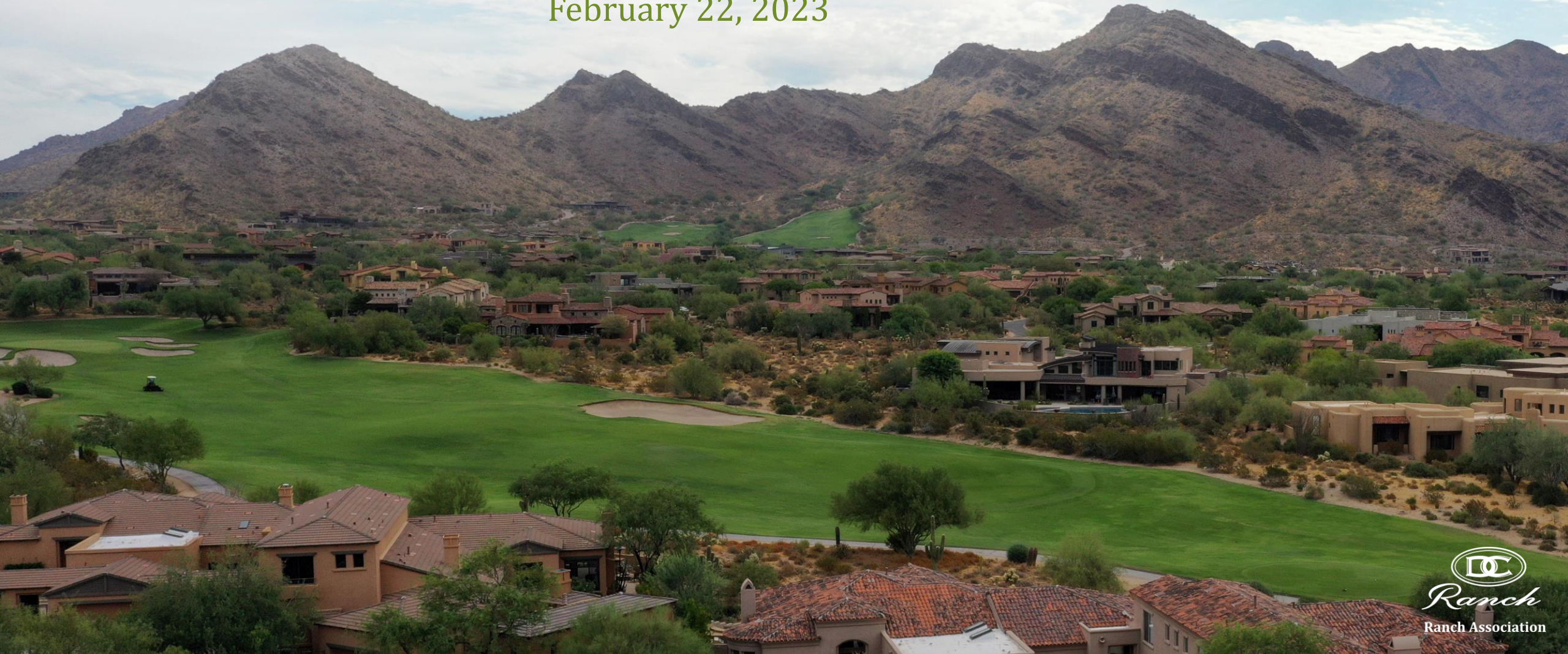


DC Ranch Association Community Patrol/Gate Access Survey Results

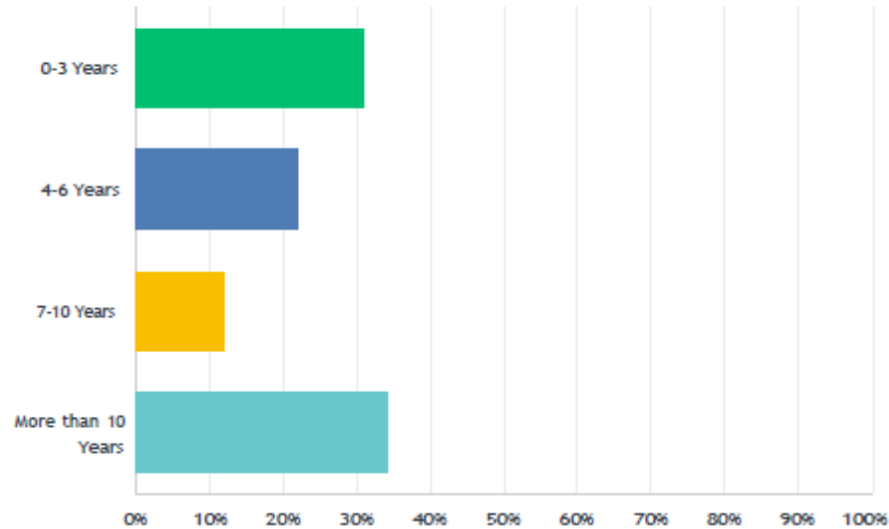
February 22, 2023



Survey Results

Q1 How long have you been a DC Ranch resident?

Answered: 378 Skipped: 0

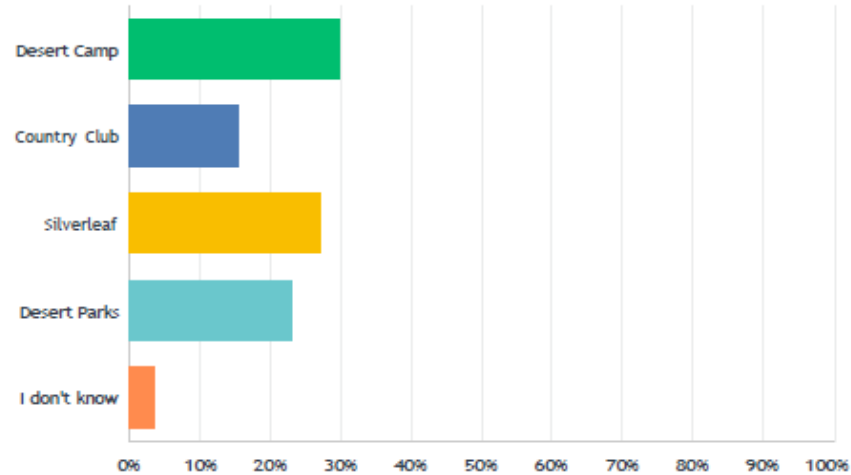


| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|-----|
| 0-3 Years | 31.22% | 118 |
| 4-6 Years | 22.22% | 84 |
| 7-10 Years | 12.17% | 46 |
| More than 10 Years | 34.39% | 130 |
| TOTAL | | 378 |

Survey Results

Q2 In which Village do you live?

