



**District**









**Survey Title:** 2016 Resident Survey

**Survey Properties:**

**Total Respondents:** 12499

**Responses By Question Analysis:**

- 1.** Many District Departments relocated to improve and enhance their services in the summer of 2014. Community Watch relocated to 1135 Bonita Boulevard and all other District Departments are now located at 984 Old Mill Run in Downtown Lake Sumter Landing. What departments or services have you accessed in our new location?

		Response Total	Response Percent	Points	Avg
I have not visited your new location		7009	66%	n/a	n/a
I obtained information or services from the Customer Service Center		1284	12%	n/a	n/a
I visited Deed Compliance or Architectural Review in the Community Standards Department		622	6%	n/a	n/a
I attended a meeting such as a District Board Meeting, CDD Orientation, Resident Academy or Welcome Wednesday		521	5%	n/a	n/a
I visited Human Resources to apply for or obtain information on a District job opening		145	1%	n/a	n/a
I visited Room Reservations or Recreation Administration		417	4%	n/a	n/a
I visited the Finance Department to speak to a representative regarding my utility / amenity bill or obtain information on my bond		332	3%	n/a	n/a
I visited for other services or other information		815	8%	n/a	n/a

**Total Respondents 10556**  
(skipped this question) 1943

**2.** 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		1219	12%	n/a	n/a
1 Time/week		1515	15%	n/a	n/a
2 Times/week		2513	25%	n/a	n/a
3 or more times/week		1938	19%	n/a	n/a
Not at all		3067	30%	n/a	n/a

**Total Respondents 10252** 100%  
(skipped this question) 2247

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

		Response Total	Response Percent	Points	Avg
Customer service		322	4%	n/a	n/a
Location		2572	35%	n/a	n/a

Course Conditions		<b>3838</b>	<b>53%</b>	n/a	n/a
Difficulty of Course		<b>541</b>	<b>7%</b>	n/a	n/a
<b>Total Respondents</b>		<b>7273</b>	<b>100%</b>		
			(skipped this question)	5226	

