

2013 District

Survey Title: 2013 Resident Survey

Survey Properties:





Total Respondents: 13750

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		1270	12%	n/a	n/a
1 Time/week		1644	15%	n/a	n/a
2 Times/week		2701	25%	n/a	n/a
3 or more times/week		2272	21%	n/a	n/a
Not at all		3061	28%	n/a	n/a
Total Respondents		10948	100%		
		(skipped this question)	2802		

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		369	5%	n/a	n/a
Location		2480	33%	n/a	n/a
Course Conditions		3892	52%	n/a	n/a
Difficulty of Course		707	9%	n/a	n/a
Total Respondents		7448	100%		
		(skipped this question)	6302		

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
Palmetto	17.83% (871)	20.76% (1014)	4.67% (228)	2.07% (101)	54.68% (2671)	4885	n/a	n/a
Hill Top	6.31% (305)	25.65% (1239)	13.41% (648)	6.44% (311)	48.19% (2328)	4831	n/a	n/a
Chula Vista	7.79% (396)	32.99% (1677)	16.21% (824)	5.51% (280)	37.51% (1907)	5084	n/a	n/a
Mira Mesa	9.52% (476)	34.05% (1703)	13.7% (685)	3.9% (195)	38.83% (1942)	5001	n/a	n/a






De La Vista	7.73% (377)	32.94% (1607)	12.71% (620)	4% (195)	42.63% (2080)	4879	n/a	n/a
El Diablo	11.91% (592)	37.96% (1886)	8.39% (417)	1.39% (69)	40.35% (2005)	4969	n/a	n/a
El Santiago	10.79% (525)	35.16% (1710)	9.4% (457)	1.6% (78)	43.05% (2094)	4864	n/a	n/a
Hawkes Bay	18.04% (948)	43.99% (2311)	6.38% (335)	1.03% (54)	30.57% (1606)	5254	n/a	n/a
Saddlebrook	18.09% (946)	44.74% (2339)	6.79% (355)	1.01% (53)	29.36% (1535)	5228	n/a	n/a
Briarwood	15.73% (760)	34.75% (1679)	4.97% (240)	0.89% (43)	43.66% (2109)	4831	n/a	n/a
Walnut Grove	15.91% (772)	33.84% (1642)	4.99% (242)	0.78% (38)	44.48% (2158)	4852	n/a	n/a
Oakleigh	16.38% (791)	34.22% (1653)	4.53% (219)	0.89% (43)	43.98% (2124)	4830	n/a	n/a
Amberwood	19.69% (963)	34.12% (1669)	4.17% (204)	0.86% (42)	41.16% (2013)	4891	n/a	n/a
Pimlico	17.31% (885)	44.31% (2265)	8.84% (452)	1.64% (84)	27.9% (1426)	5112	n/a	n/a
Churchill Greens	17.71% (897)	43.65% (2211)	7.38% (374)	1.34% (68)	29.91% (1515)	5065	n/a	n/a
Belmont	18.42% (924)	43.57% (2185)	7.14% (358)	1.18% (59)	29.69% (1489)	5015	n/a	n/a
Heron	20.61% (1047)	40.97% (2081)	7.52% (382)	1.54% (78)	29.36% (1491)	5079	n/a	n/a
Pelican	16.9% (846)	38.13% (1909)	8.63% (432)	3.52% (176)	32.82% (1643)	5006	n/a	n/a
Bogart	22.49% (1190)	45.48% (2407)	6.42% (340)	1% (53)	24.6% (1302)	5292	n/a	n/a
Bacall	23.4% (1226)	44.46% (2329)	6.45% (338)	1.01% (53)	24.68% (1293)	5239	n/a	n/a
Turtle Mound	23.67% (1225)	40.82% (2113)	5.97% (309)	1% (52)	28.54% (1477)	5176	n/a	n/a
Sand Hill	23.16% (1191)	40.04% (2059)	5.62% (289)	1.03% (53)	30.14% (1550)	5142	n/a	n/a
Truman	26.5% (1370)	39.07% (2020)	5.11% (264)	0.89% (46)	28.43% (1470)	5170	n/a	n/a
Roosevelt	24.65% (1254)	38.48% (1958)	5.5% (280)	1.04% (53)	30.33% (1543)	5088	n/a	n/a
Bonita Pass	22.71% (1140)	37.83% (1899)	5.78% (290)	0.9% (45)	32.79% (1646)	5020	n/a	n/a
Redfish Run	23.31% (1188)	39.85% (2031)	5.65% (288)	1.04% (53)	30.14% (1536)	5096	n/a	n/a
Yankee clipper	24.64% (1254)	38% (1934)	5.52% (281)	1.08% (55)	30.77% (1566)	5090	n/a	n/a
Tarpon Boil	23.55% (1182)	38.43% (1929)	5.24% (263)	0.96% (48)	31.83% (1598)	5020	n/a	n/a
Southern Star	23.8% (1194)	36.78% (1845)	5.06% (254)	1.04% (52)	33.31% (1671)	5016	n/a	n/a
Silver Lake	4.78% (212)	15.67% (695)	12.33% (547)	9.06% (402)	58.16% (2580)	4436	n/a	n/a
Total Respondents						7052		
(skipped this question)						6698		

