






**2014 District**





**Survey Title:** 2014 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>	<b>Points</b>	<b>Avg</b>
Less than once a week		1455	12%	n/a	n/a
1 Time/week		1785	15%	n/a	n/a
2 Times/week		2980	24%	n/a	n/a
3 or more times/week		2366	19%	n/a	n/a
Not at all		3666	30%	n/a	n/a
<b>Total Respondents</b>		<b>12252</b>	<b>100%</b>		
		(skipped this question)	2050		

**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>	<b>Points</b>	<b>Avg</b>
Customer service		414	5%	n/a	n/a
Location		3137	36%	n/a	n/a
Course Conditions		4442	50%	n/a	n/a
Difficulty of Course		819	9%	n/a	n/a
<b>Total Respondents</b>		<b>8812</b>	<b>100%</b>		
		(skipped this question)	5490		

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

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Not Played</b>	<b>Response Total</b>	<b>Points</b>	<b>Avg</b>
Palmetto	22.09% (1245)	28.65% (1615)	4.72% (266)	1.35% (76)	43.2% (2435)	<b>5637</b>	n/a	n/a
Hill Top	5.77% (301)	21.58% (1126)	12.45% (650)	5.69% (297)	54.51% (2845)	<b>5219</b>	n/a	n/a
Chula Vista	7.2% (398)	29.34% (1621)	14.62% (808)	4.76% (263)	44.07% (2435)	<b>5525</b>	n/a	n/a
Mira Mesa	8.83% (481)	31.4% (1710)	11.72% (638)	3.53% (192)	44.52% (2424)	<b>5445</b>	n/a	n/a
De La Vista	7.12% (375)	30.38% (1600)	10.77% (567)	2.81% (148)	48.93% (2577)	<b>5267</b>	n/a	n/a
El Diablo	9.8% (529)	32.51% (1755)	7.85% (424)	2.28% (123)	47.55% (2567)	<b>5398</b>	n/a	n/a
El Santiago	9.5% (503)	30.44% (1612)	8.39% (444)	2.1% (111)	49.58% (2625)	<b>5295</b>	n/a	n/a