**4.** 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>
Amberwood	13.67% (546)	26.33% (1052)	5.73% (229)	2.4% (96)	51.86% (2072)	<b>3995</b>	n/a	n/a
Bacall	16.78% (730)	40.41% (1758)	7.2% (313)	2.44% (106)	33.17% (1443)	<b>4350</b>	n/a	n/a
Belmont	14.01% (560)	36.64% (1464)	7.28% (291)	1.7% (68)	40.37% (1613)	<b>3996</b>	n/a	n/a
Bogart	16.9% (733)	41.23% (1788)	7.59% (329)	2.05% (89)	32.23% (1398)	<b>4337</b>	n/a	n/a
Bonita Pass	17.03% (685)	37.82% (1521)	5.87% (236)	1.74% (70)	37.54% (1510)	<b>4022</b>	n/a	n/a
Briarwood	12.86% (475)	27.15% (1003)	5.12% (189)	1.57% (58)	53.3% (1969)	<b>3694</b>	n/a	n/a
Chula Vista	8.2% (319)	24.87% (967)	14.71% (572)	7.02% (273)	45.19% (1757)	<b>3888</b>	n/a	n/a
Churchill Greens	14.23% (553)	34.6% (1345)	6.89% (268)	1.78% (69)	42.5% (1652)	<b>3887</b>	n/a	n/a
De La Vista	9.92% (368)	24.8% (920)	10.27% (381)	4.48% (166)	50.53% (1874)	<b>3709</b>	n/a	n/a
El Diablo	11.83% (449)	28.48% (1081)	8.19% (311)	2.58% (98)	48.91% (1856)	<b>3795</b>	n/a	n/a
El Santiago	11.25% (419)	26.29% (979)	8.94% (333)	2.6% (97)	50.91% (1896)	<b>3724</b>	n/a	n/a
Escambia	25.09% (998)	27.28% (1085)	4.47% (178)	1.18% (47)	41.98% (1670)	<b>3978</b>	n/a	n/a
Hawkes Bay	14.15% (571)	34.89% (1408)	8.7% (351)	2.48% (100)	39.79% (1606)	<b>4036</b>	n/a	n/a
Heron	15.09% (599)	35.85% (1423)	8.62% (342)	3.1% (123)	37.34% (1482)	<b>3969</b>	n/a	n/a
Hill Top	9.39% (329)	22.08% (774)	9.42% (330)	3.85% (135)	55.26% (1937)	<b>3505</b>	n/a	n/a
Mangrove	19.25% (764)	32.38% (1285)	6.05% (240)	1.79% (71)	40.52% (1608)	<b>3968</b>	n/a	n/a
Mira Mesa	9.55% (352)	25.82% (952)	9.87% (364)	5.75% (212)	49.01% (1807)	<b>3687</b>	n/a	n/a
Oakleigh	12.56% (453)	26.91% (971)	4.79% (173)	1.64% (59)	54.1% (1952)	<b>3608</b>	n/a	n/a
Okeechobee	25.57% (1026)	28.34% (1137)	3.99% (160)	1.37% (55)	40.73% (1634)	<b>4012</b>	n/a	n/a
Palmetto	21.03% (822)	31.5% (1231)	5.04% (197)	1.61% (63)	40.81% (1595)	<b>3908</b>	n/a	n/a
Pelican	13.81% (537)	30.48% (1185)	11.01% (428)	4.76% (185)	39.94% (1553)	<b>3888</b>	n/a	n/a
Pimlico	15.15% (584)	36.17% (1394)	8.2% (316)	2.46% (95)	38.01% (1465)	<b>3854</b>	n/a	n/a
Redfish Run	18.46% (751)	38.79% (1578)	6.27% (255)	1.94% (79)	34.54% (1405)	<b>4068</b>	n/a	n/a
Roosevelt	21.06% (855)	36.95% (1500)	5.4% (219)	1.82% (74)	34.76% (1411)	<b>4059</b>	n/a	n/a
Saddlebrook	13.3% (514)	33.69% (1302)	8.87% (343)	3.26% (126)	40.88% (1580)	<b>3865</b>	n/a	n/a
Sand Hill	18.82% (730)	35.45% (1375)	5.59% (217)	1.57% (61)	38.57% (1496)	<b>3879</b>	n/a	n/a
Sarasota	23.95% (926)	26.64% (1030)	4.14% (160)	1.47% (57)	43.81% (1694)	<b>3867</b>	n/a	n/a
Silver Lake	6.27% (209)	14.5% (483)	10.56% (352)	6.45% (215)	62.21% (2073)	<b>3332</b>	n/a	n/a
Southern Star	19.61% (783)	36.36% (1452)	5.36% (214)	1.28% (51)	37.39% (1493)	<b>3993</b>	n/a	n/a
Sweetgum	21.03% (830)	31.59% (1247)	5.85% (231)	2.15% (85)	39.37% (1554)	<b>3947</b>	n/a	n/a
Tarpon Boil	20.01% (794)	36.94% (1466)	5.57% (221)	1.79% (71)	35.7% (1417)	<b>3969</b>	n/a	n/a
Truman	22.28% (912)	36.45% (1492)	5.11% (209)	1.61% (66)	34.55% (1414)	<b>4093</b>	n/a	n/a
Turtle Mound	19.72% (786)	35.42% (1412)	6.9% (275)	1.88% (75)	36.08% (1438)	<b>3986</b>	n/a	n/a
Volusia	27.41% (1095)	28.81% (1151)	4.01% (160)	1.45% (58)	38.32% (1531)	<b>3995</b>	n/a	n/a
Walnut Grove	12.52% (443)	25.61% (906)	5.06% (179)	1.81% (64)	55% (1946)	<b>3538</b>	n/a	n/a
Yankee clipper	19.62% (777)	36.87% (1460)	5.25% (208)	1.39% (55)	36.87% (1460)	<b>3960</b>	n/a	n/a
<b>Total Respondents</b>						<b>6686</b>		
						(skipped this question)	5813	