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
Palmetto	33.36% (1385)	17.8% (739)	1.52% (63)	0.31% (13)	47.01% (1952)	4152	n/a	n/a
Hill Top	31.2% (1293)	24.01% (995)	2.85% (118)	1.13% (47)	40.81% (1691)	4144	n/a	n/a
Chula Vista	36.14% (1595)	30.2% (1333)	3.22% (142)	0.86% (38)	29.59% (1306)	4414	n/a	n/a
Mira Mesa	35.29% (1542)	31.17% (1362)	2.86% (125)	0.69% (30)	29.98% (1310)	4369	n/a	n/a
De La vista	34.81% (1493)	28.61% (1227)	2.26% (97)	0.54% (23)	33.78% (1449)	4289	n/a	n/a
El Diablo	37.3% (1637)	29.14% (1279)	1.71% (75)	0.36% (16)	31.49% (1382)	4389	n/a	n/a
El Santiago	36.33% (1562)	27.74% (1193)	1.81% (78)	0.28% (12)	33.84% (1455)	4300	n/a	n/a
Hawkes Bay	42.35% (1984)	32.64% (1529)	2.07% (97)	0.47% (22)	22.48% (1053)	4685	n/a	n/a
Saddlebrook	43.71% (2060)	32.04% (1510)	1.82% (86)	0.34% (16)	22.09% (1041)	4713	n/a	n/a
Briarwood	36.34% (1543)	26.61% (1130)	0.97% (41)	0.49% (21)	35.59% (1511)	4246	n/a	n/a
Walnut Grove	36.59% (1558)	25.53% (1087)	0.99% (42)	0.45% (19)	36.45% (1552)	4258	n/a	n/a
Oakleigh	36.22% (1553)	25.98% (1114)	1.17% (50)	0.3% (13)	36.33% (1558)	4288	n/a	n/a
Amberwood	38.01% (1652)	27.11% (1178)	1.27% (55)	0.3% (13)	33.32% (1448)	4346	n/a	n/a
Pimlico	44.34% (2045)	33.65% (1552)	2.3% (106)	0.69% (32)	19.02% (877)	4612	n/a	n/a
Churchill Downs	43.4% (1964)	32.44% (1468)	2.39% (108)	0.6% (27)	21.17% (958)	4525	n/a	n/a
Belmont	43.95% (1991)	32.87% (1489)	2.32% (105)	0.57% (26)	20.29% (919)	4530	n/a	n/a
Heron	45.07% (2073)	31.96% (1470)	2.09% (96)	0.87% (40)	20.02% (921)	4600	n/a	n/a
Pelican	41.45% (1852)	30.6% (1367)	2.42% (108)	1.16% (52)	24.37% (1089)	4468	n/a	n/a
Bogart	47.66% (2297)	33.55% (1617)	1.85% (89)	0.54% (26)	16.41% (791)	4820	n/a	n/a

Bacall	47.43% (2258)	33.63% (1601)	1.76% (84)	0.57% (27)	16.61% (791)	4761	n/a	n/a
Turtle Mound	46.64% (2200)	30.93% (1459)	2.06% (97)	0.51% (24)	19.86% (937)	4717	n/a	n/a
Sand Hill	46.23% (2135)	30.73% (1419)	1.88% (87)	0.58% (27)	20.57% (950)	4618	n/a	n/a
Truman	47.14% (2220)	31.3% (1474)	1.93% (91)	0.47% (22)	19.15% (902)	4709	n/a	n/a
Roosevelt	46.32% (2139)	31.03% (1433)	2.04% (94)	0.58% (27)	20.03% (925)	4618	n/a	n/a
Bonita Pass	46.08% (2082)	29.46% (1331)	1.26% (57)	0.38% (17)	22.82% (1031)	4518	n/a	n/a
Redfish Run	47.5% (2187)	30.17% (1389)	1.37% (63)	0.35% (16)	20.61% (949)	4604	n/a	n/a
Yankee clipper	47.01% (2146)	29.68% (1355)	1.82% (83)	0.42% (19)	21.07% (962)	4565	n/a	n/a
Tarpon Boil	46.56% (2122)	29.88% (1362)	1.23% (56)	0.35% (16)	21.98% (1002)	4558	n/a	n/a
Southern Star	45.86% (2056)	28.46% (1276)	1.56% (70)	0.36% (16)	23.76% (1065)	4483	n/a	n/a
Silver Lake	25.38% (977)	19.71% (759)	3.14% (121)	1.35% (52)	50.42% (1941)	3850	n/a	n/a
Total Respondents						6376		
(skipped this question)							7374	






