

District - All






Survey Title: 2015 Resident Survey

Survey Properties:





Total Respondents: 13013

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		1413	13%	n/a	n/a
1 Time/week		1593	14%	n/a	n/a
2 Times/week		2692	24%	n/a	n/a
3 or more times/week		1998	18%	n/a	n/a
Not at all		3344	30%	n/a	n/a
Total Respondents		11040	100%		
		(skipped this question)	1973		

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		401	5%	n/a	n/a
Location		2760	35%	n/a	n/a
Course Conditions		4008	51%	n/a	n/a
Difficulty of Course		666	9%	n/a	n/a
Total Respondents		7835	100%		
		(skipped this question)	5178		

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	18.1% (902)	26.46% (1319)	4.39% (219)	1.67% (83)	49.38% (2461)	4984	n/a	n/a
Hill Top	7.01% (329)	22.21% (1043)	10.24% (481)	3.32% (156)	57.22% (2687)	4696	n/a	n/a
Chula Vista	7.21% (353)	27.91% (1366)	13.71% (671)	4.02% (197)	47.15% (2308)	4895	n/a	n/a
Mira Mesa	8.46% (409)	28.7% (1387)	11.94% (577)	2.67% (129)	48.22% (2330)	4832	n/a	n/a






De La Vista	8.02% (374)	25.87% (1207)	10.85% (506)	2.36% (110)	52.9% (2468)	4665	n/a	n/a
El Diablo	9.1% (436)	29.55% (1416)	8.35% (400)	2.44% (117)	50.56% (2423)	4792	n/a	n/a
El Santiago	7.92% (374)	26.25% (1239)	9.11% (430)	2.84% (134)	53.88% (2543)	4720	n/a	n/a
Hawkes Bay	11.55% (577)	31.89% (1593)	9.43% (471)	4.26% (213)	42.86% (2141)	4995	n/a	n/a
Saddlebrook	11.51% (582)	31.28% (1582)	9.81% (496)	6.88% (348)	40.53% (2050)	5058	n/a	n/a
Briarwood	12.14% (562)	27.04% (1252)	5.29% (245)	1.53% (71)	54% (2500)	4630	n/a	n/a
Walnut Grove	12.63% (587)	27.02% (1256)	4.65% (216)	1.27% (59)	54.43% (2530)	4648	n/a	n/a
Oakleigh	13.99% (655)	27.4% (1283)	4.53% (212)	1.05% (49)	53.04% (2484)	4683	n/a	n/a
Amberwood	15.76% (741)	27.45% (1291)	4.51% (212)	1.25% (59)	51.03% (2400)	4703	n/a	n/a
Pimlico	15.51% (764)	36.11% (1779)	7.69% (379)	1.83% (90)	38.86% (1914)	4926	n/a	n/a
Churchill Greens	14.85% (716)	35.77% (1725)	6.53% (315)	1.49% (72)	41.36% (1995)	4823	n/a	n/a
Belmont	14.81% (716)	36.38% (1759)	7.18% (347)	1.59% (77)	40.04% (1936)	4835	n/a	n/a
Heron	15.07% (738)	34.25% (1677)	8.35% (409)	2.94% (144)	39.38% (1928)	4896	n/a	n/a
Pelican	13.83% (669)	30.54% (1477)	9.88% (478)	4.45% (215)	41.29% (1997)	4836	n/a	n/a
Bogart	19.57% (1012)	39.71% (2054)	6.09% (315)	1.33% (69)	33.29% (1722)	5172	n/a	n/a
Bacall	19.68% (1000)	39.16% (1990)	5.82% (296)	1.12% (57)	34.22% (1739)	5082	n/a	n/a
Turtle Mound	21.48% (1091)	34.57% (1756)	5.45% (277)	1.32% (67)	37.19% (1889)	5080	n/a	n/a
Sand Hill	21.36% (1071)	35.43% (1777)	4.93% (247)	1.22% (61)	37.07% (1859)	5015	n/a	n/a
Truman	24.42% (1243)	35.22% (1793)	4.16% (212)	0.88% (45)	35.32% (1798)	5091	n/a	n/a
Roosevelt	22.58% (1116)	34.61% (1711)	4.37% (216)	1.03% (51)	37.41% (1849)	4943	n/a	n/a
Bonita Pass	17.49% (837)	33.73% (1614)	5.75% (275)	1.38% (66)	41.65% (1993)	4785	n/a	n/a
Redfish Run	18.29% (894)	35.27% (1724)	5.61% (274)	1.41% (69)	39.42% (1927)	4888	n/a	n/a
Yankee clipper	21.01% (1028)	34.08% (1667)	4.99% (244)	1.25% (61)	38.68% (1892)	4892	n/a	n/a
Tarpon Boil	19.18% (926)	34.4% (1661)	5.47% (264)	1.51% (73)	39.45% (1905)	4829	n/a	n/a
Southern Star	20.71% (994)	32.02% (1537)	4.62% (222)	1.21% (58)	41.44% (1989)	4800	n/a	n/a
Silver Lake	4.94% (208)	14.98% (631)	9.24% (389)	5.72% (241)	65.12% (2742)	4211	n/a	n/a
Sweetgum	21.91% (1077)	26.75% (1315)	4.64% (228)	1.51% (74)	45.2% (2222)	4916	n/a	n/a
Mangrove	21.12% (1028)	27.42% (1335)	4.01% (195)	1.31% (64)	46.14% (2246)	4868	n/a	n/a
Volusia	16% (699)	10.57% (462)	1.95% (85)	1.03% (45)	70.45% (3078)	4369	n/a	n/a
Total Respondents						7321		
(skipped this question)						5692		