**5.** 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>
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Amberwood	38.1% (1216)	19.67% (628)	1.5% (48)	0.5% (16)	40.23% (1284)	<b>3192</b>	n/a	n/a
Bacall	47.92% (1704)	28.15% (1001)	1.8% (64)	0.67% (24)	21.46% (763)	<b>3556</b>	n/a	n/a
Belmont	43.25% (1385)	25.73% (824)	1.94% (62)	0.78% (25)	28.29% (906)	<b>3202</b>	n/a	n/a
Bogart	48.73% (1741)	28.52% (1019)	1.57% (56)	0.76% (27)	20.43% (730)	<b>3573</b>	n/a	n/a
Bonita Pass	46.45% (1498)	25.49% (822)	1.36% (44)	0.5% (16)	26.2% (845)	<b>3225</b>	n/a	n/a
Briarwood	37.16% (1082)	19.44% (566)	1.13% (33)	0.34% (10)	41.93% (1221)	<b>2912</b>	n/a	n/a
Chula Vista	36.46% (1117)	23.89% (732)	2.9% (89)	1.08% (33)	35.67% (1093)	<b>3064</b>	n/a	n/a
Churchill Greens	42.24% (1321)	24.37% (762)	1.57% (49)	0.83% (26)	30.99% (969)	<b>3127</b>	n/a	n/a
De La Vista	35.06% (1010)	21.66% (624)	1.63% (47)	0.66% (19)	40.99% (1181)	<b>2881</b>	n/a	n/a
El Diablo	39.89% (1211)	20.19% (613)	1.42% (43)	0.33% (10)	38.18% (1159)	<b>3036</b>	n/a	n/a
El Santiago	38.72% (1139)	18.9% (556)	1.6% (47)	0.51% (15)	40.28% (1185)	<b>2942</b>	n/a	n/a
Escambia	40.48% (1269)	22.33% (700)	2.81% (88)	2.01% (63)	32.38% (1015)	<b>3135</b>	n/a	n/a
Hawkes Bay	43.61% (1424)	24.35% (795)	1.72% (56)	0.52% (17)	29.8% (973)	<b>3265</b>	n/a	n/a
Heron	45.08% (1453)	26.31% (848)	2.05% (66)	1.09% (35)	25.47% (821)	<b>3223</b>	n/a	n/a
Hill Top	32.99% (905)	18.3% (502)	2.26% (62)	0.69% (19)	45.75% (1255)	<b>2743</b>	n/a	n/a
Mangrove	44.75% (1442)	23.49% (757)	1.37% (44)	0.53% (17)	29.86% (962)	<b>3222</b>	n/a	n/a
Mira Mesa	36.2% (1065)	22.06% (649)	2.89% (85)	0.85% (25)	38% (1118)	<b>2942</b>	n/a	n/a
Oakleigh	35.95% (1032)	18.6% (534)	1.57% (45)	0.59% (17)	43.3% (1243)	<b>2871</b>	n/a	n/a
Okeechobee	40.84% (1298)	22.18% (705)	2.58% (82)	2.23% (71)	32.16% (1022)	<b>3178</b>	n/a	n/a
Palmetto	44.44% (1403)	24.07% (760)	1.33% (42)	0.57% (18)	29.59% (934)	<b>3157</b>	n/a	n/a
Pelican	41.13% (1303)	25.32% (802)	2.65% (84)	1.55% (49)	29.36% (930)	<b>3168</b>	n/a	n/a
Pimlico	43.99% (1387)	26.42% (833)	1.74% (55)	0.73% (23)	27.12% (855)	<b>3153</b>	n/a	n/a
Redfish Run	47.87% (1588)	26.47% (878)	1.42% (47)	0.51% (17)	23.73% (787)	<b>3317</b>	n/a	n/a
Roosevelt	47.55% (1580)	26.51% (881)	1.69% (56)	0.63% (21)	23.62% (785)	<b>3323</b>	n/a	n/a
Saddlebrook	42.64% (1350)	25.02% (792)	1.64% (52)	0.47% (15)	30.23% (957)	<b>3166</b>	n/a	n/a
Sand Hill	46.04% (1461)	25.18% (799)	1.48% (47)	0.35% (11)	26.95% (855)	<b>3173</b>	n/a	n/a
Sarasota	42.12% (1299)	21.73% (670)	1.46% (45)	0.62% (19)	34.08% (1051)	<b>3084</b>	n/a	n/a
Silver Lake	27.76% (722)	16.34% (425)	2.35% (61)	0.92% (24)	52.63% (1369)	<b>2601</b>	n/a	n/a
Southern Star	46.97% (1529)	25.44% (828)	1.32% (43)	0.49% (16)	25.78% (839)	<b>3255</b>	n/a	n/a
Sweetgum	46.17% (1478)	23.74% (760)	1.31% (42)	0.5% (16)	28.27% (905)	<b>3201</b>	n/a	n/a
Tarpon Boil	47.78% (1562)	25.7% (840)	1.35% (44)	0.37% (12)	24.81% (811)	<b>3269</b>	n/a	n/a
Truman	47.94% (1628)	26.53% (901)	1.65% (56)	0.77% (26)	23.12% (785)	<b>3396</b>	n/a	n/a
Turtle Mound	47.22% (1562)	25.94% (858)	1.57% (52)	0.63% (21)	24.64% (815)	<b>3308</b>	n/a	n/a
Volusia	47.38% (1526)	22.85% (736)	0.99% (32)	0.53% (17)	28.25% (910)	<b>3221</b>	n/a	n/a
Walnut Grove	36.25% (1014)	17.77% (497)	1.04% (29)	0.43% (12)	44.51% (1245)	<b>2797</b>	n/a	n/a
Yankee clipper	46.66% (1515)	25.47% (827)	1.17% (38)	0.49% (16)	26.21% (851)	<b>3247</b>	n/a	n/a

**Total Respondents 5536**






(skipped this question) 6963

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






		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Very Good		<b>5760</b>	<b>57%</b>	n/a	n/a
Good		<b>2689</b>	<b>27%</b>	n/a	n/a
Fair		<b>355</b>	<b>4%</b>	n/a	n/a
Needs Improvement		<b>238</b>	<b>2%</b>	n/a	n/a
No Experience with Gate Staff		<b>1040</b>	<b>10%</b>	n/a	n/a
<b>Total Respondents</b>		<b>10082</b>	<b>100%</b>		

(skipped this question) 2417




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

		Response Total	Response Percent	Points	Avg
Very Good		3287	33%	n/a	n/a
Good		1658	17%	n/a	n/a
Fair		280	3%	n/a	n/a
Needs Improvement		199	2%	n/a	n/a
No Experience with Patrol Drivers		4608	46%	n/a	n/a
<b>Total Respondents</b>		<b>10032</b>	<b>100%</b>		
		(skipped this question)	2467		