5. Please rate the helpfulness/courtesy of Gate Staff within the past 12 months:

		Response Total	Response Percent	Points	Avg
Very Good		5669	53%	n/a	n/a
Good		3039	28%	n/a	n/a
Fair		457	4%	n/a	n/a
Needs Improvement		292	3%	n/a	n/a
No Experience with Gate Staff		1259	12%	n/a	n/a
Total Respondents		10716	100%		
(skipped this question)				3034	

6. Please rate the helpfulness/courtesy of Patrol Drivers within the past 12 months:

		Response Total	Response Percent	Points	Avg
Very Good		3131	29%	n/a	n/a
Good		1980	19%	n/a	n/a
Fair		380	4%	n/a	n/a
Needs Improvement		239	2%	n/a	n/a
No Experience with Patrol Drivers		4894	46%	n/a	n/a
Total Respondents		10624	100%		
(skipped this question)				3126	

7. Please rate the helpfulness/courtesy of Dispatch Staff within the past 12 months (753-0550):

		Response Total	Response Percent	Points	Avg
Very Good		1552	15%	n/a	n/a
Good		1023	10%	n/a	n/a
Fair		173	2%	n/a	n/a
Needs Improvement		90	1%	n/a	n/a
No Experience with Dispatch Staff		7545	73%	n/a	n/a
Total Respondents		10383	100%		
(skipped this question)				3367	

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

		Response Total	Response Percent	Points	Avg
Yes		122	1%	n/a	n/a
No		6787	64%	n/a	n/a
Not Familiar with Program		3729	35%	n/a	n/a
Total Respondents		10638	100%		
			(skipped this question)	3112	

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

		Response Total	Response Percent	Points	Avg
Yes		465	4%	n/a	n/a
No		8144	76%	n/a	n/a
Not Familiar with Program		2065	19%	n/a	n/a
Total Respondents		10674	100%		
			(skipped this question)	3076	

10. Please rate the helpfulness/courtesy of the Community Standards Department within the past 12 months:

		Response Total	Response Percent	Points	Avg
Very Good		1032	10%	n/a	n/a
Good		1198	11%	n/a	n/a
Fair		275	3%	n/a	n/a
Needs Improvement		241	2%	n/a	n/a
No Experience with Community Standards Department		7720	74%	n/a	n/a
Total Respondents		10466	100%		
			(skipped this question)	3284	

11. How would you rate the accessibility and information on the Community Standards Department webpage on www.districtgov.org?

		Response Total	Response Percent	Points	Avg
Easy to Access		2535	24%	n/a	n/a
Could use some help		531	5%	n/a	n/a
Difficult to locate		136	1%	n/a	n/a
I have not tried to access this page		7149	69%	n/a	n/a
Total Respondents		10351	100%		
			(skipped this question)	3399	

12. One of the divisions of the Community Standards Department is the enforcement of deed restrictions which is a compliant driven process. Have you filed a complaint with the Department within the past year?

		Response Total	Response Percent	Points	Avg
Yes		635	6%	n/a	n/a
No		9696	94%	n/a	n/a
Total Respondents		10331			
			(skipped this question)	3419	

13. If the Community Standards Department could not resolve your complaint, was the reason explained to you?

		Response Total	Response Percent	Points	Avg
Yes		374	26%	n/a	n/a
No		1055	74%	n/a	n/a
Total Respondents		1429			
(skipped this question)			12321		

14. How would you rate the process of submitting an Architectural Review Modification/Alteration form to the Community Standards Department requesting external modifications to your home/lot for review by the Architectural Review Committee?

		Response Total	Response Percent	Points	Avg
Very Good		1148	12%	n/a	n/a
Good		1697	17%	n/a	n/a
Fair		419	4%	n/a	n/a
Needs Improvement		244	2%	n/a	n/a
I have not submitted this form		6391	65%	n/a	n/a
Total Respondents		9899	100%		
(skipped this question)			3851		

15. In an effort to educate residents, would you attend a meeting that explained the role of the Community Standards Department in the enforcement of deed restrictions and external architectural modifications?

