



2020 Security Survey Results

651

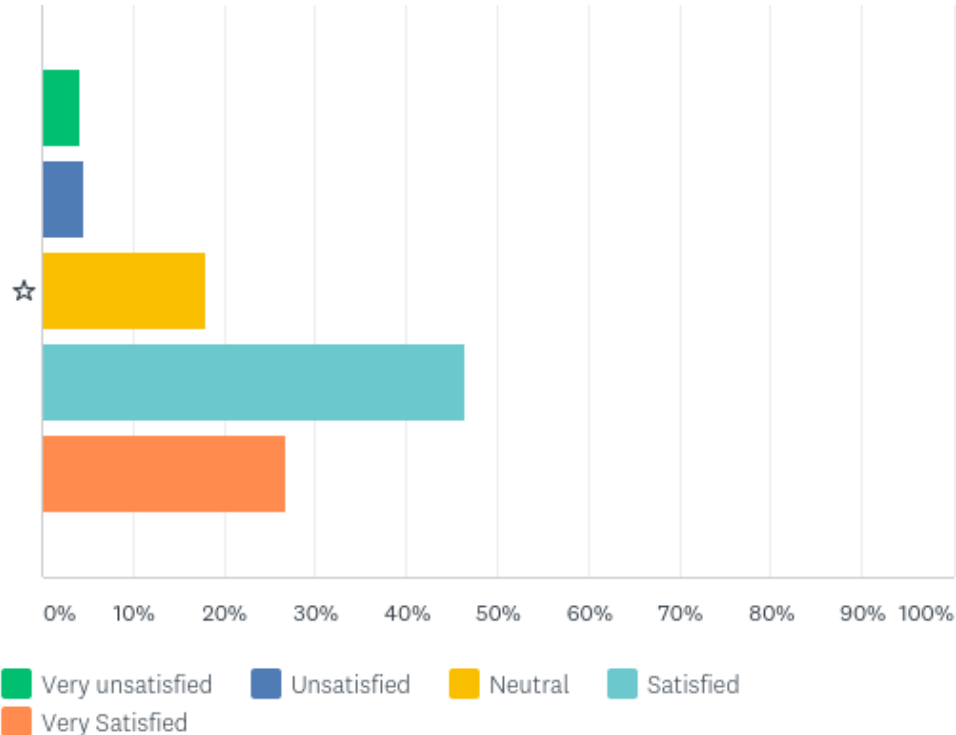
Total Responses

Date Created: Thursday, July 02, 2020

Complete Responses: 651

Q1: How satisfied are you with the community's third-party security provider (Anderson Security Agency)?

Answered: 639 Skipped: 12



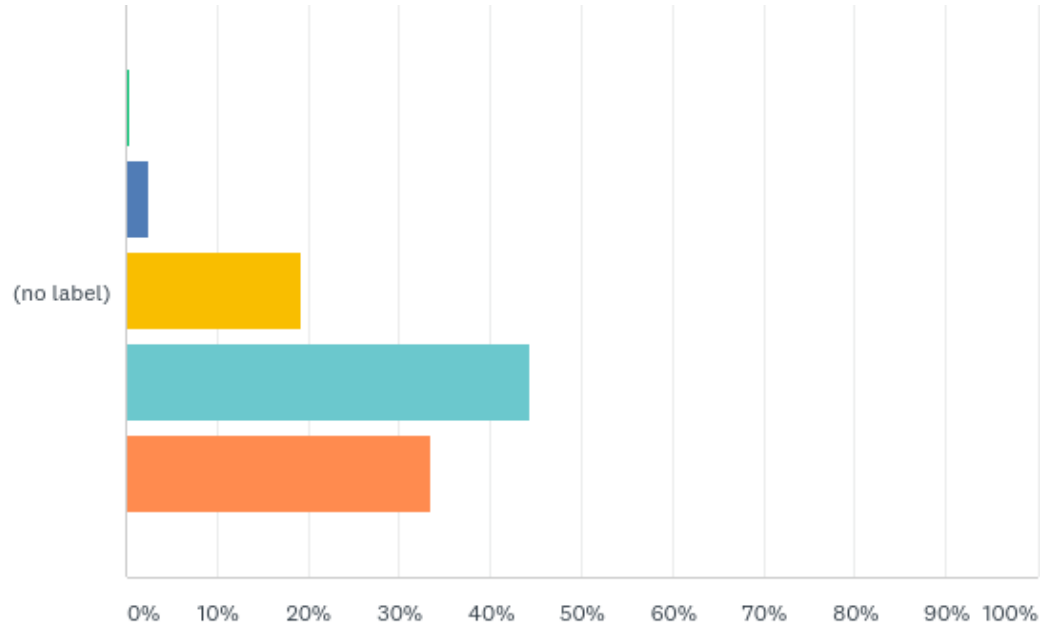
Q1: How satisfied are you with the community's third-party security provider (Anderson Security Agency)?

Answered: 639 Skipped: 12

	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	4.23% 27	4.54% 29	18.00% 115	46.48% 297	26.76% 171	639	3.87

Q2: How would you rate the level of professionalism of the security team?

