

2007

Hot Springs Village Resident Survey



Prepared by the Hot Springs Village Property Owners' Association
Hot Springs Village, AR



Executive Summary

The Hot Springs Village Property Owners' Association Resident Survey was sent to 6,529 resident homes. Residents were able to return the survey by mail or go online to take the survey.

A total of 3,413 surveys were returned, a 55% response rate. Approximately 89% returned the survey by mail, and 11% took the survey online.

Approximately 53% of the surveys were returned from residents living in Garland County and 66% of respondents are part of the Fountain Lake School District.

According to survey results, a typical Hot Springs Village resident has owned property for 9 to 12 years and has lived within Hot Springs Village for those same 9 to 12 years. Neither Adult 1 nor Adult 2 is employed, nor are they looking for employment. Adult 1 is typically a 70 year old male with a Bachelor Degree and Adult 2 is a 67 year old female with at least some college.

There are two adults and no children in the house they own, which they live in 11-12 months per year. The typical Village couple attended only one movie this year, but eats out 6 to 10 times this month and likes to shop both for groceries and other items 2 to 5 times a month. Most eat out within Hot Springs Village, surrounding Hot Springs Village or in Hot Springs, they shop in Hot Springs, buy groceries in Hot Springs Village and visit their primary medical facilities within Hot Springs Village.

Village residents would like a hospital closer to Hot Springs Village located in the Highway 5 area. They want emergency care, lab, and outpatient facilities.

A typical Village resident would like community college classes in computers, arts/crafts, languages, history and healthcare/nutrition. Although a multipurpose field wouldn't be supported by residents, a craft/hobby building is favored slightly.

Balboa and Desoto practice facilities were rated as the most visited golf practice facilities with an average of 8 visits per month, followed by Coronado, Granada, and Isabella with an average of 7 visits per month by Adult 1. Adult 2 preferred visiting Village beaches and pavilions.

More than 65% of Village respondents to the survey think the Fourth of July fireworks celebration over Lake Balboa is important and 57% attend the fireworks show.

Special thanks to the Hot Springs Village Chamber of Commerce and Hot Springs Village Board of Realtors who contributed monetary support to the Hot Springs Village Property Owners' Association for the cost of distributing and printing the surveys.

Hot Springs Village Resident Survey 2007

Demographics

1. How many years have you owned property in Hot Springs Village?

0 - 1 Years	177	5%
2 - 4 Years	478	15%
5 - 8 Years	542	17%
9 - 12 Years	569	17%
13 - 20 Years	955	29%
21+ Years	538	17%
Total	3,259	100%

2. How many years have you lived in Hot Springs Village?

0 - 1 Years	297	9%
2 - 4 Years	628	19%
5 - 8 Years	639	20%
9 - 12 Years	627	19%
13 - 20 Years	829	25%
21+ Years	244	7%
Total	3,264	100%

3. Is Adult 1 currently employed?

Yes	616	19%
No	2,644	81%
Total	3,260	100%

4. If yes, is Adult 1 employed full-time or part-time?

Full-Time	294	50%
Part-Time	298	50%
Total	592	100%

5. If yes, in what industry is Adult 1 employed?

Aerospace	1	0.2%
Farmer	1	0.2%
Entertainment	3	0.5%
Clerical	4	0.7%
Engineering	4	0.7%
Oil & Gas	7	1.2%
Management	10	1.8%
Public Safety	10	1.8%
Manufacturing	11	2.0%

5. If yes, in what industry is Adult 1 employed?

Communications	14	2.5%
Data	14	2.5%
Transportation	16	2.8%
Finance	17	3.0%
Food Service	18	3.2%
Government	26	4.6%
Religion	27	4.8%
Education	34	6.0%
Construction	37	6.6%
Sales	49	8.7%
Real Estate	53	9.4%
Medical	65	11.5%
Recreation	65	11.5%
Service	78	13.8%
Total	564	100.0%

6. If yes, in what community is Adult 1 employed?

Hot Springs Village	317	56%
Hot Springs	99	17%
Benton/Bryant	12	2%
Little Rock	43	8%
Other, please specify	99	17%
Total	570	100%

Other: Top 3

Other Arkansas	24
Texas	16
All Over	14

7. Is Adult 2 currently employed?

Yes	396	15%
No	2,198	85%
Total	2,594	100%

8. If yes, is Adult 2 employed full-time or part-time?

Full-Time	167	46%
Part-Time	198	54%
Total	365	100%

9. If yes, in what industry is Adult 2 employed?

Engineering	1	0.3%
Entertainment	1	0.3%
Data	2	0.5%
Manufacturing	2	0.5%
Oil & Gas	2	0.5%
Transportation	4	1.9%
Food Service	5	1.3%
Communication	7	1.9%
Religion	7	1.9%
Construction	9	2.4%
Government	9	2.4%
Clerical	10	2.7%
Recreation	16	4.3%
Management	17	4.6%
Finance	25	6.7%
Real Estate	33	8.9%
Education	39	10.5%
Sales	39	10.5%
Medical	69	18.6%
Service	74	19.9%
Total	371	100.0%

10. If yes, in what community is Adult 2 employed?

Hot Springs Village	216	57%
Hot Springs	75	20%
Benton/Bryant	7	2%
Little Rock	27	7%
Other, please specify	56	15%
Total	381	100%

Other: Top 3

Other Arkansas	27
Texas	9
Illinois	4

11. If Adult 1 is not currently employed, in what industry were you previously employed?

Legal	9	0.4%
Farming	14	0.6%
Clerical	17	0.8%
Self Employed	20	0.9%
Real Estate	21	0.9%
Homemaker	22	1.0%
Religion	22	1.0%
Communications	27	1.2%
Aerospace	33	1.5%
Entertainment	51	2.3%
Management	51	2.3%
Engineering	56	2.5%
Information Technology	75	3.3%
Insurance	89	4.0%

11. If Adult 1 is not currently employed, in what industry were you previously employed?

Finance	106	4.7%
Public Safety	121	5.4%
Oil & Gas	124	5.5%
Medical	129	5.8%
Sales	172	7.7%
Government	196	8.7%
Education	221	9.9%
Service	329	14.7%
Manufacturing	337	15.0%
Total	2,242	100.0%