Hawkes Bay	14.99% (850)	38.8% (2200)	6.4% (363)	1.18% (67)	38.62% (2190)	<b>5670</b>	n/a	n/a
Saddlebrook	15.59% (884)	39.53% (2241)	6.6% (374)	1.23% (70)	37.04% (2100)	<b>5669</b>	n/a	n/a
Briarwood	14.29% (744)	30.38% (1582)	3.57% (186)	0.77% (40)	50.99% (2655)	<b>5207</b>	n/a	n/a
Walnut Grove	13.81% (720)	30.11% (1570)	3.38% (176)	0.71% (37)	51.99% (2711)	<b>5214</b>	n/a	n/a
Oakleigh	15.52% (802)	28.82% (1489)	3.44% (178)	0.6% (31)	51.62% (2667)	<b>5167</b>	n/a	n/a
Amberwood	18.44% (966)	28.96% (1517)	3.28% (172)	0.71% (37)	48.62% (2547)	<b>5239</b>	n/a	n/a
Pimlico	16.87% (936)	39.35% (2183)	6.9% (383)	1.57% (87)	35.31% (1959)	<b>5548</b>	n/a	n/a
Churchill Greens	17.54% (962)	38.62% (2118)	5.53% (303)	1.24% (68)	37.07% (2033)	<b>5484</b>	n/a	n/a
Belmont	17.03% (935)	39.37% (2161)	5.99% (329)	1.2% (66)	36.4% (1998)	<b>5489</b>	n/a	n/a
Heron	17.22% (958)	36.91% (2053)	8.52% (474)	4.12% (229)	33.23% (1848)	<b>5562</b>	n/a	n/a
Pelican	16.92% (931)	33.08% (1820)	9.51% (523)	4.69% (258)	35.81% (1970)	<b>5502</b>	n/a	n/a
Bogart	21.28% (1244)	42.29% (2472)	6.09% (356)	2.28% (133)	28.07% (1641)	<b>5846</b>	n/a	n/a
Bacall	22.07% (1273)	41.93% (2418)	5.64% (325)	1.4% (81)	28.96% (1670)	<b>5767</b>	n/a	n/a
Turtle Mound	23.34% (1342)	37.94% (2181)	5.48% (315)	1.11% (64)	32.13% (1847)	<b>5749</b>	n/a	n/a
Sand Hill	23.48% (1333)	38.47% (2184)	5.02% (285)	1.07% (61)	31.95% (1814)	<b>5677</b>	n/a	n/a
Truman	27.23% (1557)	36.86% (2108)	4.06% (232)	1.12% (64)	30.74% (1758)	<b>5719</b>	n/a	n/a
Roosevelt	25.21% (1414)	36.7% (2058)	4.01% (225)	1.11% (62)	32.97% (1849)	<b>5608</b>	n/a	n/a
Bonita Pass	20.85% (1143)	36.06% (1977)	5.34% (293)	1.19% (65)	36.57% (2005)	<b>5483</b>	n/a	n/a
Redfish Run	21.32% (1183)	38.01% (2109)	5.6% (311)	1.33% (74)	33.74% (1872)	<b>5549</b>	n/a	n/a
Yankee clipper	23.65% (1313)	36.05% (2001)	4.94% (274)	1.28% (71)	34.08% (1892)	<b>5551</b>	n/a	n/a
Tarpon Boil	22.42% (1240)	37.03% (2048)	4.85% (268)	1.14% (63)	34.56% (1911)	<b>5530</b>	n/a	n/a
Southern Star	22.91% (1256)	35.07% (1923)	4.81% (264)	1.17% (64)	36.04% (1976)	<b>5483</b>	n/a	n/a
Silver Lake	5.42% (258)	15.26% (727)	10.14% (483)	7.81% (372)	61.38% (2924)	<b>4764</b>	n/a	n/a
Sweetgum	25.03% (1392)	24.88% (1384)	5.5% (306)	2.1% (117)	42.48% (2363)	<b>5562</b>	n/a	n/a
Mangrove	23.83% (1299)	25.52% (1391)	5.23% (285)	1.76% (96)	43.66% (2380)	<b>5451</b>	n/a	n/a
<b>Total Respondents</b>						<b>8178</b>		
(skipped this question)						6124		

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






	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Not Played</b>	<b>Response Total</b>	<b>Points</b>	<b>Avg</b>
Palmetto	42.33% (1950)	22.01% (1014)	1.19% (55)	0.33% (15)	34.14% (1573)	<b>4607</b>	n/a	n/a
Hill Top	28.56% (1202)	20.77% (874)	2.5% (105)	0.9% (38)	47.27% (1989)	<b>4208</b>	n/a	n/a
Chula Vista	33.36% (1505)	25.95% (1171)	3.52% (159)	0.98% (44)	36.19% (1633)	<b>4512</b>	n/a	n/a
Mira Mesa	33.45% (1495)	26.15% (1169)	2.89% (129)	0.89% (40)	36.62% (1637)	<b>4470</b>	n/a	n/a
De La vista	31.87% (1376)	24.22% (1046)	2.15% (93)	0.39% (17)	41.36% (1786)	<b>4318</b>	n/a	n/a
El Diablo	33.95% (1513)	25.09% (1118)	1.93% (86)	0.27% (12)	38.76% (1727)	<b>4456</b>	n/a	n/a
El Santiago	33.27% (1453)	24% (1048)	1.65% (72)	0.39% (17)	40.69% (1777)	<b>4367</b>	n/a	n/a
Hawkes Bay	37.83% (1781)	29.01% (1366)	1.74% (82)	0.42% (20)	30.99% (1459)	<b>4708</b>	n/a	n/a
Saddlebrook	40.58% (1949)	28.17% (1353)	1.54% (74)	0.33% (16)	29.38% (1411)	<b>4803</b>	n/a	n/a
Briarwood	33.13% (1413)	22.3% (951)	1.29% (55)	0.38% (16)	42.91% (1830)	<b>4265</b>	n/a	n/a
Walnut Grove	33.04% (1412)	21.86% (934)	1.17% (50)	0.42% (18)	43.51% (1859)	<b>4273</b>	n/a	n/a
Oakleigh	33.57% (1440)	21.98% (943)	0.93% (40)	0.4% (17)	43.12% (1850)	<b>4290</b>	n/a	n/a
Amberwood	35.16% (1523)	23.01% (997)	1.08% (47)	0.42% (18)	40.33% (1747)	<b>4332</b>	n/a	n/a
Pimlico	41.47% (1943)	28.88% (1353)	2.11% (99)	0.62% (29)	26.92% (1261)	<b>4685</b>	n/a	n/a
Churchill Downs	40.8% (1888)	28.27% (1308)	1.99% (92)	0.63% (29)	28.31% (1310)	<b>4627</b>	n/a	n/a
Belmont	41.3% (1926)	28.78% (1342)	2.06% (96)	0.6% (28)	27.26% (1271)	<b>4663</b>	n/a	n/a
Heron	43.3% (2078)	28.69% (1377)	2.52% (121)	0.81% (39)	24.67% (1184)	<b>4799</b>	n/a	n/a
Pelican	40.24% (1858)	28.01% (1293)	2.75% (127)	1.15% (53)	27.85% (1286)	<b>4617</b>	n/a	n/a
Bogart	46.84% (2377)	30.64% (1555)	1.85% (94)	0.57% (29)	20.1% (1020)	<b>5075</b>	n/a	n/a