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

		Response Total	Response Percent	Points	Avg
Very Good		1542	16%	n/a	n/a
Good		825	8%	n/a	n/a
Fair		145	1%	n/a	n/a
Needs Improvement		70	1%	n/a	n/a
No Experience with Dispatch Staff		7217	74%	n/a	n/a
<b>Total Respondents</b>		<b>9799</b>	<b>100%</b>		
		(skipped this question)	2700		



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

		Response Total	Response Percent	Points	Avg
Yes		118	1%	n/a	n/a
No		6610	66%	n/a	n/a
Not Familiar with Program		3326	33%	n/a	n/a
<b>Total Respondents</b>		<b>10054</b>	<b>100%</b>		
		(skipped this question)	2445		

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

		Response Total	Response Percent	Points	Avg
Yes		486	5%	n/a	n/a
No		7686	76%	n/a	n/a
Not Familiar with Program		1891	19%	n/a	n/a
<b>Total Respondents</b>		<b>10063</b>	<b>100%</b>		
		(skipped this question)	2436		

11. 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		1030	11%	n/a	n/a
Good		711	8%	n/a	n/a

Fair		166	2%	n/a	n/a
Needs Improvement		218	2%	n/a	n/a
No Experience with Community Standards Department		7348	78%	n/a	n/a
<b>Total Respondents</b>		<b>9473</b>	<b>100%</b>		
		(skipped this question)	3026		

**12.** 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		3306	34%	n/a	n/a
Evening		2032	21%	n/a	n/a
Weekend		191	2%	n/a	n/a
Not Interested		4106	43%	n/a	n/a
<b>Total Respondents</b>		<b>9635</b>	<b>100%</b>		
		(skipped this question)	2864		

**13.** 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)		3750	36%	n/a	n/a
Newspaper		5651	54%	n/a	n/a
Radio		521	5%	n/a	n/a
Face to Face Meeting		755	7%	n/a	n/a
Not Interested		1612	15%	n/a	n/a
<b>Total Respondents</b>		<b>10502</b>			
		(skipped this question)	1997		

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

		Response Total	Response Percent	Points	Avg
Not applicable		764	8%	n/a	n/a
Village Centers		1381	14%	n/a	n/a
Regional Centers		4242	42%	n/a	n/a
Neighborhood Centers		3708	37%	n/a	n/a
<b>Total Respondents</b>		<b>10095</b>	<b>100%</b>		
		(skipped this question)	2404		

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

		Response Total	Response Percent	Points	Avg
Not applicable		2685	26%	n/a	n/a
Archery		140	1%	n/a	n/a
Bocce		2247	21%	n/a	n/a
Basketball		122	1%	n/a	n/a
Corn Toss		320	3%	n/a	n/a

Dog Parks		776	7%	n/a	n/a
Horseshoes		196	2%	n/a	n/a
Petanque		85	1%	n/a	n/a
Pickleball		1804	17%	n/a	n/a
Platform Tennis		86	1%	n/a	n/a
Sand Volleyball		44	0%	n/a	n/a
Shuffleboard		1806	17%	n/a	n/a
Tennis		310	3%	n/a	n/a
Other, please specify		1548	15%	n/a	n/a

[view](#)

**Total Respondents 10469**

(skipped this question) 2030

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

		Response Total	Response Percent	Points	Avg
Not applicable		1791	17%	n/a	n/a
Arts / Craft Room		994	9%	n/a	n/a
Billiards Room		1677	16%	n/a	n/a
Card Room		2195	21%	n/a	n/a
Fitness Clubs		1233	12%	n/a	n/a
Multi-use Room		3313	32%	n/a	n/a
Theater / Large Room		1971	19%	n/a	n/a
Other, please specify		458	4%	n/a	n/a

[view](#)

**Total Respondents 10469**

(skipped this question) 2030

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

		Response Total	Response Percent	Points	Avg
Not applicable		2241	23%	n/a	n/a
Sports Pools		1161	12%	n/a	n/a
Family Pools		1671	17%	n/a	n/a
Neighborhood Adult Pools		4802	49%	n/a	n/a

**Total Respondents 9875 100%**

(skipped this question) 2624











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

		Response Total	Response Percent	Points	Avg
Not applicable		7533	83%	n/a	n/a
Colony Cottage		401	4%	n/a	n/a
Laurel Manor		364	4%	n/a	n/a
Mulberry Grove		226	2%	n/a	n/a
Rohan		109	1%	n/a	n/a
SeaBreeze		437	5%	n/a	n/a

**Total Respondents 9070 100%**

(skipped this question) 3429

**19.** Which Parks do you visit most often?

		Response Total	Response Percent	Points	Avg
Not applicable		6241	60%	n/a	n/a
Boone		84	1%	n/a	n/a
Golfview		35	0%	n/a	n/a
Lake Miona Fitness Trail		358	3%	n/a	n/a
Live Oaks		209	2%	n/a	n/a
Paradise		788	8%	n/a	n/a
Schwartz		113	1%	n/a	n/a
Springdale Fitness / Walking Trail		424	4%	n/a	n/a
Sunset		344	3%	n/a	n/a
Veterans Memorial		555	5%	n/a	n/a
Wilkerson Creek		73	1%	n/a	n/a