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	38.69% (1552)	21.24% (852)	1.12% (45)	0.42% (17)	38.52% (1545)	4011	n/a	n/a
Hill Top	27.98% (1036)	19.79% (733)	2.05% (76)	0.51% (19)	49.66% (1839)	3703	n/a	n/a
Chula Vista	32.48% (1301)	25.09% (1005)	3.4% (136)	0.67% (27)	38.35% (1536)	4005	n/a	n/a
Mira Mesa	31.31% (1223)	25.81% (1008)	2.92% (114)	0.61% (24)	39.35% (1537)	3906	n/a	n/a
De La vista	30.09% (1127)	23.17% (868)	2.11% (79)	0.4% (15)	44.23% (1657)	3746	n/a	n/a
El Diablo	33.5% (1304)	22.74% (885)	1.7% (66)	0.41% (16)	41.65% (1621)	3892	n/a	n/a
El Santiago	32.64% (1257)	21.6% (832)	1.56% (60)	0.49% (19)	43.7% (1683)	3851	n/a	n/a
Hawkes Bay	37.02% (1528)	26.39% (1089)	2.37% (98)	0.41% (17)	33.8% (1395)	4127	n/a	n/a
Saddlebrook	38.4% (1607)	26.67% (1116)	2.25% (94)	0.53% (22)	32.16% (1346)	4185	n/a	n/a
Briarwood	32.1% (1212)	20.63% (779)	1.67% (63)	0.42% (16)	45.18% (1706)	3776	n/a	n/a
Walnut Grove	32.14% (1221)	20.37% (774)	1.61% (61)	0.45% (17)	45.43% (1726)	3799	n/a	n/a
Oakleigh	33.05% (1267)	20.94% (803)	1.36% (52)	0.39% (15)	44.26% (1697)	3834	n/a	n/a
Amberwood	34.22% (1328)	21.64% (840)	1.24% (48)	0.44% (17)	42.46% (1648)	3881	n/a	n/a
Pimlico	40.19% (1665)	27.47% (1138)	2.32% (96)	0.75% (31)	29.28% (1213)	4143	n/a	n/a
Churchill Downs	37.99% (1536)	27.28% (1103)	2.57% (104)	0.62% (25)	31.54% (1275)	4043	n/a	n/a
Belmont	39.23% (1598)	27.11% (1104)	2.41% (98)	0.76% (31)	30.49% (1242)	4073	n/a	n/a