Bacall	46.69% (2343)	30.33% (1522)	1.73% (87)	0.58% (29)	20.67% (1037)	<b>5018</b>	n/a	n/a
Turtle Mound	46.17% (2293)	28.21% (1401)	1.81% (90)	0.32% (16)	23.48% (1166)	<b>4966</b>	n/a	n/a
Sand Hill	46.36% (2256)	27.46% (1336)	2.03% (99)	0.35% (17)	23.8% (1158)	<b>4866</b>	n/a	n/a
Truman	46.47% (2302)	28.56% (1415)	1.84% (91)	0.44% (22)	22.69% (1124)	<b>4954</b>	n/a	n/a
Roosevelt	45.46% (2207)	28.14% (1366)	1.77% (86)	0.39% (19)	24.24% (1177)	<b>4855</b>	n/a	n/a
Bonita Pass	44.48% (2088)	26.95% (1265)	1.07% (50)	0.43% (20)	27.08% (1271)	<b>4694</b>	n/a	n/a
Redfish Run	45.64% (2179)	28.05% (1339)	1.07% (51)	0.36% (17)	24.88% (1188)	<b>4774</b>	n/a	n/a
Yankee clipper	46.65% (2233)	26.01% (1245)	1.23% (59)	0.46% (22)	25.65% (1228)	<b>4787</b>	n/a	n/a
Tarpon Boil	45.44% (2148)	27.5% (1300)	1.16% (55)	0.34% (16)	25.56% (1208)	<b>4727</b>	n/a	n/a
Southern Star	45.57% (2133)	25.66% (1201)	1.24% (58)	0.36% (17)	27.17% (1272)	<b>4681</b>	n/a	n/a
Silver Lake	26.23% (1017)	17.33% (672)	2.12% (82)	1.08% (42)	53.24% (2064)	<b>3877</b>	n/a	n/a
Sweetgum	42% (1932)	20.39% (938)	1.26% (58)	0.35% (16)	36% (1656)	<b>4600</b>	n/a	n/a
Mangrove	41.14% (1849)	20.76% (933)	1.22% (55)	0.4% (18)	36.47% (1639)	<b>4494</b>	n/a	n/a
<b>Total Respondents</b>						<b>7040</b>		
(skipped this question)							7262	






