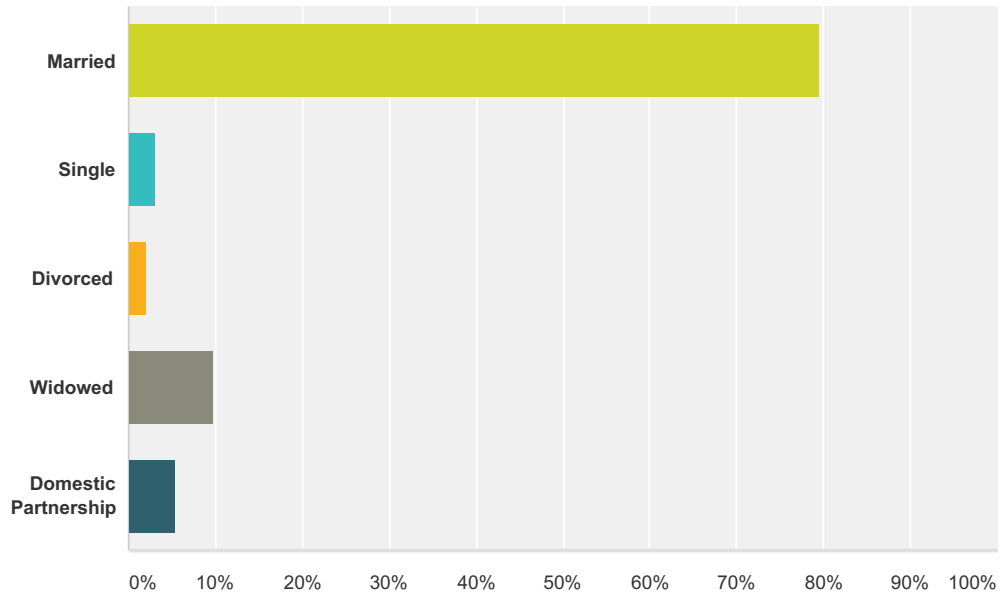


Q3 What is your marriage status?(This information is for demographic purposes ONLY and will not be used in analyzing the data.)

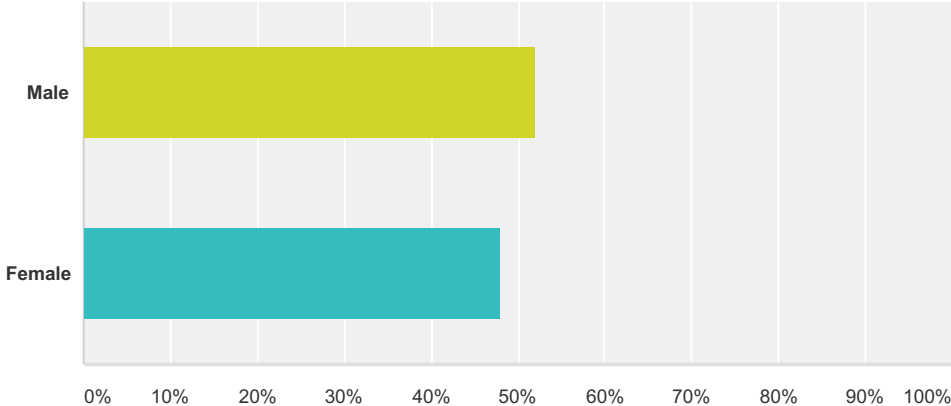
Answered: 507 Skipped: 19



Answer Choices	Responses	Count
Married	79.49%	403
Single	3.16%	16
Divorced	2.17%	11
Widowed	9.86%	50
Domestic Partnership	5.33%	27
Total		507

Q5 Are you male or female?

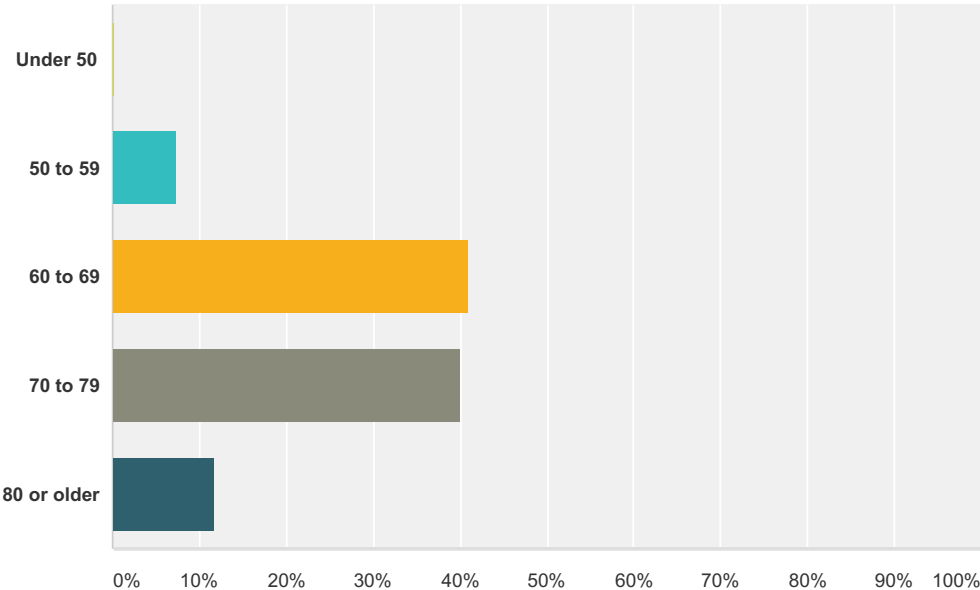
Answered: 526 Skipped: 0



Answer Choices	Responses
Male	51.90% 273
Female	48.10% 253
Total	526

Q6 What is your age?

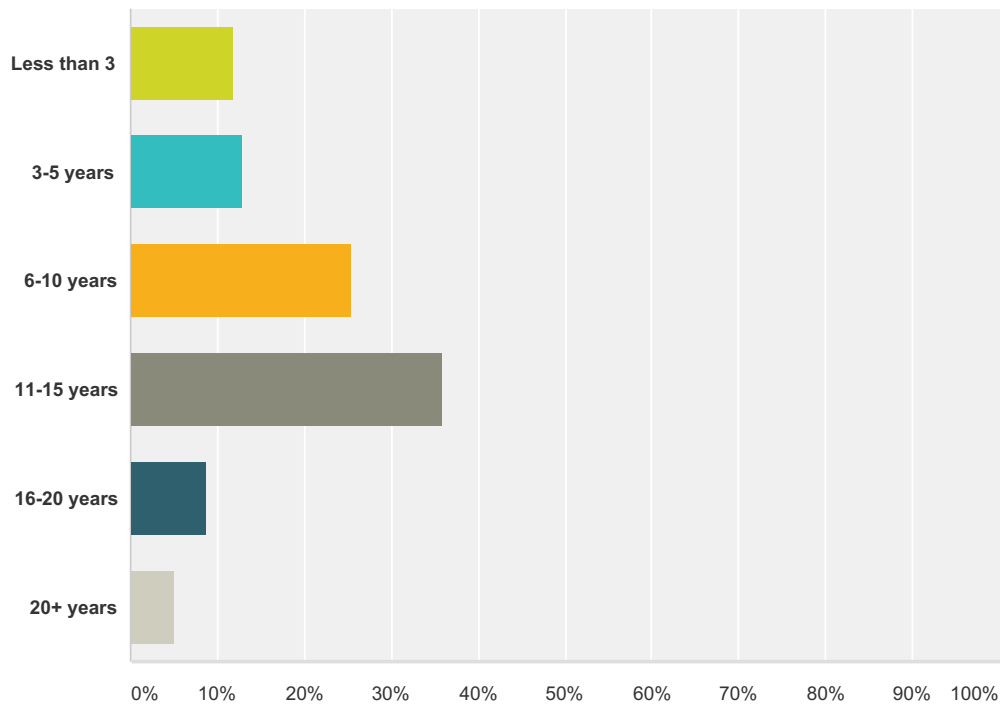
Answered: 526 Skipped: 0



Answer Choices	Responses
Under 50	0.19% 1
50 to 59	7.22% 38
60 to 69	40.87% 215
70 to 79	40.11% 211
80 or older	11.60% 61
Total	526

Q7 How many years have you been a resident in Herons Glen?

