (419)	3.05% (38)	1.2% (15)	18.38% (229)	1246	n/a	n/a
Turtle Mound	41.12% (498)	29.48% (357)	2.64% (32)	0.74% (9)	26.01% (315)	1211	n/a	n/a
Sand Hill	40.07% (478)	30.18% (360)	2.68% (32)	0.5% (6)	26.57% (317)	1193	n/a	n/a
Truman	42.03% (514)	31.64% (387)	3.43% (42)	1.06% (13)	21.83% (267)	1223	n/a	n/a
Roosevelt	41.59% (497)	30.04% (359)	3.01% (36)	1.09% (13)	24.27% (290)	1195	n/a	n/a
Bonita Pass	39.61% (465)	30.32% (356)	1.96% (23)	0.43% (5)	27.68% (325)	1174	n/a	n/a
Redfish Run	40.86% (487)	31.29% (373)	1.59% (19)	0.59% (7)	25.67% (306)	1192	n/a	n/a
Yankee clipper	38.87% (463)	30.73% (366)	1.93% (23)	0.42% (5)	28.04% (334)	1191	n/a	n/a
Tarpon Boil	38.27% (447)	29.54% (345)	2.05% (24)	0.6% (7)	29.54% (345)	1168	n/a	n/a
Southern Star	37.52% (430)	28.62% (328)	2.18% (25)	0.26% (3)	31.41% (360)	1146	n/a	n/a
Silver Lake	25.23% (269)	20.26% (216)	4.03% (43)	2.16% (23)	48.31% (515)	1066	n/a	n/a

Total Respondents 1691
(skipped this question) 1121






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

		Response Total	Response Percent	Points	Avg
Very Good		1426	54%	n/a	n/a
Good		770	29%	n/a	n/a
Fair		118	4%	n/a	n/a
Needs Improvement		86	3%	n/a	n/a
No Experience with Gate Staff		238	9%	n/a	n/a
Total Respondents		2638	100%		
		(skipped this question)	174		




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

		Response Total	Response Percent	Points	Avg
Very Good		763	29%	n/a	n/a
Good		593	23%	n/a	n/a
Fair		130	5%	n/a	n/a
Needs Improvement		85	3%	n/a	n/a
No Experience with Patrol Drivers		1046	40%	n/a	n/a
Total Respondents		2617	100%		
		(skipped this question)	195		

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



		Response Total	Response Percent	Points	Avg
Very Good		410	16%	n/a	n/a
Good		322	13%	n/a	n/a
Fair		70	3%	n/a	n/a
Needs Improvement		34	1%	n/a	n/a
No Experience with Dispatch Staff		1738	68%	n/a	n/a
Total Respondents		2574	100%		
		(skipped this question)	238		

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






		Response Total	Response Percent	Points	Avg
Yes		39	2%	n/a	n/a
No		1669	64%	n/a	n/a
Not Familiar with Program		890	34%	n/a	n/a
Total Respondents		2598	100%		
		(skipped this question)	214		

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




		Response Total	Response Percent	Points	Avg
Yes		155	6%	n/a	n/a

No		1993	76%	n/a	n/a
Not Familiar with Program		483	18%	n/a	n/a
Total Respondents		2631	100%		
		(skipped this question)	181		



10. 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?

		Response Total	Response Percent	Points	Avg
Very Good		141	5%	n/a	n/a
Good		139	5%	n/a	n/a
Fair		33	1%	n/a	n/a
Needs Improvement		37	1%	n/a	n/a
Have not contacted		2217	86%	n/a	n/a
Total Respondents		2567	100%		
		(skipped this question)	245		



11. Have you reviewed the Community Standards webpage on the District website and if so how would you rate the accessibility?

		Response Total	Response Percent	Points	Avg
Easy to Access		399	46%	n/a	n/a
Could use some help		200	23%	n/a	n/a
Difficult to locate		263	31%	n/a	n/a
Total Respondents		862	100%		
		(skipped this question)	1950		



12. 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?

		Response Total	Response Percent	Points	Avg
Yes		176	7%	n/a	n/a
No		2390	93%	n/a	n/a
Total Respondents		2566			
		(skipped this question)	246		



13. 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?