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

		Response Total	Response Percent	Points	Avg
Very Good		<b>6546</b>	<b>55%</b>	n/a	n/a
Good		<b>3430</b>	<b>29%</b>	n/a	n/a
Fair		<b>491</b>	<b>4%</b>	n/a	n/a
Needs Improvement		<b>308</b>	<b>3%</b>	n/a	n/a
No Experience with Gate Staff		<b>1132</b>	<b>10%</b>	n/a	n/a
<b>Total Respondents</b>		<b>11907</b>	<b>100%</b>		
(skipped this question)			2395		

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

		Response Total	Response Percent	Points	Avg
Very Good		<b>3744</b>	<b>32%</b>	n/a	n/a
Good		<b>2454</b>	<b>21%</b>	n/a	n/a
Fair		<b>433</b>	<b>4%</b>	n/a	n/a
Needs Improvement		<b>320</b>	<b>3%</b>	n/a	n/a
No Experience with Patrol Drivers		<b>4922</b>	<b>41%</b>	n/a	n/a
<b>Total Respondents</b>		<b>11873</b>	<b>100%</b>		
(skipped this question)			2429		

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

		Response Total	Response Percent	Points	Avg
Very Good		<b>1801</b>	<b>16%</b>	n/a	n/a
Good		<b>1260</b>	<b>11%</b>	n/a	n/a
Fair		<b>190</b>	<b>2%</b>	n/a	n/a
Needs Improvement		<b>101</b>	<b>1%</b>	n/a	n/a
No Experience with Dispatch Staff		<b>8196</b>	<b>71%</b>	n/a	n/a
<b>Total Respondents</b>		<b>11548</b>	<b>100%</b>		

(skipped this question) 2754

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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Yes		147	1%	n/a	n/a
No		7749	65%	n/a	n/a
Not Familiar with Program		4008	34%	n/a	n/a
<b>Total Respondents</b>		<b>11904</b>	<b>100%</b>		
		(skipped this question)	2398		

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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Yes		606	5%	n/a	n/a
No		9190	77%	n/a	n/a
Not Familiar with Program		2176	18%	n/a	n/a
<b>Total Respondents</b>		<b>11972</b>	<b>100%</b>		
		(skipped this question)	2330		

**10.** The Community Standards Department consists of two divisions; deed compliance and architectural review. If you have utilized at least one of these services within the last twelve (12) months, how would you rate the helpfulness/courtesy of the staff:






		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Very Good		1080	10%	n/a	n/a
Good		947	9%	n/a	n/a
Fair		233	2%	n/a	n/a
Needs Improvement		257	2%	n/a	n/a
No Experience with Community Standards Department		8497	77%	n/a	n/a
<b>Total Respondents</b>		<b>11014</b>	<b>100%</b>		
		(skipped this question)	3288		

**11.** 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 compliance and external architectural modifications? If yes, would you prefer a daytime, evening or weekend meeting?




		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Daytime		3690	33%	n/a	n/a
Evening		2491	22%	n/a	n/a
Weekend		218	2%	n/a	n/a
Not Interested		4951	44%	n/a	n/a
<b>Total Respondents</b>		<b>11350</b>	<b>100%</b>		
		(skipped this question)	2952		

**12.** How would you like to receive information regarding updates for deed compliance and architectural review issues? (check all that apply)










	<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
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District Website (www.DistrictGov.org)		4355	35%	n/a	n/a
Newspaper		6760	54%	n/a	n/a
Radio		721	6%	n/a	n/a
Face to Face Meeting		816	7%	n/a	n/a
Not Interested		1883	15%	n/a	n/a
<b>Total Respondents</b>		<b>12428</b>			
		(skipped this question)		1874	





**13.** Which type of indoor facilities do you use most often?

		Response Total	Response Percent	Points	Avg
Not applicable		1859	16%	n/a	n/a
Village Centers		4757	40%	n/a	n/a
Regional Centers		5209	44%	n/a	n/a
<b>Total Respondents</b>		<b>11825</b>	<b>100%</b>		
		(skipped this question)		2477	