12. If Adult 2 is not currently employed, in what industry were you previously employed?

Farming	4	0.2%
Engineering	10	0.5%
Religion	10	0.5%
Aerospace	13	0.7%
Self Employed	16	0.9%
Legal	18	1.0%
Information Technology	20	1.1%
Oil & Gas	20	1.1%
Communications	26	1.4%
Insurance	46	2.5%
Real Estate	47	2.5%
Entertainment	57	3.1%
Public Safety	67	3.6%
Management	73	4.0%
Manufacturing	83	4.5%
Sales	94	5.1%
Government	99	5.4%
Clerical	112	6.1%
Service	124	6.7%
Finance	141	7.6%
Homemaker	189	10.2%
Medical	249	13.5%
Education	327	17.7%
Total	1,845	100.0%

13. Is Adult 1 currently looking for employment?

Yes	79	3%
No	3,017	97%
Total	3,096	100%

14. If yes, what industry is Adult 1 looking for?

Construction	1	2.0%
Transportation	1	2.0%
Clerical	1	2.0%
Data	1	2.0%
Entertainment	1	2.0%
Sales	1	2.0%
Government	1	2.0%
Food Service	2	4.0%
Manufacturing	2	4.0%
Real Estate	2	4.0%
Finance	3	6.0%
Education	3	6.0%
Management	5	10.0%
Medical	7	14.0%
Recreation	8	16.0%
Service	11	22.0%
Total	50	100.0%

15. If yes, is Adult 1 looking for full-time or part-time?

Full-Time	28	34%
Part-Time	55	66%
Total	83	100%

16. Is Adult 2 currently looking for employment?

Yes	74	3%
No	2,257	97%
Total	2,331	100%

17. If yes, what industry is Adult 2 looking for?

Religion	1	1.8%
Manufacturing	1	1.8%
Management	2	3.6%
Recreation	2	3.6%
Real Estate	2	3.6%
Finance	5	9.1%
Government	5	9.1%
Education	6	10.9%
Medical	6	10.9%
Service	7	12.7%
Sales	7	12.7%
Clerical	11	20.0%
Total	55	100.0%

18. If yes, is Adult 2 looking for full-time or part-time?

Full-Time	28	40%
Part-Time	42	60%
Total	70	100%

19. What is the highest level of education Adult 1 completed?

High School	414	13%
Some College	823	26%
Associate Degree	198	6%
Bachelor Degree	996	31%
Graduate Degree or Higher	792	25%
Total	3,223	100%

20. What is the highest level of education Adult 2 completed?

High School	634	23%
Some College	806	30%
Associate Degree	260	10%
Bachelor Degree	583	22%
Graduate Degree or Higher	418	15%
Total	2,701	100%

21. How many adults (18 and older) live in your household?

1 Adult	482	15%
2 Adults	2,586	82%
3 Adults	68	2%
4 Adults	11	0%
5 Adults	8	0%
6 Adults	4	0%
7 Adults	2	0%
8 Adults	0	0%
9 Adults	0	0%
10+ Adults	2	0%
Total	3,163	100%

22. How many adults living in your household are in each age group?

18-24 Years	39	0.6%
25-34 Years	32	0.5%
35-44 Years	77	1.3%
45-54 Years	249	4.1%
55-60 Years	714	11.8%
61-65 Years	1,100	18.2%
66 - 70 Years	1,354	22.4%
71-75 Years	1,141	18.9%
76-80 Years	761	12.6%
81+ Years	566	9.4%
Total	6,033	100.0%

23. How many children (under 18) live in your household?

None	3,069	97%
1 Child	42	1%
2 Children	28	1%
3 Children	12	0%
4 Children	1	0%
5 Children	3	0%
6 Children	0	0%
7+ Children	0	0%
Total	3,155	100%

24. How many children living in your household are in each age group?

0-1 Years	10	8.8%
2-4 Years	14	12.3%
5-9 Years	32	28.1%
10-13 Years	22	19.3%
14-17 Years	36	31.6%
Total	114	100.0%

25. Do you own a house or town home in Hot Springs Village?

House	3,081	95%
Town Home	124	4%
Both	37	1%
Total	3,242	100%

26. How many months per year do you live in Hot Springs Village?

1-2 months	11	0%
3-4 months	9	0%
5-6 months	28	1%
7-8 months	61	2%
9-10 months	111	3%
11-12 months	3,020	93%
Total	3,240	100%

27. How many males/females live in your household?

Males	3,019	48.2%
Females	3,240	51.8%
Total	6,259	100.0%

28. Does your household access the POA's website for information? (Do not include golf tee times or tennis sign up.)

Yes	1,413	44%
No	1,808	56%
Total	3,221	100%

29. If yes, is the website user friendly and informative?

Yes	1,323	93%
No	98	7%
Total	1,421	100%

30. Please describe any suggestions your household might have to improve the POA's website.

Additions to Website	54
Layout Suggestions	38
Promotion	21
Applications Wanted	14
User Issues	11
Delete	1

Additions to Website: second golf condition report, more links, all plats, search option, comment forum, POA forms, email addresses, community calendar, library lists, ride sharing section, emergency conditions, holiday/trash schedules, recycling/trash calendars, job descriptions with benefits and pay scale, site map, details of community events and clubs, board upcoming issues, roads to surface, survey results.

Layout Suggestions: too much information, keep current, have professionally prepared, meetings on main page, change pictures, too many clicks, direct link to churches, larger print, link to clubs, links to other community calendars, more user friendly.

Promotion: promote site, promote meetings of board and committees, stop promoting Hot Springs Village (too many people).

Applications Wanted: gift card balance, accept online payments, make employment application accepted via email, visitor log for gate entry, contractor rating system, discussion board for upcoming BOD issues before votes, RV reservations online, yard waste pickup sign in sheet, Woodlands ticket sales and email newsletter of board events (monthly).

User Issues: Adobe 8 not friendly, WiFi needed throughout Village, faster internet service needed throughout Village, site slow to load on dial up.