Answered: 378 Skipped: 0

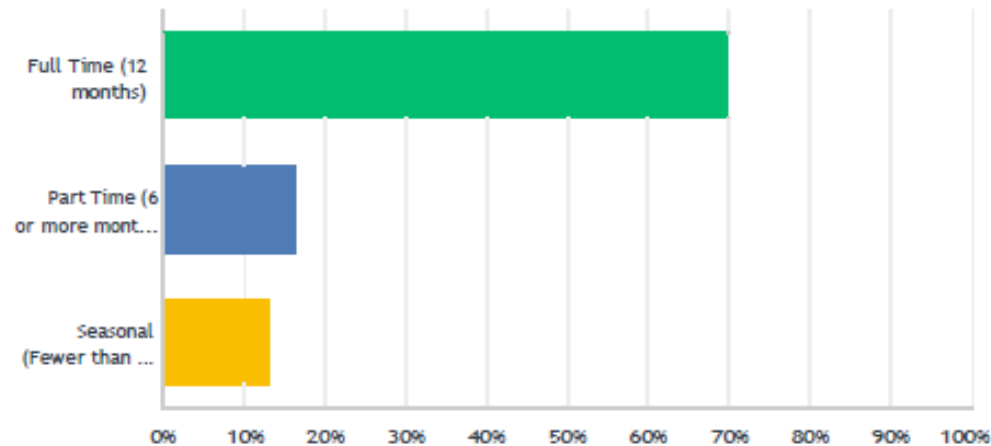


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Desert Camp | 30.16% | 114 |
| Country Club | 15.61% | 59 |
| Silverleaf | 27.25% | 103 |
| Desert Parks | 23.28% | 88 |
| I don't know | 3.70% | 14 |
| TOTAL | | 378 |

Survey Results

Q3 Are you a full-time, part-time, or seasonal resident (how many months out of the year do you reside in DC Ranch)?

Answered: 378 Skipped: 0

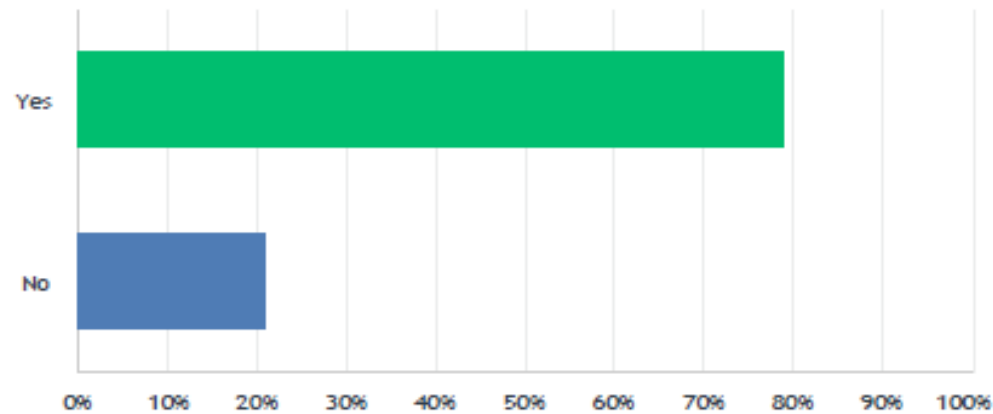


| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------|-----------|-----|
| Full Time (12 months) | 70.37% | 268 |
| Part Time (6 or more months per year) | 16.40% | 62 |
| Seasonal (Fewer than 6 months per year) | 13.23% | 50 |
| TOTAL | | 378 |

Survey Results

Q4 Are you familiar with the DC Ranch website and Community Patrol and Gate Access resource page?

Answered: 378 Skipped: 0

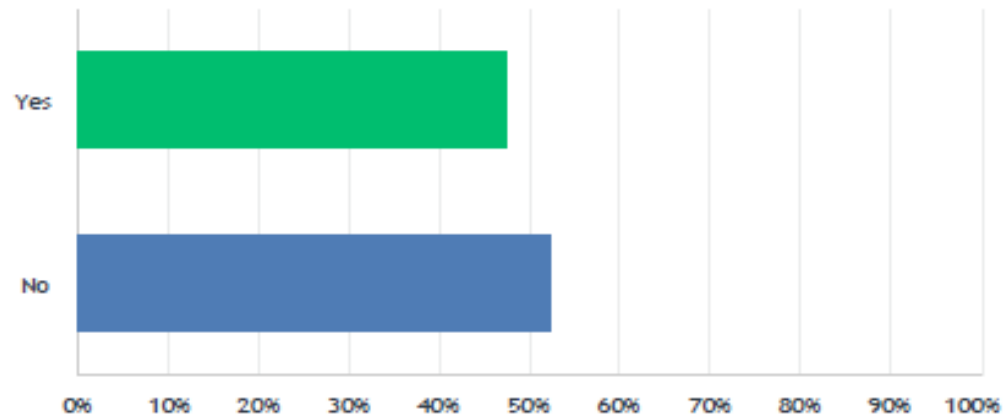


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 78.84% | 298 |
| No | 21.16% | 80 |
| TOTAL | | 378 |

Survey Results

Q5 Are you familiar with and/or do you use GateAccess.net or the GateAccess.net App?

Answered: 378 Skipped: 0

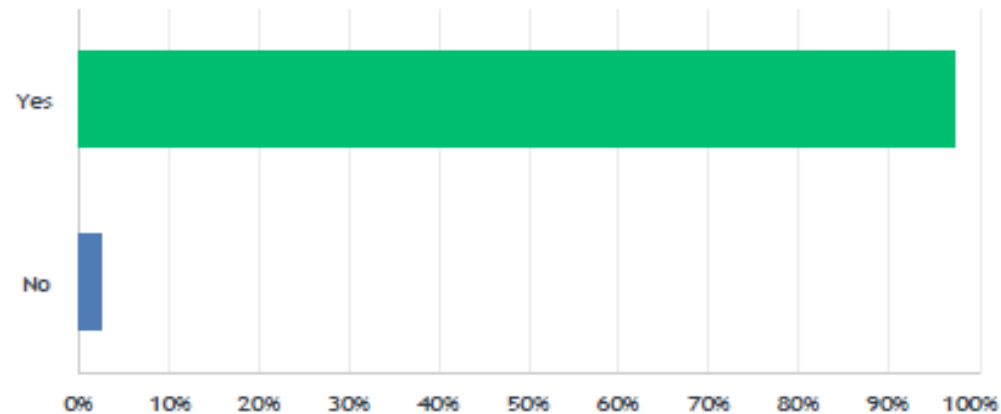


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 47.62% | 180 |
| No | 52.38% | 198 |
| TOTAL | | 378 |

Survey Results

Q6 Do you receive Ranch Association and Council email blasts/communications?