Answered: 633 Skipped: 18



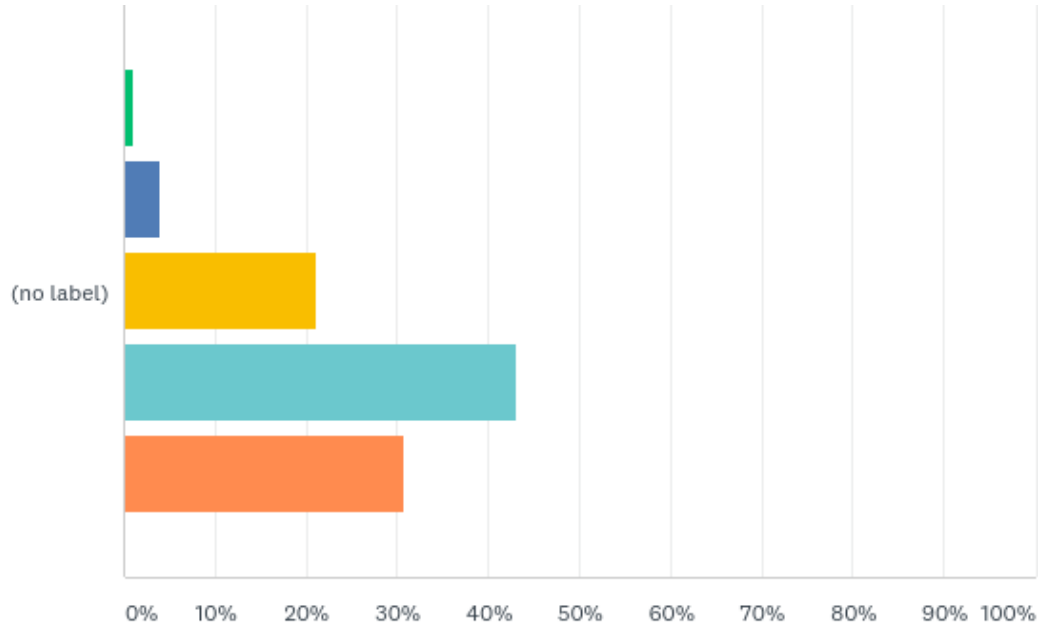
Q2: How would you rate the level of professionalism of the security team?

Answered: 633 Skipped: 18

	1- LOWEST	2	3	4	5- HIGHEST	TOTAL	WEIGHTED AVERAGE
(no label)	0.32% 2	2.53% 16	19.27% 122	44.39% 281	33.49% 212	633	4.08

Q3: How would you rate the customer service skills of the security team?

Answered: 623 Skipped: 28



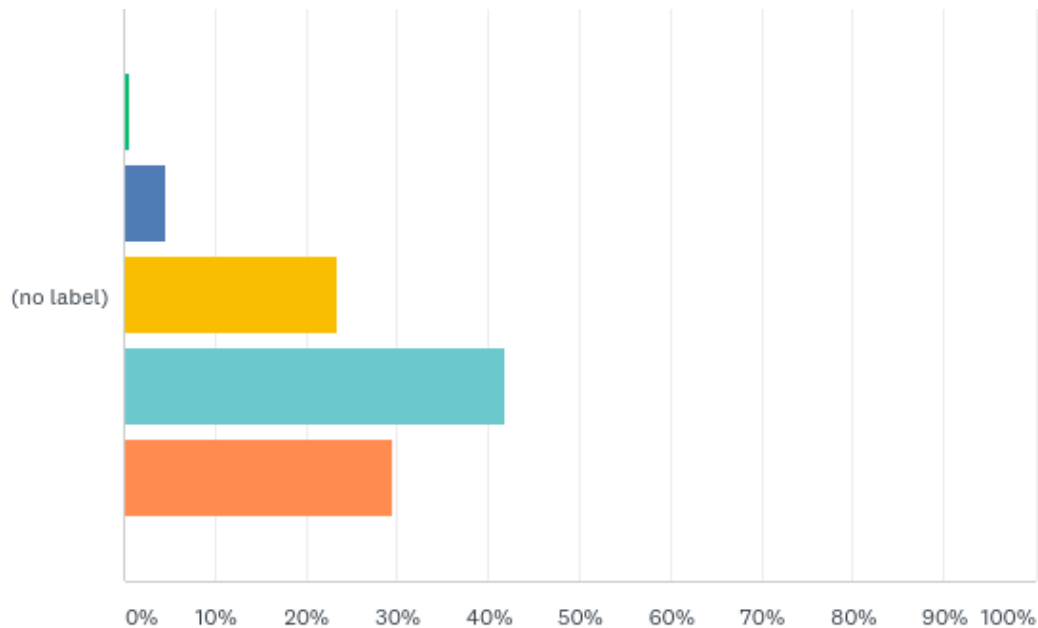
Q3: How would you rate the customer service skills of the security team?