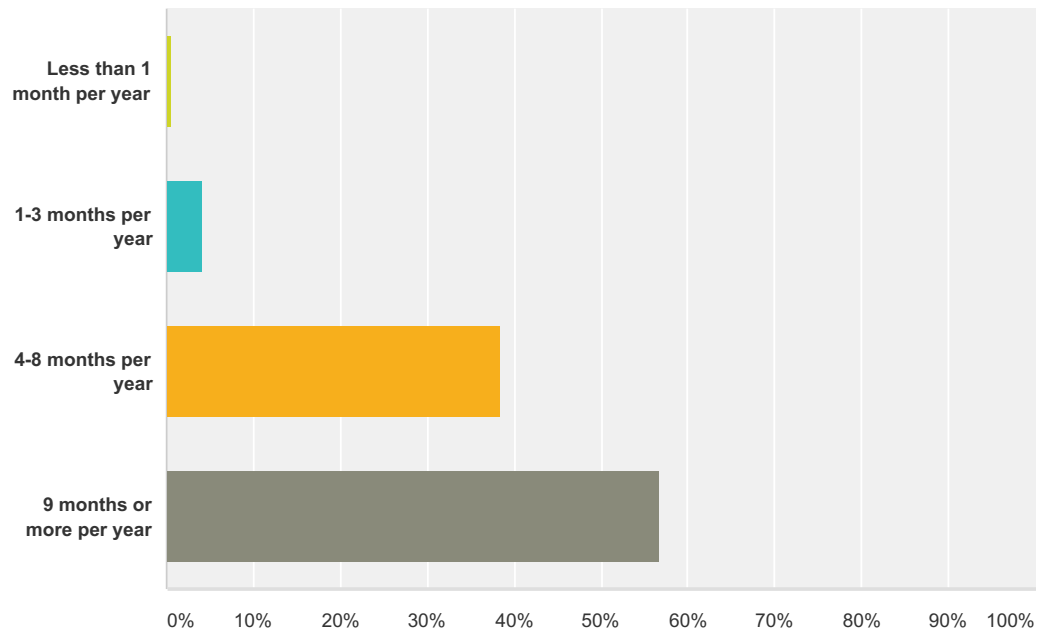
Answered: 526 Skipped: 0



Answer Choices	Responses
Less than 3	11.98% 63
3-5 years	12.93% 68
6-10 years	25.48% 134
11-15 years	35.93% 189
16-20 years	8.75% 46
20+ years	4.94% 26
Total	526

Q8 On average, how many months out of the year do you live at Herons Glen?

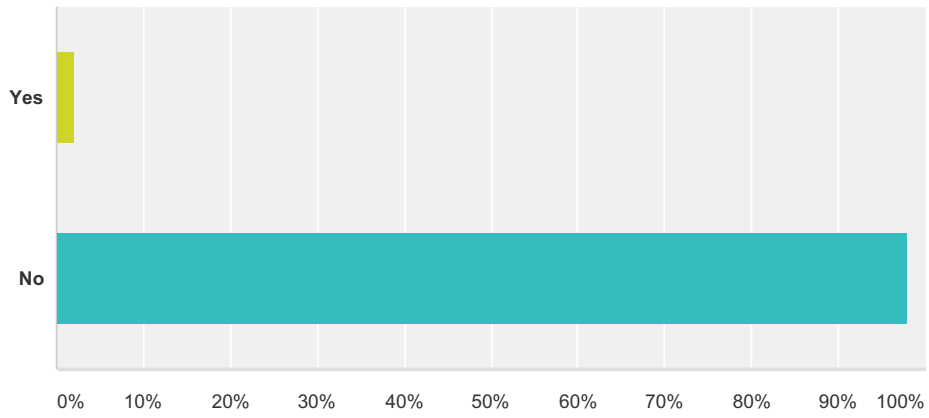
Answered: 526 Skipped: 0



Answer Choices	Responses
Less than 1 month per year	0.57% 3
1-3 months per year	4.18% 22
4-8 months per year	38.40% 202
9 months or more per year	56.84% 299
Total	526

Q9 Do you rent out your property at any time during the year?

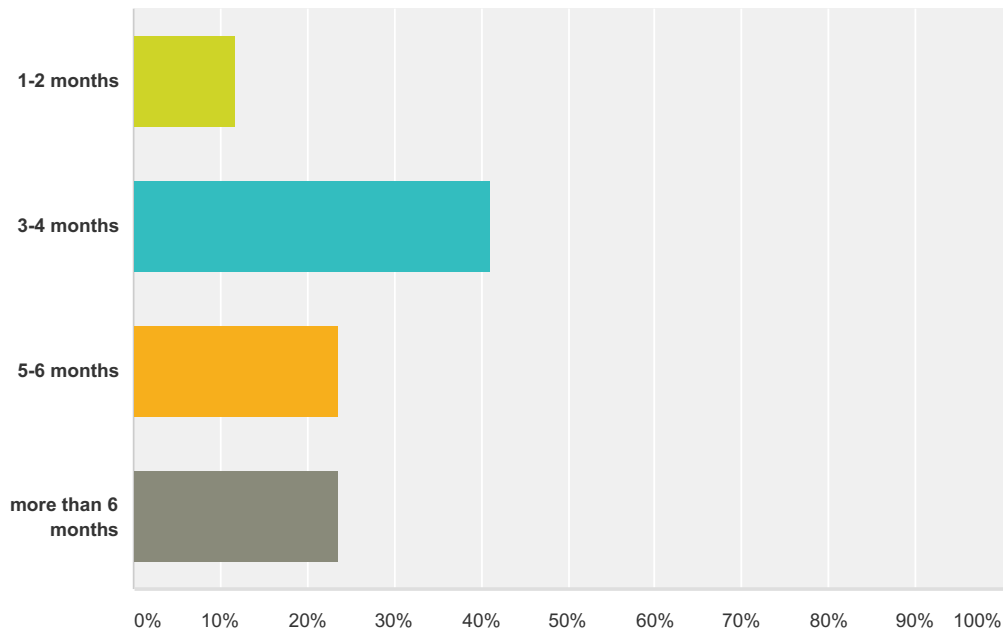
Answered: 526 Skipped: 0



Answer Choices	Responses
Yes	2.09% 11
No	97.91% 515
Total	526

Q10 If yes, how many months during the year?