Answered: 378 Skipped: 0

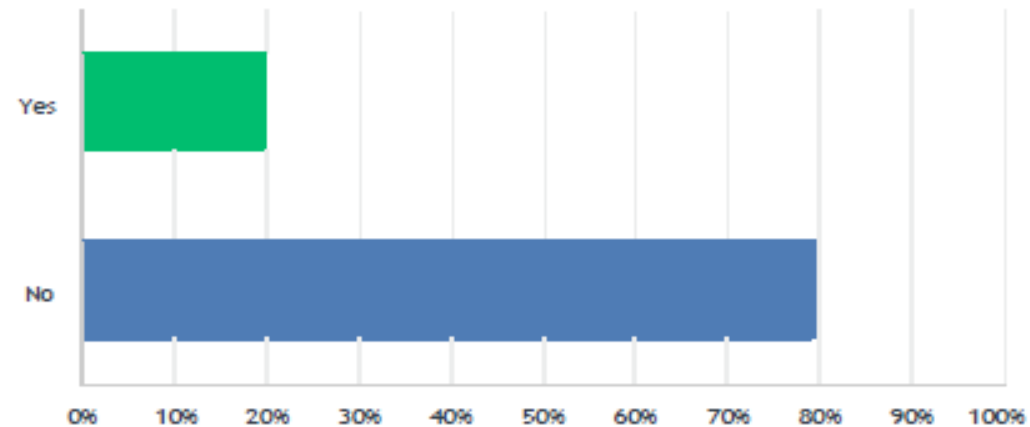


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 97.35% | 368 |
| No | 2.65% | 10 |
| TOTAL | | 378 |

Survey Results

Q7 Do you attend Board of Directors meetings, Committee meetings, and/or neighborhood/NVM meetings?

Answered: 378 Skipped: 0

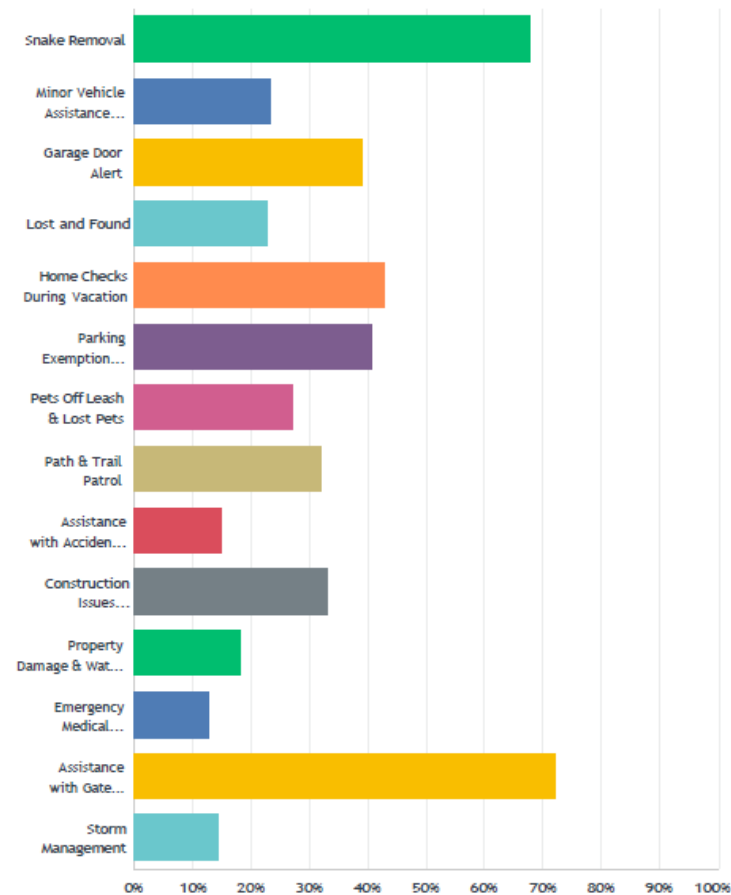


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 20.90% | 79 |
| No | 79.10% | 299 |
| TOTAL | | 378 |

Survey Results

Q8 Are you aware of the services provided at the gatehouses and thru Community Patrol? Please check those that you are familiar with:

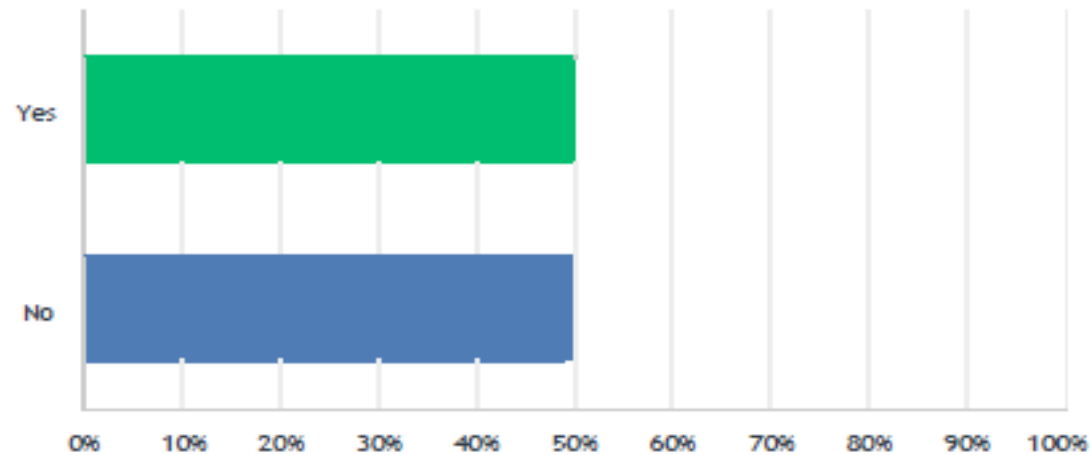
Answered: 378 Skipped: 0



Survey Results

Q10 During 2022, did you utilize or interact with Community Patrol?