**14.** Which types of outdoor facilities do you use most often?

		Response Total	Response Percent	Points	Avg
Not applicable		4686	38%	n/a	n/a
Bocce		3007	24%	n/a	n/a
Basketball		181	1%	n/a	n/a
Corn Toss		276	2%	n/a	n/a
Horseshoes		274	2%	n/a	n/a
Pickleball		2339	19%	n/a	n/a
Platform Pickleball Tennis		119	1%	n/a	n/a
Sand Volleyball		61	0%	n/a	n/a
Shuffleboard		2327	19%	n/a	n/a
Tennis		492	4%	n/a	n/a
<b>Total Respondents</b>		<b>12387</b>			
		(skipped this question)		1915	

**15.** Which types of pools do you use most often?

		Response Total	Response Percent	Points	Avg
Not applicable		2402	20%	n/a	n/a
Sports Pools		1440	12%	n/a	n/a
Family Pools		2049	17%	n/a	n/a
Neighborhood Adult Pools		5903	50%	n/a	n/a
<b>Total Respondents</b>		<b>11794</b>	<b>100%</b>		
		(skipped this question)		2508	

**16.** Which fitness club do you use most often?








		Response Total	Response Percent	Points	Avg
Not applicable		8970	83%	n/a	n/a
Mulberry Grove		248	2%	n/a	n/a

Laurel Manor		<b>444</b>	<b>4%</b>	<b>n/a</b>	<b>n/a</b>
Colony Cottage		<b>570</b>	<b>5%</b>	<b>n/a</b>	<b>n/a</b>
SeaBreeze		<b>637</b>	<b>6%</b>	<b>n/a</b>	<b>n/a</b>
<b>Total Respondents</b>		<b>10869</b>	<b>100%</b>		
		(skipped this question)		3433	



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

	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Needs Improvement</b>	<b>Response Total</b>	<b>Points</b>	<b>Avg</b>
Guest ID Cards	78.97% (8891)	18.85% (2122)	1.38% (155)	0.8% (90)	<b>11258</b>	<b>n/a</b>	<b>n/a</b>
Payment of Executive Golf Trail Fees	72.04% (5206)	23.38% (1690)	2.06% (149)	2.52% (182)	<b>7227</b>	<b>n/a</b>	<b>n/a</b>
Room Rentals	49.54% (1227)	37.22% (922)	6.06% (150)	7.19% (178)	<b>2477</b>	<b>n/a</b>	<b>n/a</b>
ID Checking	47.85% (4369)	35.65% (3255)	9.29% (848)	7.21% (658)	<b>9130</b>	<b>n/a</b>	<b>n/a</b>
Activities Registration	50.88% (2754)	40.25% (2179)	5.56% (301)	3.31% (179)	<b>5413</b>	<b>n/a</b>	<b>n/a</b>
Recreation Staff	64.91% (5136)	31.54% (2496)	2.65% (210)	0.9% (71)	<b>7913</b>	<b>n/a</b>	<b>n/a</b>
Volunteer Lifestyle Activity	61.44% (2564)	33.86% (1413)	2.42% (101)	2.28% (95)	<b>4173</b>	<b>n/a</b>	<b>n/a</b>
<b>Total Respondents</b>				<b>11630</b>			
				(skipped this question)	2672		

**18.** Have you participated in any of these events within the last year? (Check all that apply)

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Arts & Crafts Show		<b>4062</b>	<b>33%</b>	<b>n/a</b>	<b>n/a</b>
Boat Tours		<b>673</b>	<b>5%</b>	<b>n/a</b>	<b>n/a</b>
Camp Villages		<b>625</b>	<b>5%</b>	<b>n/a</b>	<b>n/a</b>
Easter Event		<b>193</b>	<b>2%</b>	<b>n/a</b>	<b>n/a</b>
Senior Games		<b>393</b>	<b>3%</b>	<b>n/a</b>	<b>n/a</b>
Train Show		<b>1213</b>	<b>10%</b>	<b>n/a</b>	<b>n/a</b>
5K Road Races		<b>140</b>	<b>1%</b>	<b>n/a</b>	<b>n/a</b>
<b>Total Respondents</b>		<b>12387</b>			
		(skipped this question)		1915	