Heron	40.94% (1690)	26.41% (1090)	2.74% (113)	0.53% (22)	29.38% (1213)	4128	n/a	n/a
Pelican	38.38% (1561)	24.81% (1009)	3.54% (144)	1.06% (43)	32.21% (1310)	4067	n/a	n/a
Bogart	45.5% (2019)	28.19% (1251)	2.16% (96)	0.45% (20)	23.69% (1051)	4437	n/a	n/a
Bacall	44.51% (1933)	28.07% (1219)	2.33% (101)	0.55% (24)	24.55% (1066)	4343	n/a	n/a
Turtle Mound	44.44% (1907)	25.64% (1100)	2.38% (102)	0.47% (20)	27.08% (1162)	4291	n/a	n/a
Sand Hill	43.99% (1859)	26.05% (1101)	1.85% (78)	0.47% (20)	27.64% (1168)	4226	n/a	n/a
Truman	45.26% (1969)	25.98% (1130)	2.21% (96)	0.62% (27)	25.93% (1128)	4350	n/a	n/a
Roosevelt	44.24% (1877)	25.45% (1080)	2.07% (88)	0.64% (27)	27.6% (1171)	4243	n/a	n/a
Bonita Pass	41.74% (1665)	24.59% (981)	1.55% (62)	0.43% (17)	31.69% (1264)	3989	n/a	n/a
Redfish Run	43.01% (1762)	25.75% (1055)	1.71% (70)	0.49% (20)	29.05% (1190)	4097	n/a	n/a
Yankee clipper	43.34% (1781)	25.31% (1040)	1.73% (71)	0.44% (18)	29.18% (1199)	4109	n/a	n/a
Tarpon Boil	42.79% (1746)	25.37% (1035)	1.76% (72)	0.61% (25)	29.46% (1202)	4080	n/a	n/a
Southern Star	43.21% (1748)	23.61% (955)	1.36% (55)	0.49% (20)	31.32% (1267)	4045	n/a	n/a
Silver Lake	22.93% (782)	16.57% (565)	2.35% (80)	1.11% (38)	57.04% (1945)	3410	n/a	n/a
Sweetgum	41.46% (1705)	21.11% (868)	1.56% (64)	0.58% (24)	35.29% (1451)	4112	n/a	n/a
Mangrove	40.8% (1651)	20.78% (841)	1.43% (58)	0.57% (23)	36.42% (1474)	4047	n/a	n/a
Volusia	23.06% (798)	10.03% (347)	0.98% (34)	0.52% (18)	65.41% (2264)	3461	n/a	n/a
Total Respondents						6275		
(skipped this question)						6738		


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


		Response Total	Response Percent	Points	Avg
Very Good		6202	57%	n/a	n/a
Good		2939	27%	n/a	n/a
Fair		385	4%	n/a	n/a
Needs Improvement		255	2%	n/a	n/a
No Experience with Gate Staff		1078	10%	n/a	n/a
Total Respondents		10859	100%		
(skipped this question)			2154		

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




		Response Total	Response Percent	Points	Avg
Very Good		3415	32%	n/a	n/a
Good		1927	18%	n/a	n/a
Fair		369	3%	n/a	n/a
Needs Improvement		243	2%	n/a	n/a
No Experience with Patrol Drivers		4868	45%	n/a	n/a
Total Respondents		10822	100%		
(skipped this question)			2191		

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




		Response Total	Response Percent	Points	Avg
Very Good		1565	15%	n/a	n/a
Good		954	9%	n/a	n/a
Fair		159	2%	n/a	n/a
Needs Improvement		82	1%	n/a	n/a