		Response Total	Response Percent	Points	Avg
Yes		106	42%	n/a	n/a
No		145	58%	n/a	n/a
Total Respondents		251			
		(skipped this question)	2561		



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

		Response Total	Response Percent	Points	Avg
Yes		54	36%	n/a	n/a
No		95	64%	n/a	n/a
Total Respondents		149			
		(skipped this question)	2663		






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

		Response Total	Response Percent	Points	Avg
Yes		1323	65%	n/a	n/a
No		705	35%	n/a	n/a
Total Respondents		2028			
(skipped this question)			784		






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

		Response Total	Response Percent	Points	Avg
Daytime		829	60%	n/a	n/a
Evening		543	40%	n/a	n/a
Total Respondents		1372	100%		
(skipped this question)			1440		





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

		Response Total	Response Percent	Points	Avg
District Website		567	25%	n/a	n/a
Newspaper		1194	52%	n/a	n/a
Radio		25	1%	n/a	n/a
Face to Face Meeting		187	8%	n/a	n/a
Not Interested		313	14%	n/a	n/a
Total Respondents		2286	100%		
(skipped this question)			526		

18. 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	Points	Avg
Excellent		403	17%	n/a	n/a
Good		478	20%	n/a	n/a
Fair		85	4%	n/a	n/a
Poor		44	2%	n/a	n/a
Have not submitted an application		1416	58%	n/a	n/a
Total Respondents		2426	100%		
(skipped this question)			386		

19. Overall evaluation of quality of recreation programs offered:

		Response Total	Response Percent	Points	Avg
Very Good		1923	74%	n/a	n/a
Good		615	24%	n/a	n/a
Fair		25	1%	n/a	n/a
Needs Improvement		19	1%	n/a	n/a
Total Respondents		2582	100%		
(skipped this question)			230		

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

		Response Total	Response Percent	Points	Avg
Daily Sun Newspaper		1141	44%	n/a	n/a
Recreation News		1101	42%	n/a	n/a

WVLG		46	2%	n/a	n/a
VNN		5	0%	n/a	n/a
Word of Mouth		251	10%	n/a	n/a
Bulletin Boards		11	0%	n/a	n/a
District Website (www.districtgov.org)		13	1%	n/a	n/a
Club Website		31	1%	n/a	n/a
Total Respondents		2599	100%		
		(skipped this question)	213		

21. Which types of recreation facilities do you use most often? (check all that apply)

		Response Total	Response Percent	Points	Avg
Indoor facilities		1264	48%	n/a	n/a
Outdoor Facilities – bocce, basketball, horseshoes, pickleball, shuffleboard, tennis		1033	39%	n/a	n/a
Village Centers		755	29%	n/a	n/a
Regional Centers		902	34%	n/a	n/a
Pools		1203	45%	n/a	n/a
Fitness Clubs (Mulberry Grove, Laurel Manor, Colony Cottage, SeaBreeze)		218	8%	n/a	n/a
Total Respondents		2644			
		(skipped this question)	168		

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

	1-2 times wkly	3-5 times wkly	5 or more	Response Total	Points	Avg
Card & Board games	83.44% (529)	13.88% (88)	2.68% (17)	634	n/a	n/a
Arts/Crafts Programs	91.62% (175)	5.76% (11)	2.62% (5)	191	n/a	n/a
Exercise	52.49% (453)	36.27% (313)	11.24% (97)	863	n/a	n/a
Hobby & Interest Groups	89.23% (348)	8.46% (33)	2.31% (9)	390	n/a	n/a
Musical/Dance Groups	75.14% (275)	19.4% (71)	5.46% (20)	366	n/a	n/a
Neighborhood & Social Groups	95.46% (863)	3.98% (36)	0.55% (5)	904	n/a	n/a
Service Groups	92.49% (160)	4.05% (7)	3.47% (6)	173	n/a	n/a
Sports (participant)	53.98% (407)	31.43% (237)	14.59% (110)	754	n/a	n/a
State Clubs	98.21% (275)	0.71% (2)	1.07% (3)	280	n/a	n/a
Support Groups	93.02% (80)	5.81% (5)	1.16% (1)	86	n/a	n/a
Sports Pools	65.95% (244)	23.78% (88)	10.27% (38)	370	n/a	n/a
Recreational Pools	73.95% (599)	19.26% (156)	6.79% (55)	810	n/a	n/a
Outdoor Activities	62.25% (465)	25.17% (188)	12.58% (94)	747	n/a	n/a
Total Respondents				2143		
				(skipped this question)	669	

23. Does your club/activity have their own website?

		Response Total	Response Percent	Points	Avg
Yes		407	30%	n/a	n/a
No		964	70%	n/a	n/a

If (Yes) please list website: example (thevillages.com)

[view](#)