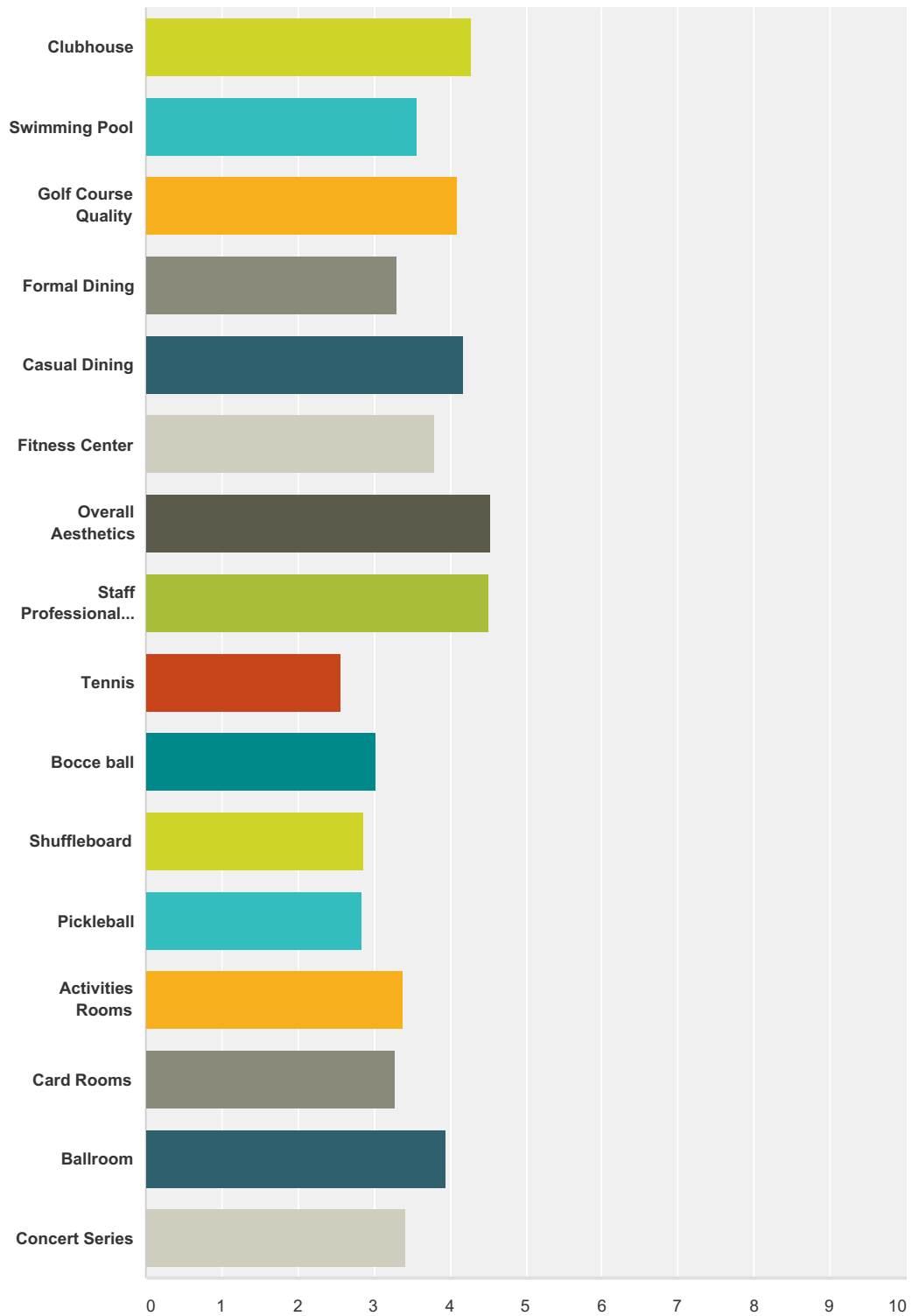
Answered: 17 Skipped: 509



Answer Choices	Responses
1-2 months	11.76% 2
3-4 months	41.18% 7
5-6 months	23.53% 4
more than 6 months	23.53% 4
Total	17

Q11 How important are each of the following to you?

Answered: 508 Skipped: 18



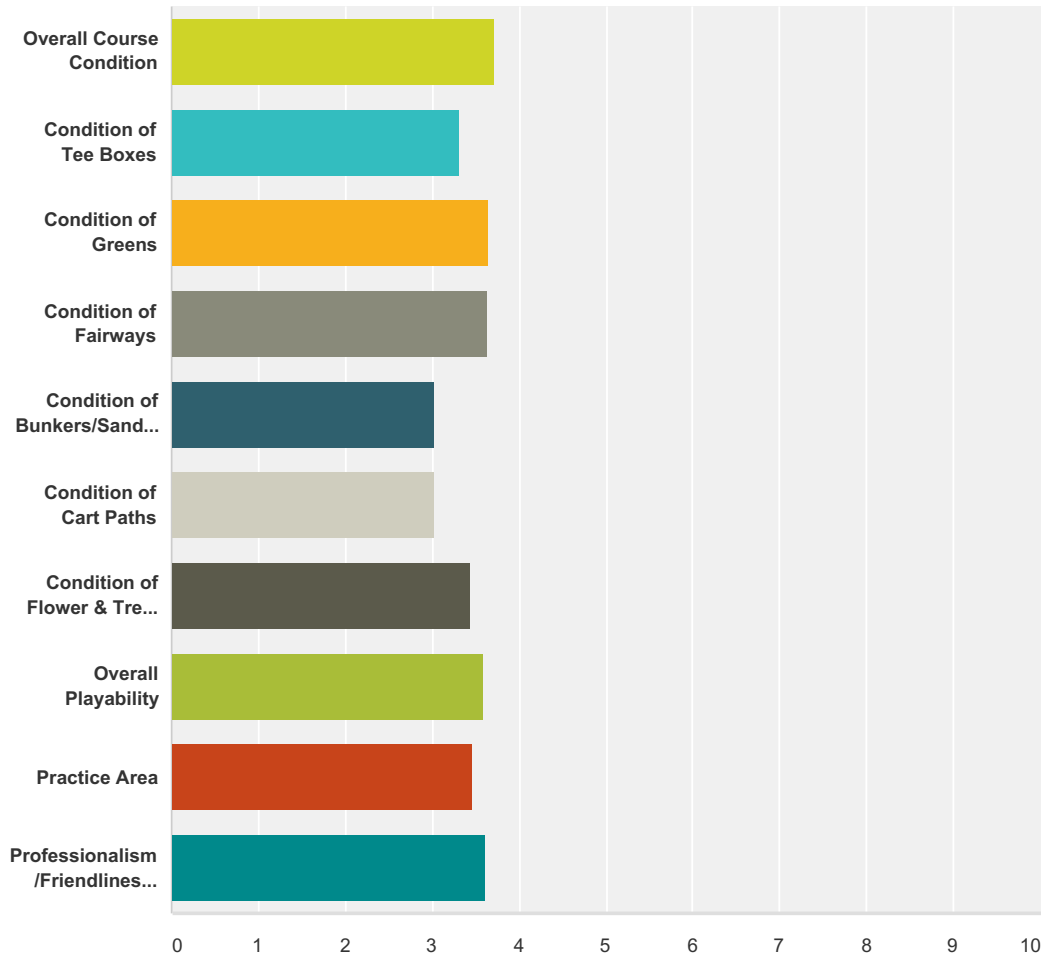
Not Important	Somewhat Important	Neutral	Important	Very Important	Total	Weighted Average
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2016 HGRD Satisfaction Survey

Clubhouse	2.38% 12	5.16% 26	6.35% 32	33.33% 168	52.78% 266	504	4.29
Swimming Pool	13.35% 67	9.56% 48	15.94% 80	29.08% 146	32.07% 161	502	3.57
Golf Course Quality	8.58% 43	5.19% 26	9.38% 47	22.55% 113	54.29% 272	501	4.09
Formal Dining	15.11% 76	8.95% 45	24.65% 124	33.00% 166	18.29% 92	503	3.30
Casual Dining	3.55% 18	4.14% 21	8.09% 41	40.24% 204	43.98% 223	507	4.17
Fitness Center	6.71% 34	7.30% 37	16.96% 86	36.29% 184	32.74% 166	507	3.81
Overall Aesthetics	1.79% 9	1.59% 8	4.98% 25	26.49% 133	65.14% 327	502	4.52
Staff Professionalism/Service	1.58% 8	1.78% 9	4.55% 23	27.72% 140	64.36% 325	505	4.51
Tennis	37.68% 188	8.82% 44	25.45% 127	15.23% 76	12.83% 64	499	2.57
Bocce ball	22.16% 111	10.98% 55	24.15% 121	27.94% 140	14.77% 74	501	3.02
Shuffleboard	23.79% 118	13.71% 68	25.60% 127	26.61% 132	10.28% 51	496	2.86
Pickleball	28.11% 140	10.44% 52	25.10% 125	22.49% 112	13.86% 69	498	2.84
Activities Rooms	10.66% 53	10.06% 50	26.96% 134	35.41% 176	16.90% 84	497	3.38
Card Rooms	13.71% 68	9.07% 45	30.24% 150	29.64% 147	17.34% 86	496	3.28
Ballroom	6.05% 30	6.25% 31	13.31% 66	36.49% 181	37.90% 188	496	3.94
Concert Series	13.37% 67	9.58% 48	23.95% 120	26.55% 133	26.55% 133	501	3.43

Q13 Please indicate your level of satisfaction with your playing experience on the GOLF COURSE: (Please skip if you have not played golf at Herons Glen)

Answered: 327 Skipped: 199



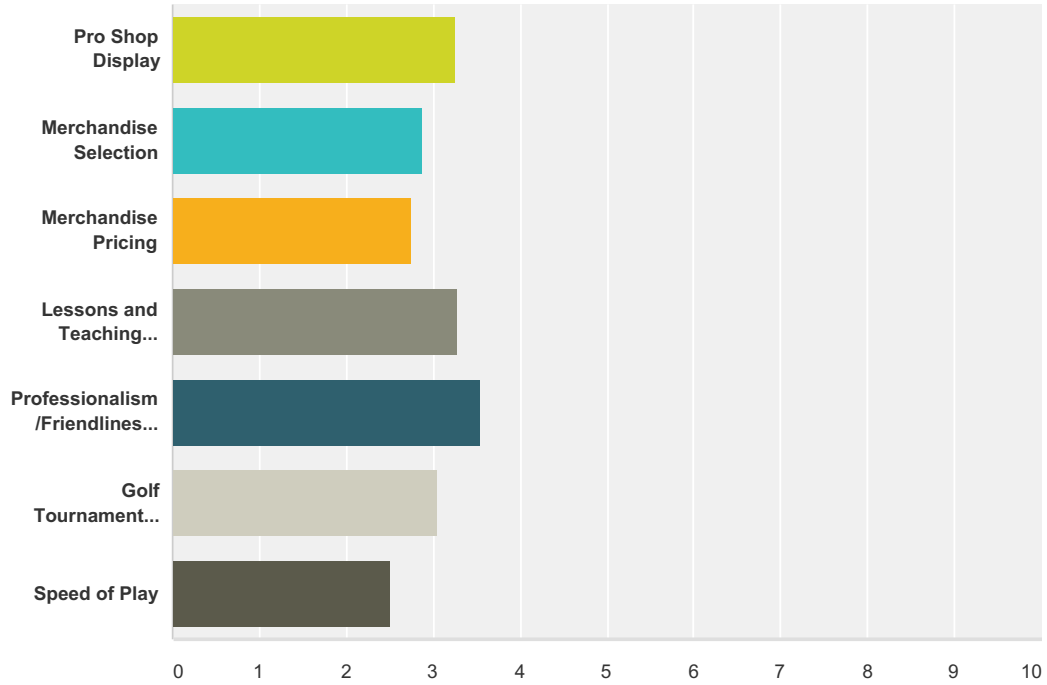
	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Overall Course Condition	0.62% 2	1.24% 4	23.60% 76	74.53% 240	322	3.72
Condition of Tee Boxes	1.88% 6	10.34% 33	42.32% 135	45.45% 145	319	3.31
Condition of Greens	0.31% 1	1.88% 6	30.09% 96	67.71% 216	319	3.65
Condition of Fairways	0.62% 2	1.86% 6	30.43% 98	67.08% 216	322	3.64
Condition of Bunkers/Sand Traps	4.70% 15	22.57% 72	38.56% 123	34.17% 109	319	3.02
Condition of Cart Paths	4.36% 14	18.07% 58	49.22% 158	28.35% 91	321	3.02

2016 HGRD Satisfaction Survey

Condition of Flower & Tree Beds	0.31% 1	4.97% 16	45.34% 146	49.38% 159	322	3.44
Overall Playability	1.26% 4	2.83% 9	30.50% 97	65.41% 208	318	3.60
Practice Area	0.93% 3	5.61% 18	39.25% 126	54.21% 174	321	3.47
Professionalism/Friendliness of Staff	1.56% 5	2.50% 8	28.13% 90	67.81% 217	320	3.62

Q14 Please indicate your level of satisfaction with the following aspects of your PRO SHOP experience: (Please skip if you have not played golf at Herons Glen)

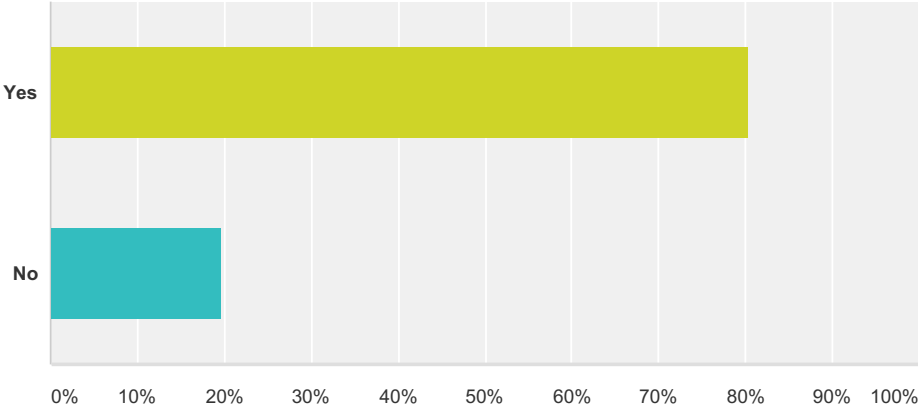
Answered: 328 Skipped: 198



	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Pro Shop Display	0.31% 1	7.74% 25	57.59% 186	34.37% 111	323	3.26
Merchandise Selection	3.37% 11	24.23% 79	53.07% 173	19.33% 63	326	2.88
Merchandise Pricing	4.35% 14	29.81% 96	51.55% 166	14.29% 46	322	2.76
Lessons and Teaching Programs	0.34% 1	7.19% 21	56.85% 166	35.62% 104	292	3.28
Professionalism/Friendliness of Staff	1.88% 6	2.51% 8	33.86% 108	61.76% 197	319	3.55
Golf Tournament Operations	4.76% 14	15.99% 47	50.00% 147	29.25% 86	294	3.04
Speed of Play	15.76% 49	29.58% 92	42.44% 132	12.22% 38	311	2.51

Q15 If you are a current golf member, do you plan on rejoining next year?

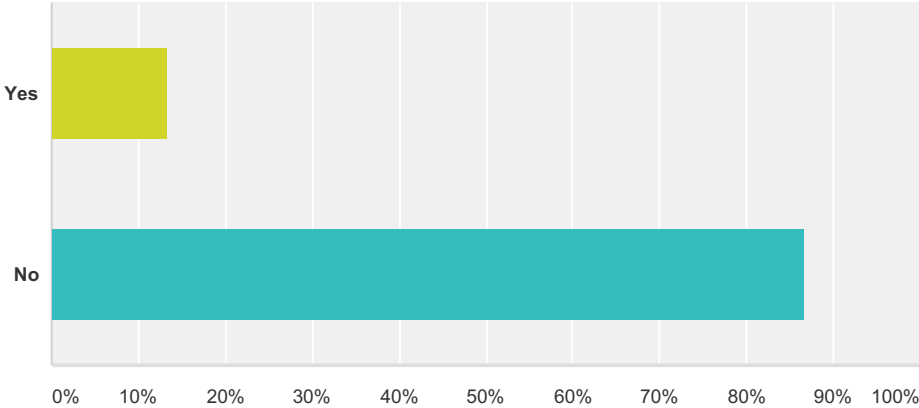
Answered: 251 Skipped: 275



Answer Choices	Responses	
Yes	80.48%	202
No	19.52%	49
Total		251

Q17 If you are a prospective golf member, do you plan on joining next year as a first time member?