**19.** Would you like the ability to register on-line for Activities?

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Yes		<b>8471</b>	<b>84%</b>	<b>n/a</b>	<b>n/a</b>
No		<b>1601</b>	<b>16%</b>	<b>n/a</b>	<b>n/a</b>
<b>Total Respondents</b>		<b>10072</b>			
		(skipped this question)		4230	

**20.** What is your preferred method of payment when registering for activities?

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Cash		<b>697</b>	<b>7%</b>	<b>n/a</b>	<b>n/a</b>
Check		<b>665</b>	<b>6%</b>	<b>n/a</b>	<b>n/a</b>
Credit/Debit Card		<b>8886</b>	<b>87%</b>	<b>n/a</b>	<b>n/a</b>

**Total Respondents 10248 100%**

(skipped this question) 4054

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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Not Applicable		<b>2810</b>	<b>23%</b>	n/a	n/a
Replace or obtain a new Villages Resident ID Card		<b>1256</b>	<b>10%</b>	n/a	n/a
Replace or obtain a new Gate Card		<b>974</b>	<b>8%</b>	n/a	n/a
Request a Guest ID		<b>6261</b>	<b>51%</b>	n/a	n/a
Pay Executive Trail Fees		<b>3684</b>	<b>30%</b>	n/a	n/a
Adopt-A-Bench		<b>116</b>	<b>1%</b>	n/a	n/a
Recreational Vehicle (RV) Storage Facility Rental Spaces		<b>116</b>	<b>1%</b>	n/a	n/a
Purchase Veteran Brick		<b>210</b>	<b>2%</b>	n/a	n/a
Obtain general information		<b>1815</b>	<b>15%</b>	n/a	n/a
Speak to a Customer Service Representative regarding utility / amenity / sanitation bill		<b>824</b>	<b>7%</b>	n/a	n/a
Speak to a Bond Specialist		<b>288</b>	<b>2%</b>	n/a	n/a

**Total Respondents 12362**

(skipped this question) 1940

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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Very Good		<b>5991</b>	<b>70%</b>	n/a	n/a
Good		<b>2371</b>	<b>28%</b>	n/a	n/a
Fair		<b>133</b>	<b>2%</b>	n/a	n/a
Needs Improvement - Please Explain <a href="#">view</a>		<b>90</b>	<b>1%</b>	n/a	n/a

**Total Respondents 8584 100%**

(skipped this question) 5718






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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
My bill is always mailed to my home in The Villages		<b>10101</b>	<b>86%</b>	n/a	n/a
My bill is always mailed to another location		<b>1087</b>	<b>9%</b>	n/a	n/a
My bill is mailed to my home in The Villages part		<b>533</b>	<b>5%</b>	n/a	n/a



of the year and another address part of the same year

**Total Respondents 11721 100%**  
 (skipped this question) 2581






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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Very easy to read and understand		<b>5142</b>	<b>44%</b>	n/a	n/a
Easy to read and understand		<b>5139</b>	<b>44%</b>	n/a	n/a
Hard to read and understand		<b>633</b>	<b>5%</b>	n/a	n/a
Very hard to read and understand		<b>92</b>	<b>1%</b>	n/a	n/a
No Opinion		<b>674</b>	<b>6%</b>	n/a	n/a
<b>Total Respondents</b>		<b>11680</b>	<b>100%</b>		
		(skipped this question)	2622		

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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Yes		<b>8582</b>	<b>76%</b>	n/a	n/a
No		<b>2706</b>	<b>24%</b>	n/a	n/a
<b>Total Respondents</b>		<b>11288</b>			
		(skipped this question)	3014		

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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Mail payment to 3201 Wedgewood Lane The Villages, FL 32162		<b>1037</b>	<b>9%</b>	n/a	n/a
Drop payment in VCCDD / Utilities Drop Box at my Postal Station		<b>1455</b>	<b>13%</b>	n/a	n/a
Pay in person at the Customer Service Center at 3201 Wedgewood Lane with the Utility Billing & Customer Service Department		<b>39</b>	<b>0%</b>	n/a	n/a
Bill pay through bank's online system		<b>5243</b>	<b>46%</b>	n/a	n/a
Auto draft via District		<b>3159</b>	<b>27%</b>	n/a	n/a
Make payment via internet by credit card / debit card		<b>545</b>	<b>5%</b>	n/a	n/a