Answered: 623 Skipped: 28

	1- LOWEST	2	3	4	5- HIGHEST	TOTAL	WEIGHTED AVERAGE
(no label)	0.96% 6	4.01% 25	21.03% 131	43.18% 269	30.82% 192	623	3.99

Q4: How would you rate the telephone customer service skills of the security team?

Answered: 600 Skipped: 51



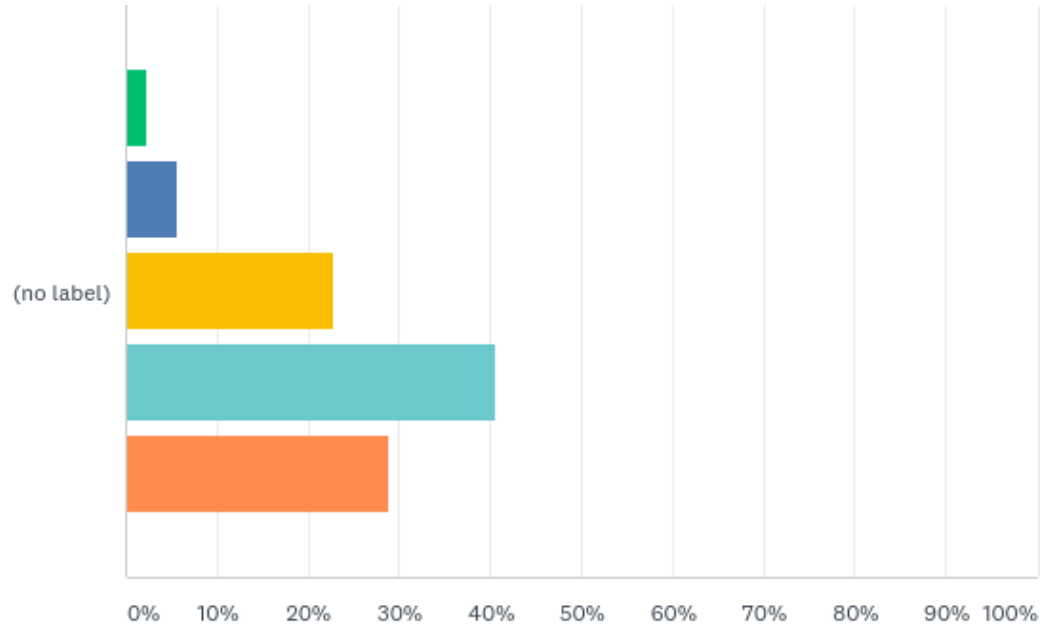
Q4: How would you rate the telephone customer service skills of the security team?

Answered: 600 Skipped: 51

	1- LOWEST	2	3	4	5- HIGHEST	TOTAL	WEIGHTED AVERAGE
(no label)	0.67% 4	4.50% 27	23.50% 141	41.83% 251	29.50% 177	600	3.95

Q5: How would you rate the Security Patrol services and response times?

Answered: 587 Skipped: 64



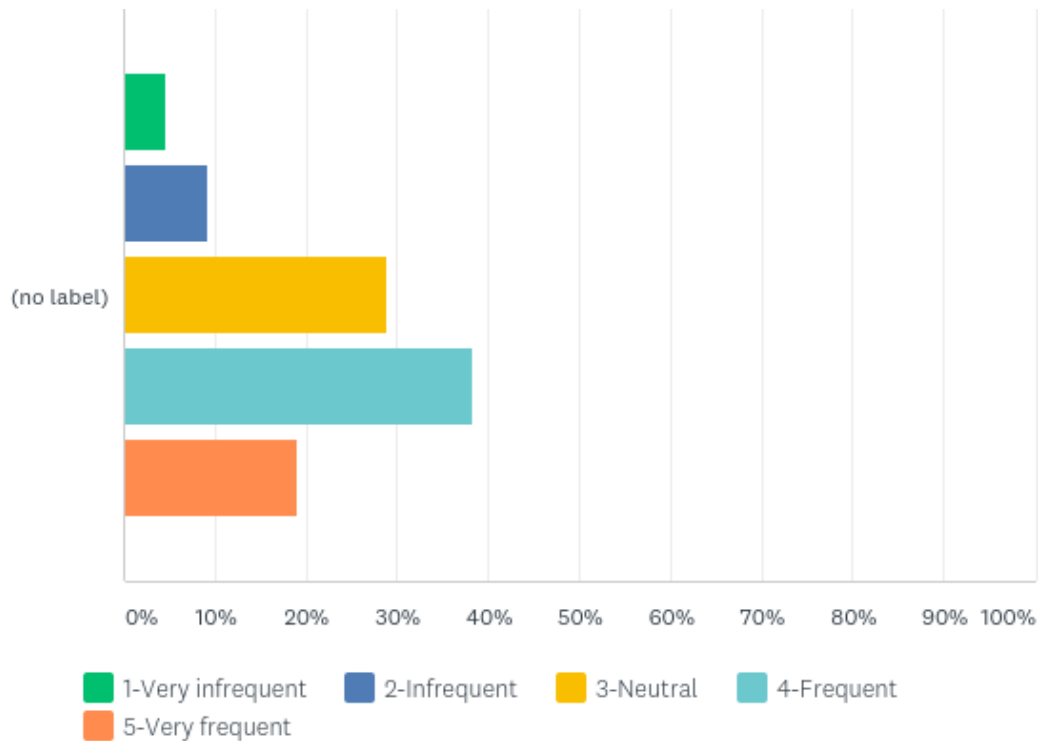
Q5: How would you rate the Security Patrol services and response times?