Answered: 378 Skipped: 0

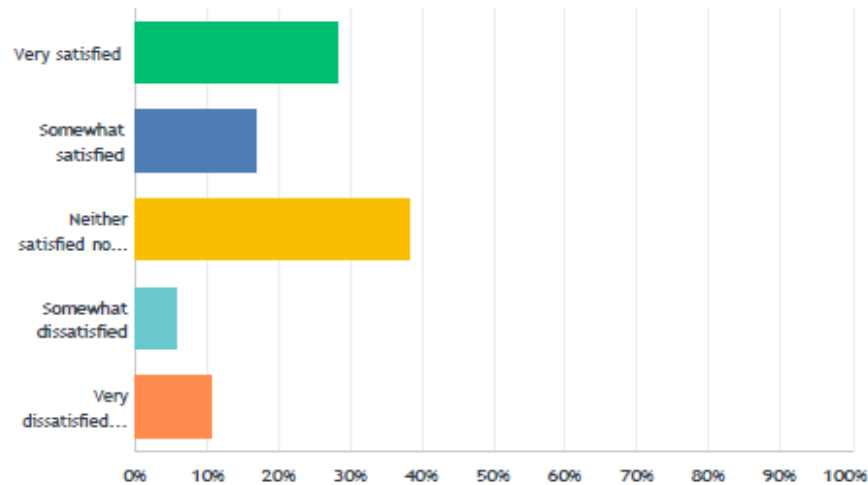


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 51.06% | 193 |
| No | 48.94% | 185 |
| TOTAL | | 378 |

Survey Results

Q11 If Yes to Q10, how satisfied were you with Community Patrol services?

Answered: 378 Skipped: 0

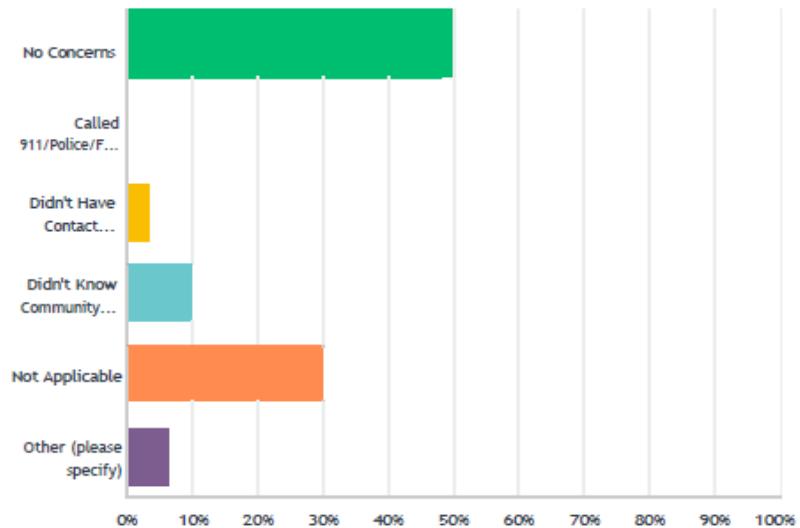


| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------------------|-----------|-----|
| Very satisfied | 28.31% | 107 |
| Somewhat satisfied | 16.93% | 64 |
| Neither satisfied nor dissatisfied / Not Applicable | 38.36% | 145 |
| Somewhat dissatisfied | 5.82% | 22 |
| Very dissatisfied (please specify) | 10.58% | 40 |
| TOTAL | | 378 |

Survey Results

Q12 If No to Q10, why did you not utilize or interact Community Patrol?

Answered: 378 Skipped: 0

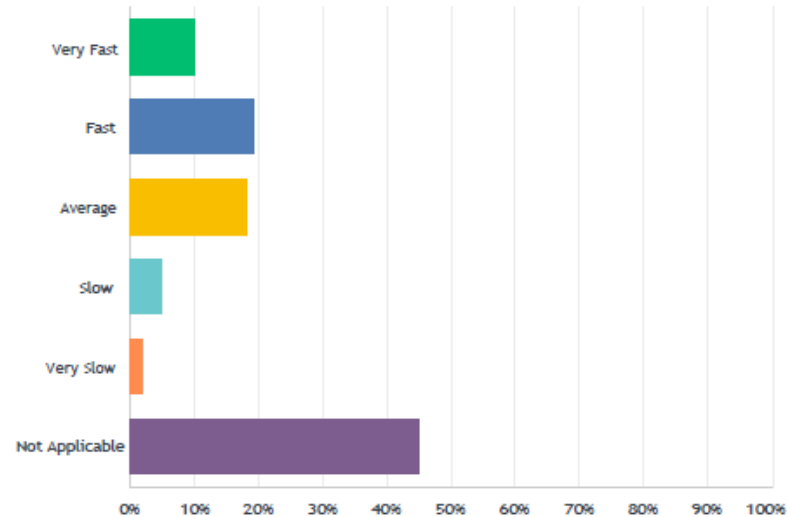


| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------------|-----------|-----|
| No Concerns | 48.15% | 182 |
| Called 911/Police/Fire/Non-Emergency | 1.06% | 4 |
| Didn't Have Contact Information | 3.44% | 13 |
| Didn't Know Community Patrol Provided Service | 10.32% | 39 |
| Not Applicable | 30.69% | 116 |
| Other (please specify) | 6.35% | 24 |
| TOTAL | | 378 |

Survey Results

Q13 How would you rate the response time in which resident CALLS are answered by Community Patrol?

Answered: 378 Skipped: 0

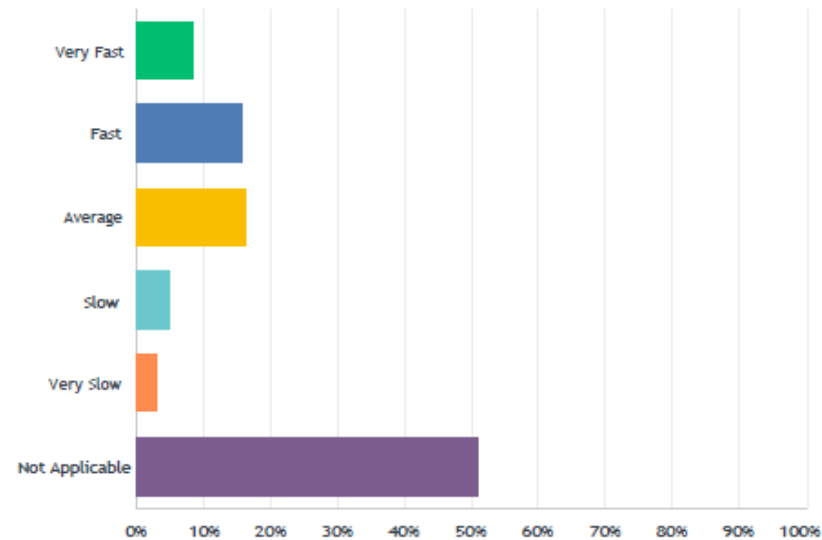


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Very Fast | 10.05% | 38 |
| Fast | 19.31% | 73 |
| Average | 18.25% | 69 |
| Slow | 5.03% | 19 |
| Very Slow | 2.12% | 8 |
| Not Applicable | 45.24% | 171 |
| TOTAL | | 378 |

Survey Results

Q14 How would you rate Community Patrol RESPONSE TIMES?