Make payment using credit or debit with Customer Service assistance over the telephone by calling (352) 750-0000

41 0% n/a n/a

**Total Respondents 11519 100%**




(skipped this question) 2783

**27.** 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		5416	48%	n/a	n/a
No		5889	52%	n/a	n/a
<b>Total Respondents</b>		<b>11305</b>	<b>100%</b>		

(skipped this question) 2997

**28.** If you do not wish to receive your bill electronically, please provide the reasons why you would not like to receive your bill electronically: (check all that apply)

		Response Total	Response Percent	Points	Avg
Not applicable		2338	29%	n/a	n/a
I don't have access to, or am not comfortable with computer		236	3%	n/a	n/a
I don't have an email account		12	0%	n/a	n/a
I simply prefer paper statement		5443	68%	n/a	n/a
<b>Total Respondents</b>		<b>8029</b>	<b>100%</b>		



(skipped this question) 6273

**29.** Have you used Municipay LLC, the third party Credit / Debit card vendor site to inquire on your account balance or make a payment on your account?

		Response Total	Response Percent	Points	Avg
Yes		263	2%	n/a	n/a
No		10650	98%	n/a	n/a
<b>Total Respondents</b>		<b>10913</b>	<b>100%</b>		

(skipped this question) 3389

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

		Response Total	Response Percent	Points	Avg
Yes		1986	18%	n/a	n/a
No		9327	82%	n/a	n/a
<b>Total Respondents</b>		<b>11313</b>	<b>100%</b>		

(skipped this question) 2989

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

Response Total Response Percent Points Avg

Very Good		2006	45%	n/a	n/a
Good		1950	44%	n/a	n/a
Fair		312	7%	n/a	n/a
Needs Improvement		152	3%	n/a	n/a
<b>Total Respondents</b>		<b>4420</b>	<b>100%</b>		
		(skipped this question)	9882		

**32.** Did we answer the question you asked?

		Response Total	Response Percent	Points	Avg
Yes		3636	93%	n/a	n/a
No		263	7%	n/a	n/a
<b>Total Respondents</b>		<b>3899</b>	<b>100%</b>		
		(skipped this question)	10403		

**33.** 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
No applicable		5545	45%	n/a	n/a
I had a problem with my irrigation		351	3%	n/a	n/a
I spoke with a technician at my home		323	3%	n/a	n/a
I received a door knocker at my home		57	0%	n/a	n/a
I received a follow-up call from a Customer Service Representative with the results		231	2%	n/a	n/a
<b>Total Respondents</b>		<b>12295</b>			
		(skipped this question)	2007		

**34.** How long did it take to resolve the matter?





		Response Total	Response Percent	Points	Avg
Less than 2 business days		955	61%	n/a	n/a
Less than 3 business days		184	12%	n/a	n/a
Less than 5 business days		155	10%	n/a	n/a
Less than 10 business days		87	6%	n/a	n/a
Unresolved		178	11%	n/a	n/a
<b>Total Respondents</b>		<b>1559</b>	<b>100%</b>		
		(skipped this question)	12743		

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



		Response Total	Response Percent	Points	Avg
One		1210	76%	n/a	n/a
Two		264	17%	n/a	n/a

Three		79	5%	n/a	n/a
Four		16	1%	n/a	n/a
Five or more		26	2%	n/a	n/a
<b>Total Respondents</b>		<b>1595</b>	<b>100%</b>		
			(skipped this question)	12707	






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

		Response Total	Response Percent	Points	Avg
By Mail		274	4%	n/a	n/a
By telephone		6354	82%	n/a	n/a
Email Utilities@districtgov.org		780	10%	n/a	n/a
In person		327	4%	n/a	n/a
<b>Total Respondents</b>		<b>7735</b>	<b>100%</b>		
			(skipped this question)	6567	





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

		Response Total	Response Percent	Points	Avg
Yes		907	10%	n/a	n/a
No		8474	90%	n/a	n/a
<b>Total Respondents</b>		<b>9381</b>	<b>100%</b>		
			(skipped this question)	4921	

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

		Response Total	Response Percent	Points	Avg
Very Good		765	15%	n/a	n/a
Good		458	9%	n/a	n/a
Fair		81	2%	n/a	n/a
Needs Improvement		39	1%	n/a	n/a
I did not contact this office		3626	73%	n/a	n/a
<b>Total Respondents</b>		<b>4969</b>	<b>100%</b>		
			(skipped this question)	9333	

**39.** 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		557	9%	n/a	n/a
Good		246	4%	n/a	n/a
Fair		32	1%	n/a	n/a
Needs Improvement		16	0%	n/a	n/a
I did not pay off my bond in the past 12 months		5123	86%	n/a	n/a
<b>Total Respondents</b>		<b>5974</b>	<b>100%</b>		
			(skipped this question)	8328	

**40.** 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
Not applicable		4778	39%	n/a	n/a
What’s Happening		2093	17%	n/a	n/a
District Board Meeting Agendas or Minutes		892	7%	n/a	n/a
Request Guest IDs		3867	32%	n/a	n/a
Pay Utility Bill		333	3%	n/a	n/a
Contact Information		709	6%	n/a	n/a
Sign-up for E-Notifications		857	7%	n/a	n/a
Declaration of Covenants and Restrictions		644	5%	n/a	n/a
Obtain information about the bond on my home		272	2%	n/a	n/a
Other services or information, Please list:		209	2%	n/a	n/a
	<a href="#">view</a>				
<b>Total Respondents</b>		<b>12253</b>			
		(skipped this question)	2049		

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

		Response Total	Response Percent	Points	Avg
Yes		5160	96%	n/a	n/a
No (Please explain)		242	4%	n/a	n/a
	<a href="#">view</a>				
<b>Total Respondents</b>		<b>5399</b>	<b>100%</b>		
		(skipped this question)	8903		

**42.** E-Notifications are sent directly to your e-mail for items such as road closures, recreation center closures, District board meeting agendas, and much more. Have you utilized the E-Notification process we have available through the District website here?











		Response Total	Response Percent	Points	Avg
Yes		2094	25%	n/a	n/a
No		6397	75%	n/a	n/a
<b>Total Respondents</b>		<b>8491</b>	<b>100%</b>		
		(skipped this question)	5811		

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

		Response Total	Response Percent	Points	Avg
District Website (www.districtgov.org)		1813	16%	n/a	n/a
Our Place		198	2%	n/a	n/a
What’s Happening		86	1%	n/a	n/a
Recreation Centers		96	1%	n/a	n/a
The Daily Sun		6524	59%	n/a	n/a
WVLG		337	3%	n/a	n/a
Postal Stations		90	1%	n/a	n/a

CDD Orientation		63	1%	n/a	n/a
Resident Academy		40	0%	n/a	n/a
Friends & Neighbors		1262	11%	n/a	n/a
Social Media		119	1%	n/a	n/a
Other, please specify		390	4%	n/a	n/a
<a href="#">view</a>					
<b>Total Respondents</b>		<b>10999</b>	<b>100%</b>		
		(skipped this question)		3303	

**44.** 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)		1966	19%	n/a	n/a
Our Place		194	2%	n/a	n/a
What's Happening		93	1%	n/a	n/a
Recreation Centers		90	1%	n/a	n/a
The Daily Sun		6332	61%	n/a	n/a
WVLG		324	3%	n/a	n/a
Postal Stations		109	1%	n/a	n/a
CDD Orientation		41	0%	n/a	n/a
Resident Academy		31	0%	n/a	n/a
Friends & Neighbors		843	8%	n/a	n/a
Social Media		115	1%	n/a	n/a
Other, please specify		326	3%	n/a	n/a
<a href="#">view</a>					
<b>Total Respondents</b>		<b>10454</b>	<b>100%</b>		
		(skipped this question)		3848	