**Total Respondents 10469**

(skipped this question) 2030

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

	Very Good	Good	Fair	Needs Improvement	Response Total	Points	Avg
Guest ID Cards	80.97% (7634)	16.96% (1599)	1.21% (114)	0.86% (81)	9428	n/a	n/a
Payment of Executive Golf Trail Fees	76.08% (4535)	19.76% (1178)	1.76% (105)	2.4% (143)	5961	n/a	n/a
Room Rentals	53.69% (1099)	32.58% (667)	5.52% (113)	8.21% (168)	2047	n/a	n/a
ID Checking	51.42% (3832)	33.39% (2488)	8.02% (598)	7.17% (534)	7452	n/a	n/a
Activities Registration	55.68% (2187)	36.18% (1421)	4.4% (173)	3.74% (147)	3928	n/a	n/a
Recreation Staff	68.64% (4322)	27.9% (1757)	2.24% (141)	1.22% (77)	6297	n/a	n/a
Volunteer Lifestyle Activity	67.42% (2152)	27.66% (883)	2.07% (66)	2.85% (91)	3192	n/a	n/a

**Total Respondents 9832**

(skipped this question) 2667

**21.** 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
Allamanda	68.65% (576)	25.63% (215)	1.67% (14)	4.05% (34)	839	n/a	n/a
Bacall	73.91% (677)	22.16% (203)	1.75% (16)	2.18% (20)	916	n/a	n/a
Big Cypress	77.03% (627)	19.78% (161)	1.72% (14)	1.47% (12)	814	n/a	n/a
Bradenton	76.87% (678)	20.63% (182)	0.79% (7)	1.7% (15)	882	n/a	n/a
Bridgeport	71.19% (477)	24.03% (161)	2.09% (14)	2.69% (18)	670	n/a	n/a
Burnsed	73.95% (264)	19.33% (69)	2.24% (8)	4.48% (16)	357	n/a	n/a
Canal Street	77.47% (918)	20.25% (240)	0.59% (7)	1.69% (20)	1185	n/a	n/a
Captiva	74.37% (711)	22.18% (212)	1.46% (14)	1.99% (19)	956	n/a	n/a
Chatham	76.46% (575)	19.02% (143)	1.86% (14)	2.66% (20)	752	n/a	n/a
Chula Vista	73.78% (484)	21.04% (138)	1.83% (12)	3.35% (22)	656	n/a	n/a
Churchill	71.55% (523)	23.8% (174)	1.92% (14)	2.74% (20)	731	n/a	n/a
Coconut Cove	76.29% (621)	19.16% (156)	2.33% (19)	2.21% (18)	814	n/a	n/a



Colony Cottage	80.08% (2416)	17.24% (520)	1.69% (51)	0.99% (30)	<b>3017</b>	n/a	n/a
Eisenhower	84.34% (2710)	14.13% (454)	1.03% (33)	0.5% (16)	<b>3213</b>	n/a	n/a
El Santiago	73.94% (417)	20.39% (115)	2.13% (12)	3.55% (20)	<b>564</b>	n/a	n/a
Fish Hawk	76.52% (665)	20.14% (175)	1.15% (10)	2.19% (19)	<b>869</b>	n/a	n/a
Hibiscus	74.63% (503)	21.07% (142)	1.63% (11)	2.67% (18)	<b>674</b>	n/a	n/a
La Hacienda	74.45% (1023)	21.54% (296)	2.11% (29)	1.89% (26)	<b>1374</b>	n/a	n/a
Lake Miona	80.1% (2121)	16.99% (450)	1.81% (48)	1.1% (29)	<b>2648</b>	n/a	n/a
Laurel Manor	80.73% (1973)	17.23% (421)	1.43% (35)	0.61% (15)	<b>2444</b>	n/a	n/a
Manatee	79.22% (610)	16.1% (124)	1.82% (14)	2.86% (22)	<b>770</b>	n/a	n/a
Mulberry Grove	76.44% (983)	18.97% (244)	1.87% (24)	2.72% (35)	<b>1286</b>	n/a	n/a
Odell	78.57% (594)	17.72% (134)	1.32% (10)	2.38% (18)	<b>756</b>	n/a	n/a
Paradise	69.59% (531)	22.8% (174)	3.8% (29)	3.8% (29)	<b>763</b>	n/a	n/a
Pimlico	73.28% (480)	22.29% (146)	1.37% (9)	3.05% (20)	<b>655</b>	n/a	n/a
Rohan	79.93% (964)	16.17% (195)	1.82% (22)	2.07% (25)	<b>1206</b>	n/a	n/a
Saddlebrook	74.28% (595)	21.1% (169)	2.12% (17)	2.5% (20)	<b>801</b>	n/a	n/a
Savannah	80.99% (1555)	16.46% (316)	1.25% (24)	1.3% (25)	<b>1920</b>	n/a	n/a
SeaBreeze	80.58% (2157)	16.36% (438)	1.38% (37)	1.68% (45)	<b>2677</b>	n/a	n/a
Silver lake	57.94% (135)	25.32% (59)	6.44% (15)	10.3% (24)	<b>233</b>	n/a	n/a
Southside	42.02% (50)	35.29% (42)	5.04% (6)	17.65% (21)	<b>119</b>	n/a	n/a
Sterling Heights	77.72% (586)	18.44% (139)	1.46% (11)	2.39% (18)	<b>754</b>	n/a	n/a
Tierra Del Sol	70.55% (400)	23.46% (133)	2.12% (12)	3.88% (22)	<b>567</b>	n/a	n/a
Truman	75.28% (606)	19.13% (154)	2.98% (24)	2.61% (21)	<b>805</b>	n/a	n/a