Answered: 378 Skipped: 0

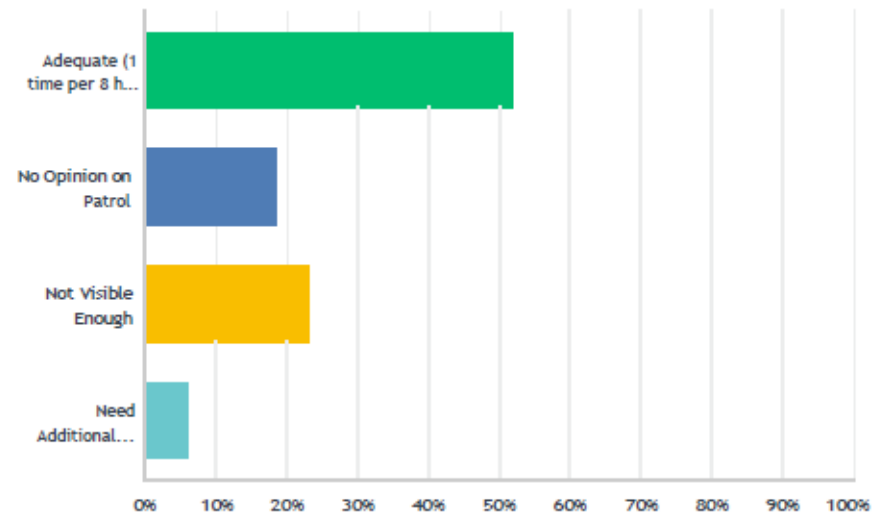


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Very Fast | 8.47% | 32 |
| Fast | 15.87% | 60 |
| Average | 16.40% | 62 |
| Slow | 5.03% | 19 |
| Very Slow | 3.17% | 12 |
| Not Applicable | 51.06% | 193 |
| TOTAL | | 378 |

Survey Results

Q15 How would you rate the VISIBILITY of Community Patrol in your neighborhood?

Answered: 378 Skipped: 0

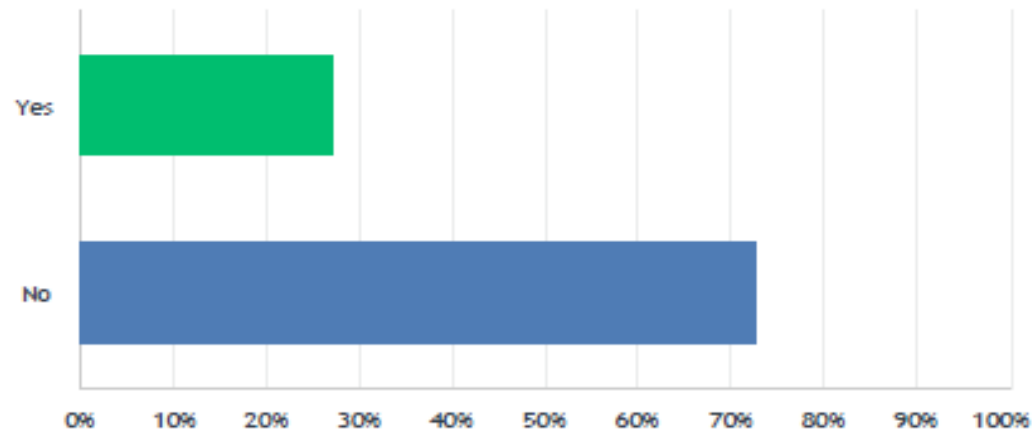


| ANSWER CHOICES | RESPONSES | |
|------------------------------------------------------|-----------|-----|
| Adequate (1 time per 8 hour shift) | 52.12% | 197 |
| No Opinion on Patrol | 18.52% | 70 |
| Not Visible Enough | 23.28% | 88 |
| Need Additional Patrol (please specify neighborhood) | 6.08% | 23 |
| TOTAL | | 378 |

Survey Results

Q16 To provide greater coverage, visibility, and faster response time, are you willing to pay for additional services per month?

Answered: 378 Skipped: 0

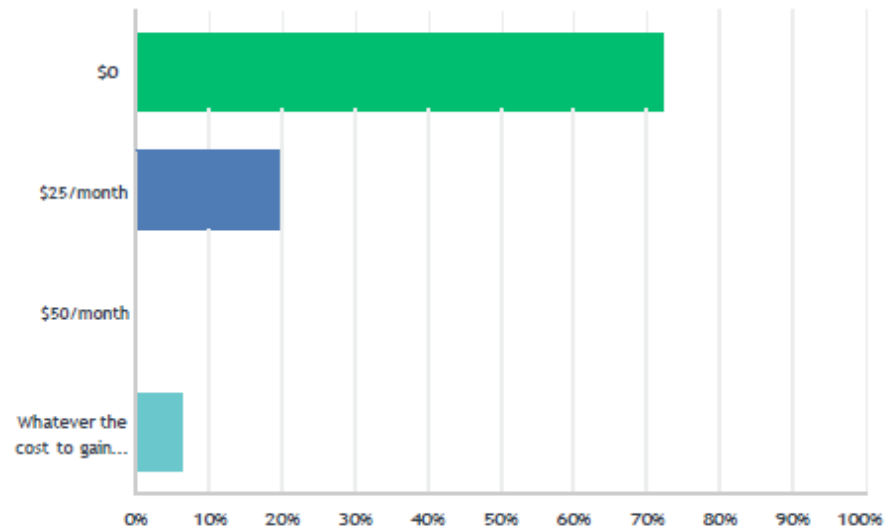


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 27.25% | 103 |
| No | 72.75% | 275 |
| TOTAL | | 378 |

Survey Results

Q17 If Yes to Q16, how much additional would you be willing to pay per month to provide greater coverage, visibility and faster response time?