		Response Total	Response Percent	Points	Avg
Yes		6422	65%	n/a	n/a
No		3392	35%	n/a	n/a
Total Respondents		9814			
(skipped this question)			3936		

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





		Response Total	Response Percent	Points	Avg
Daytime		3927	59%	n/a	n/a
Evening		2511	38%	n/a	n/a
Weekend		219	3%	n/a	n/a
Total Respondents		6657	100%		
(skipped this question)			7093		

17. How would you like to receive information regarding updates for deed compliance and architectural review issues?









		Response Total	Response Percent	Points	Avg
District Website (www.DistrictGov.org)		2650	27%	n/a	n/a
Newspaper		5491	55%	n/a	n/a
Radio		117	1%	n/a	n/a
Face to Face Meeting		470	5%	n/a	n/a
Not Interested		1238	12%	n/a	n/a
Total Respondents		9966	100%		
(skipped this question)			3784		

18. Overall evaluation of quality of recreation programs offered:







Response	Response	Points	Avg
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		Total	Percent		
Very Good		7774	74%	n/a	n/a
Good		2531	24%	n/a	n/a
Fair		132	1%	n/a	n/a
Needs Improvement		75	1%	n/a	n/a
Total Respondents		10512	100%		
		(skipped this question)	3238		

19. What are you preferred avenues to inquire about Recreation Activities that are offered? (check all that apply)

		Response Total	Response Percent	Points	Avg
Daily Sun Newspaper		8335	77%	n/a	n/a
Recreation News		7347	68%	n/a	n/a
WVVG		2217	20%	n/a	n/a
VNN		373	3%	n/a	n/a
Word of Mouth		3288	30%	n/a	n/a
Bulletin Boards		861	8%	n/a	n/a
District Website (www.districtgov.org)		1102	10%	n/a	n/a
Club Website		1204	11%	n/a	n/a
Total Respondents		10850			
		(skipped this question)	2900		

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

		Response Total	Response Percent	Points	Avg
Indoor facilities		5272	49%	n/a	n/a
Outdoor Facilities – bocce, basketball, horseshoes, pickleball, shuffleboard, tennis		4419	41%	n/a	n/a
Village Centers		3389	31%	n/a	n/a
Regional Centers		4163	38%	n/a	n/a
Pools		5159	48%	n/a	n/a
Fitness Clubs (Mulberry Grove, Laurel Manor, Colony Cottage, SeaBreeze)		1136	10%	n/a	n/a
Total Respondents		10850			
		(skipped this question)	2900		

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

Text responses hidden.

	Response Total
Card & Board games	6053
Arts/Crafts Programs	5010
Exercise	6442
Hobby & Interest Groups	5323
Musical/Dance Groups	5170
Neighborhood & Social Groups	6578
Service Groups	4647

Sports (participant)	6213
State Clubs	5117
Support Groups	4539
Sports Pools	5274
Recreational Pools	6324
Outdoor Activities	6246
Total Respondents	9625
(skipped this question)	4125

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

		Response Total	Response Percent	Points	Avg
Yes		1966	34%	n/a	n/a
No		3777	66%	n/a	n/a
If (Yes) please list website: example (thevillages.com)		270	5%	n/a	n/a
view					
Total Respondents		5743	100%		
(skipped this question)			8007		

23. Rate your overall customer service experience when using the following services:

	Very Good	Good	Fair	Needs Improvement	Response Total	Points	Avg
Guest ID Cards	76.88% (7794)	20.94% (2123)	1.26% (128)	0.92% (93)	10138	n/a	n/a
Payment of Executive Golf Trail Fees	70.86% (4814)	24.49% (1664)	2.41% (164)	2.24% (152)	6794	n/a	n/a
Room Rentals	49.44% (1235)	38.03% (950)	6.37% (159)	6.16% (154)	2498	n/a	n/a
ID Checking	46.97% (4129)	36.37% (3197)	9.53% (838)	7.13% (627)	8791	n/a	n/a
Activities Registration	50.73% (2827)	42.1% (2346)	4.74% (264)	2.44% (136)	5573	n/a	n/a
Recreation Staff	64.17% (5191)	32.76% (2650)	2.4% (194)	0.67% (54)	8089	n/a	n/a
Total Respondents					10381		
(skipped this question)							3369

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





		Response Total	Response Percent	Points	Avg
Very Good		5895	61%	n/a	n/a
Good		3267	34%	n/a	n/a
Fair		323	3%	n/a	n/a
Needs Improvement		221	2%	n/a	n/a
Total Respondents		9706	100%		
(skipped this question)					4044

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

		Response Total	Response Percent	Points	Avg
Very Good		7039	70%	n/a	n/a
Good		2511	25%	n/a	n/a

Fair		116	1%	n/a	n/a
Needs Improvement, please tell us which centers and/or pools need improvement		390	4%	n/a	n/a
view					
Total Respondents		10046	100%		
		(skipped this question)		3704	