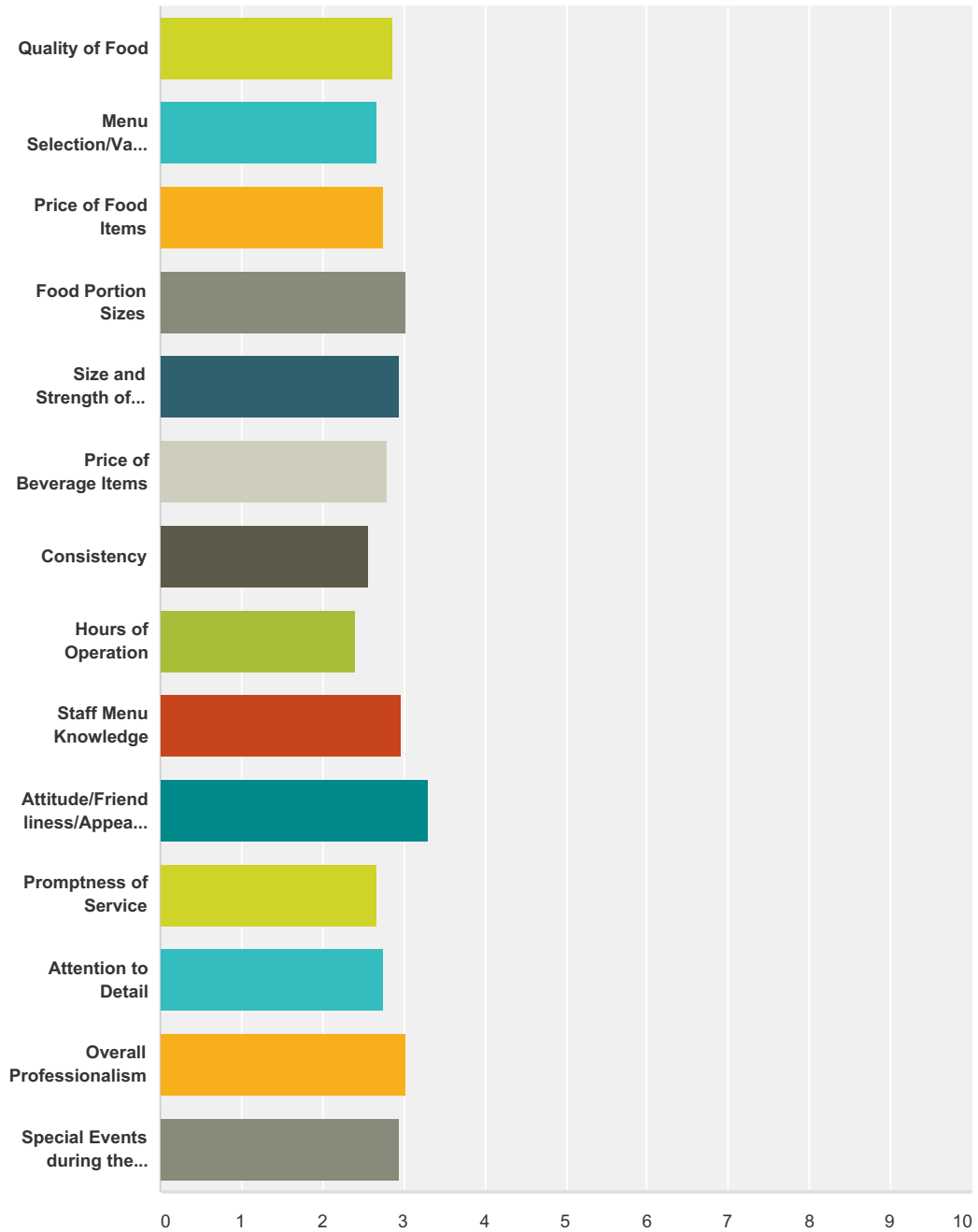
Answered: 97 Skipped: 429



Answer Choices	Responses	
Yes	13.40%	13
No	86.60%	84
Total		97

Q19 Please indicate your level of satisfaction with the following aspects of your DINING experience IN THE PAST 12 MONTHS: (Please skip if you have not eaten at the Herons Glen Restaurant/Lounge)

Answered: 478 Skipped: 48



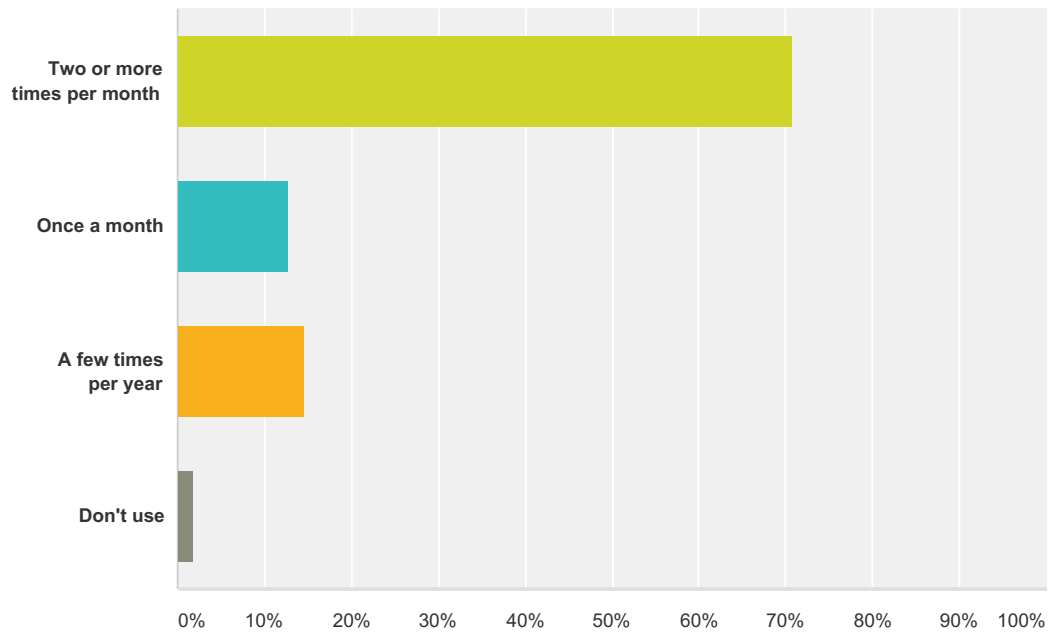
	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average

2016 HGRD Satisfaction Survey

Quality of Food	6.13% 29	21.99% 104	52.22% 247	19.66% 93	473	2.85
Menu Selection/Variety	8.84% 42	28.63% 136	48.84% 232	13.68% 65	475	2.67
Price of Food Items	7.01% 33	25.48% 120	52.23% 246	15.29% 72	471	2.76
Food Portion Sizes	3.80% 18	14.35% 68	57.38% 272	24.47% 116	474	3.03
Size and Strength of Drinks	5.32% 24	13.75% 62	61.42% 277	19.51% 88	451	2.95
Price of Beverage Items	8.48% 39	20.00% 92	55.65% 256	15.87% 73	460	2.79
Consistency	14.90% 69	25.49% 118	47.73% 221	11.88% 55	463	2.57
Hours of Operation	18.47% 87	30.79% 145	42.89% 202	7.86% 37	471	2.40
Staff Menu Knowledge	4.29% 20	15.88% 74	59.01% 275	20.82% 97	466	2.96
Attitude/Friendliness/Appearance	1.92% 9	8.96% 42	47.55% 223	41.58% 195	469	3.29
Promptness of Service	11.42% 54	27.06% 128	43.55% 206	17.97% 85	473	2.68
Attention to Detail	8.80% 41	26.61% 124	44.64% 208	19.96% 93	466	2.76
Overall Professionalism	3.84% 18	17.06% 80	52.67% 247	26.44% 124	469	3.02
Special Events during the Summer (Hawaiian Luau, Country Ho-Down, Chef's Cooking Series)	5.48% 17	17.74% 55	54.52% 169	22.26% 69	310	2.94

Q20 How often do you eat lunch/dinner at Herons Glen?

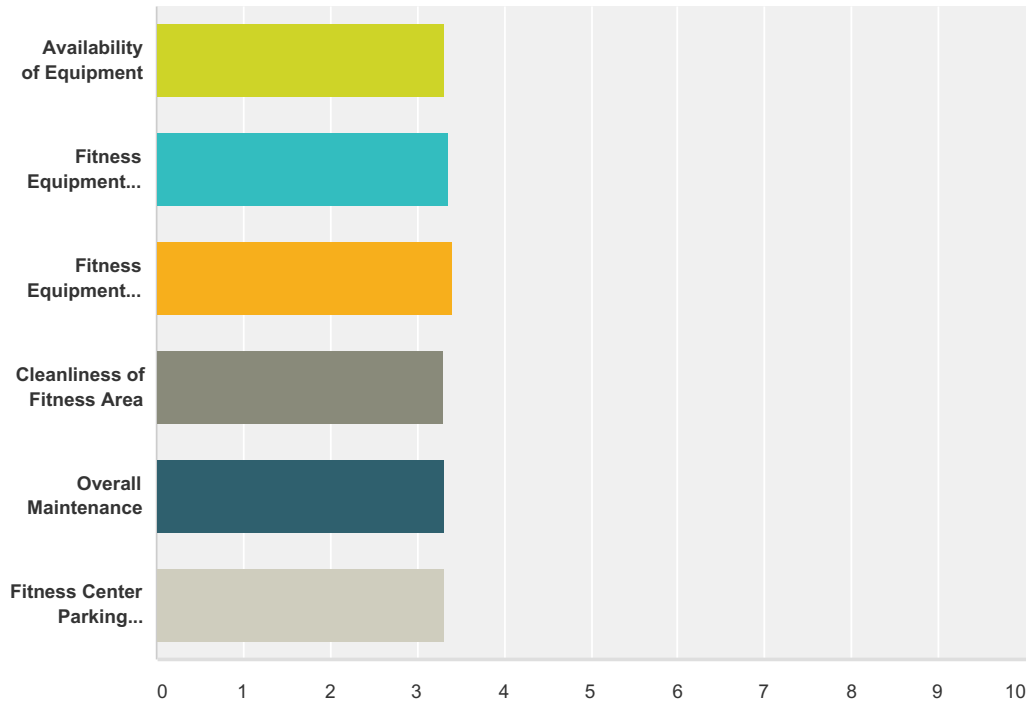
Answered: 485 Skipped: 41



Answer Choices	Responses	
Two or more times per month	70.72%	343
Once a month	12.78%	62
A few times per year	14.64%	71
Don't use	1.86%	9
Total		485