**Total Respondents 8277**

(skipped this question) 4222

**22.** 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>3099</b>	<b>30%</b>	n/a	n/a
Boat Tours		<b>569</b>	<b>5%</b>	n/a	n/a
Camp Villages		<b>590</b>	<b>6%</b>	n/a	n/a
Easter Event		<b>144</b>	<b>1%</b>	n/a	n/a
Senior Games		<b>383</b>	<b>4%</b>	n/a	n/a
Train Show		<b>1028</b>	<b>10%</b>	n/a	n/a
5K Road Races		<b>108</b>	<b>1%</b>	n/a	n/a
Other, please specify	<a href="#">view</a>	<b>397</b>	<b>4%</b>	n/a	n/a

**Total Respondents 10469**

(skipped this question) 2030

**23.** Please rate your volunteer(s) leader for club/activity:

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Very Good		<b>3623</b>	<b>74%</b>	n/a	n/a
Good		<b>1185</b>	<b>24%</b>	n/a	n/a
Fair		<b>61</b>	<b>1%</b>	n/a	n/a
Needs Improvement		<b>28</b>	<b>1%</b>	n/a	n/a
Tell us More	<a href="#">view</a>	<b>37</b>	<b>1%</b>	n/a	n/a

**Total Respondents 4897 100%**

(skipped this question) 7602

**24.** 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		2290	22%	n/a	n/a
Replace or obtain a new Villages Resident ID Card		1029	10%	n/a	n/a
Replace or obtain a new Gate Card		927	9%	n/a	n/a
Request a Guest ID		5431	52%	n/a	n/a
Pay Executive Trail Fees		3074	29%	n/a	n/a
Adopt-A-Bench		121	1%	n/a	n/a
Recreational Vehicle (RV) Storage Facility Rental Spaces		100	1%	n/a	n/a
Purchase Veteran Brick		186	2%	n/a	n/a
Obtain general information		1331	13%	n/a	n/a
Speak to a Customer Service Representative regarding utility / amenity / sanitation bill		783	7%	n/a	n/a
Speak to a Bond Specialist		212	2%	n/a	n/a
Other, please explain <a href="#">view</a>		136	1%	n/a	n/a

**Total Respondents 10445**

(skipped this question) 2054

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

		Response Total	Response Percent	Points	Avg
Very Good		5195	73%	n/a	n/a
Good		1773	25%	n/a	n/a
Fair		95	1%	n/a	n/a
Needs Improvement - Please Explain <a href="#">view</a>		85	1%	n/a	n/a

**Total Respondents 7147 100%**

(skipped this question) 5352



**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		3043	31%	n/a	n/a
Easy to read and understand		4810	49%	n/a	n/a
Hard to read and understand		748	8%	n/a	n/a
Very hard to read and understand		126	1%	n/a	n/a
No Opinion		1112	11%	n/a	n/a






**Total Respondents 9838 100%**

(skipped this question) 2661



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

		Response Total	Response Percent	Points	Avg
Yes		7129	76%	n/a	n/a
No		2230	24%	n/a	n/a
<b>Total Respondents</b>		<b>9359</b>			
		(skipped this question)	3140		

**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		707	7%	n/a	n/a
Drop payment in VCCDD / Utilities Drop Box at my Postal Station		1130	12%	n/a	n/a
Pay in person at the Customer Service Center at 984 Old Mill Run with the Utility Billing & Customer Service Department		23	0%	n/a	n/a
Bill pay through bank's online system		4505	47%	n/a	n/a
Auto draft via District		2737	28%	n/a	n/a
Make payment via internet by credit card / debit card		507	5%	n/a	n/a
Make payment using credit or debit with Customer Service assistance over the telephone by calling (352) 750-0000		29	0%	n/a	n/a
<b>Total Respondents</b>		<b>9638</b>	<b>100%</b>		
		(skipped this question)	2861		

**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		4561	49%	n/a	n/a
No		4808	51%	n/a	n/a
<b>Total Respondents</b>		<b>9369</b>	<b>100%</b>		
		(skipped this question)	3130		



**30.** If you do not wish to receive your bill electronically, do you still want a paper bill?

		Response Total	Response Percent	Points	Avg
Yes		5385	77%	n/a	n/a
No		1609	23%	n/a	n/a



**Total Respondents 6994 100%**

(skipped this question) 5505





**31.** Would you utilize an automated telephone system to make payments on your account if it was made available to you?