No Experience with Dispatch Staff		7779	74%	n/a	n/a
Total Respondents		10539	100%		
		(skipped this question)	2474		






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

		Response Total	Response Percent	Points	Avg
Yes		134	1%	n/a	n/a
No		7112	66%	n/a	n/a
Not Familiar with Program		3603	33%	n/a	n/a
Total Respondents		10849	100%		
		(skipped this question)	2164		





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

		Response Total	Response Percent	Points	Avg
Yes		498	5%	n/a	n/a
No		8303	76%	n/a	n/a
Not Familiar with Program		2067	19%	n/a	n/a
Total Respondents		10868	100%		
		(skipped this question)	2145		

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:

		Response Total	Response Percent	Points	Avg
Very Good		955	9%	n/a	n/a
Good		817	8%	n/a	n/a
Fair		213	2%	n/a	n/a
Needs Improvement		225	2%	n/a	n/a
No Experience with Community Standards Department		7909	78%	n/a	n/a
Total Respondents		10119	100%		
		(skipped this question)	2894		

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?

		Response Total	Response Percent	Points	Avg
Daytime		3309	32%	n/a	n/a
Evening		2236	22%	n/a	n/a
Weekend		209	2%	n/a	n/a
Not Interested		4571	44%	n/a	n/a
Total Respondents		10325	100%		
		(skipped this question)	2688		

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

		Response Total	Response Percent	Points	Avg
District Website (www.DistrictGov.org)		3840	34%	n/a	n/a
Newspaper		6097	54%	n/a	n/a
Radio		639	6%	n/a	n/a
Face to Face Meeting		679	6%	n/a	n/a
Not Interested		1870	16%	n/a	n/a
Total Respondents		11342			
		(skipped this question)	1671		

13. Which type of Recreation Centers do you use most often?

		Response Total	Response Percent	Points	Avg
Not applicable		958	9%	n/a	n/a
Village Centers		4932	45%	n/a	n/a
Regional Centers		4970	46%	n/a	n/a
Total Respondents		10860	100%		
		(skipped this question)	2153		





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

		Response Total	Response Percent	Points	Avg
Not applicable		3209	28%	n/a	n/a
Bocce		2681	24%	n/a	n/a
Basketball		123	1%	n/a	n/a
Corn Toss		301	3%	n/a	n/a
Horseshoes		244	2%	n/a	n/a
Pickleball		2043	18%	n/a	n/a
Platform Pickleball Tennis		104	1%	n/a	n/a
Sand Volleyball		41	0%	n/a	n/a
Shuffleboard		2097	19%	n/a	n/a
Tennis		384	3%	n/a	n/a
Other, please specify	 view	1694	15%	n/a	n/a
Total Respondents		11295			
		(skipped this question)	1718		






15. Which types of indoor facilities do you use most often?

		Response Total	Response Percent	Points	Avg
Not applicable		2132	19%	n/a	n/a
Arts / Craft Room		1072	9%	n/a	n/a
Card Room		2484	22%	n/a	n/a
Theater / Large Room		2193	19%	n/a	n/a
Multi-use Room		3781	33%	n/a	n/a
Billiards Room		1913	17%	n/a	n/a
Other, please specify	 view	644	6%	n/a	n/a
Total Respondents		11295			
		(skipped this question)	1718		

16. Which types of pools do you use most often?

		Response Total	Response Percent	Points	Avg
Not applicable		2256	21%	n/a	n/a
Sports Pools		1351	13%	n/a	n/a
Family Pools		1820	17%	n/a	n/a
Neighborhood Adult Pools		5253	49%	n/a	n/a
Total Respondents		10680	100%		
			(skipped this question)	2333	