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

		Response Total	Response Percent	Points	Avg
Very Good		4042	60%	n/a	n/a
Good		2526	37%	n/a	n/a
Fair		124	2%	n/a	n/a
Needs Improvement		46	1%	n/a	n/a
Total Respondents		6738	100%		
		(skipped this question)		7012	





27. 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 Improvement	Response Total	Points	Avg
Paradise	48.45% (815)	42.03% (707)	4.99% (84)	4.52% (76)	1682	n/a	n/a
Silver lake	35.8% (198)	42.5% (235)	9.95% (55)	11.75% (65)	553	n/a	n/a
Southside	31.12% (108)	42.36% (147)	10.66% (37)	15.85% (55)	347	n/a	n/a
La Hacienda	55.25% (1284)	39.97% (929)	2.93% (68)	1.85% (43)	2324	n/a	n/a
Chula Vista	49.4% (537)	42.41% (461)	4.14% (45)	4.05% (44)	1087	n/a	n/a
Tierra Del Sol	38.36% (323)	44.54% (375)	6.53% (55)	10.57% (89)	842	n/a	n/a
Savannah	65.02% (2416)	32.43% (1205)	1.35% (50)	1.21% (45)	3716	n/a	n/a
Saddlebrook	58.36% (855)	37.68% (552)	1.71% (25)	2.25% (33)	1465	n/a	n/a
El Santiago	40.48% (236)	42.88% (250)	6.52% (38)	10.12% (59)	583	n/a	n/a
Mulberry Grove	64.17% (1257)	31.7% (621)	2.3% (45)	1.84% (36)	1959	n/a	n/a
Chatham	62.52% (734)	33.3% (391)	2.04% (24)	2.13% (25)	1174	n/a	n/a
Laurel Manor	68.19% (2575)	30.35% (1146)	0.82% (31)	0.64% (24)	3776	n/a	n/a
Bridgeport	60.11% (684)	35.68% (406)	2.02% (23)	2.2% (25)	1138	n/a	n/a
Churchill	60.56% (717)	35.14% (416)	1.77% (21)	2.53% (30)	1184	n/a	n/a
Pimlico	58.81% (691)	37.11% (436)	2.04% (24)	2.04% (24)	1175	n/a	n/a
Lake Miona	70.42% (2759)	27.72% (1086)	1.12% (44)	0.74% (29)	3918	n/a	n/a
Bacall	66.37% (896)	30.74% (415)	1.19% (16)	1.7% (23)	1350	n/a	n/a
Canal Street	63.92% (999)	32.82% (513)	1.6% (25)	1.66% (26)	1563	n/a	n/a
Coconut Cove	66.26% (811)	30.47% (373)	1.72% (21)	1.55% (19)	1224	n/a	n/a
Colony Cottage	74.08% (2915)	24.47% (963)	0.76% (30)	0.69% (27)	3935	n/a	n/a
Odell	67.15% (885)	29.21% (385)	1.75% (23)	1.9% (25)	1318	n/a	n/a
Captiva	63.71% (502)	31.73% (250)	1.52% (12)	3.05% (24)	788	n/a	n/a
Truman	67.12% (896)	29.14% (389)	1.8% (24)	1.95% (26)	1335	n/a	n/a
SeaBreeze	72.78% (2931)	24.44% (984)	1.54% (62)	1.24% (50)	4027	n/a	n/a
Allamanda	62.81% (586)	32.15% (300)	2.36% (22)	2.68% (25)	933	n/a	n/a
Fish Hawk	68.81% (962)	27.61% (386)	1.43% (20)	2.15% (30)	1398	n/a	n/a
Hibiscus	66.97% (661)	28.98% (286)	1.22% (12)	2.84% (28)	987	n/a	n/a
Sterling Heights	70.65% (963)	26.41% (360)	1.25% (17)	1.69% (23)	1363	n/a	n/a
Total Respondents					9202		
					(skipped this question)		4548












28. Have you ever visited the Recreation page on the District website (www.DistrictGov.org)?

		Response Total	Response Percent	Points	Avg
Yes		2963	30%	n/a	n/a
No		7060	70%	n/a	n/a
Total Respondents		10023	100%		
			(skipped this question)	3727	

29. How easy is it to navigate the District website (www.DistrictGov.org)?

		Response Total	Response Percent	Points	Avg
Very easy		928	29%	n/a	n/a
Easy		1703	53%	n/a	n/a
Fair		491	15%	n/a	n/a
Needs Improvement		64	2%	n/a	n/a
Total Respondents		3186	100%		
			(skipped this question)	10564	