31. Does your household have access to email?

Yes	604	92%
No	56	8%
Total	660	100%

32. If yes, how often does your household use email as a form of getting information from the POA?

Often	242	12%
Sometimes	511	26%
Rarely	1,183	61%
Total	1,936	100%

33. Would your household like the POA to use email as a means to communicate with property owners?

Yes	1,702	62%
No	1,045	38%
Total	2,747	100%

Board of Directors

34. Adult 1: How would you rate the job performance of the Hot Springs Village Board of Directors?

Excellent	412	13%
Good	1,707	55%
Fair	597	19%
Poor	112	4%
No Opinion	253	8%
Total	3,081	100%

35. Adult 2: How would you rate the job performance of the Hot Springs Village Board of Directors?

Excellent	289	12%
Good	1,251	53%
Fair	471	20%
Poor	81	3%
No Opinion	260	11%
Total	2,352	100%

36. Within the past 12 months, has anyone from your household attended a Board meeting?

Yes	499	16%
No	2,606	84%
Total	3,105	100%

37. If yes, how many meetings have been attended?

1-2 Meetings	365	69%
3 - 5 Meetings	123	23%
6 - 10 Meetings	23	4%
11+ Meetings	20	4%
Total	531	100%

38. Please describe any suggestions on how the Board of Directors can increase the amount of input they receive from property owners.

Notices for non computer users	2	0.4%
Poll each member for views on issues	4	0.8%
Move meetings	4	0.8%
Use KVRE	5	1.0%
Attend clubs/area meetings	6	1.3%
PO's vote on major decisions	6	1.3%
Go to district reps	7	1.5%
Communication	8	1.7%
Monthly board newsletter	8	1.7%
Provide contact info	11	2.3%
Use internet	11	2.3%
Advertise Meetings	14	2.9%
Agenda's/Minutes Online	15	3.1%
Pay attention of committees	15	3.1%
Use Voice	18	3.8%
More time for PO's at meetings	25	5.2%
Provide comment area	26	5.4%
Respond	26	5.4%
Ask for PO input	30	6.3%
Provide forums	32	6.7%
Listen	58	12.1%
Surveys	62	12.9%
Email	87	18.1%
Total	480	100.0%

Communications

39. What methods does your household use to keep informed on actions by the Board of Directors as well as information about the POA and Hot Springs Village? (Please mark all that apply.)

Meeting Attendance	172	5%
POA Website	464	14%
Word of Mouth	1,388	43%
Sentinel Record	723	22%
Hot Springs Village Voice	3,141	97%
Suddenlink Channel 13	166	5%
KVRE	865	27%
KLEZ	72	2%
Other, please specify	96	3%

Other:

Advocate	41
Mail	9
Meetings	8
Newsletter	7
Speakers at Club	6
Television	3
Library	2
Website	2
Radio	1
Email	1
Total	80

40. Is this sufficient?

Yes	2,173	72%
No	274	9%
No Opinion	587	19%
Total	3,034	100%

41. If no, please describe other methods.

Email	62
Newsletter	20
POA Website	19
Mail	17
Advocate	6
Television	5
Radio	4
Attendance	4
Postings throughout Village	2
Web Cam	1
Door to Door	1
Telephone	1
Open Forum	1
Surveys	1
Total	144

42. What kind of information would your household like the POA to provide you? Please mark all that apply.

Budget/Financial	1,581	62%
Meeting Minutes	1,407	55%
Upcoming Events	1,867	73%
Other, please specify	98	4%

Other:

Agendas	10
Everything	10
Five Year Forecast	5
Projects	5
Emergency	4
Recreation	3
Verbal Exchange	2
All Changes	2
Complaint Department	2
Decisions	2
Health Topics	2
Meeting Recap	2
Actions	1
Vote Results	1
Cooper Plans	1
Crimes	1
Death	1
Jobs	1
Lot Sales	1
Permits	1
Results of Survey	1
Rules & Regulation Changes	1
Salaries and Bonuses	1
Schools	1
Total	61

43. How would you want the information communicated?

Email	1,064	48%
Internet	607	27%
Meetings	103	5%
Other, please specify	453	20%
Total	2,227	100%

Other:

Newspaper	130
Mail	95
Email	15
Internet	12
Radio	10
Media	5
Advocate	2
Television	2
Community Calendar	1

Customer Service

44. Adult 1: Within the past 12 months, have you had any personal or telephone interaction with an employee of the POA? Please mark all departments that apply.

Finance/Administration	888	32%
Planning & Inspections	596	22%
Public Works	1,357	49%
Public Safety	1,237	45%
Golf	1,699	61%
Recreation	1,100	40%

45. Adult 2: Within the past 12 months, have you had any personal or telephone interaction with an employee of the POA? Please mark all departments that apply.

Finance/Administration	473	25%
Planning & Inspections	262	14%
Public Works	659	34%
Public Safety	887	46%
Golf	861	45%
Recreation	948	50%

**46. Adult 1: In regard to your most recent interaction with a POA employee:
Was the experience:**

Positive	2,452	87%
Negative	151	5%
No Opinion	206	7%
Total	2,809	100%

**47. Adult 1: In regard to your most recent interaction with a POA employee:
Was the employee:**

Helpful	2,343	88%
Not Helpful	131	5%
No Opinion	188	7%
Total	2,662	100%

**48. Adult 2: In regard to your most recent interaction with a POA employee:
Was the experience:**

Positive	1,673	85%
Negative	84	4%
No Opinion	208	11%
Total	1,965	100%

**49. Adult 2: In regard to your most recent interaction with a POA employee:
Was the employee:**

Helpful	1,605	86%
Not Helpful	72	4%
No Opinion	197	11%
Total	1,874	100%

50. Adult 1: Rate your impression of the POA employee who assisted you. Please rate each category.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Knowledge	1,150 43%	1,243 47%	136 5%	52 2%	84 3%
Responsiveness	1,210 46%	1,146 43%	137 5%	100 4%	63 2%
Courtesy	1,348 51%	1,082 41%	113 4%	63 2%	63 2%
Overall Impression	1,196 45%	1,160 44%	129 5%	89 3%	65 2%

51. Adult 2: Rate your impression of the POA employee who assisted you. Please rate each category.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Knowledge	833 44%	836 44%	90 5%	27 1%	127 7%
Responsiveness	843 44%	811 42%	92 5%	57 3%	110 6%
Courtesy	936 49%	750 39%	85 4%	38 2%	109 6%
Overall Impression	832 44%	806 43%	86 5%	57 3%	109 6%