17. Which fitness club do you use most often?

		Response Total	Response Percent	Points	Avg
Not applicable		8308	84%	n/a	n/a
Mulberry Grove		242	2%	n/a	n/a
Laurel Manor		368	4%	n/a	n/a
Colony Cottage		431	4%	n/a	n/a
SeaBreeze		495	5%	n/a	n/a
Total Respondents		9844	100%		
			(skipped this question)	3169	

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








	Very Good	Good	Fair	Needs Improvement	Response Total	Points	Avg
Guest ID Cards	80.31% (8258)	17.41% (1790)	1.22% (125)	1.07% (110)	10283	n/a	n/a
Payment of Executive Golf Trail Fees	74.21% (4797)	21.41% (1384)	1.9% (123)	2.48% (160)	6464	n/a	n/a
Room Rentals	51.67% (1210)	33.69% (789)	6.58% (154)	8.07% (189)	2342	n/a	n/a
ID Checking	50.57% (4168)	32.92% (2713)	8.98% (740)	7.53% (621)	8242	n/a	n/a
Activities Registration	53.87% (2434)	37.23% (1682)	5.05% (228)	3.85% (174)	4518	n/a	n/a
Recreation Staff	66.96% (4604)	28.96% (1991)	2.65% (182)	1.44% (99)	6876	n/a	n/a
Volunteer Lifestyle Activity	65.59% (2366)	29.5% (1064)	2.25% (81)	2.66% (96)	3607	n/a	n/a
Total Respondents					10630		
					(skipped this question)	2383	

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



	Very Good	Good	Fair	Needs Improvement	Response Total	Points	Avg
Paradise	58.53% (765)	32.75% (428)	4.21% (55)	4.51% (59)	1307	n/a	n/a
Silver lake	48.97% (190)	34.79% (135)	3.61% (14)	12.63% (49)	388	n/a	n/a
Southside	38.64% (85)	35% (77)	3.18% (7)	23.18% (51)	220	n/a	n/a
La Hacienda	68.14% (1232)	26.99% (488)	2.38% (43)	2.49% (45)	1808	n/a	n/a
Chula Vista	66.79% (541)	25.43% (206)	2.47% (20)	5.31% (43)	810	n/a	n/a
Tierra Del Sol	49.34% (187)	32.45% (123)	5.8% (22)	12.4% (47)	379	n/a	n/a
Savannah	74.87% (2249)	22.24% (668)	1.6% (48)	1.3% (39)	3004	n/a	n/a
Saddlebrook	68.68% (739)	25.46% (274)	1.39% (15)	4.46% (48)	1076	n/a	n/a
El Santiago	53.98% (210)	29.31% (114)	2.57% (10)	14.14% (55)	389	n/a	n/a
Mulberry Grove	70.71% (1125)	24.01% (382)	1.63% (26)	3.65% (58)	1591	n/a	n/a
Chatham	73.66% (618)	20.38% (171)	0.95% (8)	5.01% (42)	839	n/a	n/a