49 4% n/a n/a

Total Respondents 1371 100%
(skipped this question) 1441

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

	Excellent	Good	Fair	Needs Improvement	Response Total	Points	Avg
Guest ID Cards	72.17% (1763)	25.67% (627)	1.31% (32)	0.86% (21)	2443	n/a	n/a
Executive Golf Trail Fees	59.52% (1000)	33.39% (561)	4.58% (77)	2.5% (42)	1680	n/a	n/a
Room Rentals	46.44% (254)	42.05% (230)	8.41% (46)	3.11% (17)	547	n/a	n/a
ID Checking	34.48% (723)	43.2% (906)	11.64% (244)	10.68% (224)	2097	n/a	n/a
Activities Registration	44.54% (526)	47.93% (566)	6.27% (74)	1.27% (15)	1181	n/a	n/a
Recreation Staff	57.24% (1115)	38.86% (757)	3.08% (60)	0.82% (16)	1948	n/a	n/a
Total Respondents					2520		
(skipped this question)					292		

25. How would you rate the lifestyle events offered (i.e. Craft Shows, Expos, Camp Villages, Senior Games, 5-K's, Parade, etc.)?

		Response Total	Response Percent	Points	Avg
Very Good		1460	61%	n/a	n/a
Good		826	35%	n/a	n/a
Fair		68	3%	n/a	n/a
Needs Improvement		33	1%	n/a	n/a
Total Respondents		2387	100%		
(skipped this question)		425			

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

		Response Total	Response Percent	Points	Avg
Very Good		1689	68%	n/a	n/a
Good		698	28%	n/a	n/a
Fair		60	2%	n/a	n/a
Needs Improvement		36	1%	n/a	n/a
Total Respondents		2483	100%		
(skipped this question)		329			

27. How would you rate the Resident Lifestyle Volunteer program?





		Response Total	Response Percent	Points	Avg
Very Good		933	57%	n/a	n/a
Good		659	40%	n/a	n/a
Fair		40	2%	n/a	n/a
Needs Improvement		4	0%	n/a	n/a
Total Respondents		1636	100%		
(skipped this question)		1176			

28. Please rate your overall customer service experience for the following recreation centers. *(Please rate only the centers you have used in the past year.)

Excellent Good Fair Needs Response Points Avg

				Improvement	Total		
Paradise	52.67% (266)	40.99% (207)	4.36% (22)	1.98% (10)	505	n/a	n/a
Silver lake	44.36% (59)	45.11% (60)	4.51% (6)	6.02% (8)	133	n/a	n/a
Southside	39.77% (35)	45.45% (40)	7.95% (7)	6.82% (6)	88	n/a	n/a
La Hacienda	60.83% (396)	35.64% (232)	2.15% (14)	1.38% (9)	651	n/a	n/a
Chula Vista	57.23% (190)	39.46% (131)	1.81% (6)	1.51% (5)	332	n/a	n/a
Tierra Del Sol	49.32% (108)	38.81% (85)	5.48% (12)	6.39% (14)	219	n/a	n/a
Savannah	63.59% (585)	33.15% (305)	2.07% (19)	1.2% (11)	920	n/a	n/a
Saddlebrook	65.17% (262)	30.6% (123)	2.49% (10)	1.74% (7)	402	n/a	n/a
El Santiago	50% (79)	36.71% (58)	5.7% (9)	7.59% (12)	158	n/a	n/a
Mulberry Grove	67.56% (354)	29.96% (157)	1.53% (8)	0.95% (5)	524	n/a	n/a
Chatham	61.2% (183)	35.12% (105)	1.34% (4)	2.34% (7)	299	n/a	n/a
Laurel Manor	69.33% (651)	29.5% (277)	0.75% (7)	0.43% (4)	939	n/a	n/a
Bridgeport	59.09% (169)	37.41% (107)	2.1% (6)	1.4% (4)	286	n/a	n/a
Churchill	60.21% (174)	35.99% (104)	2.77% (8)	1.04% (3)	289	n/a	n/a
Pimlico	57.91% (183)	37.34% (118)	2.53% (8)	2.22% (7)	316	n/a	n/a
Lake Miona	69.6% (632)	28.08% (255)	1.65% (15)	0.66% (6)	908	n/a	n/a
Bacall	64.09% (191)	32.89% (98)	2.35% (7)	0.67% (2)	298	n/a	n/a
Canal Street	64.31% (236)	33.24% (122)	2.18% (8)	0.27% (1)	367	n/a	n/a
Coconut Cove	67.13% (192)	29.02% (83)	1.75% (5)	2.1% (6)	286	n/a	n/a
Colony Cottage	72.86% (612)	25.24% (212)	1.19% (10)	0.71% (6)	840	n/a	n/a
Odell	66.33% (195)	29.25% (86)	2.72% (8)	1.7% (5)	294	n/a	n/a
Captiva	65.42% (70)	28.97% (31)	3.74% (4)	1.87% (2)	107	n/a	n/a
Truman	69.21% (209)	27.48% (83)	1.99% (6)	1.32% (4)	302	n/a	n/a
SeaBreeze	74.2% (630)	23.56% (200)	1.77% (15)	0.47% (4)	849	n/a	n/a
Allamanda	64.39% (132)	31.22% (64)	2.93% (6)	1.46% (3)	205	n/a	n/a
Fish Hawk	65.15% (200)	30.29% (93)	3.26% (10)	1.3% (4)	307	n/a	n/a
Hibiscus	63.25% (148)	33.33% (78)	2.14% (5)	1.28% (3)	234	n/a	n/a
Sterling Heights	66.79% (187)	30.36% (85)	1.79% (5)	1.07% (3)	280	n/a	n/a
Total Respondents					2255		
(skipped this question)						557	