Q22 How satisfied are you with the following as they relate to the FITNESS CENTER?(Please skip if you do not use the Fitness Center)

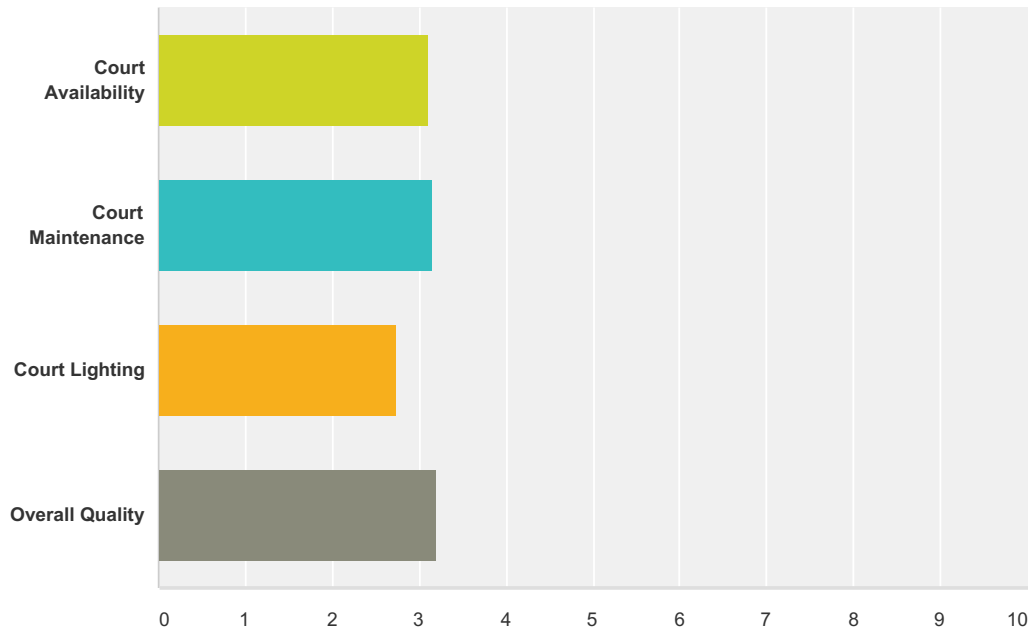
Answered: 315 Skipped: 211



	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Availability of Equipment	1.61% 5	6.11% 19	51.45% 160	40.84% 127	311	3.32
Fitness Equipment Condition	0.32% 1	4.50% 14	53.05% 165	42.12% 131	311	3.37
Fitness Equipment Variety	0.65% 2	4.84% 15	48.39% 150	46.13% 143	310	3.40
Cleanliness of Fitness Area	0.96% 3	7.72% 24	51.77% 161	39.55% 123	311	3.30
Overall Maintenance	0.32% 1	7.72% 24	52.41% 163	39.55% 123	311	3.31
Fitness Center Parking Availability	1.62% 5	7.77% 24	48.22% 149	42.39% 131	309	3.31

Q23 How satisfied are you with the following as they relate to TENNIS?(Please skip if you do not use the Tennis facilities)

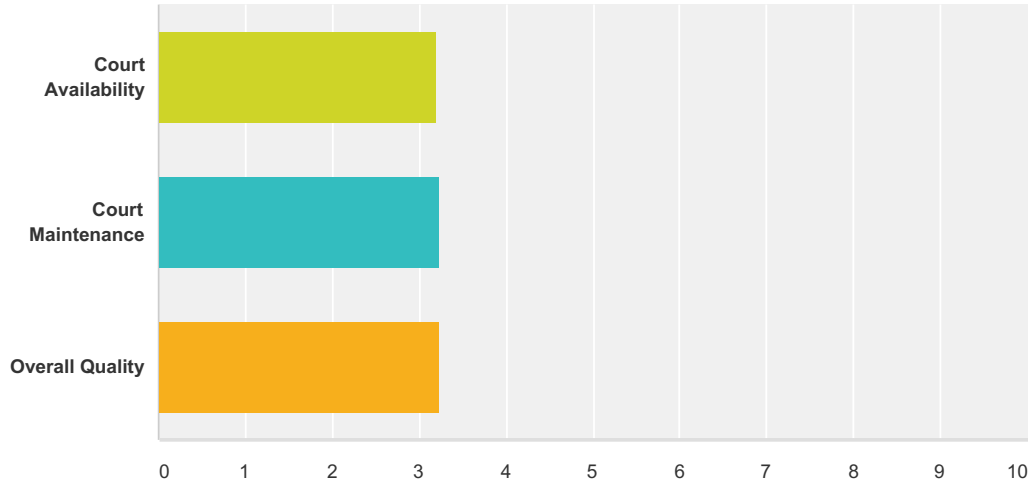
Answered: 87 Skipped: 439



	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Court Availability	6.02% 5	7.23% 6	55.42% 46	31.33% 26	83	3.12
Court Maintenance	2.44% 2	14.63% 12	48.78% 40	34.15% 28	82	3.15
Court Lighting	13.41% 11	19.51% 16	47.56% 39	19.51% 16	82	2.73
Overall Quality	2.41% 2	9.64% 8	54.22% 45	33.73% 28	83	3.19

Q24 How satisfied are you with the following as they relate to BOCCE?(Please skip if you do not use the Bocce courts)

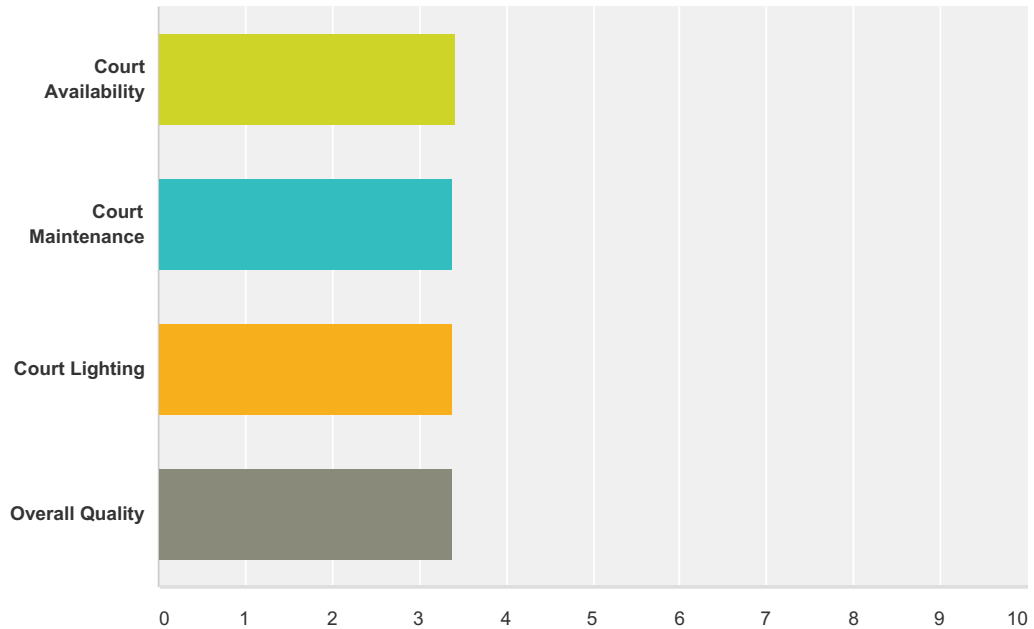
Answered: 169 Skipped: 357



	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Court Availability	2.96% 5	8.28% 14	55.62% 94	33.14% 56	169	3.19
Court Maintenance	0.00% 0	9.52% 16	56.55% 95	33.93% 57	168	3.24
Overall Quality	0.60% 1	9.52% 16	55.95% 94	33.93% 57	168	3.23

Q25 How satisfied are you with the following as they relate to SHUFFLEBOARD?(Please skip if you do not use the Shuffleboard courts)

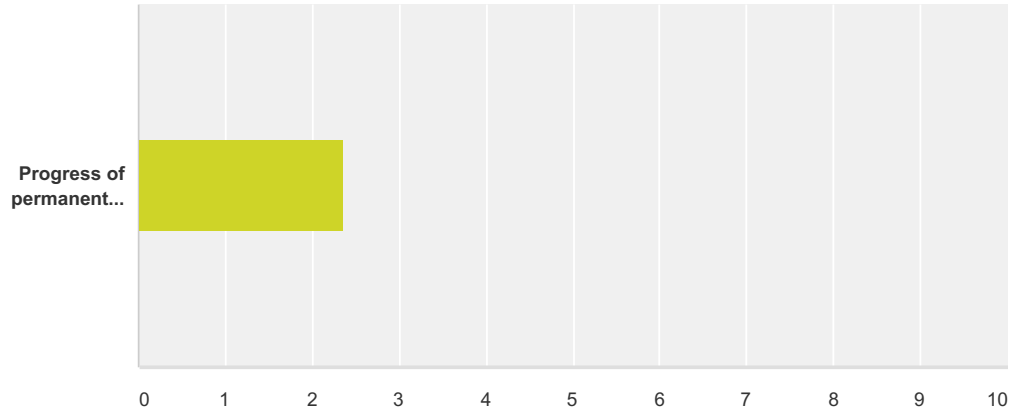
Answered: 157 Skipped: 369



	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Court Availability	0.00% 0	0.65% 1	55.84% 86	43.51% 67	154	3.43
Court Maintenance	0.65% 1	2.60% 4	55.19% 85	41.56% 64	154	3.38
Court Lighting	0.66% 1	0.66% 1	58.55% 89	40.13% 61	152	3.38
Overall Quality	0.00% 0	2.56% 4	57.05% 89	40.38% 63	156	3.38

**Q26 How satisfied are you with the following as they relate to PICKLEBALL?
(Please skip if you do not play Pickleball)**

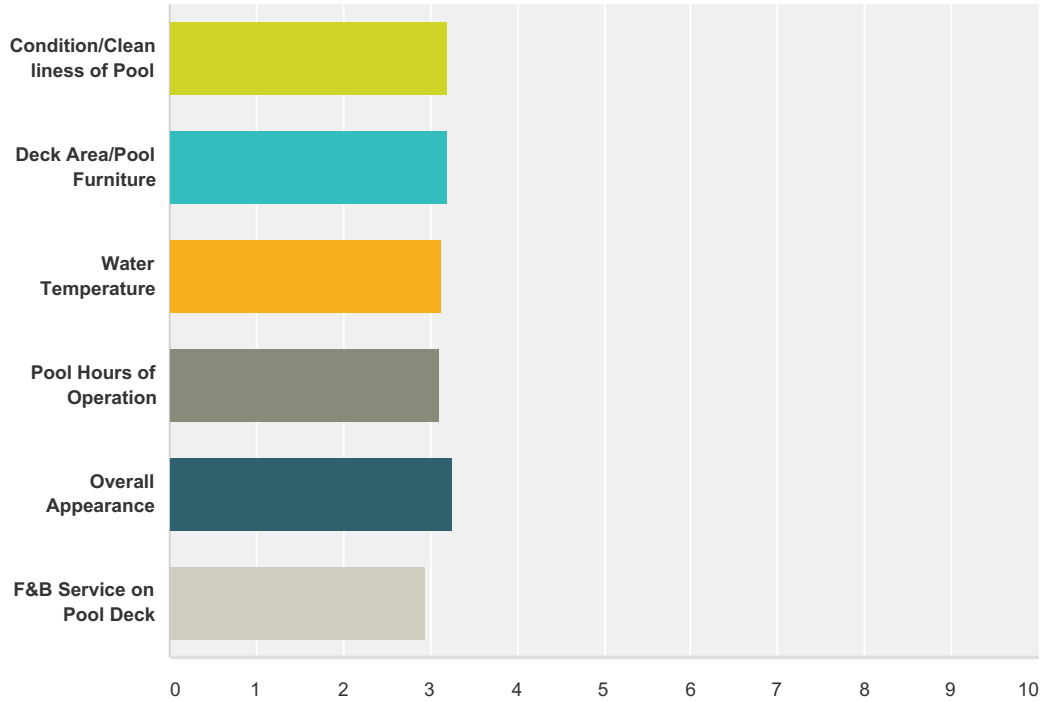
Answered: 114 Skipped: 412



	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Progress of permanent pickleball court project?	21.93% 25	31.58% 36	35.96% 41	10.53% 12	114	2.35

Q27 How satisfied are you with the following as they relate to the CLUBHOUSE SWIMMING POOL? (Please skip if you have not used the Clubhouse swimming pool)

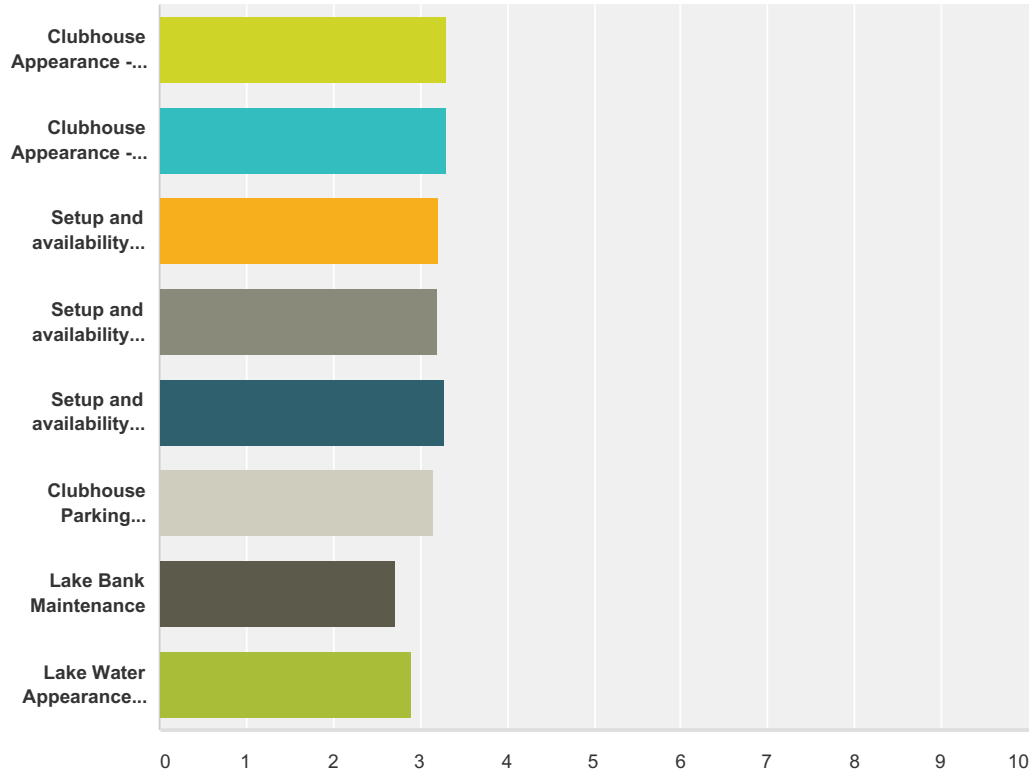
Answered: 279 Skipped: 247



	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Condition/Cleanliness of Pool	2.89% 8	6.50% 18	58.84% 163	31.77% 88	277	3.19
Deck Area/Pool Furniture	2.89% 8	6.14% 17	59.93% 166	31.05% 86	277	3.19
Water Temperature	3.62% 10	10.51% 29	53.62% 148	32.25% 89	276	3.14
Pool Hours of Operation	4.73% 13	7.64% 21	60.00% 165	27.64% 76	275	3.11
Overall Appearance	1.82% 5	6.57% 18	56.57% 155	35.04% 96	274	3.25
F&B Service on Pool Deck	6.30% 16	17.72% 45	51.97% 132	24.02% 61	254	2.94

Q28 How satisfied are you with the following areas as they relate to the CLUBHOUSE AND GROUNDS?

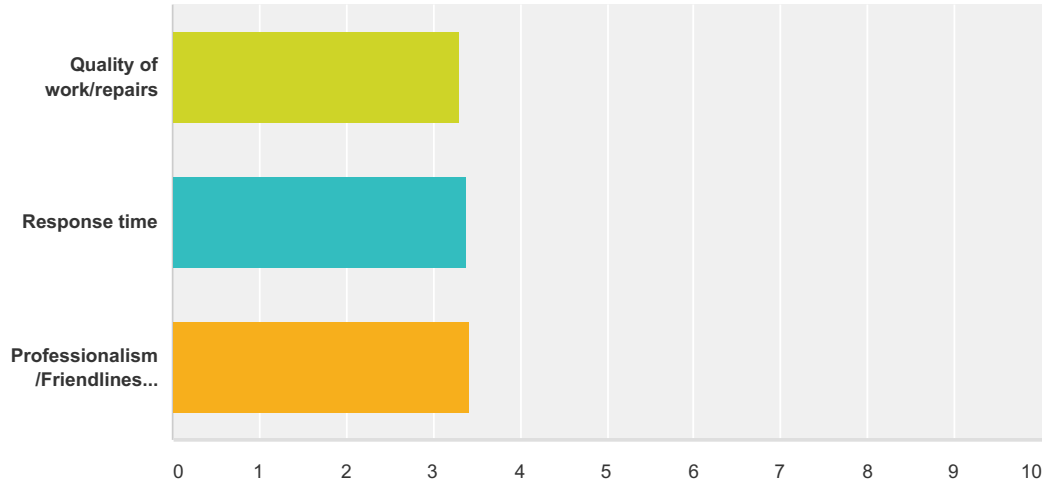
Answered: 466 Skipped: 60



	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Clubhouse Appearance - Outside	0.65% 3	9.91% 46	48.92% 227	40.52% 188	464	3.29
Clubhouse Appearance - Inside	1.08% 5	8.86% 41	50.11% 232	39.96% 185	463	3.29
Setup and availability of Card Rooms	0.26% 1	7.69% 30	63.33% 247	28.72% 112	390	3.21
Setup and availability of Activities Rooms	0.78% 3	7.03% 27	64.06% 246	28.13% 108	384	3.20
Setup and availability of Ballroom	0.73% 3	4.87% 20	61.07% 251	33.33% 137	411	3.27
Clubhouse Parking Availability & Lighting	1.98% 9	11.89% 54	55.51% 252	30.62% 139	454	3.15
Lake Bank Maintenance	13.93% 62	18.43% 82	49.44% 220	18.20% 81	445	2.72
Lake Water Appearance (algae control)	7.17% 32	16.82% 75	53.59% 239	22.42% 100	446	2.91

Q29 How satisfied are you with the following areas as they relate to the CLIS Irrigation Department?

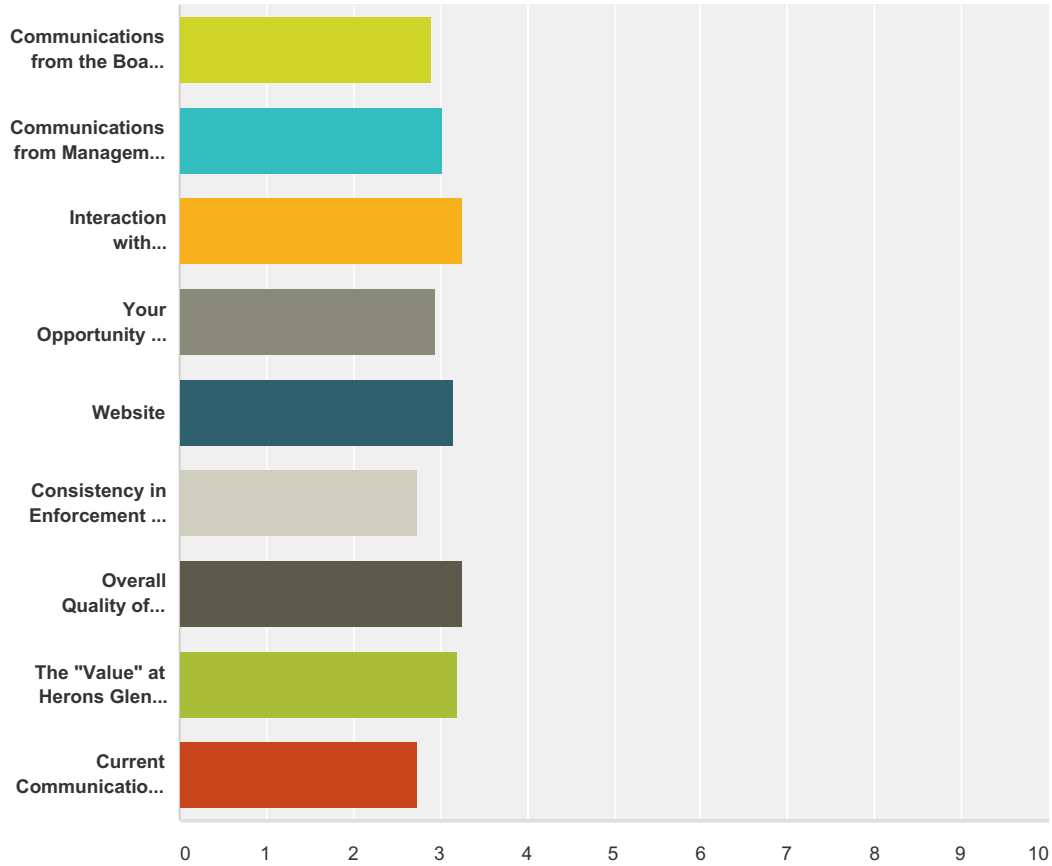
Answered: 466 Skipped: 60



	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Quality of work/repairs	1.07% 5	7.08% 33	52.79% 246	39.06% 182	466	3.30
Response time	1.08% 5	5.84% 27	46.97% 217	46.10% 213	462	3.38
Professionalism/Friendliness of Staff	0.65% 3	5.23% 24	44.66% 205	49.46% 227	459	3.43

Q30 How satisfied are you with the following as they relate to the Recreation District?

Answered: 466 Skipped: 60



	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total	Weighted Average
Communications from the Board of Supervisors	5.65% 26	19.35% 89	53.26% 245	21.74% 100	460	2.91
Communications from Management & Staff	4.33% 20	14.94% 69	54.11% 250	26.62% 123	462	3.03
Interaction with Administrative Staff Regarding Special Event Ticket Sales, Clerical Services and Member Account Inquiries	0.44% 2	8.83% 40	55.41% 251	35.32% 160	453	3.26
Your Opportunity to Voice Opinions and Suggestions to Management and then the Board of Supervisors at Workshops & Committee Meetings	5.60% 23	17.76% 73	52.80% 217	23.84% 98	411	2.95
Website	2.16% 9	9.83% 41	58.27% 243	29.74% 124	417	3.16
Consistency in Enforcement of HGRD Rules & Regulations	10.02% 44	22.55% 99	51.25% 225	16.17% 71	439	2.74
Overall Quality of Facilities	0.45% 2	6.46% 29	59.91% 269	33.18% 149	449	3.26
The "Value" at Herons Glen relative to your assessment	1.97% 9	11.40% 52	52.63% 240	33.99% 155	456	3.19

2016 HGRD Satisfaction Survey

Current Communication & Cooperation between HGRD and HOA Boards	9.01% 39	22.63% 98	54.73% 237	13.63% 59	433	2.73
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