52. Adult 1: In which department did the employee work?

Finance/Administration	390	16%
Golf	785	32%
Planning & Inspections	205	8%
Public Safety	290	12%
Public Works	577	23%
Recreation	245	10%
Total	2,492	100%

53. Adult 2: In which department did the employee work?

Finance/Administration	179	10%
Golf	385	22%
Planning & Inspections	103	6%
Public Safety	285	16%
Public Works	371	21%
Recreation	405	23%
Total	1,728	100%

Hot Springs Village/ Property Owners' Association

54. Within the past 12 months, how often did your household go to a movie theater?

0-1 times	1,690	53%
2-5 times	995	31%
6-10 times	341	11%
11+ times	161	5%
Total	3,187	100%

55. Where do you go? Please mark all that apply.

Benton	1,452	66%
Hot Springs	1,152	52%
Little Rock	389	18%
Other, please specify	100	5%

Other: Top 5

Texas	11
Florida	6
Arizona	4
Missouri	4
Illinois	4

56. Within the past 12 months, how often did your household eat out each month?

0-1 times	108	3%
2-5 times	1,031	32%
6-10 times	1,066	33%
11+ times	988	31%
Total	3,193	100%

57. Where do you go? Please mark all that apply.

Within the gates of Hot Springs Village	2,472	77%
Surrounding HSV Area	2,152	67%
Hot Springs	2,809	88%
Benton/Bryant	1,108	35%
Little Rock	1,420	44%
Other, please specify	104	3%

58. NOT including groceries, how many times does your household go shopping each month?

0-1 times	253	8%
2-5 times	1,952	63%
6-10 times	677	22%
11+ times	235	8%
Total	3,117	100%

59. NOT including groceries, where does your household shop most often?

Hot Springs Village	911	29%
Hot Springs	2,587	82%
Benton/Bryant	453	14%
Little Rock	684	22%
Other, please specify	58	2%

Other: Top 5

Other Arkansas	19
Out of State	17
Internet	9
Catalog	5
Air Force Base	4

60. How often does your household shop for groceries each month?

0-1 times	11	0%
2-5 times	1,431	46%
6-10 times	1,262	41%
11+ times	408	13%
Total	3,112	100%

61. Where does your household shop for groceries most often?

Hot Springs Village	2,568	80%
Hot Springs	1,313	41%
Benton/Bryant	212	7%
Little Rock	262	8%
Other, please specify	171	5%

Other: Top 3

Wal-Mart	88
Cranford's	36
Air Force Base	26

62. Where are your households primary medical services located? Please include physician, dentist, vision, etc. Please mark all that apply.

Within the gates of Hot Springs Village	2,271	71%
Surrounding HSV Area	634	20%
Hot Springs	1,995	62%
Benton/Bryant	190	6%
Little Rock	606	19%
Other, please specify	84	3%

Other:

Out of State	42
Other Arkansas	21

63. Would your household support/use a hospital closer to Hot Springs Village?

Yes	1,998	63%
No	213	7%
Undecided	966	30%
Total	3,177	100%

64. If yes, where would your household prefer its location?

East - Highway 5 Area	1,264	57%
West - Highway 7 Area	949	43%
Total	2,213	100%

65. If undecided, why?

Quality	156
Doctors	145
Service	139
Not Necessary	81
Location	79
Unknown Factor	76
Expense	75
Insurance	72
Staffing	45
No Opinion	34
Size	21
Nature of Illness	16
Equipment	16
Traffic	2
Tax Increase	2

66. Please describe the services your household would want the hospital to offer. (Top 10 Listed)

24-7 Emergency Care	876
Full Service	740
Lab	417
Surgery	227
Outpatient	188
Cardiac/Stroke	140
Convenient Care	97
Specialists	39
Rehab	30
Cancer/Chemotherapy	28

67. Adult 1: Rate the accessibility and quality of the following.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Healthcare	658 21%	1,711 1	566 18%	93 3%	50 2%
Shopping	210 7%	1,335 0	1,186 38%	338 11%	19 1%
Restaurants	220 7%	1,250 0	1,191 39%	408 13%	18 1%
Education Opportunities	108 4%	627 0	600 23%	336 13%	902 35%

68. Adult 2: Rate the accessibility and quality of the following.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Healthcare	536 22%	1,322 53%	483 19%	99 4%	48 2%
Shopping	147 6%	962 39%	990 40%	371 15%	22 1%
Restaurants	168 7%	953 38%	970 39%	362 15%	25 1%
Education Opportunities	76 4%	492 23%	473 22%	283 13%	791 37%

69. If National Park Community College were to offer classes in Hot Springs Village, what topics are your household interested in? (Top 10 Items Listed)

Computers	400
Arts/Crafts	227
Languages	165
History	158
Healthcare/Nutrition	71
Accounting/Finance	60
Photography	51
Gardening	39
Music	38
Carpentry	29

70. Adult 1: How would you rate the overall job performed by the Hot Springs Village Property Owners' Association?

Excellent	495	17%
Good	1,904	65%
Fair	410	14%
Poor	55	2%
No Opinion	64	2%
Total	2,928	100%

71. Adult 2: How would you rate the overall job performed by the Hot Springs Village Property Owners' Association?

Excellent	388	17%
Good	1,447	63%
Fair	334	15%
Poor	52	2%
No Opinion	73	3%
Total	2,294	100%

72. Please describe any suggestions you have for the Property Owners' Association in the following areas: (Attached)

73. Adult 1: Please rate the following services:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Fire	1,303 46%	1,131 40%	74 3%	6 0%	313 11%
Police	1,274 43%	1,373 46%	180 6%	31 1%	100 3%
Animal Control	623 23%	1,214 45%	362 13%	94 3%	405 15%
Manned Gates	1,223 41%	1,459 48%	249 8%	70 2%	15 0%
Ambulance	1,647 58%	893 31%	62 2%	12 0%	250 9%
Wastewater	883 33%	1,316 49%	135 5%	27 1%	339 13%
Sanitation	1,048 36%	1,507 52%	148 5%	33 1%	139 5%
Recycling	754 26%	1,256 43%	509 18%	228 8%	143 5%
Street Maintenance	657 22%	1,612 54%	596 20%	99 3%	29 1%
Water	1,207 41%	1,453 50%	164 6%	31 1%	59 2%
Yard Waste Pickup	660 25%	1,105 41%	417 16%	163 6%	345 13%
Property Owner Services	1,073 36%	1,547 1	221 7%	43 1%	78 3%
Rules Enforcement	250 9%	959 34%	927 33%	526 19%	175 6%
Communication with property owners	285 10%	1,381 49%	847 30%	156 6%	131 5%
Golf Shop Check In	723 29%	1,106 45%	132 5%	15 1%	488 20%
Advanced Tee Time Reservations by POA Staff	668 29%	871 37%	129 6%	36 2%	624 27%
Computer Tee Time System	304 14%	687 31%	372 17%	186 8%	696 31%
Tennis Check In/Court Maintenance	136 8%	261 15%	48 3%	26 2%	1,225 72%
Event Setup at Coronado and Ponce de Leon Centers	428 20%	831 39%	97 5%	20 1%	766 36%
Fitness Center Check In/Equipment Assistance	585 28%	655 31%	64 3%	20 1%	800 38%

74. Adult 2: Please rate the following services:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Fire	885 45%	768 39%	49 2%	5 0%	272 14%
Police	863 42%	931 45%	125 6%	34 2%	107 5%
Animal Control	434 23%	810 43%	233 12%	78 4%	340 18%
Manned Gates	855 41%	979 47%	163 8%	50 2%	31 1%
Ambulance	1,151 58%	562 28%	48 2%	6 0%	233 12%
Wastewater	591 31%	882 47%	84 4%	23 1%	312 16%
Sanitation	701 35%	1,021 51%	105 5%	29 1%	133 7%
Recycling	497 25%	857 43%	350 17%	167 8%	133 7%
Street Maintenance	462 22%	1,091 53%	396 19%	76 4%	45 2%
Water	805 40%	1,007 50%	132 7%	19 1%	63 3%
Yard Waste Pickup	455 24%	725 39%	277 15%	107 6%	312 17%
Property Owner Services	718 35%	1,033 51%	159 8%	26 1%	95 5%
Rules Enforcement	185 9%	640 33%	631 32%	343 18%	161 8%
Communication with property owners	193 10%	953 49%	556 29%	114 6%	130 7%
Golf Shop Check In	417 25%	608 37%	76 5%	15 1%	534 32%
Advanced Tee Time Reservations by POA Staff	382 24%	465 30%	56 4%	22 1%	643 41%
Computer Tee Time System	183 12%	379 25%	184 12%	98 6%	669 44%
Tennis Check In/Court Maintenance	108 8%	157 12%	45 3%	16 1%	992 75%
Event Setup at Coronado and Ponce de Leon Centers	288 18%	539 35%	85 5%	11 1%	636 41%
Fitness Center Check In/Equipment Assistance	417 26%	428 27%	54 3%	13 1%	666 42%

75. Please describe any other services you would like Hot Springs Village to offer.

Recreation	158
Commercial Businesses	113
Public Works	77
Public Safety	44
Administration/Other	19
Golf	16
Enforcement/Planning & Inspections	13

Recreation		Top 5
1. Movie Venue		50
2. Dog Park		16
3. More Amenities		12
4. East Gate Recreation Amenities		10
5. Indoor Courts		9
Commercial Businesses		Top 5
1. Restaurants		54
2. Transportation		25
3. Grocery Store		7
3. Medical Facilities		7
5. Retail Stores		6
5. Shopping		6
Public Works		Top 5
1. Recycling		48
2. Yard Waste		14
3. Sanitation		4
3. Mowing		4
5. Paving		3
Public Safety		Top 5
1. Gates		14
2. Ambulance		8
3. Enforcement		6
4. Lake Enforcement		5
5. Security/Access		3
5. Animal Control		3
Administration/Other		Top 2
1. Newcomers Dinner/Reception/Connecting		3
2. Clubs		2
2. Fees		2
Golf		Top 3
1. Carts on Streets/Trails		4
2. Practice Facilities		3
3. Tee Time Reservation System		2
Enforcement/Planning & Inspections		Top 3
1. Better Business Bureau/Contractor Reports		5
1. Enforcement		5
3. Forest Management Clean Up		2

76. Would your household support/use a multipurpose athletic field?		
Yes	392	13%
No	1,894	62%
No Opinion	752	25%
Total	3,038	100%

77. Would your household support/use a craft/hobby center?		
Yes	1,190	40%
No	1,144	38%
No Opinion	673	22%
Total	3,007	100%

78. Adult 1: Please rate the following Golf amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Golf (Overall)	1,027 45%	744 33%	64 3%	1 0%	439 19%
Balboa Golf Course & Practice Facilities	592 26%	1,010 44%	242 10%	35 2%	436 19%
Coronado Golf Course & Practice Facilities	561 24%	962 42%	252 11%	45 2%	473 21%
Cortez Golf Course & Practice Facilities	492 24%	762 37%	145 7%	22 1%	664 32%
DeSoto Golf Course & Practice Facilities	573 25%	986 43%	264 11%	44 2%	448 19%
Granada Golf Course & Practice Facilities	975 43%	719 31%	105 5%	19 1%	468 20%
Isabella Golf Course & Practice Facilities	1,098 48%	690 30%	61 3%	7 0%	434 19%
Magellan Golf Course & Practice Facilities	1,032 45%	749 33%	87 4%	6 0%	427 19%
Ponce de Leon Golf Course & Practice Facilities	687 31%	885 39%	198 9%	37 2%	440 20%
Casa Coronado	259 12%	670 32%	278 13%	76 4%	820 39%
Balboa Club	52 2%	308 13%	621 25%	1,112 45%	364 15%
Cortez Wood N Iron	258 12%	737 34%	385 18%	72 3%	747 34%
DeSoto Club	293 11%	1,089 43%	675 26%	174 7%	319 13%
19th Hole Restaurant at DeSoto	274 11%	1,132 44%	691 27%	225 9%	273 11%
Granada Terrace on the Greens	540 21%	1,207 47%	455 18%	108 4%	272 11%
Isabella Columbus Grill	377 15%	1,159 0	478 19%	76 3%	382 15%
Magellan Deli	132 6%	68300% 31%	585 27%	112 5%	674 31%
Ponce Fairway Tavern	292 12%	974 41%	475 20%	150 6%	466 20%