Answered: 587 Skipped: 64

	1- LOWEST	2	3	4	5- HIGHEST	TOTAL	WEIGHTED AVERAGE
(no label)	2.21% 13	5.62% 33	22.83% 134	40.55% 238	28.79% 169	587	3.88

Q6: How would you rate the visibility of the Security Patrol in your neighborhood?

Answered: 636 Skipped: 15



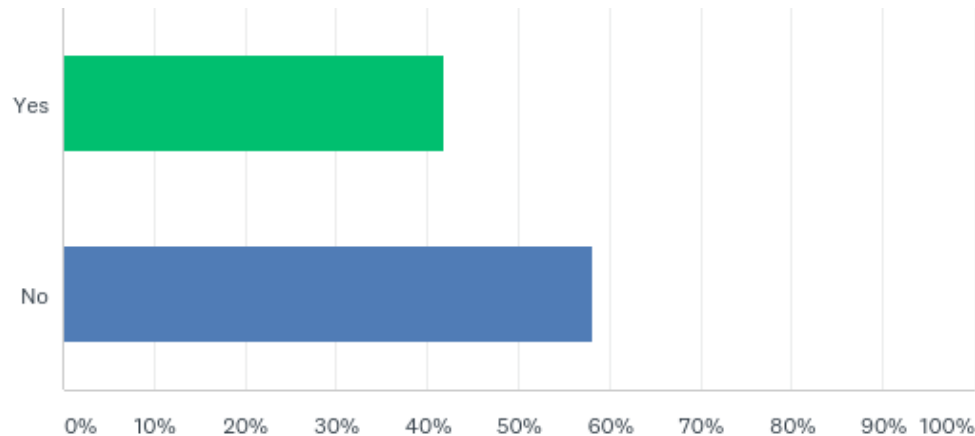
Q6: How would you rate the visibility of the Security Patrol in your neighborhood?

Answered: 636 Skipped: 15

	1-VERY INFREQUENT	2- INFREQUENT	3- NEUTRAL	4- FREQUENT	5-VERY FREQUENT	TOTAL	WEIGHTED AVERAGE
(no label)	4.56% 29	9.28% 59	28.93% 184	38.21% 243	19.03% 121	636	3.58

Q7: Currently, DC Ranch operates two, round-the-clock patrol units. Would you like to add a third patrol unit which would increase monthly assessments by about \$4?

Answered: 635 Skipped: 16



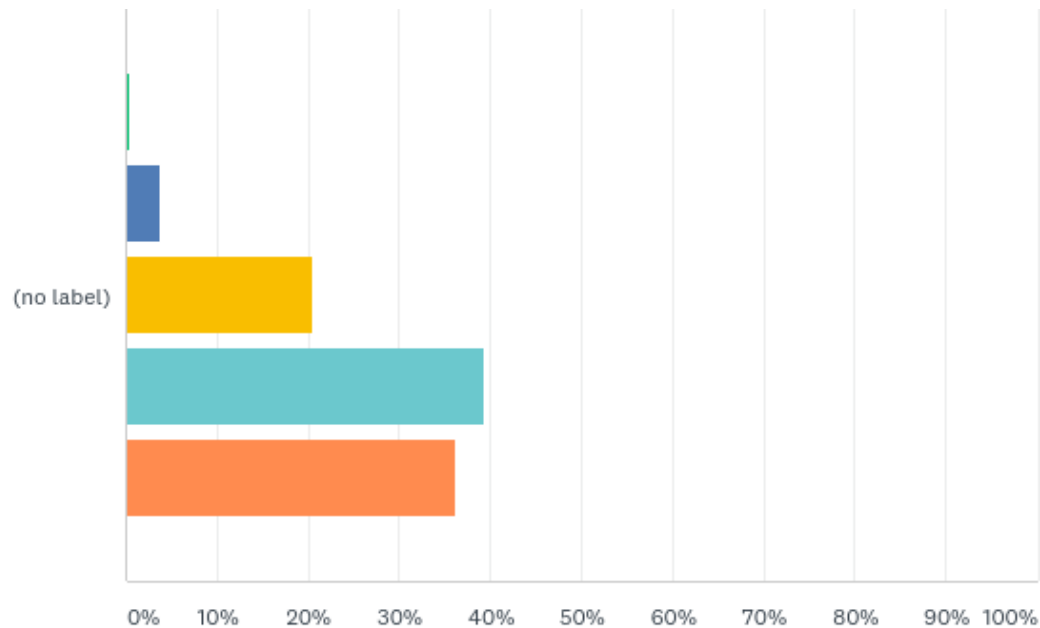
Q7: Currently, DC Ranch operates two, round-the-clock patrol units. Would you like to add a third patrol unit which would increase monthly assessments by about \$4?