30. What services have you accessed at the Customer Service Center in the past year? (check all that apply)

		Response Total	Response Percent	Points	Avg
Replace or obtain a new Villages Resident ID Card		1645	15%	n/a	n/a
Replace or obtain a new Gate Card		923	9%	n/a	n/a
Request a Guest ID		5903	55%	n/a	n/a
Pay Executive Trail Fees		3472	32%	n/a	n/a
Adopt-A-Bench		122	1%	n/a	n/a
Recreational Vehicle (RV) Storage Facility Rental Spaces		137	1%	n/a	n/a
Purchase Veteran Brick		248	2%	n/a	n/a
Obtain general information		1939	18%	n/a	n/a
Speak to a Customer Service Representative regarding utility / amenity / sanitation bill		818	8%	n/a	n/a
Speak to a Bond Specialist		377	3%	n/a	n/a
I have not contacted or accessed services through the Customer Service Center in the past year		2681	25%	n/a	n/a
Total Respondents		10798			
			(skipped this question)	2952	

31. How would you rate the quality of information and the helpfulness at the Customer Service Center?

		Response Total	Response Percent	Points	Avg
Very Good		4818	66%	n/a	n/a
Good		2262	31%	n/a	n/a

Fair		123	2%	n/a	n/a
Needs Improvement		48	1%	n/a	n/a
Total Respondents		7251	100%		
		(skipped this question)	6499		

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

		Response Total	Response Percent	Points	Avg
Very Good		5016	70%	n/a	n/a
Good		2005	28%	n/a	n/a
Fair		115	2%	n/a	n/a
Needs Improvement		35	0%	n/a	n/a
Total Respondents		7171	100%		
		(skipped this question)	6579		

33. Please answer the following question regarding what address your utility / amenity / sanitation bill is mailed to:

		Response Total	Response Percent	Points	Avg
My bill is always mailed to my home in The Villages		8553	83%	n/a	n/a
My bill is always mailed to another location		1213	12%	n/a	n/a
My bill is mailed to my home in The Villages part of the year and another address part of the same year		534	5%	n/a	n/a
Total Respondents		10300	100%		
		(skipped this question)	3450		

34. Please rate the ability to read and understand the water portion of your bill:

		Response Total	Response Percent	Points	Avg
Very easy to read and understand		4266	42%	n/a	n/a
Easy to read and understand		4674	46%	n/a	n/a
Hard to read and understand		619	6%	n/a	n/a
Very hard to read and understand		88	1%	n/a	n/a
No Opinion		606	6%	n/a	n/a
Total Respondents		10253	100%		
		(skipped this question)	3497		

35. Has the water consumption graph in the bill assisted you with monitoring your household consumption?

		Response Total	Response Percent	Points	Avg
Yes		7281	74%	n/a	n/a

No		2549	26%	n/a	n/a
Total Respondents		9830			
(skipped this question)		3920			

36. What is your preferred payment method for your water / amenity / sanitation bill?

		Response Total	Response Percent	Points	Avg
Mail payment to 3201 Wedgewood Lane The Villages, FL 32162		828	8%	n/a	n/a
Drop payment in VCCDD / Utilities Drop Box at my Postal Station		1256	12%	n/a	n/a
Pay in person at the Customer Service Center at 3201 Wedgewood Lane with the Utility Billing & Customer Service Department		34	0%	n/a	n/a
Pay electronically through my bank's online bill pay		4001	39%	n/a	n/a
Have payment directly taken from my bank account through auto bank draft		3781	37%	n/a	n/a
Make payment via internet by credit card / debit card		214	2%	n/a	n/a
Make payment using credit or debit with Customer Service assistance over the telephone by calling (352) 750-0000		18	0%	n/a	n/a
Total Respondents		10132	100%		
(skipped this question)		3618			

37. Would you sign up to receive your water/amenity/sanitation bill electronically rather than by US Postal Mail if it were made available?



		Response Total	Response Percent	Points	Avg
Yes		4803	50%	n/a	n/a
No		4735	50%	n/a	n/a
Total Respondents		9538	100%		
(skipped this question)		4212			

38. Please list the reason why you would not like to receive your bill electronically:



		Response Total	Response Percent	Points	Avg
I don't have access to, or am not comfortable with computer		253	5%	n/a	n/a
I don't have an email account		8	0%	n/a	n/a
I simply prefer paper statement		4384	94%	n/a	n/a

Total Respondents 4645 100%
 (skipped this question) 9105



39. Have you used the third party Credit / Debit card vendor site to inquire on your account balance?

		Response Total	Response Percent	Points	Avg
Yes		405	4%	n/a	n/a
No		9596	96%	n/a	n/a
Total Respondents		10001	100%		
		(skipped this question)	3749		



