

MOUNTAIN HOUSE COMMUNITY SERVICES DISTRICT

CUSTOMER SATISFACTION SURVEY RESULTS – 2016





Mountain House Community Services District

230 S. Sterling Drive, Suite 100, Mountain House, CA 95391
Tel (209) 831-2300 • Fax (209) 831-5610
www.mountainhousecsd.org

March 1, 2016

Dear Mountain House Resident:

Please help us shape the future of Mountain House! You have been randomly selected to participate in The Mountain House Community Services District's 2016 Resident Survey. Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Mountain House Community Services District make decisions that guide our Community.

A few things to remember:

- Your responses will remain anonymous and will be reported only in group form.
- A head of household should complete this survey.
- Please return the survey by mail in the enclosed postage-paid envelope by March 14, 2016. If you wish assistance in completing the survey please contact Angel Lamb at (209) 831-5651.

As you complete this survey, please keep in mind that the Mountain House Community Services District has 18 legal powers for which it is responsible:

Water Service
Fire Protection
Library Building and Services
Road Maintenance
CC&R Enforcement
Wildlife Habitat Mitigation

Sewer Service
Public Recreation
Underground Utilities
Transportation Services
Flood Control Protection
Telecommunication Services

Garbage S-
Street P
Police
Gr-
Pe.
Dissema.

The MHCSD has no legal jurisdiction over issues outside of the above 18 powers, such as land development, or economic development.

The survey will take approximately 15 - 20 minutes to complete. Every question is important. The survey will help establish budget priorities, improve customer service, and provide overall guidance for the MHCSD and the growing community.

If you have any questions about the survey, contact Angel Lamb at (209) 831-5651 or by email at alamb@csd.org. Please return the survey by mail in the enclosed postage-paid envelope by March 14, 2016.

Thank you for your time and participation – We look forward to hearing from you!
Sincerely,

Edwin Pattison
General Manager

Edwin Pattison
General Manager

The Mission of the District is to Provide Responsive Service to our Growing Community that Exceeds Expectations at a Fair Value

Dear Mountain House Resident,
Your household has been randomly selected to participate in a survey about the quality of services provided by the Mountain House Community Services District. The survey will arrive by US Mail in a few days.
Your participation in the survey will help the MHCSD and the Board of Directors identify budget priorities during the upcoming year to better serve you and the community.
Please watch your mailbox for the MHCSD survey.
Thank you for your effort in assisting us better understand the needs of the community.





Mountain House Community Services District
 230 S. STANLEY DRIVE, SUITE 100, MOUNTAIN HOUSE, CO 81051
 (719) 874-3300 • Fax (719) 874-3033
www.mountainhouseco.gov

Mountain House Community Services District 2016 Resident Survey

Please complete this questionnaire if you are a head of household. Select the response that most closely represents your opinion for each question. Your responses will remain anonymous and will be reported only in group form to your Mountain House Community Services District (MHCSD) Board of Directors.

1. Please rate each of the following aspects of quality of life in Mountain House:

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

2. Please rate each of the following aspects as they relate to Mountain House:

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

3. Please rate each of the following characteristics as they relate to Mountain House as a whole:

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

4. Please rate the following:

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

5. Please rate the overall quality of information available in each of the following MHCSD information sources:

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

6. Please rate the following categories of Mountain House government performance:

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

7. Please rate the quality of each of the following services in Mountain House:

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

If you have specific comments or if you need any question asked with four please explain:

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Mountain House?

Never	1-2 times	3-4 times	5 or more times	Not at all
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

9. Which MHCSD sponsored events did you attend? Please rate the quality of each event.

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

If you have specific comments or if you rated any question above with four please explain:

10. What do you support any of the MHCSD sponsored events? Please check all that apply:

- Blood Drive
- Community Blood Drive
- University Blood Drive
- Bike Rides
- Walks in the Park
- Music in the Park
- Watercolor Classes
- MHCSD Spring Dinner

If you have specific comments or if you rated any question above with four please explain:

11. How many years have you lived in Mountain House?

- Less than 2 years
- 2-5 years
- 6-10 years
- More than 10 years

12. Do you own or rent the house you occupy in Mountain House?

- Own
- Rent

13. Are you or any other members of your household 65 or older?

- No
- Yes

14. In which category is your age?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65+ years

Please use the space below for any additional comments:

*Please help do bring a grocery store
- Transportation (ACE Truck)*

15. Please rate the overall quality of information available in each of the following MHCSD information sources:

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

If you have specific comments or if you rated any question above with four please explain:

16. What do you think are the major public safety issues in Mountain House? Please check all that apply:

- Motor Vehicle Accidents
- Fire
- Street Lighting
- Police Response
- Other

17. What issues, services and/or projects would you like to see receive priority in the budget for FY 2016/2017?

- Public Safety - Street
- Street Repair
- Road Work
- Street Lighting
- Other

The Mission of the District is to Provide Responsive Service to our Growing Community that Exceeds Expectations at a Fair Value

7. Please rate the quality of each of the following services in Mountain House:

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

If you have specific comments or if you rated any question above with four please explain:

8. Please rate the following components of Public Safety:

Excellent	Good	Fair	Poor	Don't Know
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

If you have specific comments or if you rated any question above with four please explain:

9. Please rate how safe or unsafe you feel:

Very Safe	Safe	Neutral	Unsafe	Very Unsafe
1	2	3	4	5
1	2	3	4	5
1	2	3	4	5

Please add a brief description of the services and/or projects that you would like the Board to give budget priority to:

Transportation

10. How many years have you lived in Mountain House? Again, all of your responses will remain anonymous and will be reported only in group form.

- Less than 2 years
- 2-5 years
- 6-10 years
- More than 10 years

11. Do you own or rent the house you occupy in Mountain House?

- Own
- Rent

12. Do any children 17 or under live in your household?

- No
- Yes

13. Are you or any other members of your household aged 65 or older?

- No
- Yes

14. In which category is your age?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65+ years

Please use the space below for any additional comments:

*Please help do bring a grocery store
- Transportation (ACE Truck)*

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to:

Mountain House CO
 230 S. STANLEY DRIVE SUITE 100
 MOUNTAIN HOUSE, CO 81051

The Mission of the District is to Provide Responsive Service to our Growing Community that Exceeds Expectations at a Fair Value



Process:

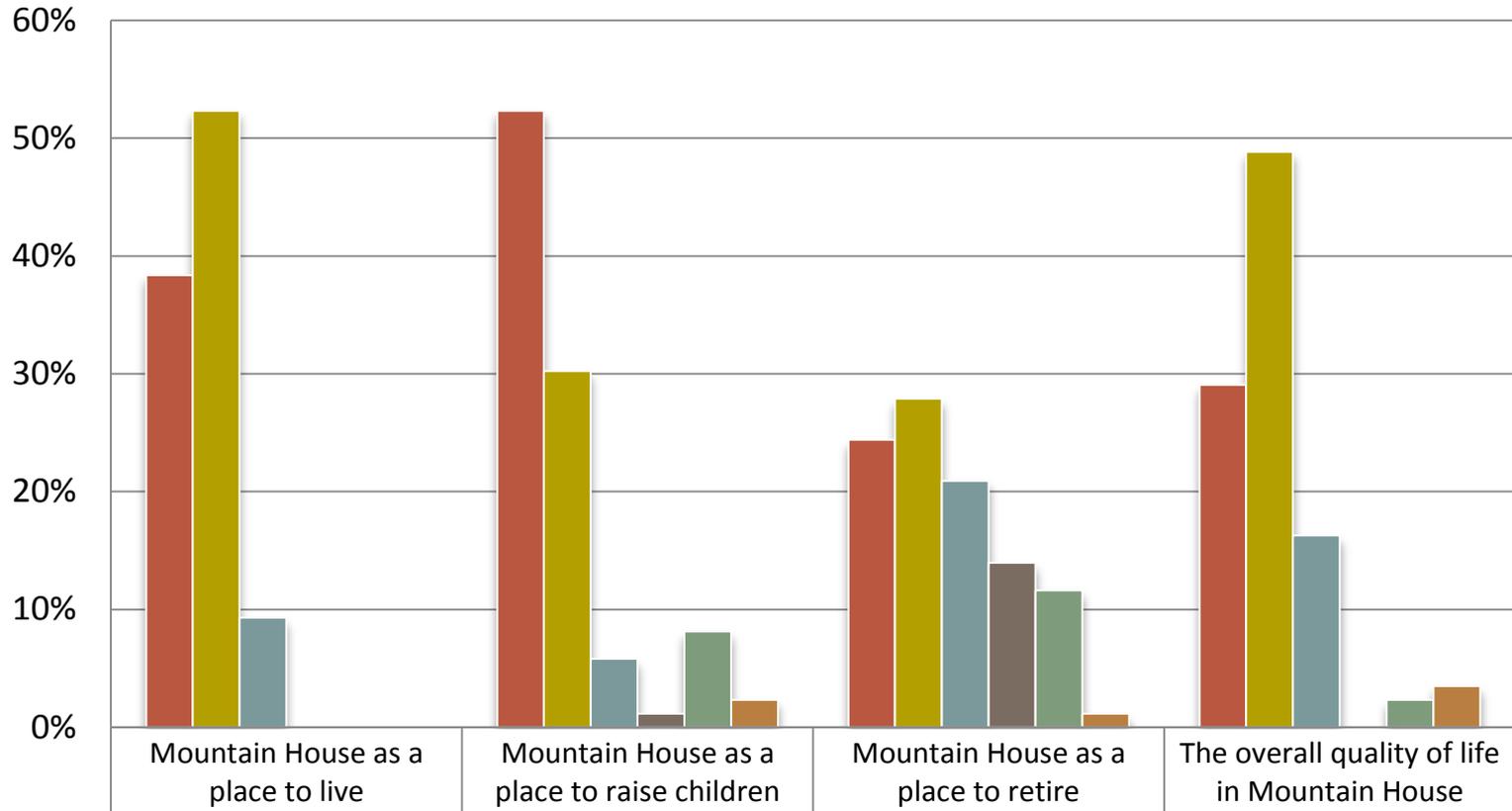
- Team was formed to create the Resident Survey
- Researched what other cities had sent out to their residents
- Drafts were created and submitted to the Board of Directors for review
- 400 Random addresses were selected
- Postcards were mailed out on March 2016
- 200 Resident Surveys were mailed out to the residents
- Posted in Social Media and our website for residents to complete a survey if they were not one of the random survey recipients
- Began receiving completed surveys March 7, 2016
- After 1 month we had only received 43 completed surveys
- Spent 1 Friday going door to door and collected 3 more completed surveys
- Decided to send out another 200 surveys on April 7th, 2016
- Received another 40 completed survey's for a total of 86 survey's