Answered: 635 Skipped: 16

ANSWER CHOICES	RESPONSES	
Yes	41.89%	266
No	58.11%	369
TOTAL		635

Q8: If applicable, how would you rate customer service at the manned gates?

Answered: 517 Skipped: 134



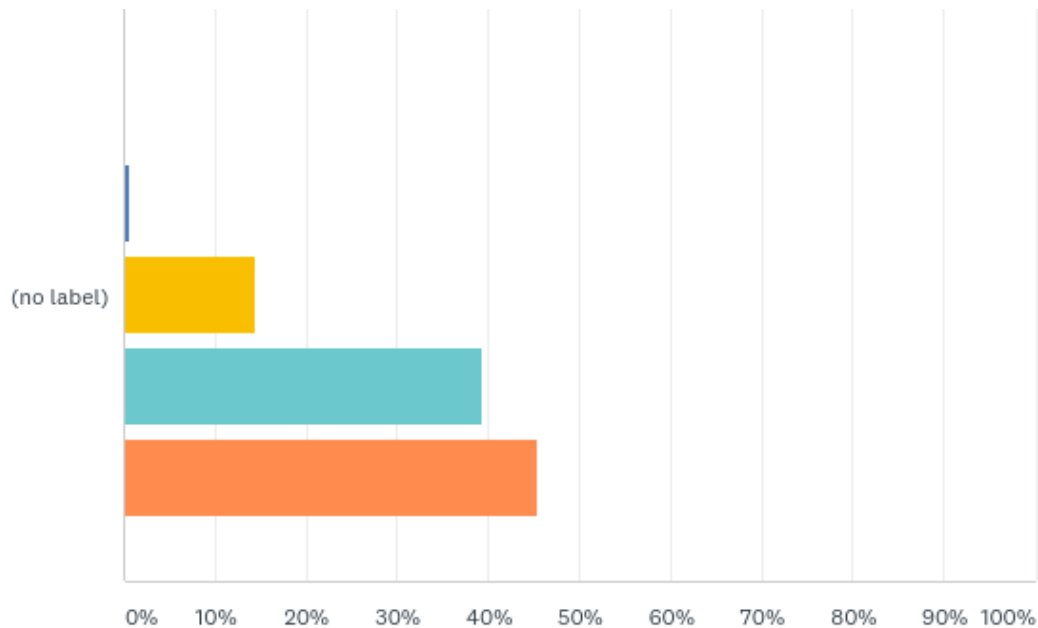
Q8: If applicable, how would you rate customer service at the manned gates?

Answered: 517 Skipped: 134

	1- LOWEST	2	3	4	5- HIGHEST	TOTAL	WEIGHTED AVERAGE
(no label)	0.39% 2	3.68% 19	20.50% 106	39.26% 203	36.17% 187	517	4.07

Q9: How would you rate the overall presentation (uniform/appearance) of the security team?

Answered: 625 Skipped: 26



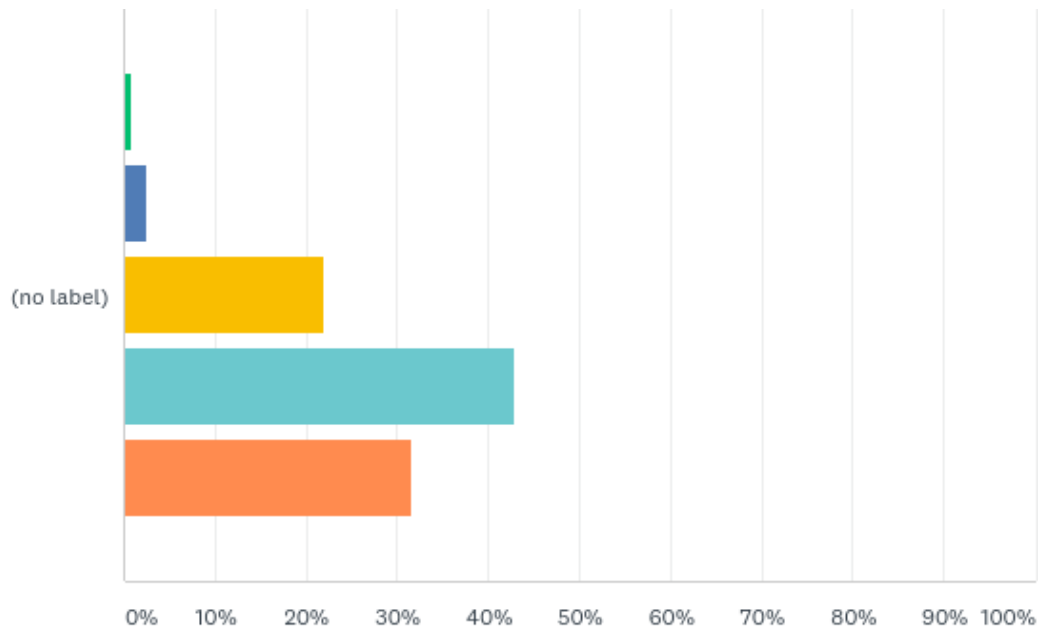
Q9: How would you rate the overall presentation (uniform/appearance) of the security team?