40. Did you find the Credit / Debit card site easy to navigate?

		Response Total	Response Percent	Points	Avg
Yes		316	85%	n/a	n/a
No		55	15%	n/a	n/a
Total Respondents		371	100%		
		(skipped this question)	13379		

41. Have you used the Credit / Debit card site to make a payment on your account?

		Response Total	Response Percent	Points	Avg
Yes		194	51%	n/a	n/a
No		188	49%	n/a	n/a
Total Respondents		382	100%		
		(skipped this question)	13368		

42. In the last 12 months have you contacted the water/amenity/sanitation billing office with an inquiry or complaint?

		Response Total	Response Percent	Points	Avg
Yes		1403	14%	n/a	n/a
No		8791	86%	n/a	n/a
Total Respondents		10194	100%		
		(skipped this question)	3556		

43. Please indicate the number of times you contacted our office with the following inquiries in the past 12 months:

Text responses hidden.

	Response Total
Balance Due on Bill	557
Due Date on Bill	444
Water Billing Inquiry Other	812
Irrigation Billing Inquiry	609
Amenity Billing Inquiry	453
Sanitation Billing Inquiry	426
Water Service Request	514
Irrigation Service Request	468
Sanitation Service Request	473

Change of Customer Information	468
Notification of Mailing Address Change	470
Payment Inquiry	496
Home Sale or Resale Inquiry	440
Total Respondents	1293
(skipped this question)	12457

44. Overall, how would you rate your satisfaction with our initial response to your inquiries or complaints?

		Response Total	Response Percent	Points	Avg
Very Good		631	48%	n/a	n/a
Good		507	38%	n/a	n/a
Fair		116	9%	n/a	n/a
Needs Improvement		67	5%	n/a	n/a
Total Respondents		1321	100%		
(skipped this question)					12429

45. Did we answer the question you asked?


		Response Total	Response Percent	Points	Avg
Yes		1196	92%	n/a	n/a
No		109	8%	n/a	n/a
Total Respondents		1305	100%		
(skipped this question)					12445

46. If your concerns required a technician to be sent to your property, what was the overall outcome? (please check all that apply)






		Response Total	Response Percent	Points	Avg
A technician did not come to my home		329	24%	n/a	n/a
I had a problem with my irrigation		153	11%	n/a	n/a
I spoke with a technician at my home		214	15%	n/a	n/a
I received a door knocker at my home		28	2%	n/a	n/a
I received a follow-up call from a Customer Service Representative with the results		130	9%	n/a	n/a
Total Respondents		1400			
(skipped this question)					12350

47. How long did it take to resolve the matter?





		Response Total	Response Percent	Points	Avg
Less than 2 business days		402	54%	n/a	n/a
Less than 3 business days		114	15%	n/a	n/a
Less than 5 business days		80	11%	n/a	n/a

Less than 10 business days		44	6%	n/a	n/a
Unresolved		102	14%	n/a	n/a
Total Respondents		742	100%		
		(skipped this question)	13008		



48. How many contacts with staff did it take to resolve this issue?

		Response Total	Response Percent	Points	Avg
One		526	73%	n/a	n/a
Two		148	21%	n/a	n/a
Three		29	4%	n/a	n/a
Four		6	1%	n/a	n/a
Five or more		9	1%	n/a	n/a
Total Respondents		718	100%		
		(skipped this question)	13032		





49. How do you prefer to contact the water/amenity/sanitation billing office?

		Response Total	Response Percent	Points	Avg
By Mail		37	3%	n/a	n/a
By telephone		1090	84%	n/a	n/a
Email Utilities@districtgov.org		90	7%	n/a	n/a
In person		88	7%	n/a	n/a
Total Respondents		1305	100%		
		(skipped this question)	12445		

50. Have you contacted the Bond Team for information on your property's bond?

		Response Total	Response Percent	Points	Avg
Yes		1141	11%	n/a	n/a
No		9099	89%	n/a	n/a
Total Respondents		10240	100%		
		(skipped this question)	3510		

51. Regarding your specific inquiry, how would you rate your satisfaction with our initial response?






		Response Total	Response Percent	Points	Avg
Very Good		638	56%	n/a	n/a
Good		377	33%	n/a	n/a
Fair		79	7%	n/a	n/a
Needs Improvement		46	4%	n/a	n/a
Total Respondents		1140	100%		
		(skipped this question)	12610		

52. Have you paid your bond off?



		Response Total	Response Percent	Points	Avg
Yes		3039	30%	n/a	n/a
No		6056	59%	n/a	n/a

Bond was already paid		1137	11%	n/a	n/a
Total Respondents		10232	100%		
		(skipped this question)	3518		