CUSTOMER SURVEY RESULTS



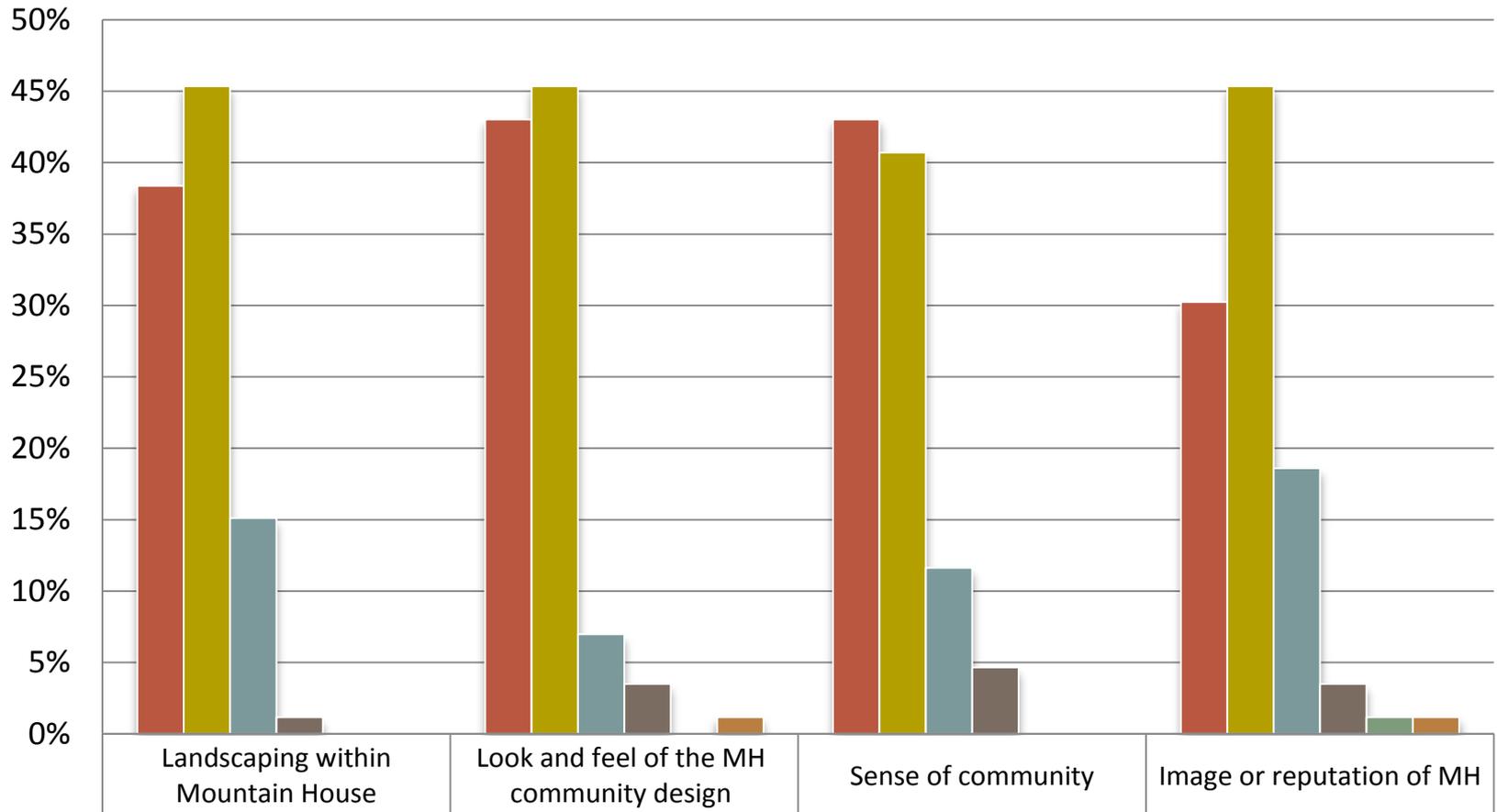
Quality of Life in Mountain House



	Mountain House as a place to live	Mountain House as a place to raise children	Mountain House as a place to retire	The overall quality of life in Mountain House
■ Excellent	38%	52%	24%	29%
■ Good	52%	30%	28%	49%
■ Fair	9%	6%	21%	16%
■ Poor	0%	1%	14%	0%
■ Don't Know	0%	8%	12%	2%
■ No Reply	0%	2%	1%	3%



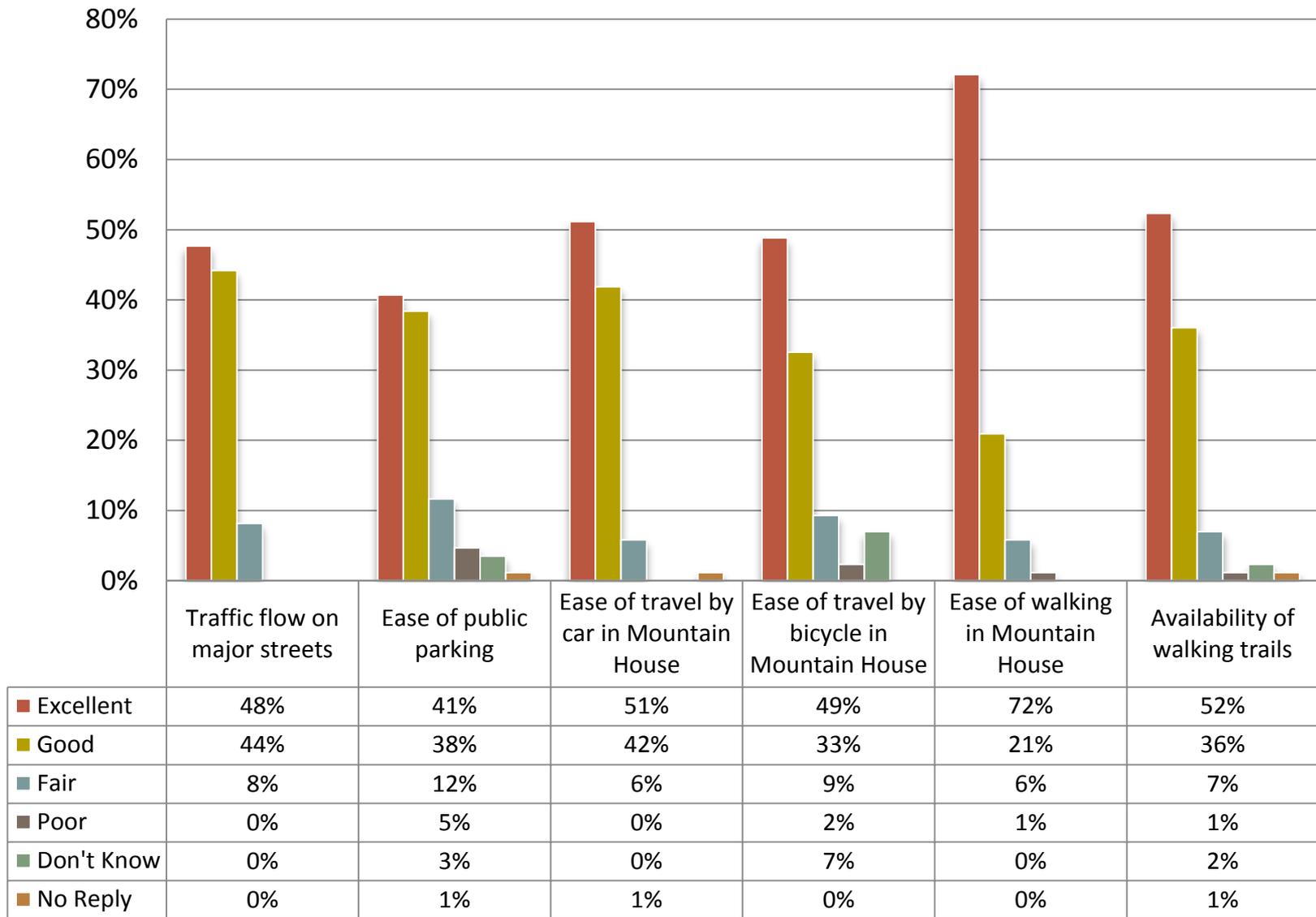
Aspects as they relate to Mountain House



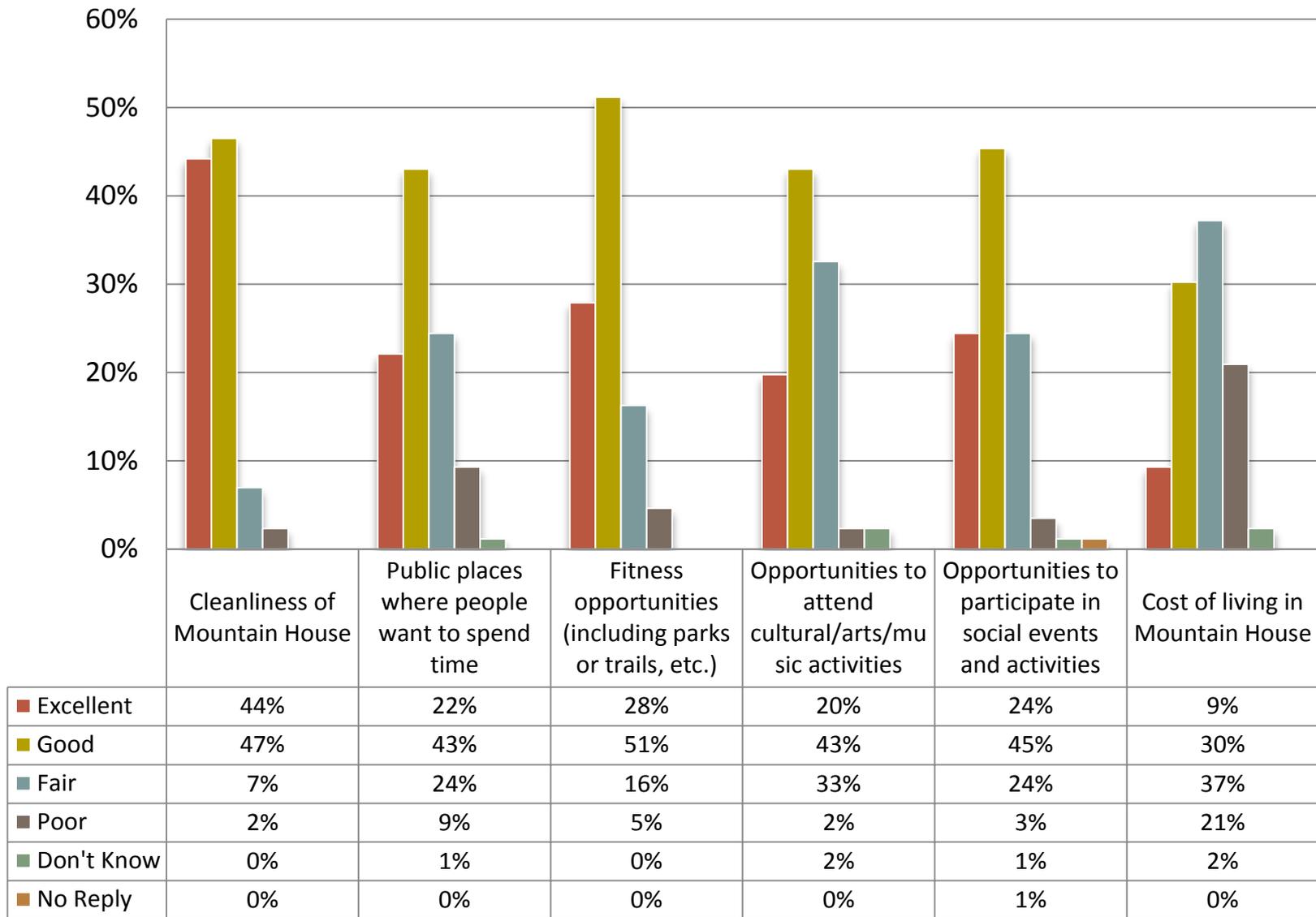
	Landscaping within Mountain House	Look and feel of the MH community design	Sense of community	Image or reputation of MH
■ Excellent	38%	43%	43%	30%
■ Good	45%	45%	41%	45%
■ Fair	15%	7%	12%	19%
■ Poor	1%	3%	5%	3%
■ Don't Know	0%	0%	0%	1%
■ No Reply	0%	1%	0%	1%



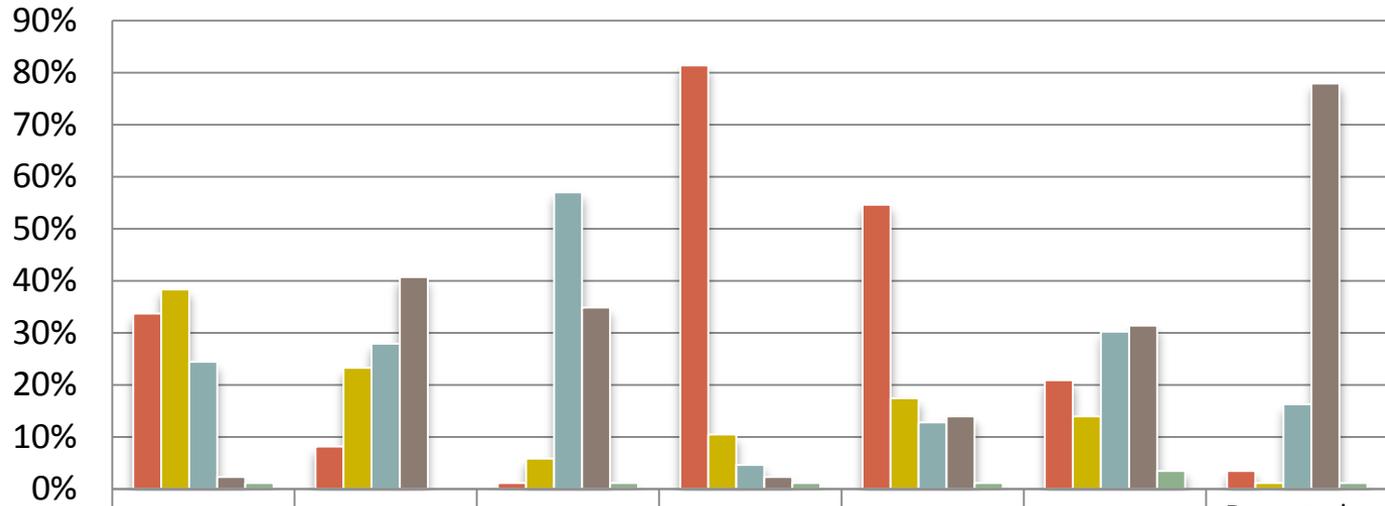
Characteristics as they relate to Mountain House