Answered: 625 Skipped: 26

	1- LOWEST	2	3	4	5- HIGHEST	TOTAL	WEIGHTED AVERAGE
(no label)	0.16% 1	0.64% 4	14.40% 90	39.36% 246	45.44% 284	625	4.29

Q10: How would you rate the speed in which resident phone calls are answered?

Answered: 578 Skipped: 73



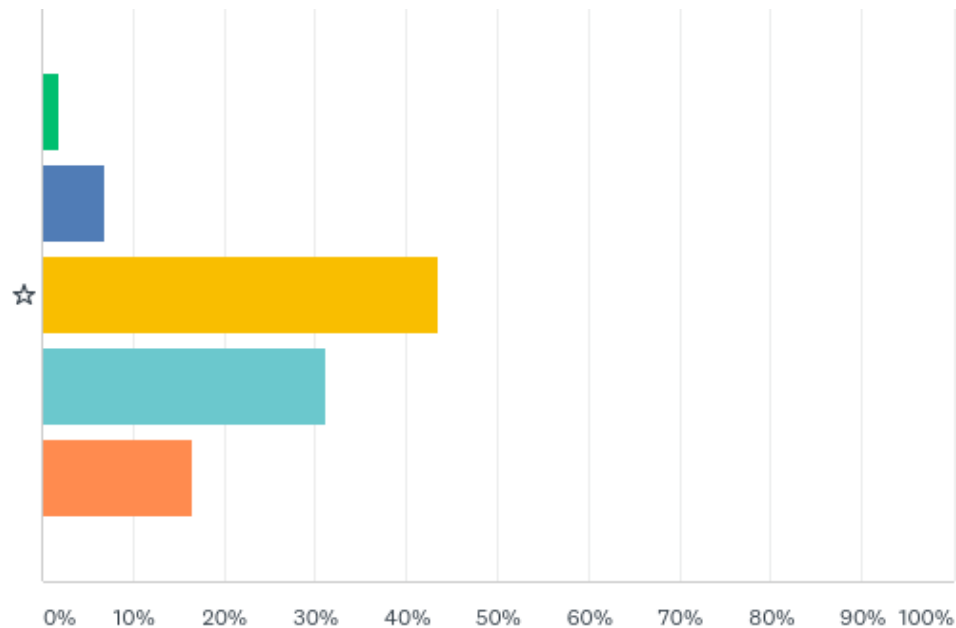
Q10: How would you rate the speed in which resident phone calls are answered?

Answered: 578 Skipped: 73

	1- LOWEST	2	3	4	5- HIGHEST	TOTAL	WEIGHTED AVERAGE
(no label)	0.87% 5	2.60% 15	21.97% 127	42.91% 248	31.66% 183	578	4.02

Q11: Do you think that the quality of security services in DC Ranch has improved in the last two years?

Answered: 585 Skipped: 66



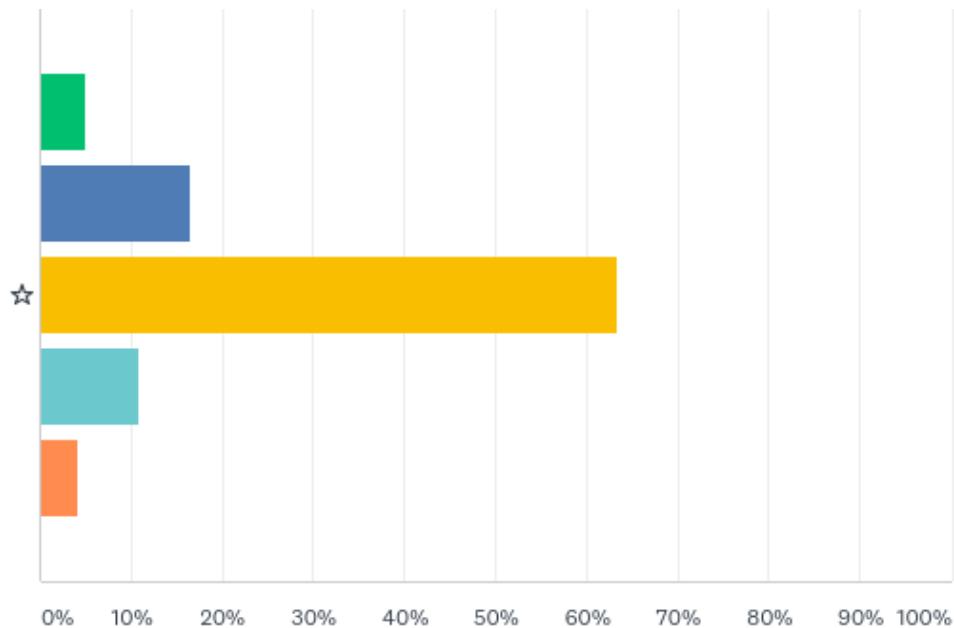
Q11: Do you think that the quality of security services in DC Ranch has improved in the last two years?