79. Adult 2: Please rate the following Golf amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Golf (Overall)	551 36%	393 26%	35 2%	2 0%	545 36%
Balboa Golf Course & Practice Facilities	279 19%	469 32%	125 8%	30 2%	570 39%
Coronado Golf Course & Practice Facilities	302 20%	497 34%	107 7%	20 1%	554 37%
Cortez Golf Course & Practice Facilities	249 18%	369 27%	63 5%	12 1%	685 50%

79. Adult 2: Please rate the following Golf amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
DeSoto Golf Course & Practice Facilities	284 19%	498 34%	111 8%	21 1%	555 38%
Granada Golf Course & Practice Facilities	476 32%	360 25%	46 3%	11 1%	572 39%
Isabella Golf Course & Practice Facilities	526 36%	345 24%	36 2%	3 0%	550 38%
Magellan Golf Course & Practice Facilities	496 34%	384 26%	32 2%	2 0%	542 37%
Ponce de Leon Golf Course & Practice Facilities	334 23%	412 29%	102 7%	18 1%	567 40%
Casa Coronado	174 12%	423 29%	168 11%	46 3%	663 45%
Balboa Club	28 2%	167 10%	386 23%	795 47%	318 19%
Cortez Wood N Iron	168 11%	467 30%	216 14%	60 4%	623 41%
DeSoto Club	188 11%	710 41%	469 27%	126 7%	258 15%
19th Hole Restaurant at DeSoto	159 9%	737 41%	483 27%	183 10%	225 13%
Granada Terrace on the Greens	391 22%	801 44%	309 17%	86 5%	224 12%
Isabella Columbus Grill	263 15%	776 44%	331 19%	57 3%	335 19%
Magellan Deli	96 6%	407 26%	351 23%	75 5%	618 40%
Ponce Fairway Tavern	191 11%	645 38%	317 19%	126 7%	424 25%

80. Adult 1: Please rate the following Recreation amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Fitness Center (Overall)	972 45%	458 21%	29 1%	5 0%	686 32%
FC - Quality of the programs and classes	467 26%	526 29%	51 3%	9 0%	754 42%
FC - Variety of the programs and classes	452 25%	525 29%	73 4%	12 1%	740 41%
FC - Fitness equipment offered	839 43%	476 24%	36 2%	4 0%	589 30%
FC - Walking Track	817 42%	439 23%	38 2%	7 0%	630 33%

80. Adult 1: Please rate the following Recreation amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
FC - Swimming Pool	579 31%	532 28%	84 4%	22 1%	666 35%
Tennis Center Overall	198 13%	183 12%	16 1%	4 0%	1,143 74%
TC - Quality of Courts	168 12%	164 12%	38 3%	11 1%	993 72%
TC - Quantity of Courts	139 10%	185 14%	48 4%	5 0%	992 72%
TC - Programs Offered	127 9%	169 13%	41 3%	7 1%	1,004 74%
TC - Pro Shop	143 10%	190 14%	46 3%	4 0%	990 72%
DeSoto Pools	228 13%	533 30%	86 5%	12 1%	914 52%
Bocce Ball	42 3%	130 9%	32 2%	2 0%	1,248 86%
Lawn Bowling	62 4%	145 10%	28 2%	2 0%	1,205 84%

81. Adult 2: Please rate the following Recreation amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Fitness Center (Overall)	680 44%	324 21%	26 2%	4 0%	525 34%
FC - Quality of the programs and classes	377 28%	403 30%	39 3%	3 0%	538 40%
FC - Variety of the programs and classes	361 27%	386 29%	65 5%	6 0%	536 40%
FC - Fitness equipment offered	576 41%	346 24%	36 3%	3 0%	458 32%
FC - Walking Track	582 41%	303 22%	29 2%	3 0%	486 35%
FC - Swimming Pool	405 30%	362 26%	64 5%	17 1%	521 38%
Tennis Center Overall	127 11%	121 10%	10 1%	1 0%	901 78%
TC - Quality of Courts	105 10%	103 10%	26 2%	6 1%	801 77%
TC - Quantity of Courts	90 9%	114 11%	28 3%	7 1%	794 77%
TC - Programs Offered	84 8%	112 11%	16 2%	8 1%	806 79%
TC - Pro Shop	81 8%	125 12%	23 2%	3 0%	798 77%
DeSoto Pools	154 12%	393 29%	67 5%	15 1%	707 53%
Bocce Ball	30 3%	82 7%	15 1%	1 0%	983 88%
Lawn Bowling	34 3%	79 7%	19 2%	3 0%	977 88%

82. Adult 1: Please rate the following Recreation amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Library	564 26%	894 41%	191 9%	23 1%	525 24%
Community Center (Overall)	437 21%	1,123 53%	133 6%	8 0%	410 19%
CC - Variety of meeting space	345 17%	1,083 53%	188 9%	11 1%	421 21%
CC - Furnishings & Equipment	316 16%	974 50%	242 12%	18 1%	399 20%
Ponce de Leon Center (Overall)	1,019 47%	790 36%	49 2%	0 0%	320 15%
PC - Woodlands Auditorium	1,595 63%	689 27%	34 1%	4 0%	215 8%
PC - Casa de Carta	441 25%	425 24%	38 2%	5 0%	879 49%
PC - Ouachita Activities Building	452 24%	643 35%	36 2%	1 0%	724 39%
Family Recreation Area (Overall)	243 14%	653 37%	127 7%	9 1%	729 41%
FRA - Playground	216 13%	612 36%	129 8%	6 0%	735 43%
FRA - Outdoor Sports Area	174 11%	560 34%	143 9%	14 1%	756 46%
FRA - Miniature Golf	185 11%	539 32%	209 12%	50 3%	720 42%
FRA - Activity Building	130 8%	467 30%	140 9%	19 1%	802 51%

83. Adult 2: Please rate the following Recreation amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Library	434 27%	649 41%	126 8%	21 1%	368 23%
Community Center (Overall)	310 20%	797 52%	83 5%	5 0%	328 22%
CC - Variety of meeting space	241 16%	775 52%	119 8%	6 0%	338 23%
CC - Furnishings & Equipment	230 16%	690 48%	161 11%	14 1%	334 23%
Ponce de Leon Center (Overall)	741 47%	542 34%	29 2%	2 0%	260 17%
PC - Woodlands Auditorium	1,104 62%	456 26%	19 1%	5 0%	189 11%
PC - Casa de Carta	337 25%	262 20%	28 2%	3 0%	700 53%
PC - Ouachita Activities Building	305 22%	437 32%	27 2%	2 0%	589 43%
Family Recreation Area (Overall)	167 13%	491 37%	84 6%	4 0%	587 44%
FRA - Playground	151 12%	464 36%	87 7%	2 0%	576 45%

83. Adult 2: Please rate the following Recreation amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
FRA - Outdoor Sports Area	113 9%	414 33%	96 8%	12 1%	610 49%
FRA - Miniature Golf	118 9%	412 32%	134 10%	46 4%	579 45%
FRA - Activity Building	100 8%	337 28%	93 8%	15 1%	654 55%

84. Adult 1: Please rate the following Recreation amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Village Lakes (Overall)	677 33%	993 48%	110 5%	7 0%	284 14%
Balboa Beach	504 23%	1,027 47%	201 9%	42 2%	413 19%
Balboa Pavilion	915 39%	1,075 46%	76 3%	9 0%	248 11%
Balboa Marina	464 22%	977 47%	124 6%	14 1%	495 24%
Cortez Beach	450 22%	797 39%	187 9%	27 1%	593 29%
Cortez Pavilion	538 25%	1,025 48%	154 7%	9 0%	412 19%
DeSoto Beach	168 10%	455 26%	169 10%	38 2%	909 52%
DeSoto Marina	186 10%	583 32%	204 11%	41 2%	798 44%
Village Trails	891 38%	927 40%	83 4%	20 1%	418 18%
RV Park	122 7%	336 19%	153 9%	63 4%	1,070 61%

85. Adult 2: Please rate the following Recreation amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
Village Lakes (Overall)	521 34%	703 46%	73 5%	6 0%	226 15%
Balboa Beach	366 23%	697 45%	148 9%	34 2%	317 20%
Balboa Pavilion	645 39%	730 44%	62 4%	7 0%	215 13%
Balboa Marina	310 21%	657 44%	83 6%	9 1%	424 29%
Cortez Beach	329 22%	527 36%	114 8%	19 1%	495 33%
Cortez Pavilion	386 25%	672 44%	119 8%	7 0%	345 23%

85. Adult 2: Please rate the following Recreation amenities/activities.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	No Opinion
DeSoto Beach	115 9%	310 24%	93 7%	29 2%	728 57%
DeSoto Marina	118 9%	355 27%	124 9%	35 3%	674 52%
Village Trails	635 38%	621 37%	57 3%	17 1%	333 20%
RV Park	88 7%	235 18%	88 7%	47 4%	868 65%

86. Please describe any other recreation amenities/activities you would like the POA to offer. (Top 10 Items Listed)

More recreation facilities	67
Movie Place	29
Expand Trails/Add Bathrooms	20
Enough	20
Recreation Facility in East	18
Dog Parks	14
Better Fishing	13
Paved Bike Trails	11
Keep Cortez Beach	11
Softball Fields	10

87. Adult 1: Within the past 12 months, how often have you used the following recreation opportunities?

		Per Month Average
Balboa Practice Facilities	91	8
Coronado Practice Facilities	82	7
Cortez Practice Facilities	44	4
Desoto Practice Facilities	90	8
Granada Practice Facilities	87	7
Isabella Practice Facilities	81	7
Magellan Practice Facilities	58	5
Ponce de Leon Practice Facilities	77	6
Family Recreation Area Playground	103	9
Family Recreation Area Sports Area	85	7
Balboa Beach	188	16
Balboa Pavilion	370	31
Balboa Marina	192	16
Cortez Beach	129	11
Cortez Pavilion	380	32
Desoto Beach	65	5
Desoto Marina	127	11
Trails	95	8

88. Adult 2: Within the past 12 months, how often has you used the following recreation opportunities?

		Per Month Average
Balboa Practice Facilities	48	4
Coronado Practice Facilities	47	4
Cortez Practice Facilities	19	2
Desoto Practice Facilities	41	3
Granada Practice Facilities	54	5
Isabella Practice Facilities	45	4
Magellan Practice Facilities	33	3
Ponce de Leon Practice Facilities	47	4
Family Recreation Area Playground	86	7
Family Recreation Area Sports Area	59	5
Balboa Beach	152	13
Balboa Pavilion	293	24
Balboa Marina	153	13
Cortez Beach	126	11
Cortez Pavilion	303	25
Desoto Beach	57	5
Desoto Marina	79	7
Trails	24	2

89. Does your household feel the July 4th fireworks celebration is an important event for the POA to provide?

Yes	2,039	65%
No	552	18%
No Opinion	563	18%
Total	3,154	100%

90. Does your household attend the Hot Springs Village fireworks?

Yes	1,738	57%
No	1,323	43%
Total	3,061	100%

91. If yes, does the POA do a good job of coordinating transportation to and from the event?

Yes	1,109	47%
No	191	8%
No Opinion	1,046	45%
Total	2,346	100%

92. Please describe any suggestions your household has to improve the POA's Fourth of July Celebration. (Top 10 Suggestions Listed)

Move back to Desoto	179
Keep at Balboa	73
Transportation	54
More timely	35
Better traffic control	32
Better Access	25
Better Parking	20
Add Patriotic Music	18
Food & Drinks	13
Better Communication	11
Make it bigger and last longer	11

93. Within the past 12 months, how often has your household or a guest utilized the POA's RV Park?

None	2,856	92%
1 - 2 Times	222	7%
3 - 5 Times	18	1%
6 - 10 Times	7	0%
11+ Times	6	0%
Total	3,109	100%

94. What is the overall impression of the RV Park?

Excellent	84	3%
Good	379	15%
Fair	230	9%
Poor	69	3%
Do Not Use	1,846	71%
Total	2,608	100%

95. Do you or your guests feel that the RV Park should provide additional services?

Yes	223	9%
No	294	12%
No Opinion	1,999	79%
Total	2,516	100%

96. If yes, please specify. (Top 5 Listed)

Additional full sewer hook ups	91
Pave Sites and Widen Road	38
Full amenities (Showers, washer/Dryers)	35
Year Round Water	26
Longer Sites for Larger RV's	20