Answered: 378 Skipped: 0

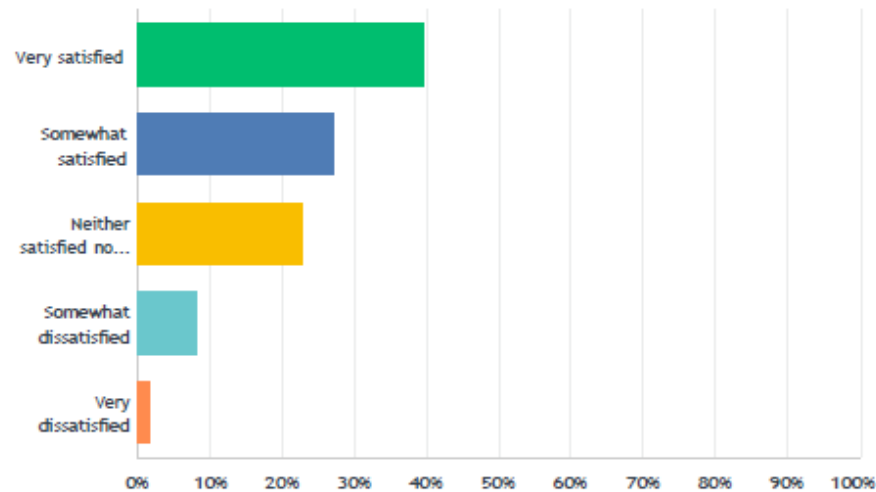


| ANSWER CHOICES | RESPONSES | |
|------------------------------------------------------------------------|-----------|-----|
| \$0 | 72.22% | 273 |
| \$25/month | 19.58% | 74 |
| \$50/month | 1.85% | 7 |
| Whatever the cost to gain greater coverage with faster response times. | 6.35% | 24 |
| TOTAL | | 378 |

Survey Results

Q19 How satisfied are you with the gate access team for manned gates?

Answered: 227 Skipped: 151

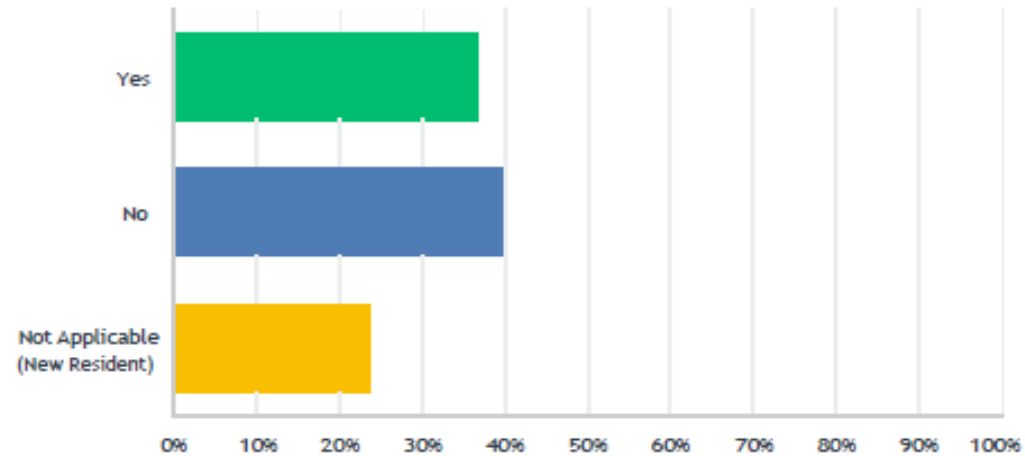


| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|-----|
| Very satisfied | 39.65% | 90 |
| Somewhat satisfied | 27.31% | 62 |
| Neither satisfied nor dissatisfied | 22.91% | 52 |
| Somewhat dissatisfied | 8.37% | 19 |
| Very dissatisfied | 1.76% | 4 |
| TOTAL | | 227 |

Survey Results

Q20 Do you think the quality of access control/community patrol services in DC Ranch has improved in the last two years?

Answered: 224 Skipped: 154

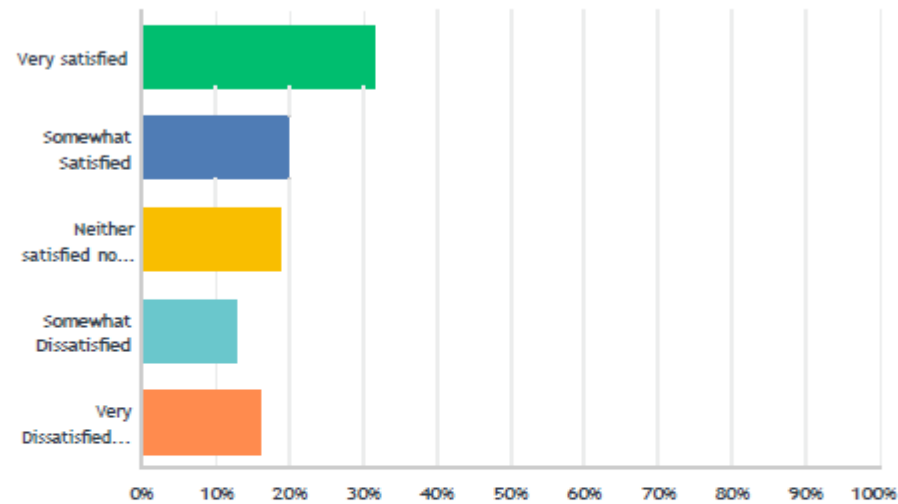


| ANSWER CHOICES | RESPONSES | |
|-------------------------------|-----------|-----|
| Yes | 36.61% | 82 |
| No | 39.73% | 89 |
| Not Applicable (New Resident) | 23.66% | 53 |
| TOTAL | | 224 |

Survey Results

Q21 How would you rate traffic management at your gate?

Answered: 228 Skipped: 150

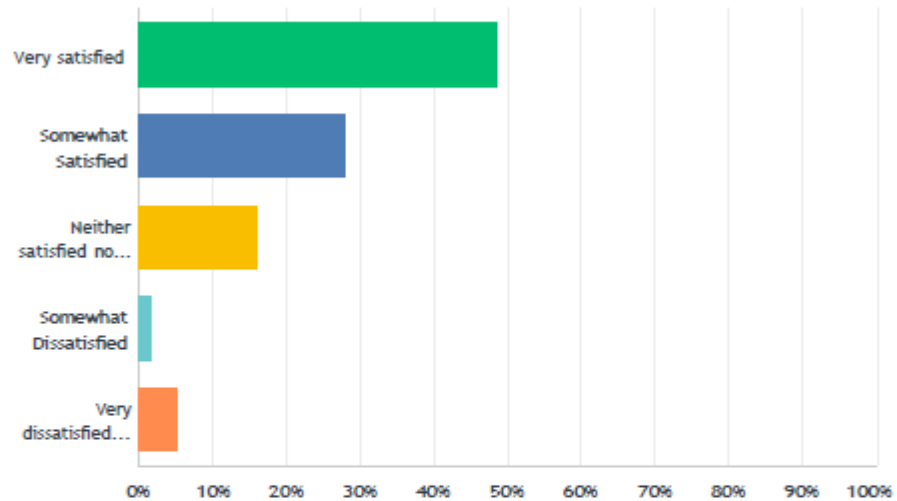


| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|-----|
| Very satisfied | 31.58% | 72 |
| Somewhat Satisfied | 20.61% | 47 |
| Neither satisfied nor dissatisfied | 18.86% | 43 |
| Somewhat Dissatisfied | 12.72% | 29 |
| Very Dissatisfied (please specify) | 16.23% | 37 |
| TOTAL | | 228 |

Survey Results

Q22 How would you rate the level of professionalism of the staff (friendliness, uniform, appearance, conduct) at the gatehouse?

Answered: 228 Skipped: 150

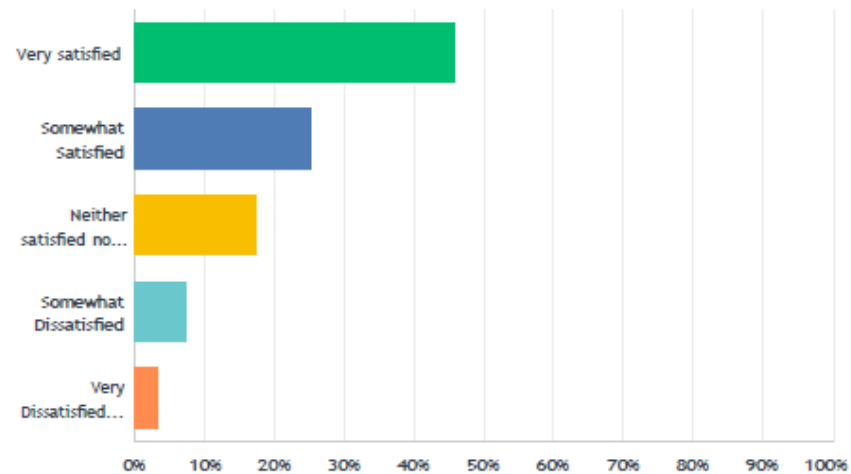


| ANSWER CHOICES | RESPONSES | |
|--------------------------------------|-----------|-----|
| Very satisfied | 48.68% | 111 |
| Somewhat Satisfied | 28.07% | 64 |
| Neither satisfied nor dissatisfied | 16.23% | 37 |
| Somewhat Dissatisfied | 1.75% | 4 |
| Very dissatisfied (please specified) | 5.26% | 12 |
| TOTAL | | 228 |

Survey Results

Q23 How would you rate the customer service skills of the staff at the gatehouse?

Answered: 228 Skipped: 150

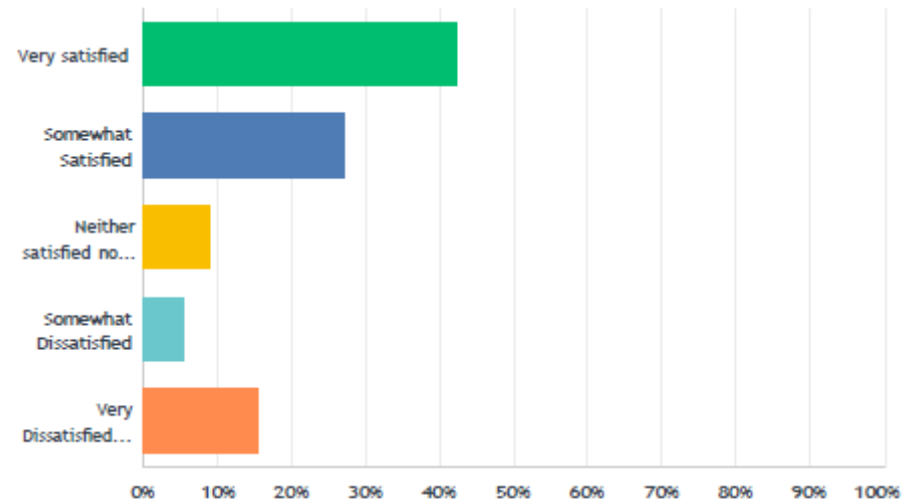


| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|-----|
| Very satisfied | 46.05% | 105 |
| Somewhat Satisfied | 25.44% | 58 |
| Neither satisfied nor dissatisfied | 17.54% | 40 |
| Somewhat Dissatisfied | 7.48% | 17 |
| Very Dissatisfied (please specify) | 3.51% | 8 |
| TOTAL | | 228 |

Survey Results

Q25 How would you rate your gate's operation?

Answered: 219 Skipped: 159

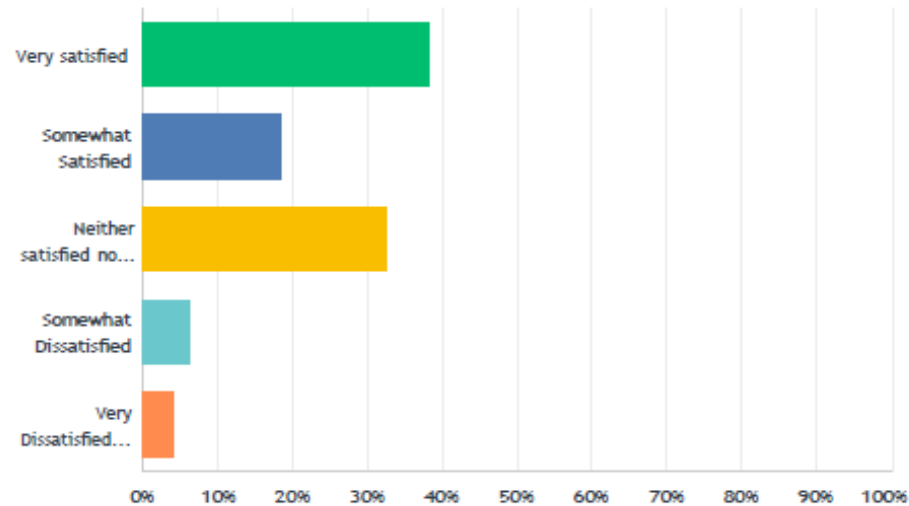


| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|----|
| Very satisfied | 42.47% | 93 |
| Somewhat Satisfied | 27.40% | 60 |
| Neither satisfied nor dissatisfied | 9.13% | 20 |
| Somewhat Dissatisfied | 5.48% | 12 |
| Very Dissatisfied (please specify) | 15.53% | 3 |

Survey Results

Q26 How would you rate the customer service skills of the staff of Community Patrol?

Answered: 221 Skipped: 157

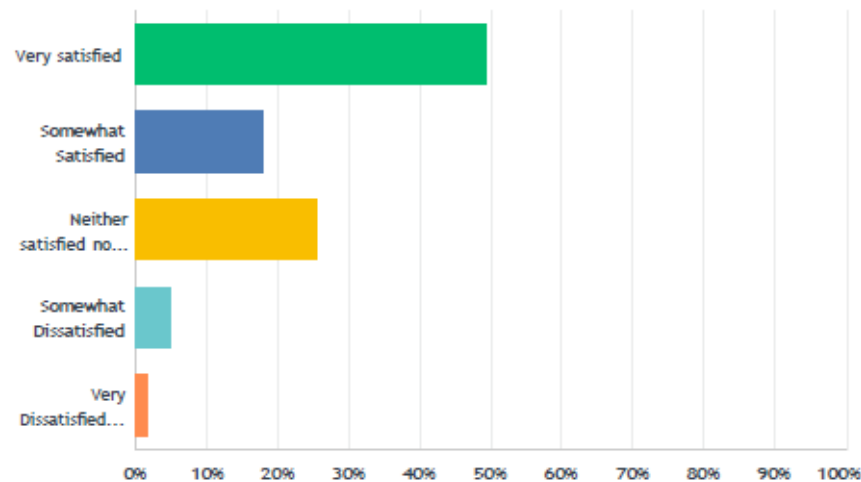


| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|----|
| Very satisfied | 38.46% | 85 |
| Somewhat Satisfied | 18.55% | 41 |
| Neither satisfied nor dissatisfied | 32.58% | 72 |
| Somewhat Dissatisfied | 6.33% | 14 |
| Very Dissatisfied (please specify) | 4.07% | 9 |

Survey Results

Q27 How would you rate the level of professionalism of the staff (friendliness, uniform, appearance, conduct) of community patrol?

Answered: 222 Skipped: 156

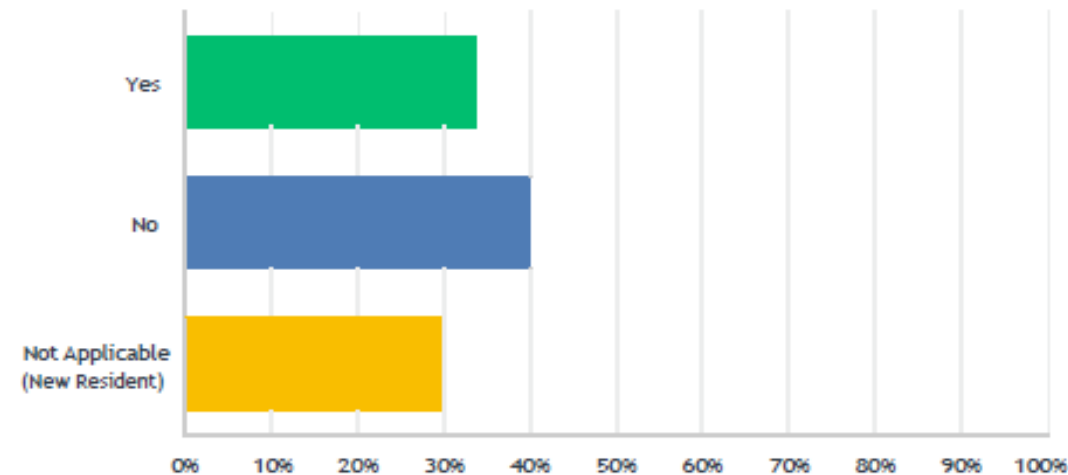


| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|-----|
| Very satisfied | 49.55% | 110 |
| Somewhat Satisfied | 18.02% | 40 |
| Neither satisfied nor dissatisfied | 25.68% | 57 |
| Somewhat Dissatisfied | 4.95% | 11 |
| Very Dissatisfied (please specify) | 1.80% | 4 |
| TOTAL | | 222 |

Survey Results

Q28 Do you think the quality of access control/community patrol services in DC Ranch has improved in the last two years?

Answered: 219 Skipped: 159

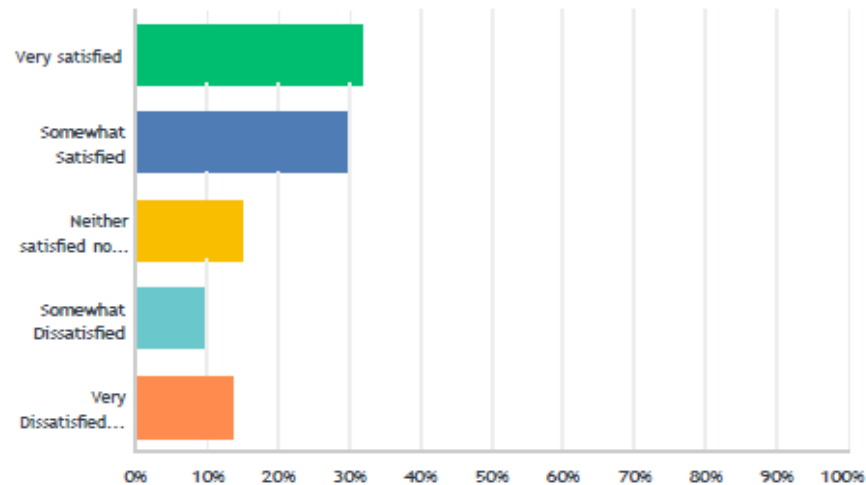


| ANSWER CHOICES | RESPONSES | |
|-------------------------------|-----------|-----|
| Yes | 33.79% | 74 |
| No | 40.64% | 89 |
| Not Applicable (New Resident) | 25.57% | 56 |
| TOTAL | | 219 |

Survey Results

Q29 Are you satisfied with the current technology/gate access system at unmanned gates?

Answered: 221 Skipped: 157



| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|-----|
| Very satisfied | 31.67% | 70 |
| Somewhat Satisfied | 29.86% | 66 |
| Neither satisfied nor dissatisfied | 14.93% | 33 |
| Somewhat Dissatisfied | 9.95% | 22 |
| Very Dissatisfied (please specify) | 13.57% | 30 |
| TOTAL | | 221 |

Survey Comments-Communication/Education

- Next steps
 - CPGA committee analyze comments, and prioritize goals
 - Recommend to the Board for next steps
 - Adopt CPGA strategic plan for 2023