

## Constant Contact Survey Results




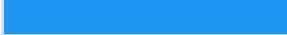
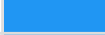
**Campaign Name:** 2023 Irrigation Survey

**Survey Starts:** 424

**Survey Submits:** 156





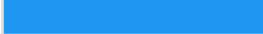
### NUMERIC SCALE

1. How satisfied are you with the overall performance of the irrigation system in our community?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not satisfied)			9	5%
2			15	9%
3			42	27%
4			65	41%
5 (Very satisfied)			24	15%
Mean	3.52			
Median	4.00			
<b>Total Responses</b>			<b>155</b>	<b>100%</b>



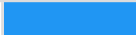


### NUMERIC SCALE

2. How satisfied are you with the ITS maintenance crew?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not satisfied)			5	3%
2			7	4%
3			17	10%
4			66	42%
5 (Very satisfied)			60	38%
Mean	4.09			
Median	4.00			
<b>Total Responses</b>			<b>155</b>	<b>100%</b>

### NUMERIC SCALE

3. How satisfied are you with the thoroughness of your monthly irrigation inspections?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not satisfied)			9	5%
2			13	8%
3			32	20%
4			64	41%
5 (Very satisfied)			36	23%
Mean	3.68			
Median	4.00			
<b>Total Responses</b>			<b>154</b>	<b>100%</b>

NUMERIC SCALE

4. How easy is it for you to understand the information provided in your monthly irrigation inspection reports.

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not easy)			3	1%
2			9	5%
3			35	22%
4			55	35%
5 (Very easy)			52	33%
Mean	3.94			
Median	4.00			
<b>Total Responses</b>			<b>154</b>	<b>100%</b>

MULTIPLE CHOICE

5. Do you feel that the inspection reports adequately address the condition and maintenance needs of the irrigation system?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			100	66%
No			50	33%
<b>Total Responses</b>			<b>150</b>	<b>100%</b>

MULTIPLE CHOICE

6. Have you utilized our Upkeep work order system to request irrigation-related services or repairs?:

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			124	82%
No			27	17%
<b>Total Responses</b>			<b>151</b>	<b>100%</b>




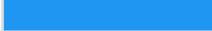
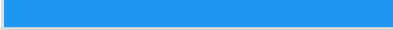
NUMERIC SCALE

7. How user friendly do you find the work order system when submitting requests?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not user friendly)			2	1%
2			3	2%
3			19	14%
4			47	36%
5 (Very user friendly)			57	44%
Mean	4.20			
Median	4.00			
<b>Total Responses</b>			<b>128</b>	<b>100%</b>




NUMERIC SCALE

8. Are you satisfied with the speed at which your irrigation-related work orders are completed?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (No)			4	3%
2			2	1%
3			11	8%
4			39	30%
5 (Yes)			73	56%
Mean	4.36			
Median	5.00			
<b>Total Responses</b>			<b>129</b>	<b>100%</b>



MULTIPLE CHOICE

9. Are most of your work order requests completed within:

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1-2 days			85	66%
3-4 days			36	28%
5 days or more			7	5%
<b>Total Responses</b>			<b>128</b>	<b>100%</b>



MULTIPLE CHOICE

10. Have you or any of your residents ever had to make an emergency call related to the irrigation system?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			73	48%
No			76	51%
<b>Total Responses</b>			<b>149</b>	<b>100%</b>





MULTIPLE CHOICE

11. If yes, was your emergency issue able to be handled remotely?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			44	57%
No			32	42%
<b>Total Responses</b>			<b>76</b>	<b>100%</b>






NUMERIC SCALE

12. How satisfied were you with the response time and effectiveness of resolving the emergency situation?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not satisfied)			0	0%
2			2	2%
3			15	18%
4			21	26%
5 (Very satisfied)			41	51%
Mean	4.28			
Median	5.00			
<b>Total Responses</b>			<b>79</b>	<b>100%</b>

NUMERIC SCALE

14. How well do you feel that we communicate information about irrigation system maintenance, inspections, and repairs to the residents?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not very well)			8	5%
2			11	7%
3			36	23%
4			49	31%
5 (Very well)			50	32%
Mean	3.79			
Median	4.00			
<b>Total Responses</b>			<b>154</b>	<b>100%</b>

NUMERIC SCALE

15. On a scale of 1 to 10, how responsive do you find the office staff when you report an irrigation related issue?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not very responsive)			3	2%
2			2	1%
3			1	0%
4			2	1%
5			9	6%
6			4	2%
7			9	6%
8			29	19%
9			24	16%
10 (Very responsive)			65	43%
Mean	8.43			
Median	9.00			
<b>Total Responses</b>			<b>148</b>	<b>100%</b>

NUMERIC SCALE

16. On a scale of 1 to 10, how responsive do you find the field manager when you report an irrigation related issue?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not very responsive)			4	2%
2			1	0%
3			3	2%
4			2	1%
5			11	7%
6			2	1%
7			8	5%
8			26	18%
9			24	16%
10 (Very responsive)			62	43%
Mean	8.32			
Median	9.00			
<b>Total Responses</b>			<b>143</b>	<b>100%</b>





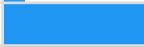
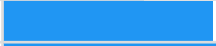

MULTIPLE CHOICE

17. Did you attend our irrigation workshop held in April?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			63	42%
No			86	57%
<b>Total Responses</b>			<b>149</b>	<b>100%</b>

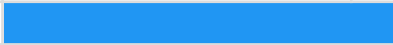


NUMERIC SCALE

18. On a scale of 1 to 10, how informative did you find the information presented during the irrigation workshop?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Not very informative)			0	0%
2			0	0%
3			3	4%
4			0	0%
5			3	4%
6			1	1%
7			2	3%
8			13	20%
9			19	30%
10 (Very informative)			22	34%
Mean	8.56			
Median	9.00			
<b>Total Responses</b>			<b>63</b>	<b>100%</b>

MULTIPLE CHOICE

20. Do you feel that the irrigation workshop should be held more than once a year. If so, how often?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes, Twice a year.			44	56%
Yes, Quarterly.			3	3%
No, once a year is fine.			31	39%
<b>Total Responses</b>			<b>78</b>	<b>100%</b>