Laurel Manor	75.42% (2286)	21.71% (658)	1.32% (40)	1.55% (47)	3031	n/a	n/a
Bridgeport	70.17% (567)	23.64% (191)	1.24% (10)	4.95% (40)	808	n/a	n/a
Churchill	69.05% (629)	24.81% (226)	1.98% (18)	4.17% (38)	911	n/a	n/a
Pimlico	66.74% (594)	26.74% (238)	1.8% (16)	4.72% (42)	890	n/a	n/a
Lake Miona	76.27% (2417)	20.42% (647)	1.61% (51)	1.7% (54)	3169	n/a	n/a
Bacall	74.44% (728)	20.35% (199)	1.43% (14)	3.78% (37)	978	n/a	n/a
Canal Street	72.54% (840)	23.4% (271)	0.86% (10)	3.2% (37)	1158	n/a	n/a
Coconut Cove	74.43% (681)	20.66% (189)	1.09% (10)	3.83% (35)	915	n/a	n/a
Colony Cottage	80.56% (2718)	17.13% (578)	0.92% (31)	1.39% (47)	3374	n/a	n/a
Odell	73.94% (715)	22.13% (214)	0.52% (5)	3.41% (33)	967	n/a	n/a
Captiva	73.88% (693)	21.11% (198)	0.96% (9)	4.05% (38)	938	n/a	n/a
Truman	73.62% (667)	21.08% (191)	1.32% (12)	3.97% (36)	906	n/a	n/a
SeaBreeze	77.38% (2631)	18.91% (643)	1.53% (52)	2.18% (74)	3400	n/a	n/a
Allamanda	68.01% (506)	23.92% (178)	2.02% (15)	6.05% (45)	744	n/a	n/a
Fish Hawk	76.62% (757)	18.32% (181)	1.32% (13)	3.74% (37)	988	n/a	n/a
Hibiscus	71.02% (500)	21.88% (154)	1.14% (8)	5.97% (42)	704	n/a	n/a
Sterling Heights	76.58% (752)	18.64% (183)	1.22% (12)	3.56% (35)	982	n/a	n/a
Big Cypress	77.16% (652)	18.58% (157)	0% (0)	4.26% (36)	845	n/a	n/a
Bradenton	78.73% (759)	17.53% (169)	0.31% (3)	3.42% (33)	964	n/a	n/a
Eisenhower	84.08% (3078)	14.12% (517)	0.76% (28)	1.04% (38)	3661	n/a	n/a
Manatee	78.09% (663)	16.02% (136)	0.94% (8)	4.95% (42)	849	n/a	n/a
Total Respondents					9175		
(skipped this question)					3838		

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

		Response Total	Response Percent	Points	Avg
Arts & Crafts Show		3425	30%	n/a	n/a
Boat Tours		581	5%	n/a	n/a
Camp Villages		585	5%	n/a	n/a
Easter Event		149	1%	n/a	n/a
Senior Games		414	4%	n/a	n/a
Train Show		1043	9%	n/a	n/a
5K Road Races		137	1%	n/a	n/a
Total Respondents		11295			
(skipped this question)		1718			













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

		Response Total	Response Percent	Points	Avg
Yes		7672	85%	n/a	n/a
No		1360	15%	n/a	n/a
Total Respondents		9032			
(skipped this question)		3981			

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

		Response Total	Response Percent	Points	Avg
Cash		596	6%	n/a	n/a
Check		541	6%	n/a	n/a
Credit/Debit Card		8195	88%	n/a	n/a
Total Respondents		9332	100%		

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

		Response Total	Response Percent	Points	Avg
Not Applicable		2788	25%	n/a	n/a
Replace or obtain a new Villages Resident ID Card		909	8%	n/a	n/a
Replace or obtain a new Gate Card		786	7%	n/a	n/a
Request a Guest ID		5748	51%	n/a	n/a
Pay Executive Trail Fees		3258	29%	n/a	n/a
Adopt-A-Bench		102	1%	n/a	n/a
Recreational Vehicle (RV) Storage Facility Rental Spaces		98	1%	n/a	n/a
Purchase Veteran Brick		144	1%	n/a	n/a
Obtain general information		1472	13%	n/a	n/a
Speak to a Customer Service Representative regarding utility / amenity / sanitation bill		634	6%	n/a	n/a
Speak to a Bond Specialist		248	2%	n/a	n/a
Other, please explain view		117	1%	n/a	n/a

Total Respondents 11263

(skipped this question) 1750

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

		Response Total	Response Percent	Points	Avg
Very Good		5382	71%	n/a	n/a
Good		2002	26%	n/a	n/a
Fair		96	1%	n/a	n/a
Needs Improvement - Please Explain view		81	1%	n/a	n/a

Total Respondents 7560 100%

(skipped this question) 5453






25. 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		9442	88%	n/a	n/a
My bill is always mailed to another location		871	8%	n/a	n/a
My bill is mailed to my home in The Villages part of the year and		427	4%	n/a	n/a



another address
part of the same
year

Total Respondents 10740 100%
(skipped this question) 2273






26. 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		4909	46%	n/a	n/a
Easy to read and understand		4526	42%	n/a	n/a
Hard to read and understand		524	5%	n/a	n/a
Very hard to read and understand		90	1%	n/a	n/a
No Opinion		640	6%	n/a	n/a
Total Respondents		10689	100%		
		(skipped this question)	2324		

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

		Response Total	Response Percent	Points	Avg
Yes		8045	78%	n/a	n/a
No		2303	22%	n/a	n/a
Total Respondents		10348			
		(skipped this question)	2665		



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

		Response Total	Response Percent	Points	Avg
Mail payment to 984 Old Mill Run The Villages, FL 32162		845	8%	n/a	n/a
Drop payment in VCCDD / Utilities Drop Box at my Postal Station		1339	13%	n/a	n/a
Pay in person at the Customer Service Center at 984 Old Mill Run with the Utility Billing & Customer Service Department		21	0%	n/a	n/a
Bill pay through bank's online system		4852	46%	n/a	n/a
Auto draft via District		2905	28%	n/a	n/a
Make payment via internet by credit card / debit card		495	5%	n/a	n/a
Make payment using credit or debit with Customer Service assistance over the telephone by calling (352) 750-0000		46	0%	n/a	n/a




Total Respondents 10503 100%

(skipped this question) 2510



29. 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		4921	48%	n/a	n/a
No		5398	52%	n/a	n/a
Total Respondents		10319	100%		
		(skipped this question)	2694		



30. 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		2096	29%	n/a	n/a
I don't have access to, or am not comfortable with computer		218	3%	n/a	n/a
I don't have an email account		6	0%	n/a	n/a
I simply prefer paper statement		4970	68%	n/a	n/a
Total Respondents		7290	100%		
		(skipped this question)	5723		





31. 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		258	3%	n/a	n/a
No		9671	97%	n/a	n/a
Total Respondents		9929	100%		
		(skipped this question)	3084		



32. 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		1778	17%	n/a	n/a
No		8564	83%	n/a	n/a
Total Respondents		10342	100%		
		(skipped this question)	2671		






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

		Response Total	Response Percent	Points	Avg
Very Good		1794	46%	n/a	n/a
Good		1686	43%	n/a	n/a
Fair		283	7%	n/a	n/a
Needs Improvement		162	4%	n/a	n/a
Total Respondents		3925	100%		
		(skipped this question)	9088		






34. Did we answer the question you asked?

		Response Total	Response Percent	Points	Avg
Yes		3179	92%	n/a	n/a
No		274	8%	n/a	n/a
Total Respondents		3453	100%		
			(skipped this question)	9560	






35. 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
Not applicable		5071	45%	n/a	n/a
I had a problem with my irrigation		339	3%	n/a	n/a
I spoke with a technician at my home		317	3%	n/a	n/a
I received a door knocker at my home		61	1%	n/a	n/a
I received a follow-up call from a Customer Service Representative with the results		218	2%	n/a	n/a
Total Respondents		11215			
			(skipped this question)	1798	

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

		Response Total	Response Percent	Points	Avg
Less than 2 business days		860	60%	n/a	n/a
Less than 3 business days		176	12%	n/a	n/a
Less than 5 business days		137	10%	n/a	n/a
Less than 10 business days		105	7%	n/a	n/a
Unresolved		158	11%	n/a	n/a
Total Respondents		1436	100%		
			(skipped this question)	11577	

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

		Response Total	Response Percent	Points	Avg
One		1092	75%	n/a	n/a
Two		251	17%	n/a	n/a
Three		77	5%	n/a	n/a
Four		15	1%	n/a	n/a
Five or more		28	2%	n/a	n/a
Total Respondents		1463	100%		
			(skipped this question)	11550	

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

		Response Total	Response Percent	Points	Avg
By Mail		279	4%	n/a	n/a
By telephone		5875	83%	n/a	n/a
Email Utilities@districtgov.org		705	10%	n/a	n/a
In person		254	4%	n/a	n/a
Total Respondents		7113	100%		
		(skipped this question)	5900		

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

		Response Total	Response Percent	Points	Avg
Yes		791	9%	n/a	n/a
No		7812	91%	n/a	n/a
Total Respondents		8603	100%		
		(skipped this question)	4410		

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

		Response Total	Response Percent	Points	Avg
Very Good		700	16%	n/a	n/a
Good		396	9%	n/a	n/a
Fair		54	1%	n/a	n/a
Needs Improvement		42	1%	n/a	n/a
I did not contact this office		3272	73%	n/a	n/a
Total Respondents		4464	100%		
		(skipped this question)	8549		

41. 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		484	9%	n/a	n/a
Good		210	4%	n/a	n/a
Fair		30	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		4581	86%	n/a	n/a
Total Respondents		5321	100%		
		(skipped this question)	7692		

42. 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		4417	40%	n/a	n/a
What's Happening		1721	15%	n/a	n/a
Welcome Wednesday Weekly Updates		269	2%	n/a	n/a
District Board Meeting Agendas or Minutes		776	7%	n/a	n/a

Request Guest IDs		3559	32%	n/a	n/a
Pay Utility Bill		283	3%	n/a	n/a
Contact Information		634	6%	n/a	n/a
Sign-up for E-Notifications		640	6%	n/a	n/a
Declaration of Covenants and Restrictions		499	4%	n/a	n/a
Obtain information about the bond on my home		191	2%	n/a	n/a
Other services or information, Please list:		171	2%	n/a	n/a
view					

Total Respondents 11175
(skipped this question) 1838

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

		Response Total	Response Percent	Points	Avg
Yes		4549	95%	n/a	n/a
No (Please explain)	 view	221	5%	n/a	n/a

Total Respondents 4769 100%
(skipped this question) 8244

44. 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		1847	24%	n/a	n/a
No		5799	76%	n/a	n/a













Total Respondents 7646 100%
(skipped this question) 5367

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

		Response Total	Response Percent	Points	Avg
District Website (www.districtgov.org)		1651	17%	n/a	n/a
Our Place		168	2%	n/a	n/a
What’s Happening		90	1%	n/a	n/a
Recreation Centers		89	1%	n/a	n/a
The Daily Sun		6046	61%	n/a	n/a
WVLG		310	3%	n/a	n/a
Postal Stations		110	1%	n/a	n/a
CDD Orientation		39	0%	n/a	n/a
Resident Academy		26	0%	n/a	n/a
Welcome Wednesday		17	0%	n/a	n/a
Friends & Neighbors		950	10%	n/a	n/a
Social Media		98	1%	n/a	n/a
Other, please specify	 view	338	3%	n/a	n/a

Total Respondents 9917 100%
(skipped this question) 3096

46. Which of the following outlets do you find most effective in receiving information regarding your District Government? If the outlet is underlined, please click on it for additional information.

		Response Total	Response Percent	Points	Avg
District Website		1754	20%	n/a	n/a
Our Place		159	2%	n/a	n/a
What's Happening		119	1%	n/a	n/a
Recreation Centers		97	1%	n/a	n/a
The Daily Sun		5262	60%	n/a	n/a
WVLG		233	3%	n/a	n/a
Postal Stations		82	1%	n/a	n/a
CDD Orientation		61	1%	n/a	n/a
Resident Academy		53	1%	n/a	n/a
Welcome Wednesday		13	0%	n/a	n/a
Friends & Neighbors		609	7%	n/a	n/a
Social Media		82	1%	n/a	n/a
Other, please specify		229	3%	n/a	n/a
view					
Total Respondents		8743	100%		
		(skipped this question)	4270		