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





		Response Total	Response Percent	Points	Avg
More than 4 times		129	5%	n/a	n/a
2-4 times		529	21%	n/a	n/a
1 time		566	23%	n/a	n/a
Never / Unkown		1291	51%	n/a	n/a
Total Respondents		2515	100%		
(skipped this question)			297		

30. How did you obtain services or information through the Districts' Customer Service Center? (Check all that apply)





		Response Total	Response Percent	Points	Avg
In person		749	28%	n/a	n/a
By phone		612	23%	n/a	n/a
internet/email		177	7%	n/a	n/a
Total Respondents		2629			
(skipped this question)			183		

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





Response	Response	Points	Avg
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		Total	Percent		
Very Good		693	55%	n/a	n/a
Good		521	42%	n/a	n/a
Fair		27	2%	n/a	n/a
Needs Improvement		9	1%	n/a	n/a
Total Respondents		1250	100%		
		(skipped this question)	1562		





32. How would you rate the quality of information and the variety of services provided by the Customer Service Center?

		Response Total	Response Percent	Points	Avg
Very Good		709	55%	n/a	n/a
Good		542	42%	n/a	n/a
Fair		28	2%	n/a	n/a
Needs Improvement		12	1%	n/a	n/a
Total Respondents		1291	100%		
		(skipped this question)	1521		


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

		Response Total	Response Percent	Points	Avg
Very Good		818	63%	n/a	n/a
Good		439	34%	n/a	n/a
Fair		32	2%	n/a	n/a
Needs Improvement		12	1%	n/a	n/a
Total Respondents		1301	100%		
		(skipped this question)	1511		

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

		Response Total	Response Percent	Points	Avg
Very Good		547	53%	n/a	n/a
Good		421	41%	n/a	n/a
Fair		45	4%	n/a	n/a
Needs Improvement		17	2%	n/a	n/a
Total Respondents		1030	100%		
		(skipped this question)	1782		



35. Have you visited www.districtgov.org?

		Response Total	Response Percent	Points	Avg
Yes		1199	47%	n/a	n/a
No		1377	53%	n/a	n/a
Total Respondents		2576			
		(skipped this question)	236		



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

		Response Total	Response Percent	Points	Avg
Yes		1062	92%	n/a	n/a
No		94	8%	n/a	n/a
Total Respondents		1156			



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

		Response Total	Response Percent	Points	Avg
Yes		1101	96%	n/a	n/a
No		47	4%	n/a	n/a
Total Respondents		1148			
			(skipped this question)	1664	



38. Have you utilized the E-Notification process we have available through the District website?

		Response Total	Response Percent	Points	Avg
Yes		226	20%	n/a	n/a
No		902	80%	n/a	n/a
Total Respondents		1128	100%		
			(skipped this question)	1684	











39. Have you visited the What's Happening page on the site?

		Response Total	Response Percent	Points	Avg
Yes		510	46%	n/a	n/a
No		604	54%	n/a	n/a
Total Respondents		1114	100%		
			(skipped this question)	1698	

40. If yes, was it helpful and informative?

		Response Total	Response Percent	Points	Avg
Yes		500	95%	n/a	n/a
No		24	5%	n/a	n/a
Total Respondents		524	100%		
			(skipped this question)	2288	

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

		Response Total	Response Percent	Points	Avg
District Website (www.districtgov.org)		517	20%	n/a	n/a
Our Place		215	8%	n/a	n/a
What's Happening		71	3%	n/a	n/a
Recreation Centers		165	6%	n/a	n/a
The Daily Sun		1825	70%	n/a	n/a
WVLG		267	10%	n/a	n/a
Postal Stations		113	4%	n/a	n/a
CDD Orientation		54	2%	n/a	n/a
Friends & Neighbors		659	25%	n/a	n/a
Other, please specify		155	6%	n/a	n/a
view					
Total Respondents		2619			
			(skipped this question)	193	