53. If you paid off your bond in the past 12 months, how would you rate the process?

		Response Total	Response Percent	Points	Avg
Very Good		508	18%	n/a	n/a
Good		320	11%	n/a	n/a
Fair		38	1%	n/a	n/a
Needs Improvement		21	1%	n/a	n/a
I did not pay off my bond in the past 12 months		1963	69%	n/a	n/a
Total Respondents		2850	100%		
		(skipped this question)	10900		



54. Have you used the District website (www.DistrictGov.org) to access information about the bond?

		Response Total	Response Percent	Points	Avg
Yes		580	6%	n/a	n/a
No		9532	94%	n/a	n/a
Total Respondents		10112	100%		
		(skipped this question)	3638		



55. What information were you looking for?

		Response Total	Response Percent	Points	Avg
Bond Frequently Asked Questions		233	40%	n/a	n/a
Bond Amortization Schedules		188	32%	n/a	n/a
Bond Interest Reimbursement		200	34%	n/a	n/a
Total Respondents		580			
		(skipped this question)	13170		

56. Did you find the information easy to find and understand?

		Response Total	Response Percent	Points	Avg
Yes		496	92%	n/a	n/a
No		45	8%	n/a	n/a
Total Respondents		541	100%		
		(skipped this question)	13209		

57. Have you ever visited www.districtgov.org?

		Response Total	Response Percent	Points	Avg
Yes		994	20%	n/a	n/a
No		3913	80%	n/a	n/a
Total Respondents		4907	100%		

58. What information or services have you accessed on the District’s website, www.DistrictGov.org? (check all that apply)

		Response Total	Response Percent	Points	Avg
What’s Happening		2313	34%	n/a	n/a
District Board Meeting Agendas or Minutes		941	14%	n/a	n/a
Request Guest IDs		3023	45%	n/a	n/a
Pay Utility Bill		206	3%	n/a	n/a
Contact Information		768	11%	n/a	n/a
Sign-up for E-Notifications		727	11%	n/a	n/a
Declaration of Covenants and Restrictions		567	8%	n/a	n/a
I have accessed other services or information, Please list: <input type="button" value="view"/>		217	3%	n/a	n/a

Total Respondents 6780

(skipped this question) 6970

59. Did you find the site to be “user friendly” and easy to navigate?

		Response Total	Response Percent	Points	Avg
Yes		4412	92%	n/a	n/a
No		383	8%	n/a	n/a
Total Respondents		4795	100%		

(skipped this question) 8955

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

		Response Total	Response Percent	Points	Avg
Yes		4553	96%	n/a	n/a
No		167	4%	n/a	n/a
Total Respondents		4720	100%		

(skipped this question) 9030

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



		Response Total	Response Percent	Points	Avg
Yes		994	19%	n/a	n/a
No		4160	81%	n/a	n/a
Total Respondents		5154	100%		

(skipped this question) 8596












62. Have you visited the What’s Happening page on the site?

		Response Total	Response Percent	Points	Avg
Yes		2511	48%	n/a	n/a
No		2704	52%	n/a	n/a
Total Respondents		5215	100%		












63. If yes, was it helpful and informative?

		Response Total	Response Percent	Points	Avg
Yes		2425	91%	n/a	n/a
No		232	9%	n/a	n/a
Total Respondents		2657	100%		
		(skipped this question)	11093		

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

		Response Total	Response Percent	Points	Avg
District Website (www.districtgov.org)		1974	19%	n/a	n/a
Our Place		846	8%	n/a	n/a
What's Happening		533	5%	n/a	n/a
Recreation Centers		751	7%	n/a	n/a
The Daily Sun		7781	74%	n/a	n/a
WVWG		1400	13%	n/a	n/a
Postal Stations		531	5%	n/a	n/a
CDD Orientation		188	2%	n/a	n/a
Resident Academy		106	1%	n/a	n/a
Friends & Neighbors		3213	31%	n/a	n/a
Other, please specify	 view	587	6%	n/a	n/a
Total Respondents		10478			
		(skipped this question)	3272		

65. Which of the following outlets do you find most effective in receiving information regarding your District Government?

		Response Total	Response Percent	Points	Avg
District Website (www.districtgov.org)		1970	19%	n/a	n/a
Our Place		749	7%	n/a	n/a
What's Happening		515	5%	n/a	n/a
Recreation Centers		656	6%	n/a	n/a
The Daily Sun		7277	69%	n/a	n/a
WVWG		1357	13%	n/a	n/a
Postal Stations		488	5%	n/a	n/a
CDD Orientation		135	1%	n/a	n/a
Resident Academy		92	1%	n/a	n/a
Friends & Neighbors		2314	22%	n/a	n/a
Other, please specify	 view	419	4%	n/a	n/a
Total Respondents		10478			
		(skipped this question)	3272		