Characteristics as they relate to Mountain House continued



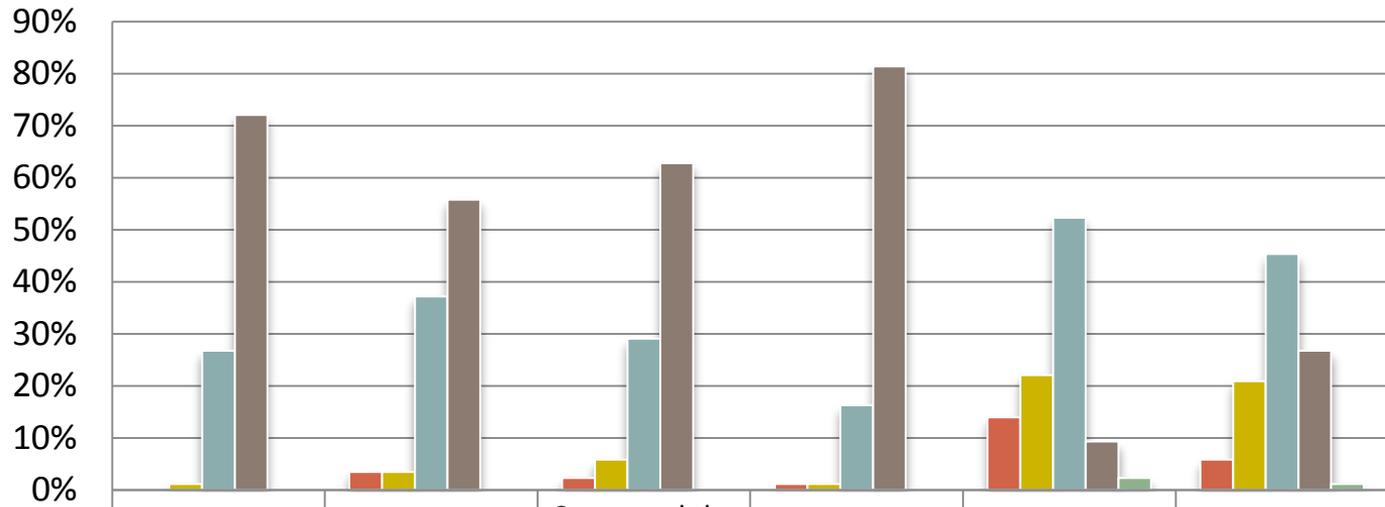
In the last 12 months, how many times have you done each of the following:



	Twice a Week or More	2-4 Times a Month	Once a Month	Not at All	No Reply
Visited a Neighborhood park or Central Park	34%	38%	24%	2%	1%
Used the Mountain House public library or its services	8%	23%	28%	41%	0%
Attended a MHCS D sponsored event	1%	6%	57%	35%	1%
Made efforts to conserve water	81%	10%	5%	2%	1%
Made efforts to make your home more energy efficient	55%	17%	13%	14%	1%
Observed a code violation or other hazard in Mountain House	21%	14%	30%	31%	3%
Reported a code violation or other hazard in Mountain House on GoRequest (via MHCS D website)	3%	1%	16%	78%	1%



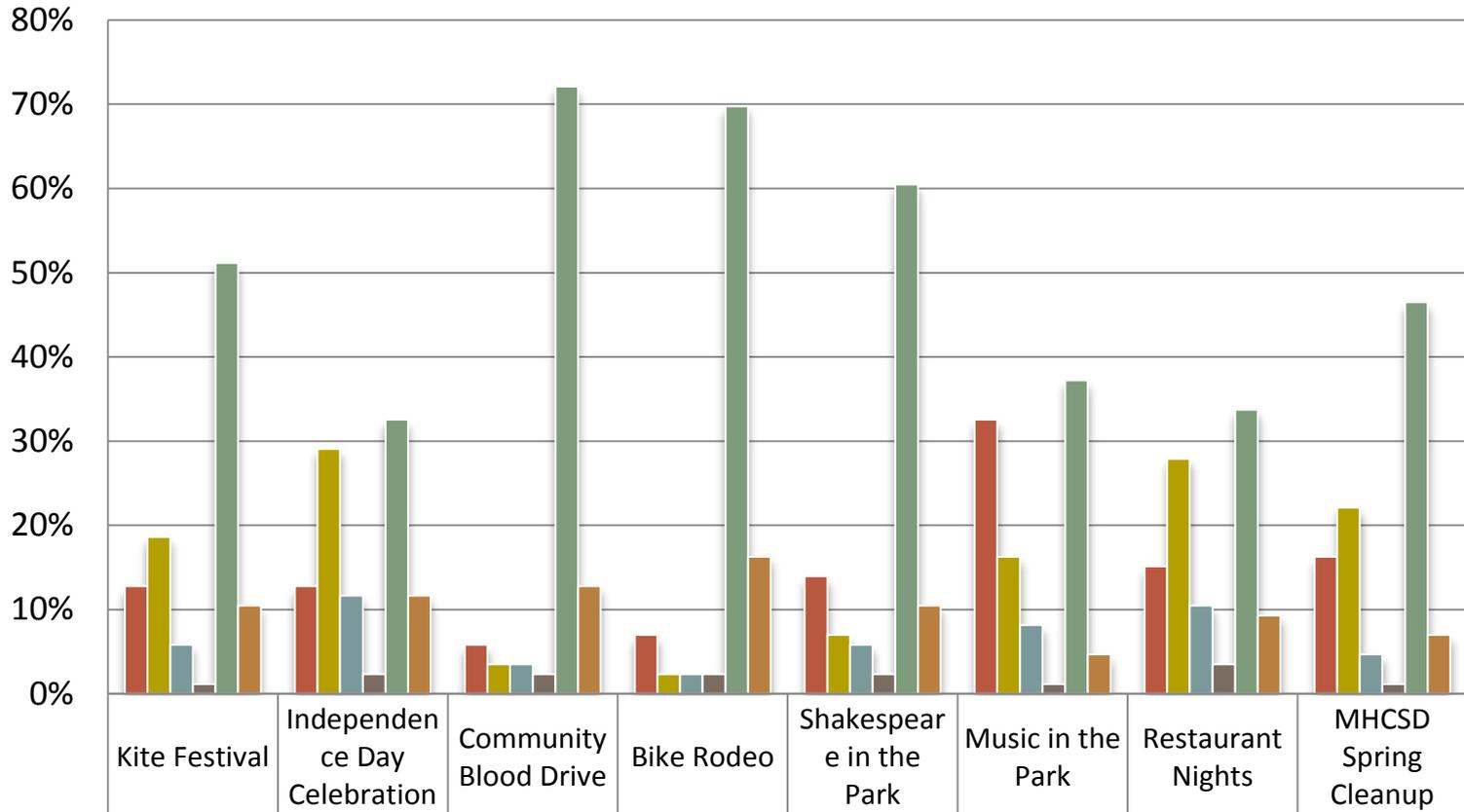
In the last 12 months, how many times have you done each of the following continued:



	Reported a crime to Law Enforcement in Mountain House	Contacted the MHCSD (in-person, phone, email or web) for help or information with Utility Billing	Contacted the MHCSD (in-person, phone, email or web) for help or information with issues other than Utility Billing	Contacted the MHCSD elected officials (in-person, phone, email or web) to express your opinion	Read the MHCSD's newsletter	Visited the MHCSD's website (mountainhou secsd.org)
■ Twice a Week or More	0%	3%	2%	1%	14%	6%
■ 2-4 Times a Month	1%	3%	6%	1%	22%	21%
■ Once a Month	27%	37%	29%	16%	52%	45%
■ Not at All	72%	56%	63%	81%	9%	27%
■ No Reply	0%	0%	0%	0%	2%	1%



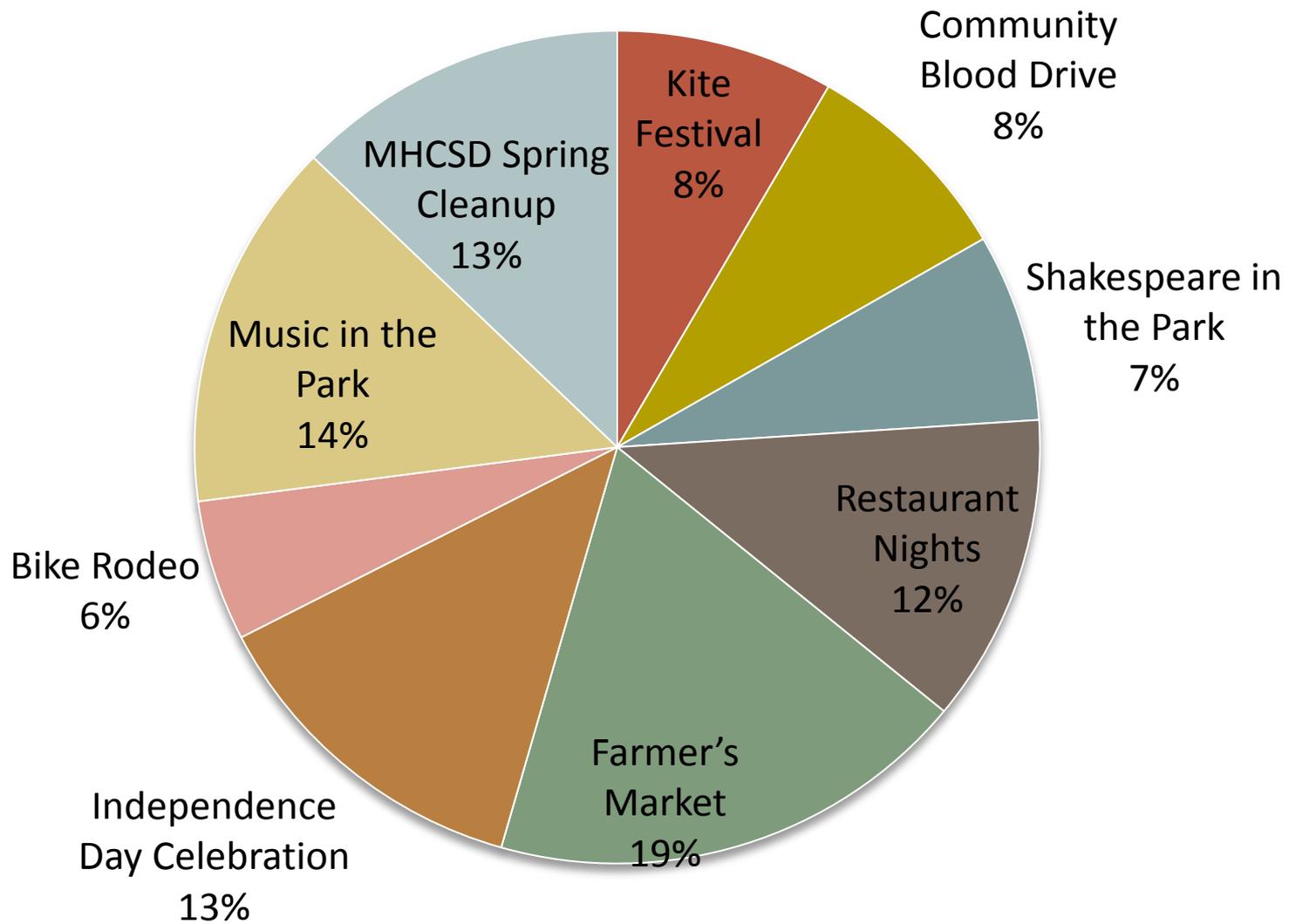
Rate the Quality of each MHCS D Sponsored event:



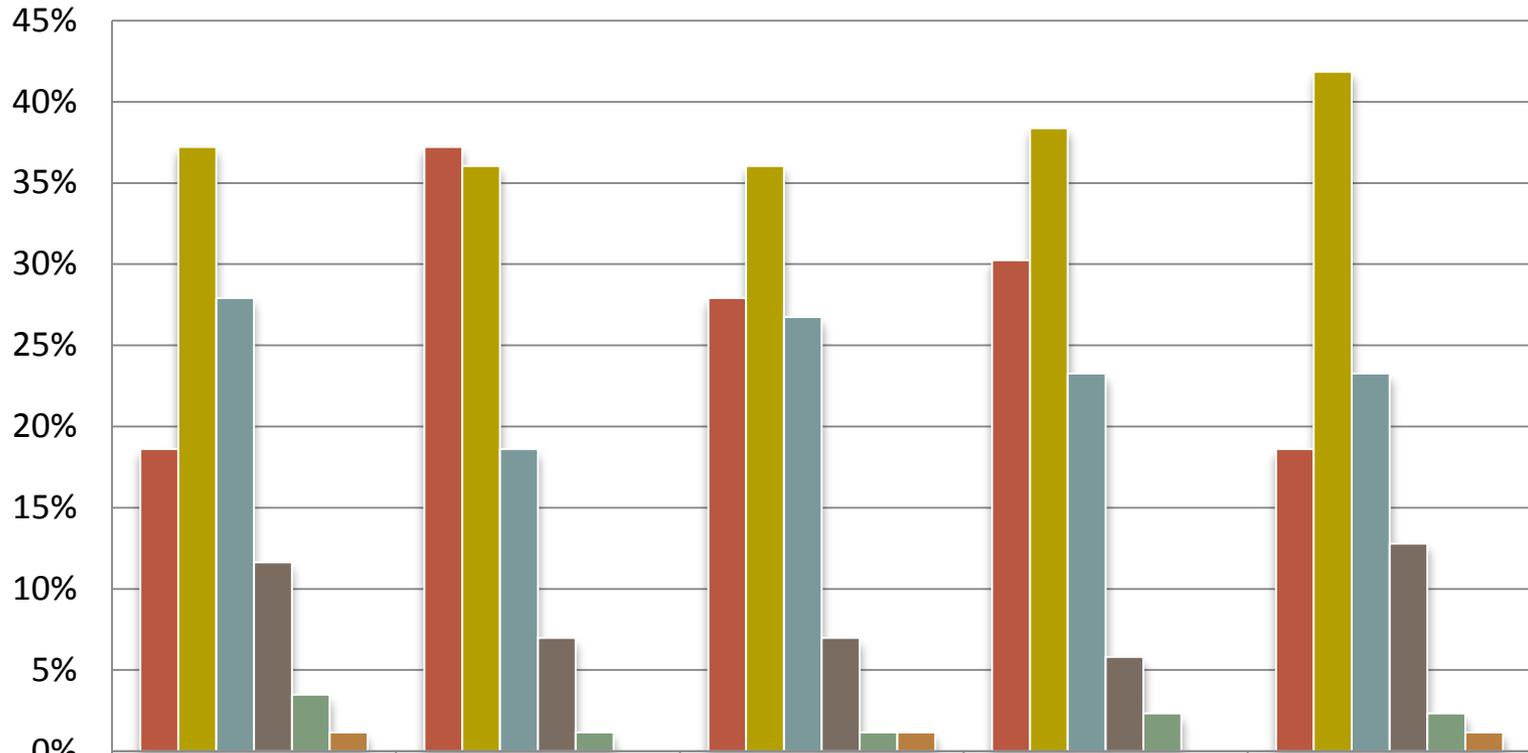
■ Excellent	13%	13%	6%	7%	14%	33%	15%	16%
■ Good	19%	29%	3%	2%	7%	16%	28%	22%
■ Fair	6%	12%	3%	2%	6%	8%	10%	5%
■ Poor	1%	2%	2%	2%	2%	1%	3%	1%
■ Didn't Attend	51%	33%	72%	70%	60%	37%	34%	47%
■ No Reply	10%	12%	13%	16%	10%	5%	9%	7%



Which MHCSD event would you support:



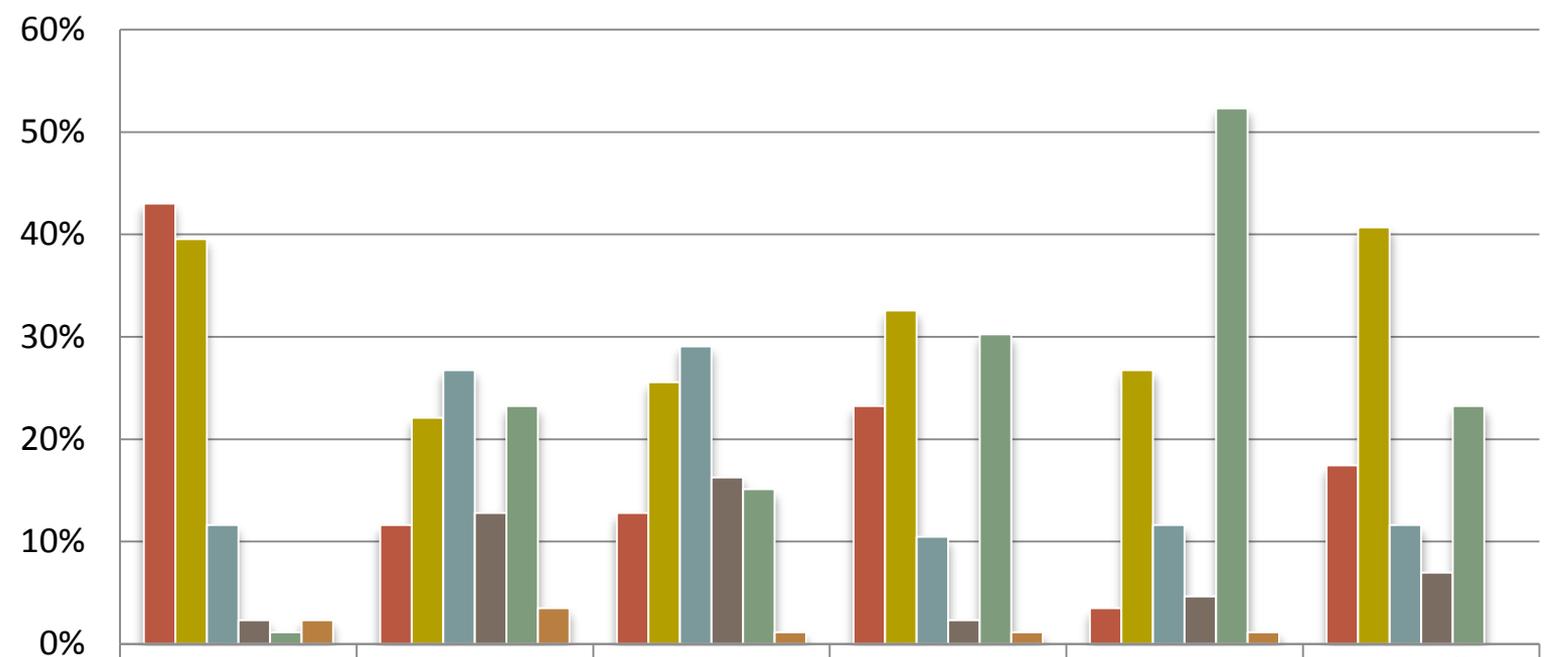
Rate the Quality of each MHCS D Service:



	Street repair	Street cleaning	Street lighting	Sidewalk maintenance	Traffic signal timing
■ Excellent	19%	37%	28%	30%	19%
■ Good	37%	36%	36%	38%	42%
■ Fair	28%	19%	27%	23%	23%
■ Poor	12%	7%	7%	6%	13%
■ Don't Know	3%	1%	1%	2%	2%
■ No Reply	1%	0%	1%	0%	1%



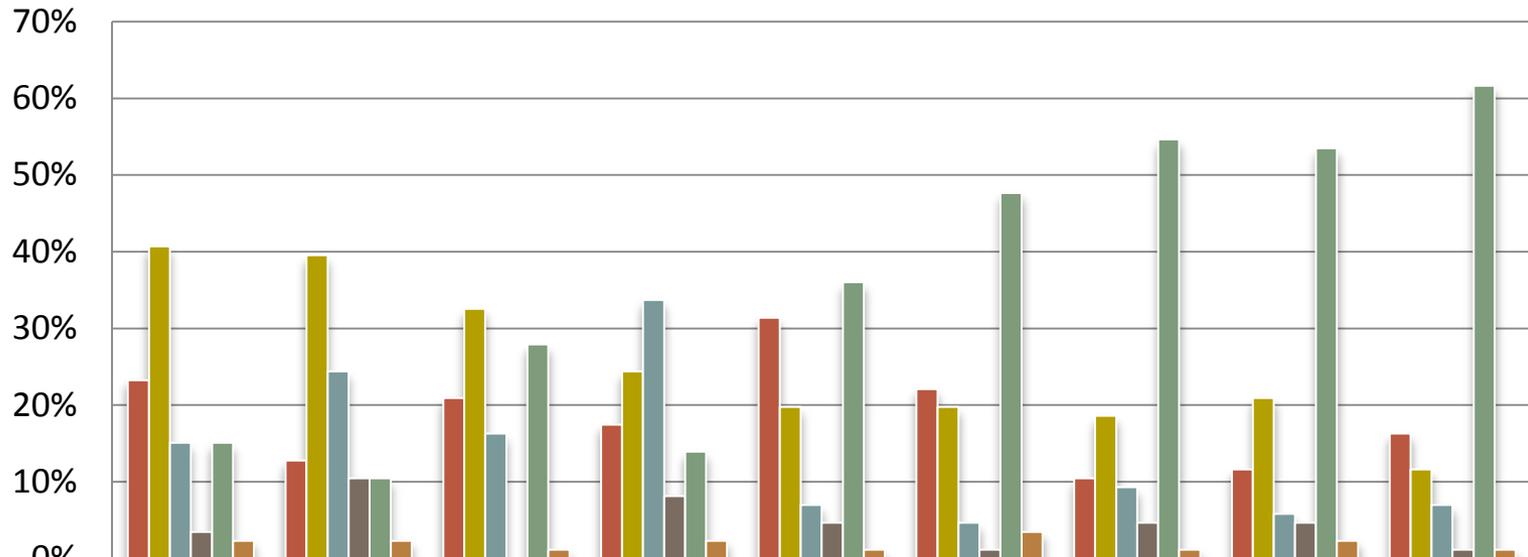
Rate the Quality of each MHCS D Service continued:



	Parks	Recreation programs or classes	Code enforcement	Public library services	Emergency preparedness	Overall customer service by MHCS D employees
■ Excellent	43%	12%	13%	23%	3%	17%
■ Good	40%	22%	26%	33%	27%	41%
■ Fair	12%	27%	29%	10%	12%	12%
■ Poor	2%	13%	16%	2%	5%	7%
■ Don't Know	1%	23%	15%	30%	52%	23%
■ No Reply	2%	3%	1%	1%	1%	0%



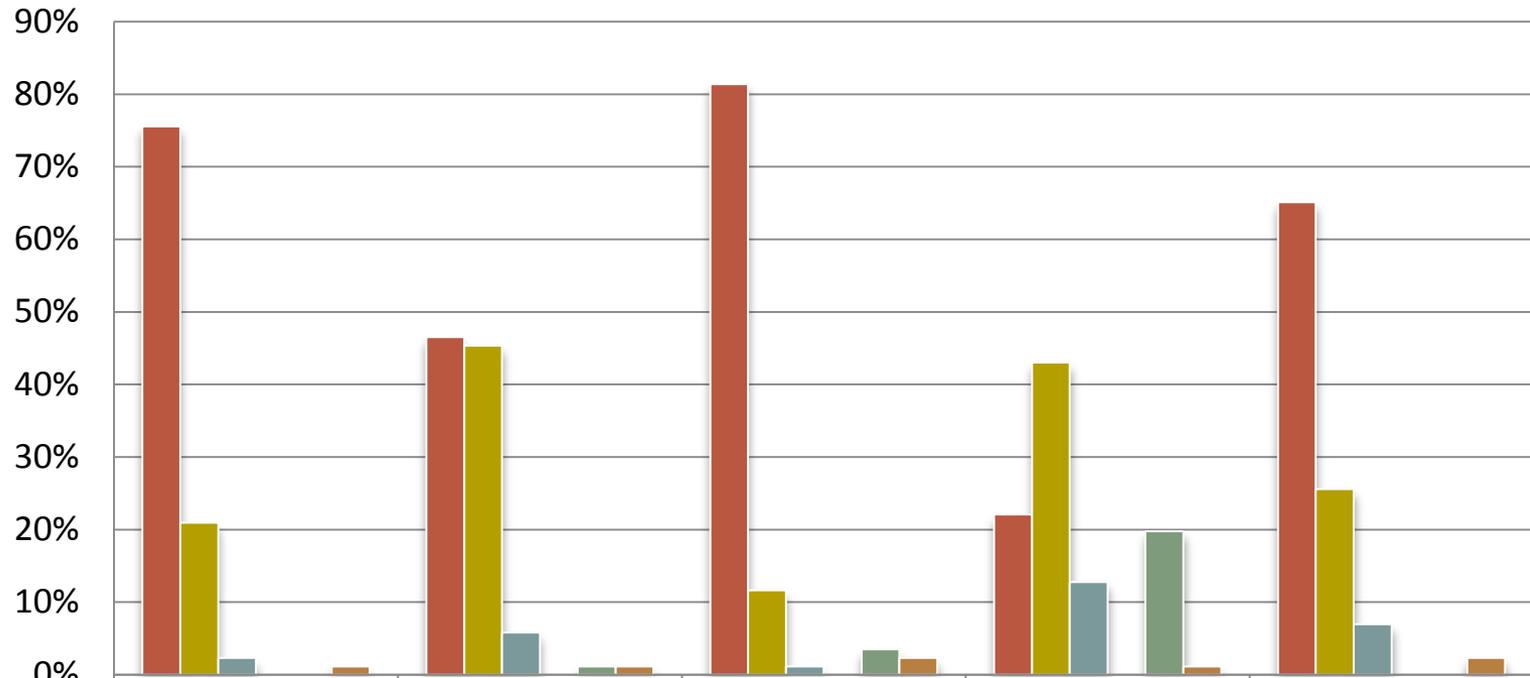
Rate the following components of Public Safety:



	Efforts to prevent crimes	Enforcement of local traffic laws	Quickly the Sheriff responds to emergencies	Frequency the Sheriff patrols your neighborhood	Quality of local fire protection services	Quickly the fire personnel responds to emergencies	Fire prevention and education programs	Quality of emergency services	Quickly emergency medical respond
■ Excellent	23%	13%	21%	17%	31%	22%	10%	12%	16%
■ Good	41%	40%	33%	24%	20%	20%	19%	21%	12%
■ Fair	15%	24%	16%	34%	7%	5%	9%	6%	7%
■ Poor	3%	10%	0%	8%	5%	1%	5%	5%	1%
■ Don't Know	15%	10%	28%	14%	36%	48%	55%	53%	62%
■ No Reply	2%	2%	1%	2%	1%	3%	1%	2%	1%



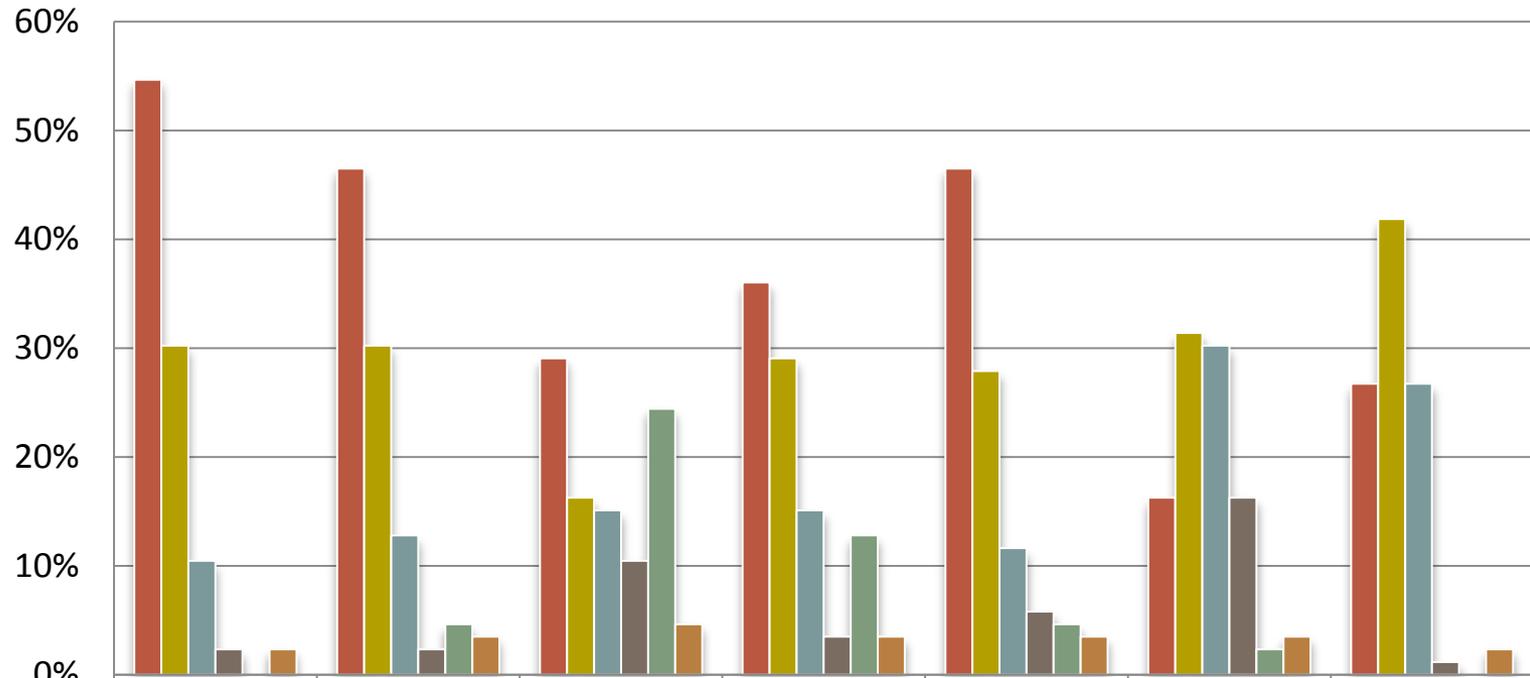
Rate how safe you feel:



	In your neighborhood during the day	In your neighborhood after dark	In Mountain House parks during the day	In Mountain House parks after dark	When driving, based on road conditions, in Mountain House
■ Excellent	76%	47%	81%	22%	65%
■ Good	21%	45%	12%	43%	26%
■ Fair	2%	6%	1%	13%	7%
■ Poor	0%	0%	0%	0%	0%
■ Don't Know	0%	1%	3%	20%	0%
■ No Reply	1%	1%	2%	1%	2%



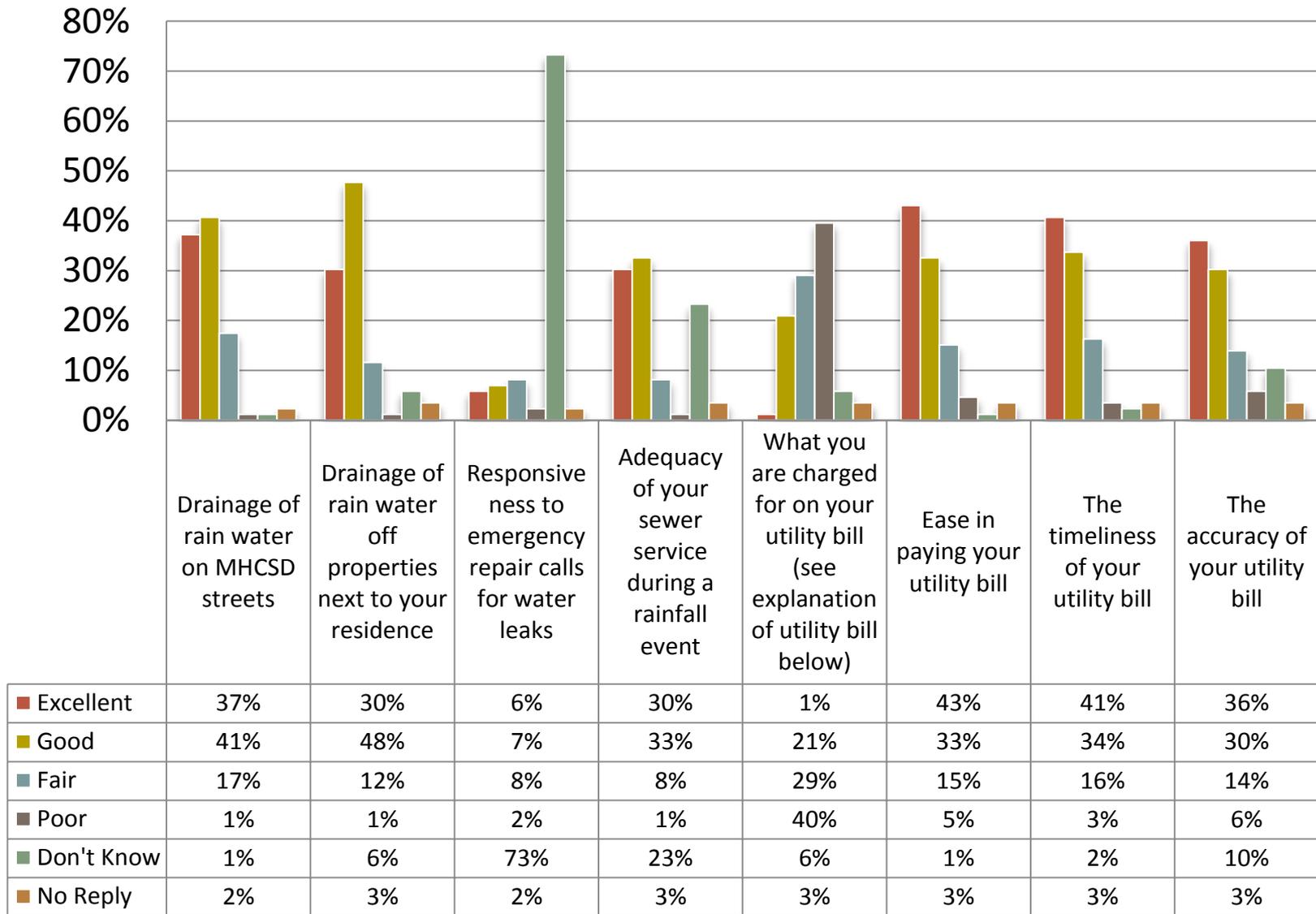
Rate the following MH Utilities:



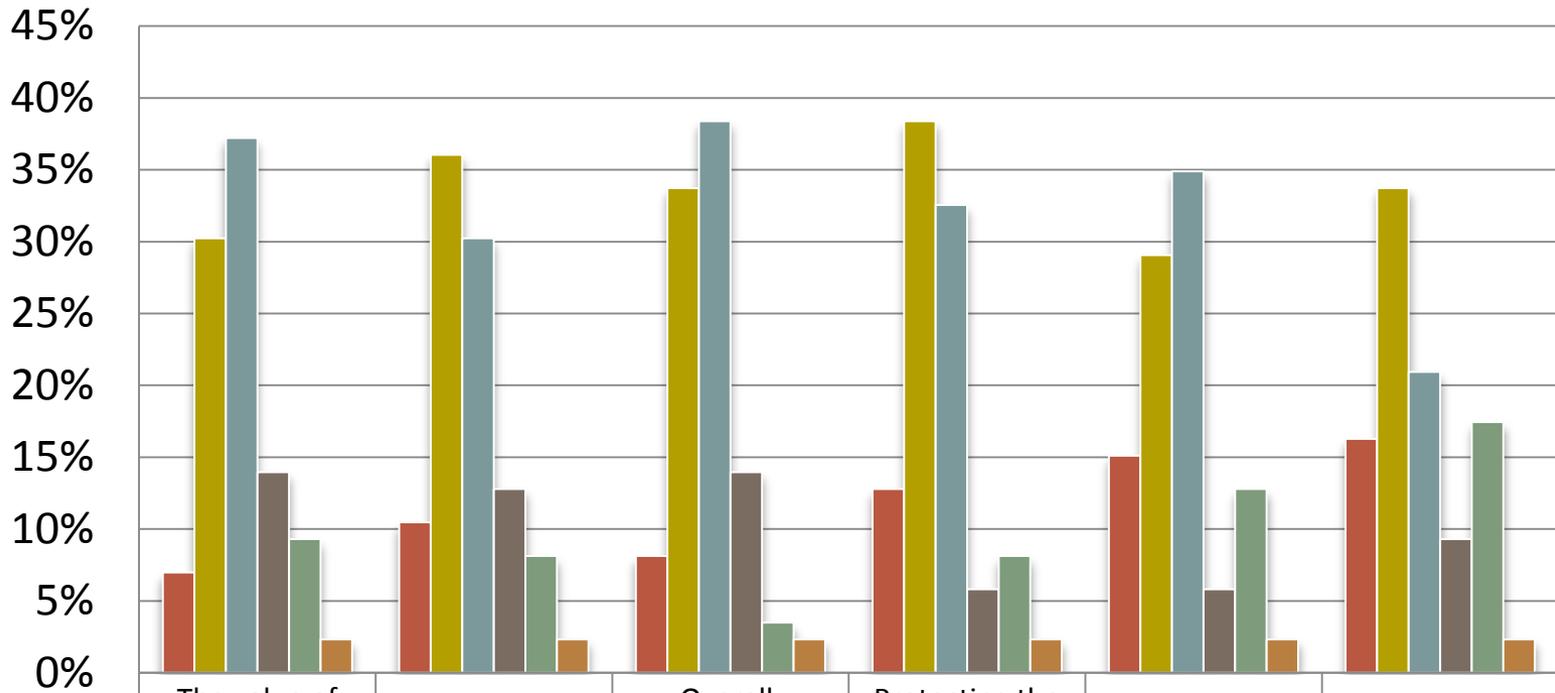
	Garbage collection services	Curbside recycling services	Bulky item pick up / removal services	Fall leaf and spring cleanup	Yard waste collection services	The clarity and taste of the tap water in your home	Water pressure in your home
■ Excellent	55%	47%	29%	36%	47%	16%	27%
■ Good	30%	30%	16%	29%	28%	31%	42%
■ Fair	10%	13%	15%	15%	12%	30%	27%
■ Poor	2%	2%	10%	3%	6%	16%	1%
■ Don't Know	0%	5%	24%	13%	5%	2%	0%
■ No Reply	2%	3%	5%	3%	3%	3%	2%