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Yes		775	9%	n/a	n/a
No		8087	91%	n/a	n/a
<b>Total Respondents</b>		<b>8862</b>	<b>100%</b>		
		(skipped this question)	3637		



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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Yes		1881	20%	n/a	n/a
No		7423	80%	n/a	n/a
<b>Total Respondents</b>		<b>9304</b>			
		(skipped this question)	3195		

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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Very Good		1763	46%	n/a	n/a
Good		1615	42%	n/a	n/a
Fair		295	8%	n/a	n/a
Needs Improvement		164	4%	n/a	n/a
<b>Total Respondents</b>		<b>3837</b>	<b>100%</b>		
		(skipped this question)	8662		

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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Yes		3137	92%	n/a	n/a
No		284	8%	n/a	n/a
<b>Total Respondents</b>		<b>3421</b>	<b>100%</b>		
		(skipped this question)	9078		






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

		<b>Response Total</b>	<b>Response Percent</b>	<b>Points</b>	<b>Avg</b>
Not applicable		4824	46%	n/a	n/a
I had a problem with my irrigation		360	3%	n/a	n/a
I spoke with a technician at my home		370	4%	n/a	n/a
I received a door knocker at my home		64	1%	n/a	n/a
I received a follow-up call from a Customer Service Representative		213	2%	n/a	n/a






with the results

**Total Respondents 10375**  
 (skipped this question) 2124





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

		Response Total	Response Percent	Points	Avg
Less than 2 business days		900	59%	n/a	n/a
Less than 3 business days		189	12%	n/a	n/a
Less than 5 business days		122	8%	n/a	n/a
Less than 10 business days		105	7%	n/a	n/a
Unresolved		198	13%	n/a	n/a
<b>Total Respondents</b>		<b>1514</b>	<b>100%</b>		
		(skipped this question)	10985		



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

		Response Total	Response Percent	Points	Avg
One		1097	73%	n/a	n/a
Two		265	18%	n/a	n/a
Three		83	6%	n/a	n/a
Four		16	1%	n/a	n/a
Five or more		36	2%	n/a	n/a
<b>Total Respondents</b>		<b>1497</b>	<b>100%</b>		
		(skipped this question)	11002		

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

		Response Total	Response Percent	Points	Avg
By Mail		255	4%	n/a	n/a
By telephone		5469	82%	n/a	n/a
Email Utilities@districtgov.org		637	10%	n/a	n/a
In person		305	5%	n/a	n/a
<b>Total Respondents</b>		<b>6666</b>	<b>100%</b>		
		(skipped this question)	5833		

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

		Response Total	Response Percent	Points	Avg
Yes		664	8%	n/a	n/a
No		7170	92%	n/a	n/a
<b>Total Respondents</b>		<b>7834</b>	<b>100%</b>		
		(skipped this question)	4665		

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

		Response Total	Response Percent	Points	Avg
Very Good		568	14%	n/a	n/a
Good		323	8%	n/a	n/a
Fair		58	1%	n/a	n/a
Needs Improvement		36	1%	n/a	n/a
I did not contact this office		3064	76%	n/a	n/a
<b>Total Respondents</b>		<b>4049</b>	<b>100%</b>		
		(skipped this question)	8450		

**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		360	8%	n/a	n/a
Good		162	4%	n/a	n/a
Fair		26	1%	n/a	n/a
Needs Improvement		6	0%	n/a	n/a
I did not pay off my bond in the past 12 months		3888	88%	n/a	n/a
<b>Total Respondents</b>		<b>4442</b>	<b>100%</b>		
		(skipped this question)	8057		

**42.** Please select any services you have used from The Villages Public Safety Department in the last 12 months:

		Response Total	Response Percent	Points	Avg
Medical Emergency Response		1021	10%	n/a	n/a
Fire Related Response		74	1%	n/a	n/a
Vehicle/Golf Cart Accident		56	1%	n/a	n/a
Resident Fall/Lift Assistance		100	1%	n/a	n/a
Blood Pressure Check		29	0%	n/a	n/a
Other Emergency Assistance		42	0%	n/a	n/a
Other NON-Emergency Assistance		148	1%	n/a	n/a
CERT		87	1%	n/a	n/a
Weather Radio Assistance		242	2%	n/a	n/a
Smoke/CO Detector Assistance		676	7%	n/a	n/a
Emergency Preparedness		28	0%	n/a	n/a
Child/Infant Safety Seat Installation		30	0%	n/a	n/a
CPR/First-Aid/Fire Extinguisher Courses		306	3%	n/a	n/a
Water Safety Course		1	0%	n/a	n/a
Fire Safety Inspections		18	0%	n/a	n/a
Neighborhood AED		447	4%	n/a	n/a
Information Assistance		98	1%	n/a	n/a
Child Fire Safety Education		1	0%	n/a	n/a