97. Should the POA continue to develop new trails?

Yes	1,344	45%
No	687	23%
No Opinion	947	32%
Total	2,978	100%

98. Please explain. (Top 10 answers)

Existing is adequate	267
Great resource and exercise	207
Need additional trails in all areas	102
More trails on east end	73
Safe and good exercise	69
Multipurpose trails to include carts	55
Need better maintenance	48
Connection of all trails needed	39
Add bike trails	36
Need more variety	27

Public Safety

99. Does your household have a pet?

Yes	1,073	33%
No	2,138	67%
Total	3,211	100%

100. If yes, have you registered your pet with the Property Owners' Association Animal Control?

Yes	493	43%
No	641	57%
Total	1,134	100%

101. Which of the two manned gates does your household use most often?

East Gate at Highway 5	1,244	40%
West Gate at Highway 7	1,859	60%
Total	3,103	100%

102. How important is a gated community to your household?

Very Important	2,753	87%
Somewhat Important	329	10%
Neither	39	1%
Somewhat Unimportant	15	0%
Unimportant	27	1%
Total	3,163	100%

Public Works

103. Within the past 12 months, has your household used the POA's yard waste pick up program?

Yes	1,494	47%
No	1,662	53%
Total	3,156	100%

104. If yes, how often?

Often	419	27%
Sometimes	705	45%
Rarely	447	28%
Total	1,571	100%

105. How would you rate this service?

Excellent	674	34%
Good	700	36%
Fair	138	7%
Poor	69	4%
No Opinion	379	19%
Total	1,960	100%

106. Please describe any suggestions your household has to improve the POA's yard waste pick up program. (Top 10 Items Listed)

Routine Pickup without Calling	92
Advertise Service	60
Happy As Is	48
Vacuum Truck	32
Central Compost	30
Quicker Response	28
Provide chipping/shredding	21
More Recycling	21
Available on Weekends/Holidays	19
Too Expensive - Do Not Offer	19

Wrap Up

107. Adult 1: What is your gender?

Male	2,599	81%
Female	592	19%
Total	3,191	100%

108. Adult 1: What is your age?

Average Age of Adult 1	70.1
Median Age of Adult 1	70

109. Adult 2: What is your gender?

Male	223	8%
Female	2,427	92%
Total	2,650	100%

110. Adult 2: What is your age?

Average Age of Adult 2	66.95
Median Age of Adult 2	67

111. In which county does your household reside?

Garland County	1,683	53%
Saline County	1,520	47%
Total	3,203	100%

112. In which school district does your household reside?

Fountain Lake School District	1,962	66%
Jessieville School District	1,020	34%
Total	2,982	100%

Top Ten Responses

72. Please describe any suggestion you have for the POA in the following areas:

Communications

Total Comments – 402

Total Categories – 40; 7 with single answer

1. Communicate with email – 19%
2. Satisfied – 16%
3. More information wanted – 7%
3. Responsiveness needs improvement – 7%
5. Communication should be more open – 5%
6. Quality of information needs improvement – 4%
7. Notice of board meeting needed – 3%
7. Communication should be honest – 3%
7. POA should publish more information in the Village Voice – 3%
10. POA should listen more – 3%
10. POA should put out monthly newsletter via email – 3%
10. POA should use website/internet more – 3%

Golf

Total Comments – 801

Total Categories – 56; 22 with single answer

1. Chelsea system needs improvement – 15%
2. Golf maintenance issues – 14%
3. Human Resource suggestions – 9%
4. Carts should be allowed on fairways more – 9%
4. Satisfied – 9%
6. Fees are too high - 7%
7. Pace of play is too restrictive – 5%
8. Golf finances should be used differently – 4%
9. 2nd seat in private cart should not be charged – 4%
10. Comments on courses – 3%
10. Getting a tee time – 3%

Public Works

Total Comments – 630

Total Categories – 32; 6 with single answer

1. Street Maintenance issues – 25%
2. Satisfied – 19%
3. Yard waste comments – 9%
4. Recycling program expanded – 7%
5. Additional signage needed – 5%
6. Additional common property maintenance needed – 4%
7. Communicate with property owners – 3%
8. Water issues – 3%
9. Lake maintenance – 3%
9. Sanitation issues – 3%

Top Ten Responses

72. Please describe any suggestion you have for the POA in the following areas:

Recreation

Total Comments – 566

Total Categories – 46; 8 with single answer

1. Satisfied – 18%
2. Trail issues – 9%
3. Fees – 7%
3. Fitness Center suggestions – 7%
5. Enforcement of rules – 6%
6. Beach amenities – 5%
7. Lake amenities – 5%
8. Tennis suggestions – 5%
9. Restaurant comments – 4%
10. Family recreation activities – 3%

Planning & Inspections

Total Comments – 392

Total Categories – 27; 7 with single answer

1. Enforcement – 24%
2. Be consistent – 9%
3. More inspections – 8%
4. Manage contractors – 7%
4. Human Resource suggestions – 7%
6. Forest management issues – 7%
6. Satisfied – 7%
8. Committee suggestions – 4%
9. Covenant changes wanted – 4%
10. Simplify the process – 4%

Administration & Accounting

Total Comments – 264

Total Categories – 27; 12 with single answer

1. Financial suggestions – 20%
2. Human Resource suggestions – 18%
3. Satisfied – 17%
4. Customer Service comment – 9%
5. Fees are too high – 5%
6. Balboa Club – 4%
6. Restaurant comments – 4%
6. More communication needed – 4%
9. Commercial properties needed (more variety) – 3%
10. Promotion issues – 2%

Top Ten Responses

72. Please describe any suggestion you have for the POA in the following areas:

Public Safety

Total Comments – 556

Total Categories – 42; 13 with single answer

1. Gate security too lax – 15%
2. Traffic enforcement needed – 11%
3. Additional stop signs, cautions, flashing lights needed – 10%
4. Satisfied – 8%
5. Gate suggestions for traffic flow – 7%
6. Human Resource comments – 6%
7. Lake patrol needed – 6%
8. Additional concentration on worker access – 4%
9. Emergency information needed – 4%
10. Animal Control suggestions – 3%