Rate the following MH Utilities continued:



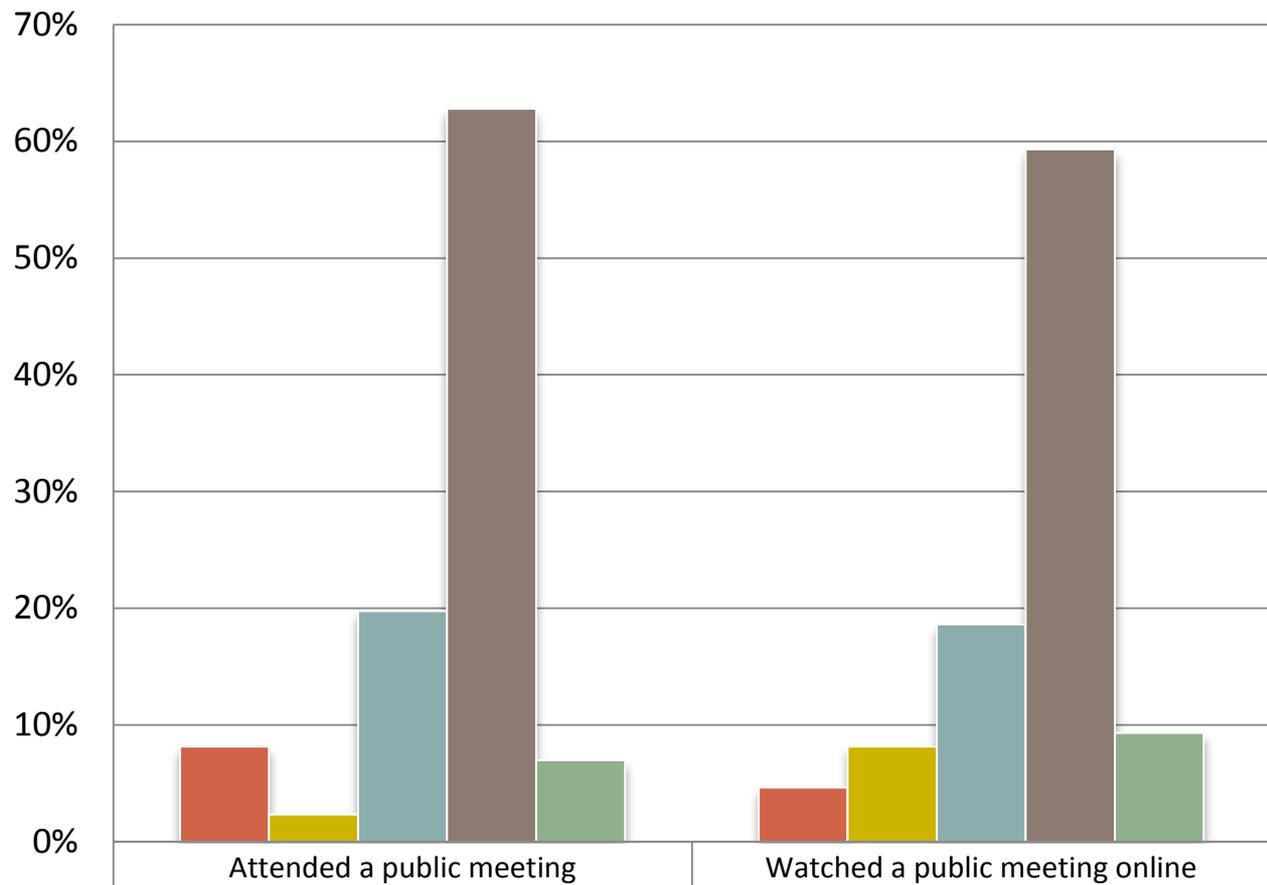
Rate the MH Government performance:



	The value of services for the taxes paid to MHCS D	The overall direction that MHCS D is taking	Overall confidence in MHCS D governance	Protecting the overall best interest of the community	Honesty and transparency	Fair treatment of all residents
■ Excellent	7%	10%	8%	13%	15%	16%
■ Good	30%	36%	34%	38%	29%	34%
■ Fair	37%	30%	38%	33%	35%	21%
■ Poor	14%	13%	14%	6%	6%	9%
■ Don't Know	9%	8%	3%	8%	13%	17%
■ No Reply	2%	2%	2%	2%	2%	2%



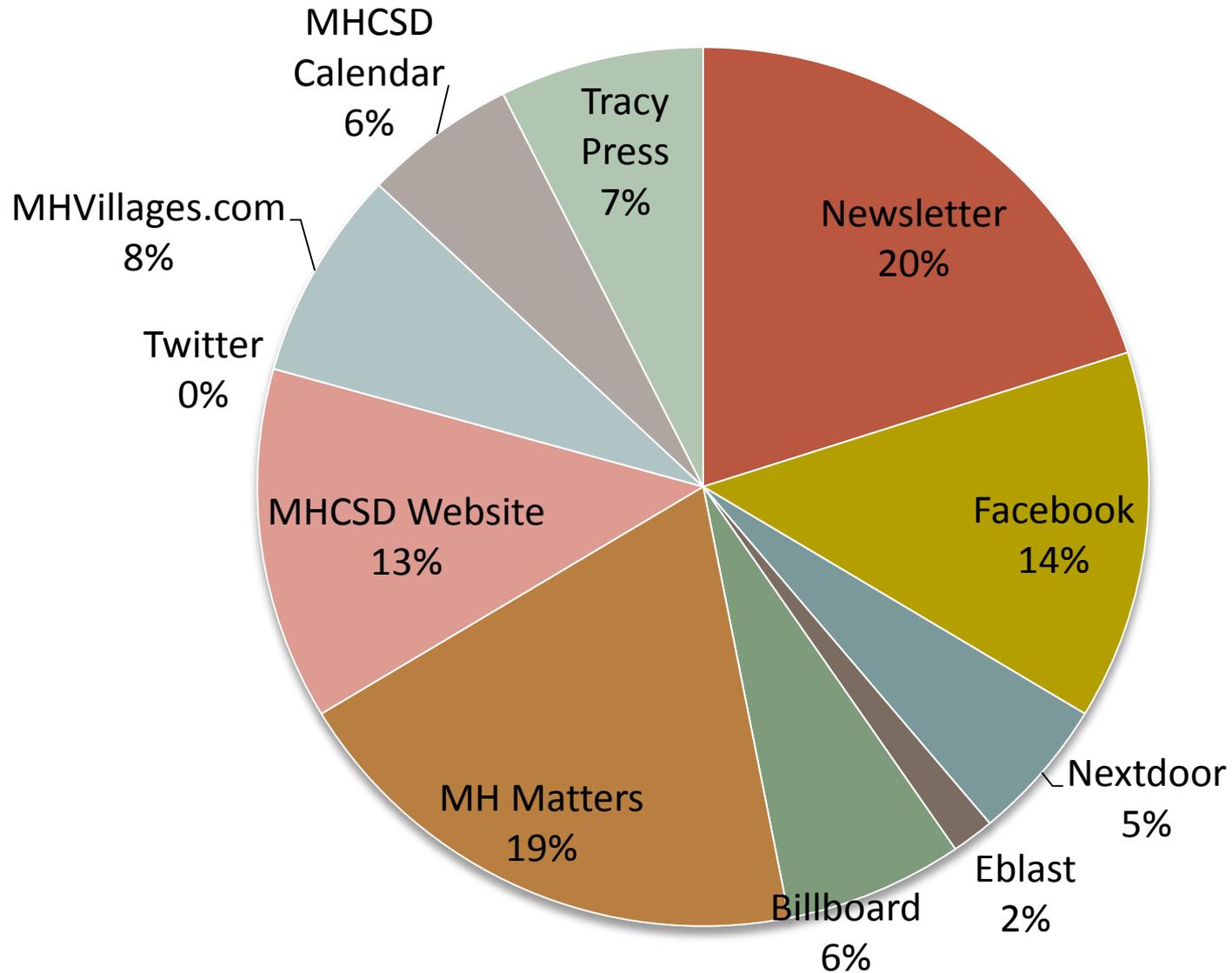
Attend or Watch a Public Meeting:



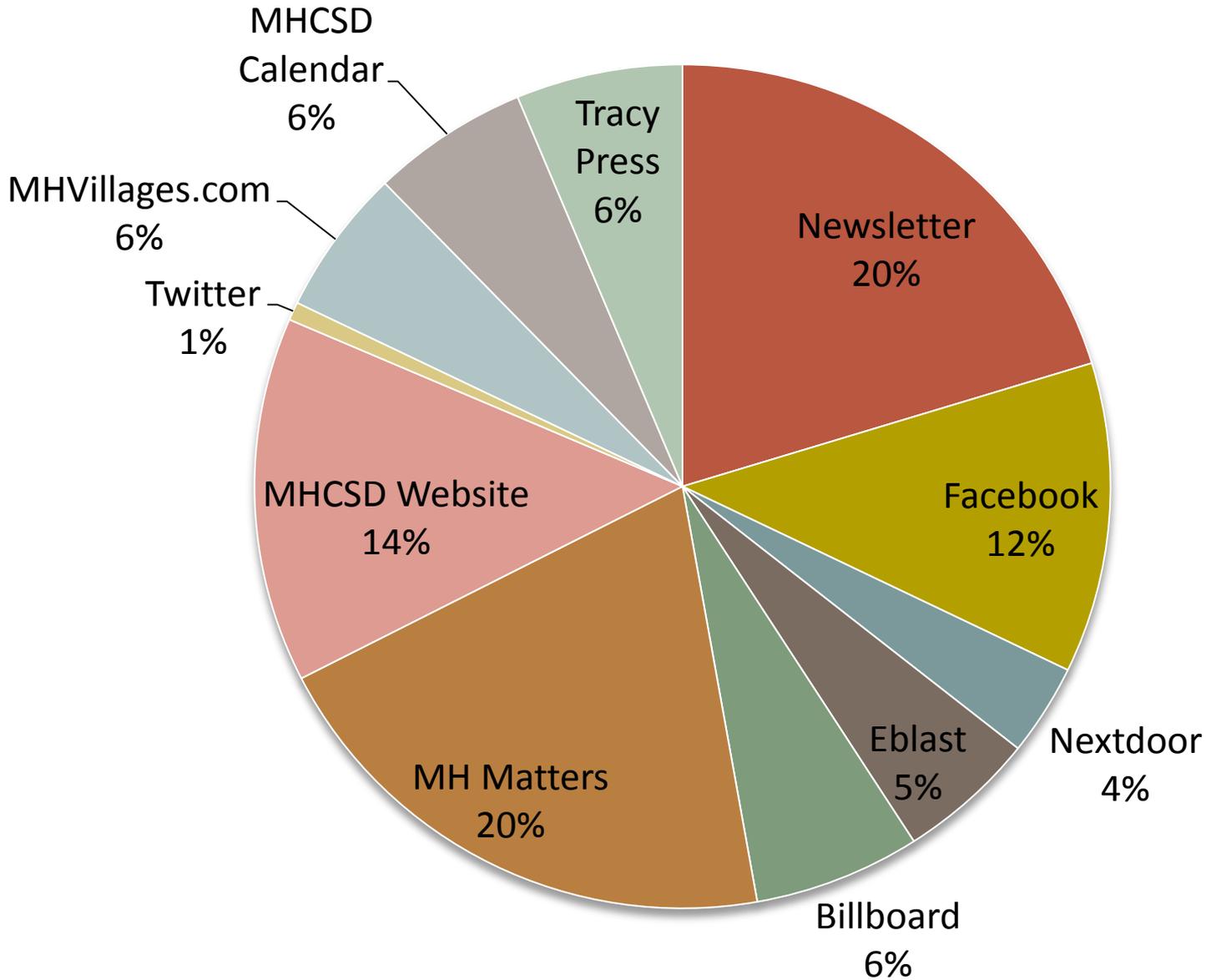
■ 6 of the last 12 months or more	8%	5%
■ 4-6 of the last 12 months	2%	8%
■ 4 of the last 12 months or less	20%	19%
■ Not At All	63%	59%
■ No Reply	7%	9%