Answered: 585 Skipped: 66

	VERY UNIMPROVED	UNIMPROVED	SAME/NEUTRAL	SLIGHTLY IMPROVED	VERY IMPROVED	TOTAL	WEIGHTED AVERAGE
☆	1.88% 11	6.84% 40	43.59% 255	31.11% 182	16.58% 97	585	3.54

Q12: In the last two years, do you think DC Ranch has experienced more, or less, security-related incidents?

Answered: 545 Skipped: 106



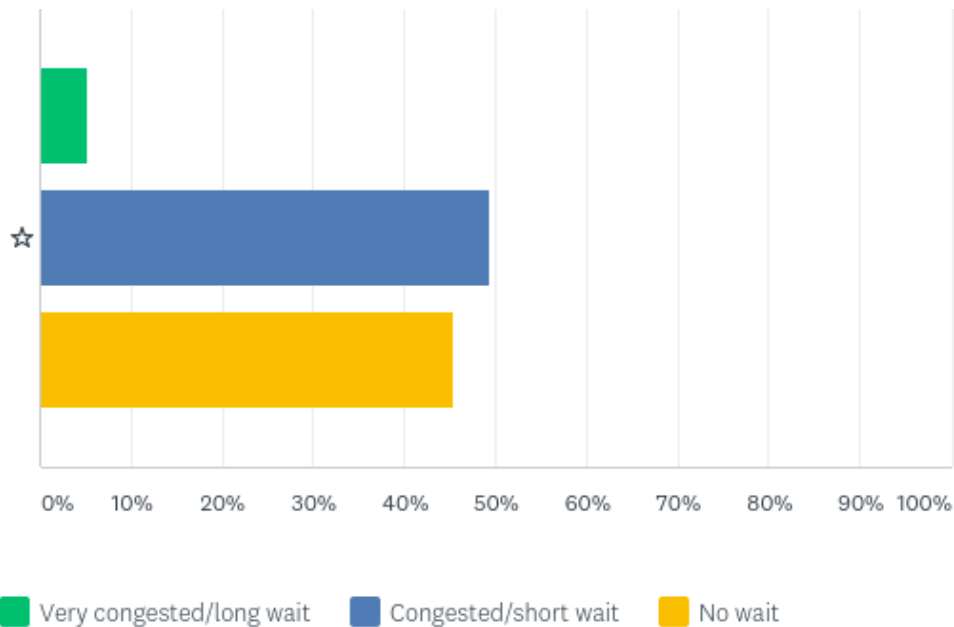
Q12: In the last two years, do you think DC Ranch has experienced more, or less, security-related incidents?

Answered: 545 Skipped: 106

	NOTICEABLY MORE	SLIGHTLY MORE	SAME/NO CHANGE	SLIGHTLY LESS	NOTICEABLY LESS	TOTAL	WEIGHTED AVERAGE
☆	4.95% 27	16.51% 90	63.49% 346	10.83% 59	4.22% 23	545	2.93

Q14: If you live behind a manned gate, how would you rate traffic management at your gate?

Answered: 328 Skipped: 323



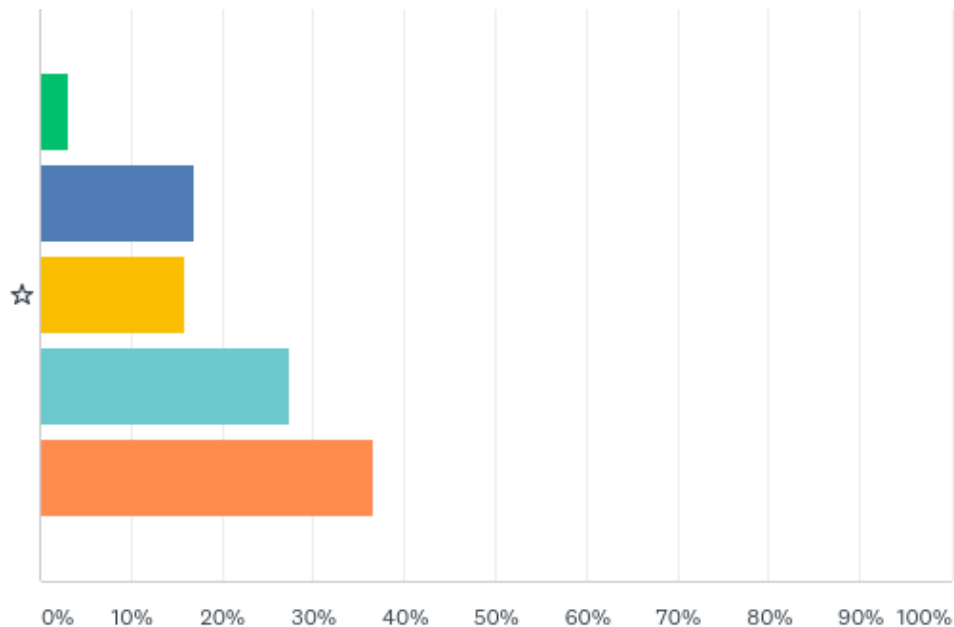
Q14: If you live behind a manned gate, how would you rate traffic management at your gate?

Answered: 328 Skipped: 323

	VERY CONGESTED/LONG WAIT	CONGESTED/SHORT WAIT	NO WAIT	TOTAL	WEIGHTED AVERAGE
☆	5.18% 17	49.39% 162	45.43% 149	328	2.40

Q15: If you live behind an unmanned gate, how would you rate your gate's operation?

Answered: 360 Skipped: 291



Many issues Some issues Neutral Few issues
Very few or no issues

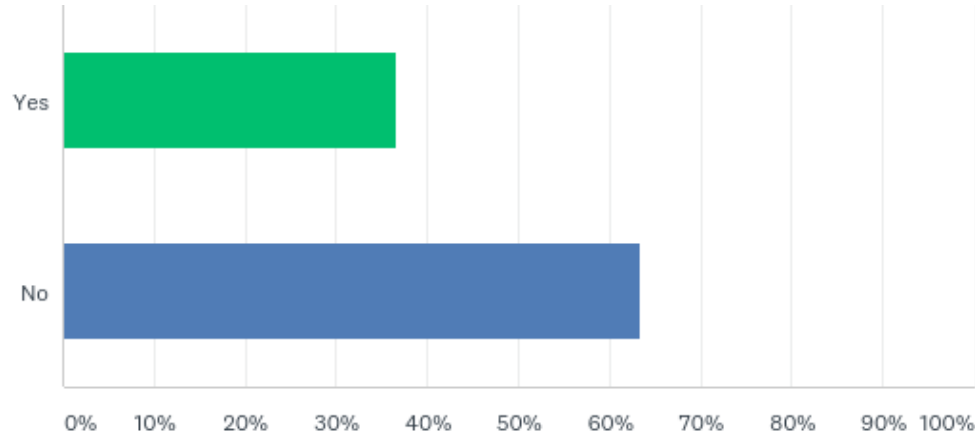
Q15: If you live behind an unmanned gate, how would you rate your gate's operation?

Answered: 360 Skipped: 291

	MANY ISSUES	SOME ISSUES	NEUTRAL	FEW ISSUES	VERY FEW OR NO ISSUES	TOTAL	WEIGHTED AVERAGE
☆	3.06%	16.94%	15.83%	27.50%	36.67%		
	11	61	57	99	132	360	3.78

Q16: Are you aware of all of the services the Security team provides? You can find list at [DCRanch.com](https://www.dcranch.com) under Security & Gate Access.

Answered: 624 Skipped: 27



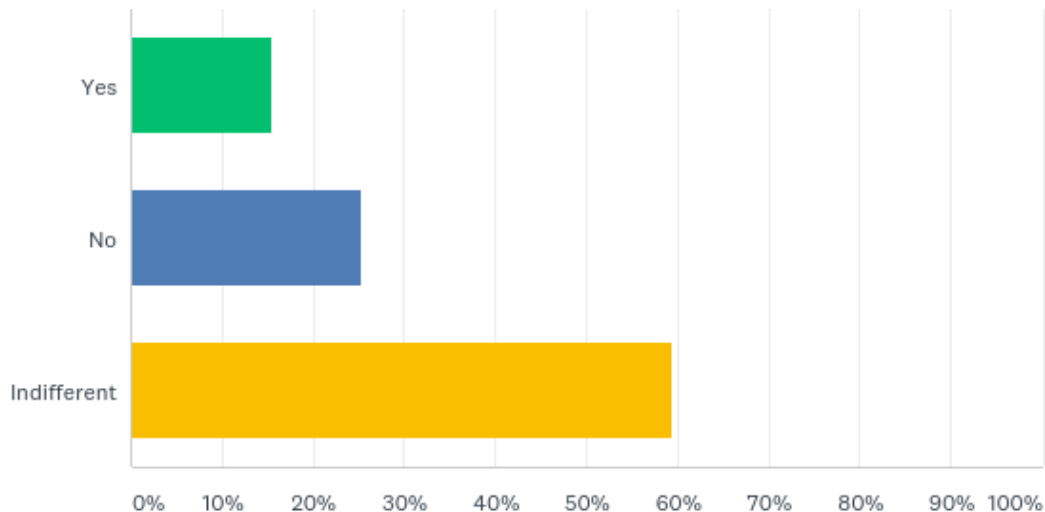
Q16: Are you aware of all of the services the Security team provides? You can find list at DCRanch.com under Security & Gate Access.

Answered: 624 Skipped: 27

ANSWER CHOICES	RESPONSES	
Yes	36.54%	228
No	63.46%	396
TOTAL		624

Q18: DC Ranch presently contracts security services to a third-party provider. What is your opinion on bringing security services in-house?

Answered: 630 Skipped: 21



Q18: DC Ranch presently contracts security services to a third-party provider. What is your opinion on bringing security services in-house?

Answered: 630 Skipped: 21

ANSWER CHOICES	RESPONSES	
Yes	15.40%	97
No	25.24%	159
Indifferent	59.37%	374
TOTAL		630