Fire Station Tours/ Special Event		55	1%	n/a	n/a
Volunteer / Ride-along / Career Development		15	0%	n/a	n/a

**Total Respondents 10375**

(skipped this question) 2124

**43.** Overall, how would you rate the courtesy of department staff?

		Response Total	Response Percent	Points	Avg
Very Good		2261	40%	n/a	n/a
Good		458	8%	n/a	n/a
Fair		19	0%	n/a	n/a
Needs Improvement		16	0%	n/a	n/a
N/A - No service provided		2877	51%	n/a	n/a
Tell us More <a href="#">view</a>		16	0%	n/a	n/a

**Total Respondents 5631 100%**

(skipped this question) 6868

**44.** Overall, how would you rate the knowledge of staff regarding your services?

		Response Total	Response Percent	Points	Avg
Very Good		2131	38%	n/a	n/a
Good		509	9%	n/a	n/a
Fair		32	1%	n/a	n/a
Needs Improvement		21	0%	n/a	n/a
N/A - No service provided		2907	52%	n/a	n/a
Tell us More <a href="#">view</a>		7	0%	n/a	n/a

**Total Respondents 5600 100%**

(skipped this question) 6899

**45.** Overall, how would you rate the service provided by The Villages Public Safety Department?

		Response Total	Response Percent	Points	Avg
Very Good		2439	40%	n/a	n/a
Good		559	9%	n/a	n/a
Fair		38	1%	n/a	n/a
Needs Improvement		30	0%	n/a	n/a
N/A - No service provided		3083	50%	n/a	n/a
Tell us More <a href="#">view</a>		21	0%	n/a	n/a

**Total Respondents 6149 100%**

(skipped this question) 6350

**46.** 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		3903	38%	n/a	n/a

What's Happening		1375	13%	n/a	n/a
Welcome Wednesday		316	3%	n/a	n/a
Weekly Updates		703	7%	n/a	n/a
District Board Meeting Agendas or Minutes		3268	32%	n/a	n/a
Request Guest IDs		308	3%	n/a	n/a
Pay Utility Bill		513	5%	n/a	n/a
Contact Information		595	6%	n/a	n/a
Sign-up for E-Notifications		414	4%	n/a	n/a
Declaration of Covenants and Restrictions		200	2%	n/a	n/a
Obtain information about the bond on my home		168	2%	n/a	n/a
Other services or information, Please list:		168	2%	n/a	n/a

[view](#)

**Total Respondents 10329**

(skipped this question) 2170

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

		Response Total	Response Percent	Points	Avg
Yes		4115	94%	n/a	n/a
No		261	6%	n/a	n/a
Tell us More		25	1%	n/a	n/a

[view](#)

**Total Respondents 4376 100%**

(skipped this question) 8123

**48.** 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		1761	25%	n/a	n/a
No		5248	75%	n/a	n/a

**Total Respondents 7009 100%**

(skipped this question) 5490

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

		Response Total	Response Percent	Points	Avg
District Website (www.districtgov.org)		1618	18%	n/a	n/a
Our Place		131	1%	n/a	n/a
What's Happening		80	1%	n/a	n/a
Recreation Centers		60	1%	n/a	n/a
The Daily Sun		5395	60%	n/a	n/a
WVLG		301	3%	n/a	n/a
Postal Stations		109	1%	n/a	n/a
CDD Orientation		32	0%	n/a	n/a
Resident Academy		41	0%	n/a	n/a



Welcome Wednesday		41	0%	n/a	n/a
Friends & Neighbors		822	9%	n/a	n/a
Social Media		124	1%	n/a	n/a
Other, please specify		271	3%	n/a	n/a
<a href="#">view</a>					
<b>Total Respondents</b>		<b>9009</b>	<b>100%</b>		
		(skipped this question)		3490	

**50.** 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.

		<b>Response</b>	<b>Response</b>	<b>Points</b>	<b>Avg</b>
		<b>Total</b>	<b>Percent</b>		
District Website		1650	21%	n/a	n/a
Our Place		106	1%	n/a	n/a
What's Happening		151	2%	n/a	n/a
Recreation Centers		66	1%	n/a	n/a
The Daily Sun		4703	59%	n/a	n/a
WVLG		238	3%	n/a	n/a
Postal Stations		77	1%	n/a	n/a
CDD Orientation		43	1%	n/a	n/a
Resident Academy		40	1%	n/a	n/a
Welcome Wednesday		41	1%	n/a	n/a
Friends & Neighbors		553	7%	n/a	n/a
Social Media		80	1%	n/a	n/a
Other, please specify		164	2%	n/a	n/a
<a href="#">view</a>					
<b>Total Respondents</b>		<b>7907</b>	<b>100%</b>		
		(skipped this question)		4592	