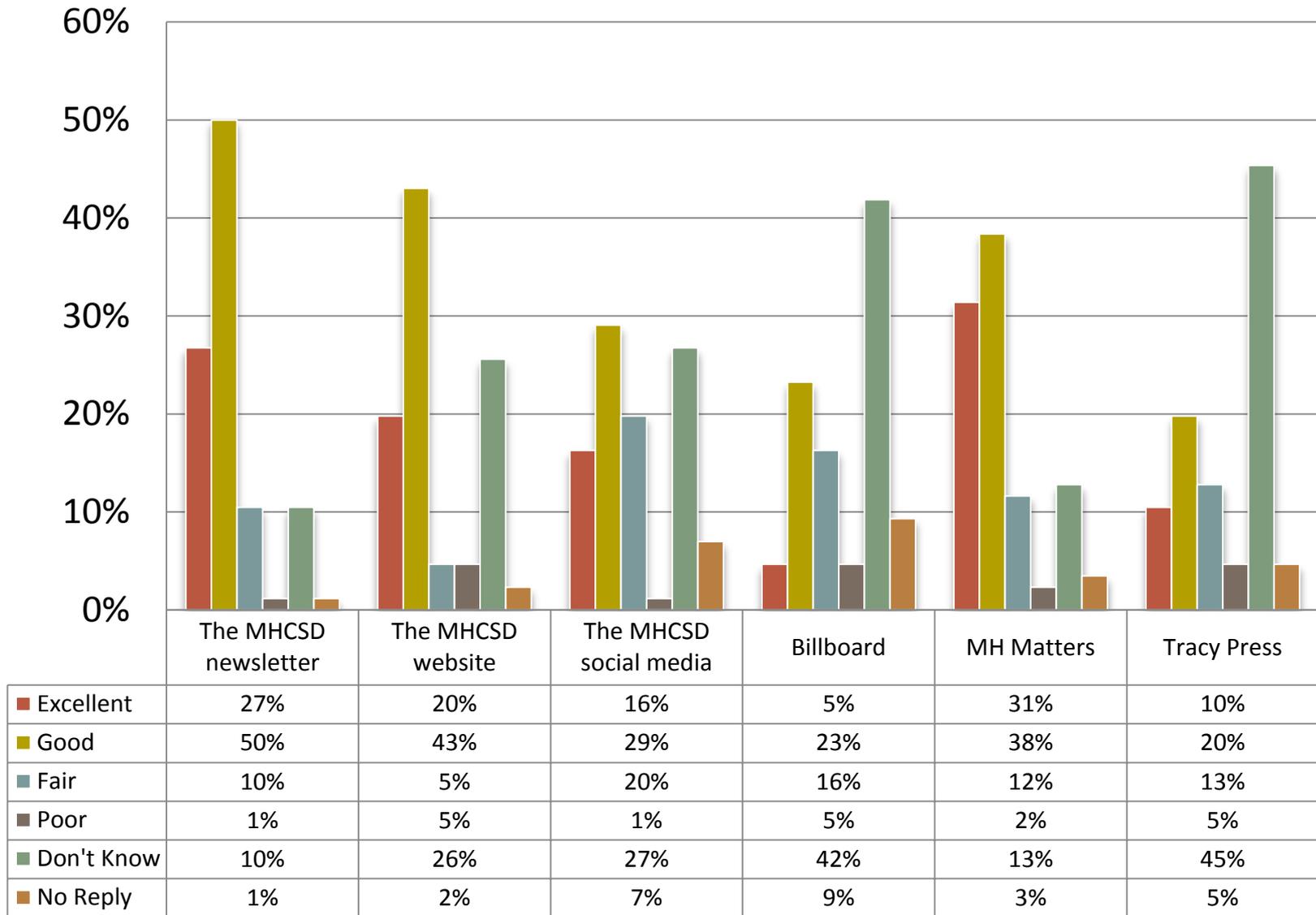
How do you learn of MH issues and/or events:



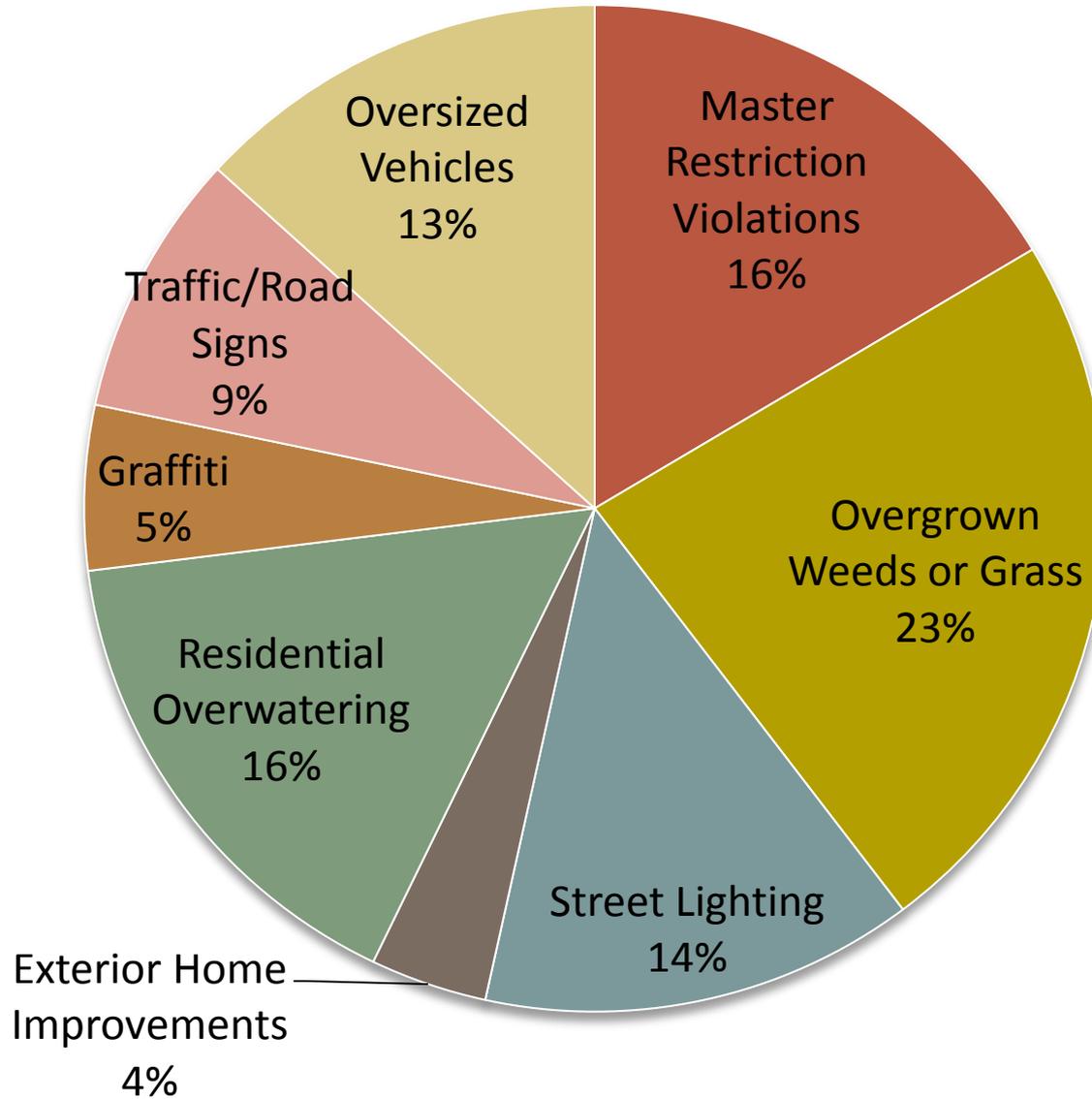
Which method of communication do you prefer:



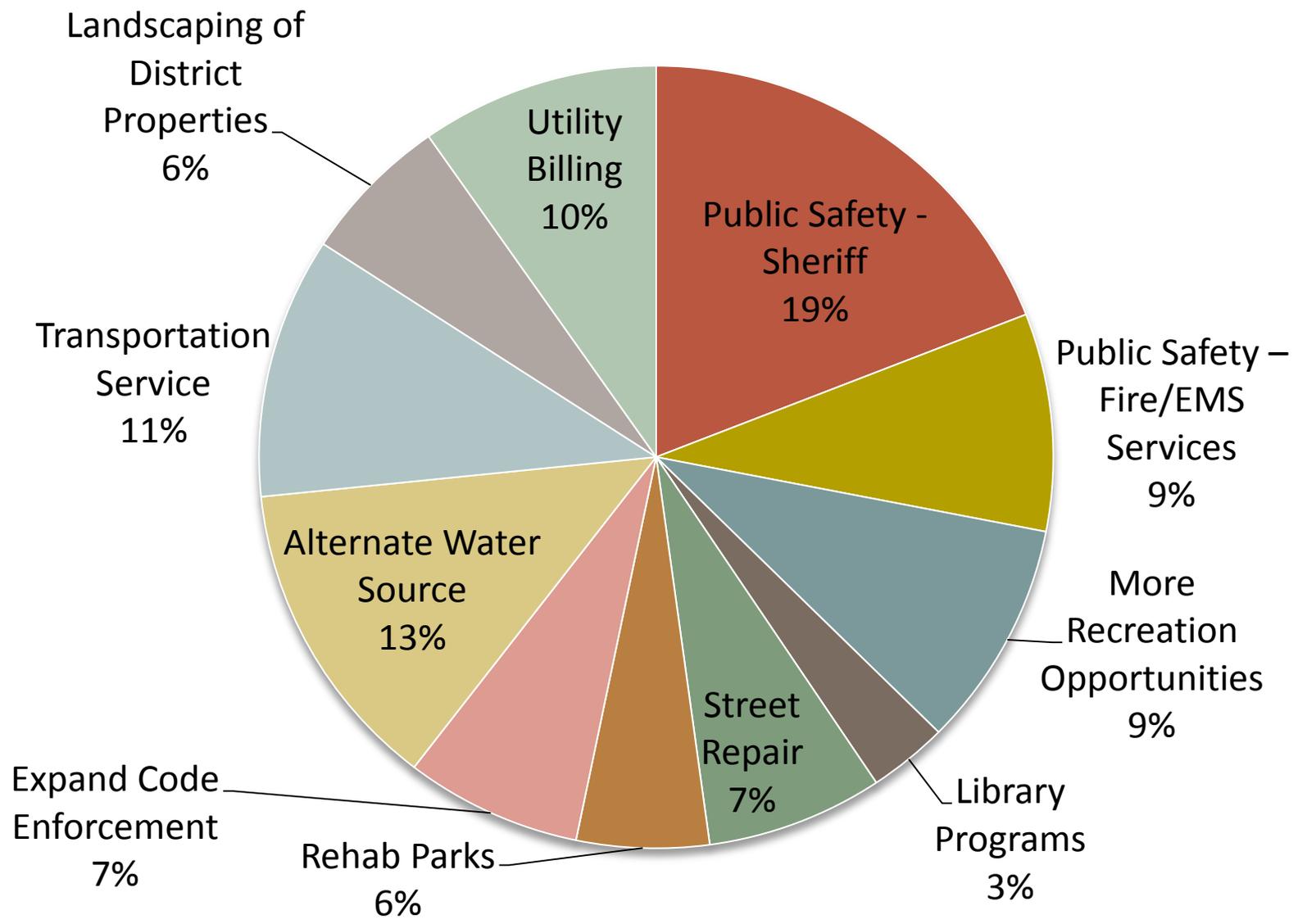
Rate the quality of information available:



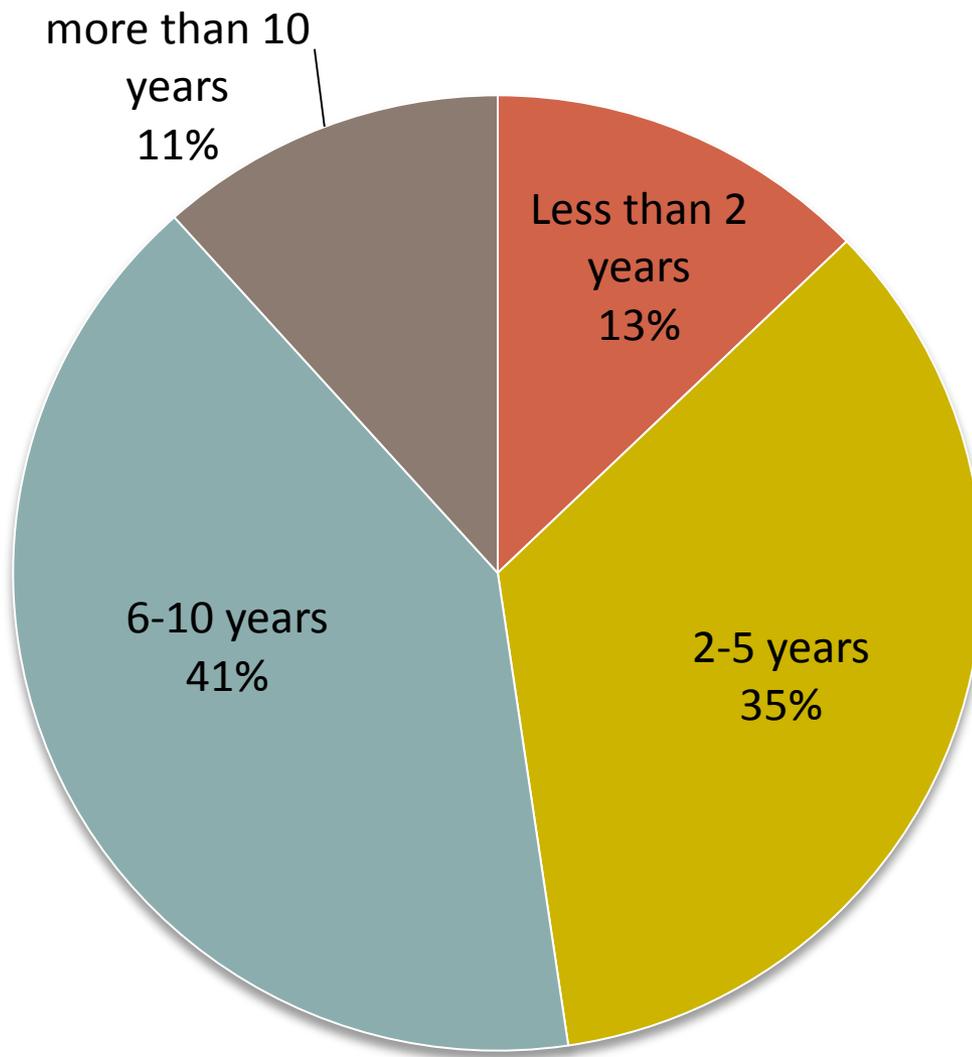
Major Code Enforcement issues:



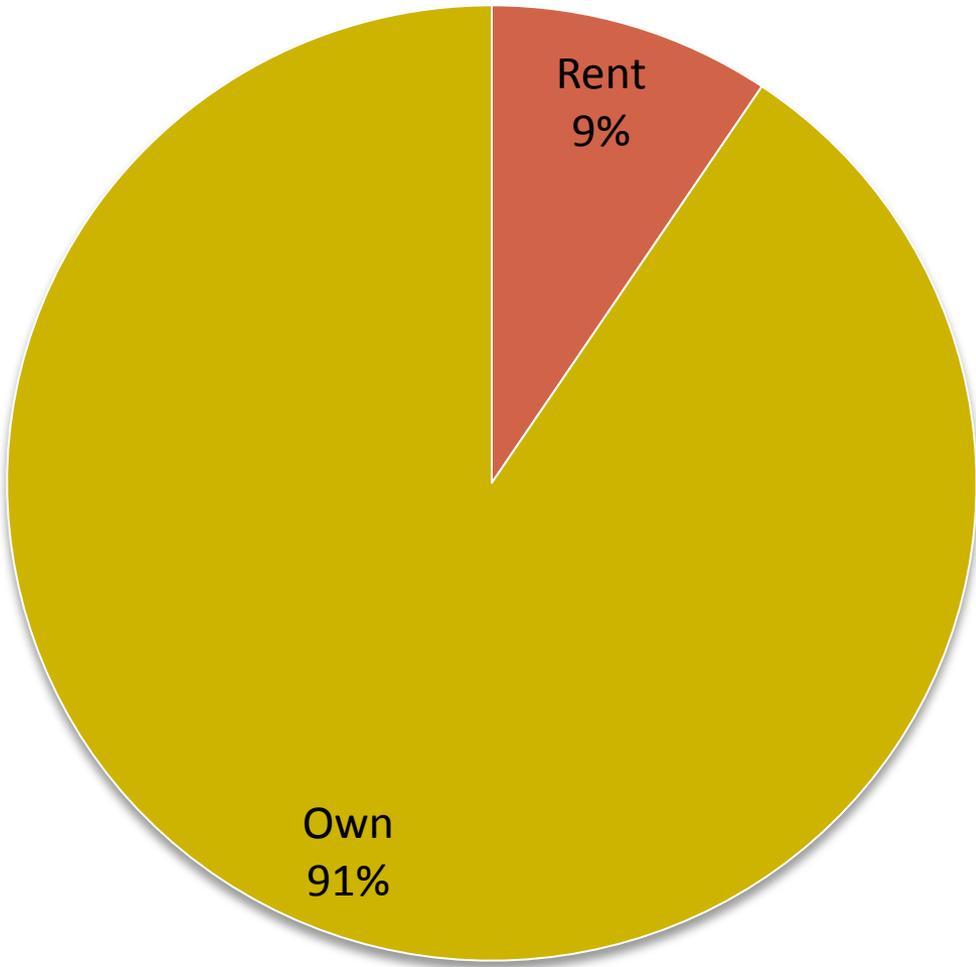
Which issues, services and/or project should receive priority in the budget:



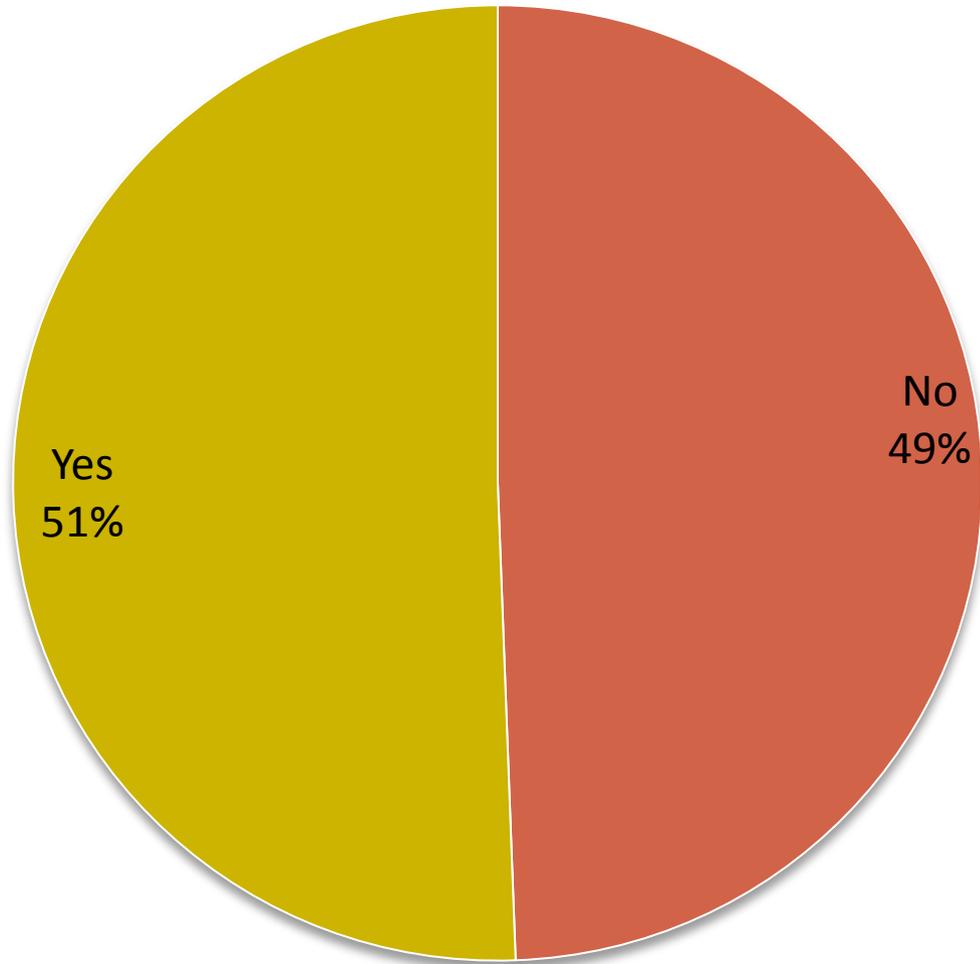
How many years have you lived in Mountain House:



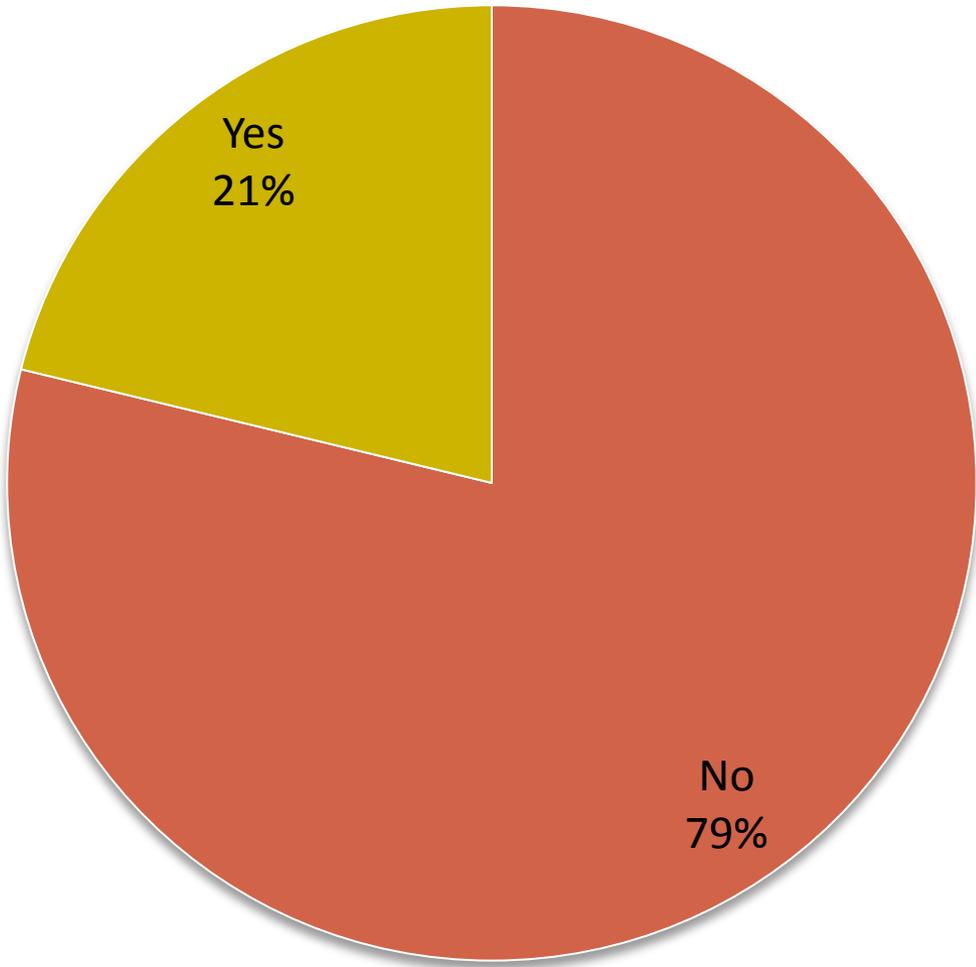
Do you own or rent:



Children under 17:



65 or older:



Age Category:

