



Hilton Head Plantation

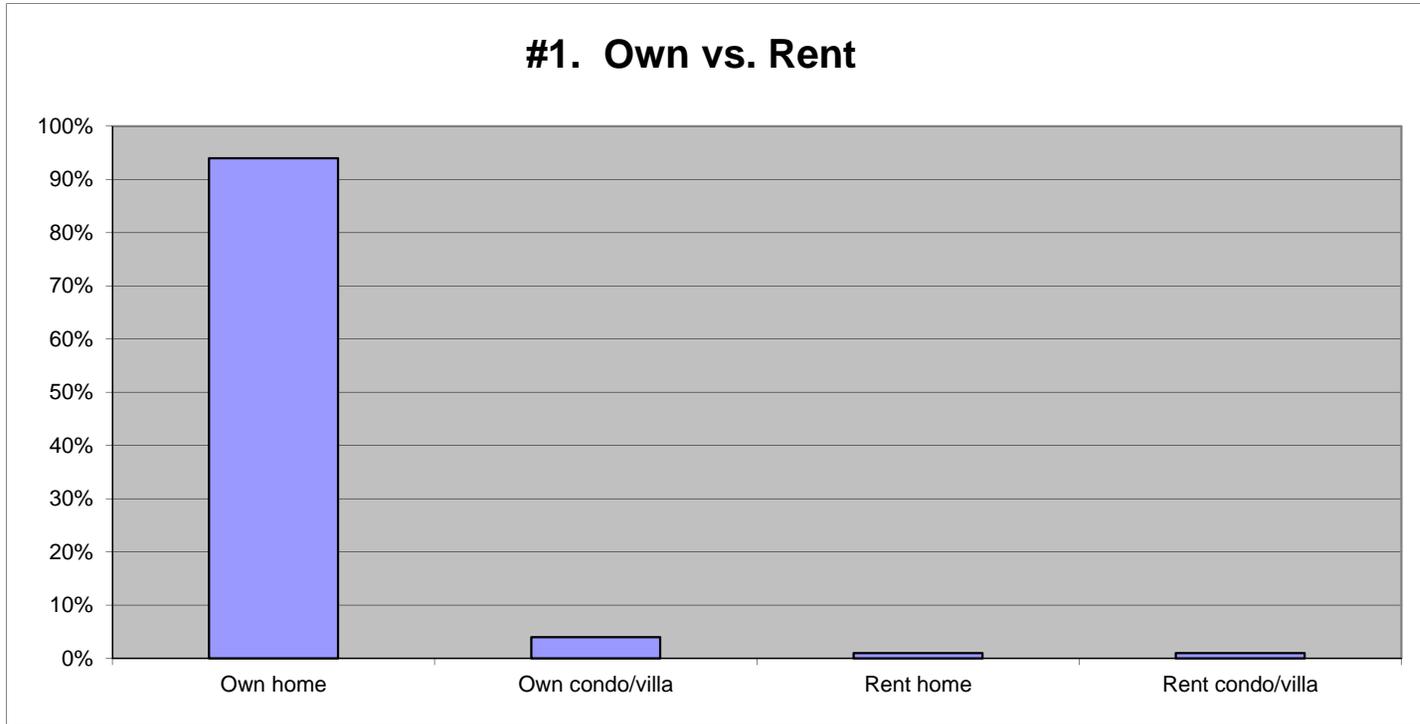
2012 Resident Opinion Questionnaire

Survey Results

Hilton Head Plantation POA
7 Surrey Lane, Hilton Head Island, SC 29926
843-681-8800
www.hiltonheadplantation.com

8/15/12

#1. Own vs. Rent



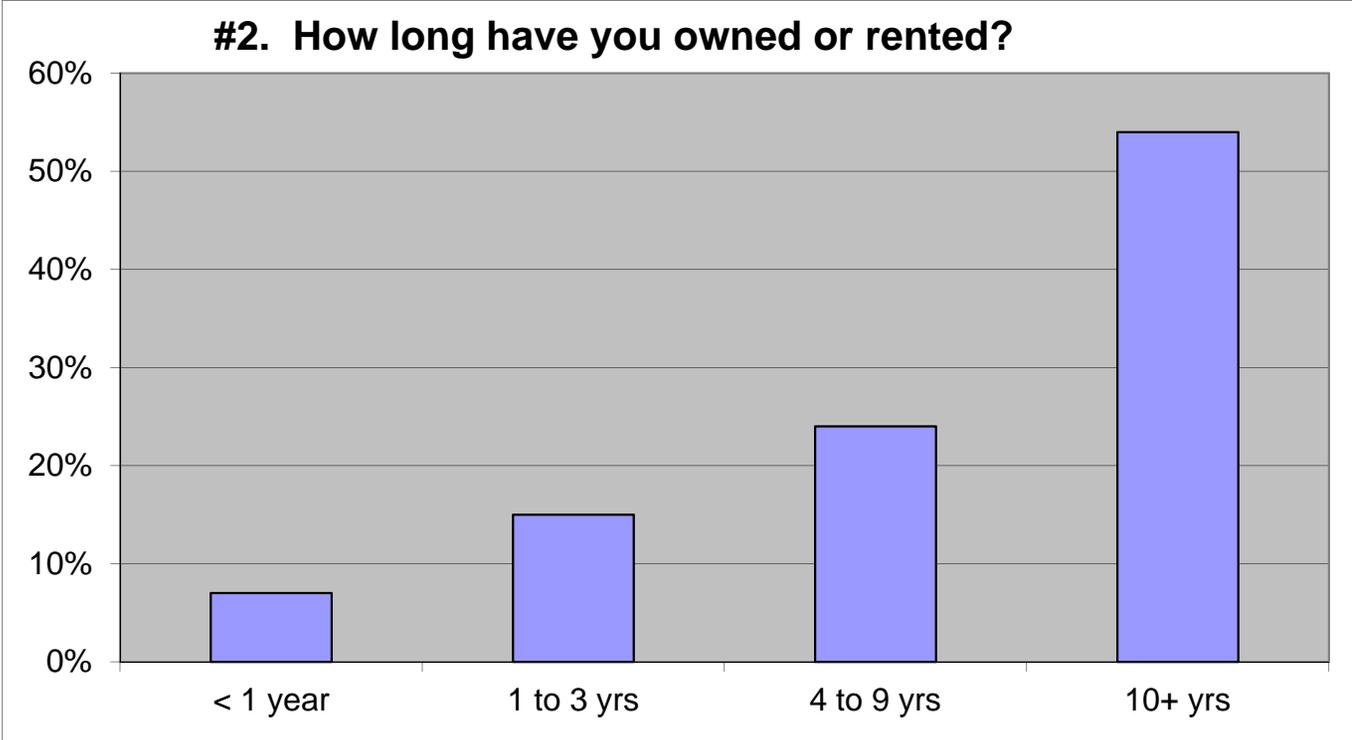
Own home	94%	993
Own condo/villa	4%	41
Rent home	1%	13
Rent condo/villa	1%	7
	100%	1054

2006

98% Own	1016
2% Rent	16
100%	1032

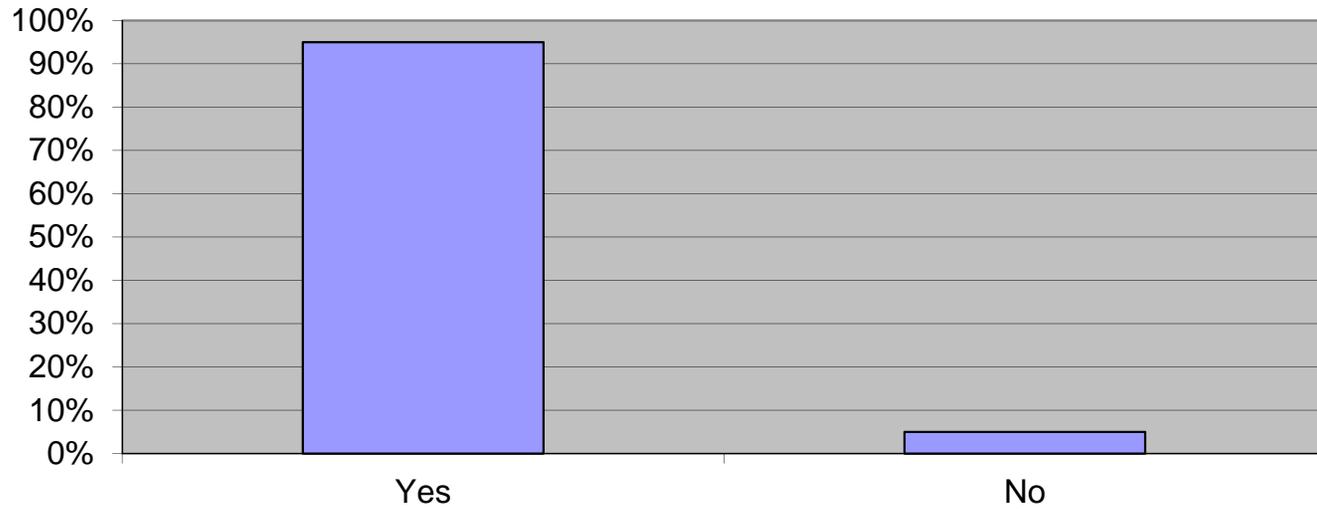
2009

98% Own	954
2% Rent	15
100%	969



< 1 year	7%	75	2009	4%	35	2006	5%	52
1 to 3 yrs	15%	154		13%	126		17%	177
4 to 9 yrs	24%	254		34%	326		33%	340
10+ yrs	<u>54%</u>	<u>567</u>		<u>49%</u>	<u>480</u>		<u>45%</u>	<u>464</u>
	100%	1050		100%	967		100%	1033

#3. I anticipate living in HHP for at least the next 5 years.



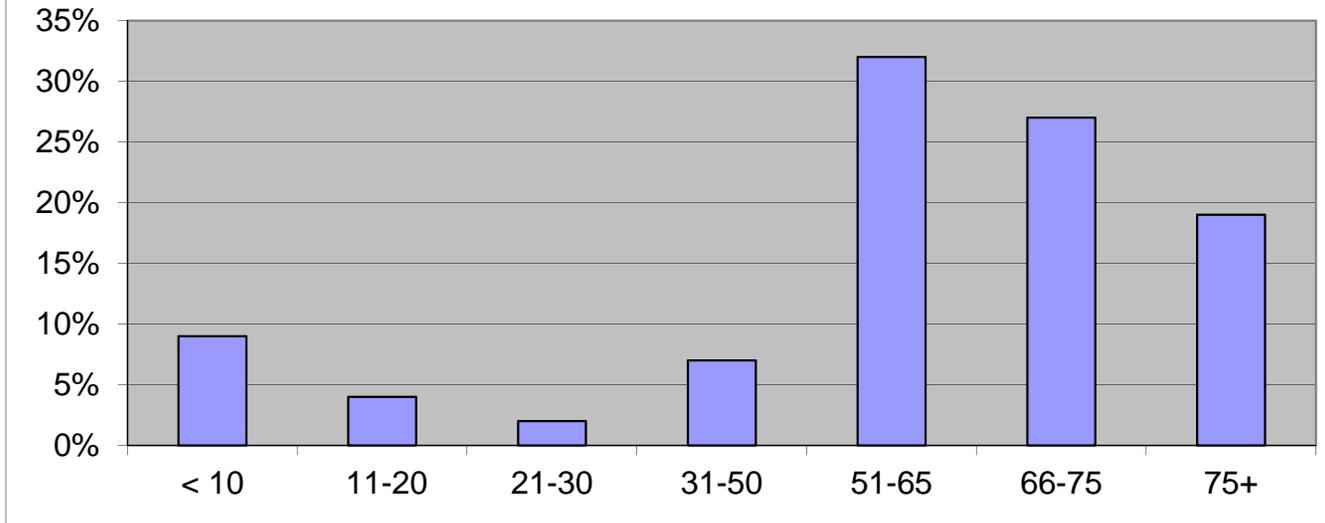
Yes
No

95% 991
5% 47
100% 1038

2009

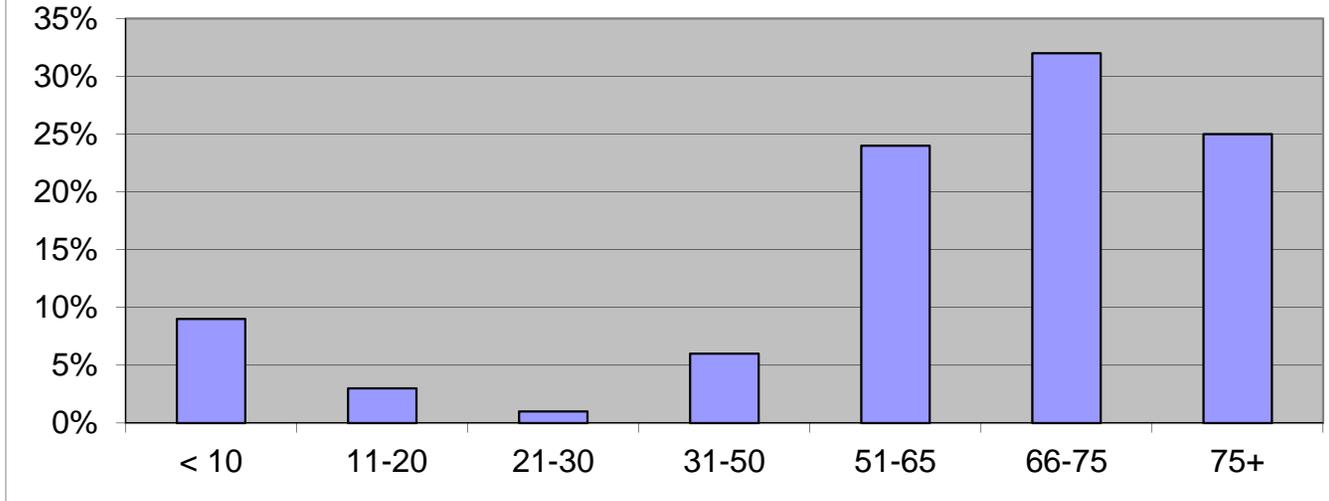
Yes 95%
No 5%
100%

#4a. Females in Household by Age Group



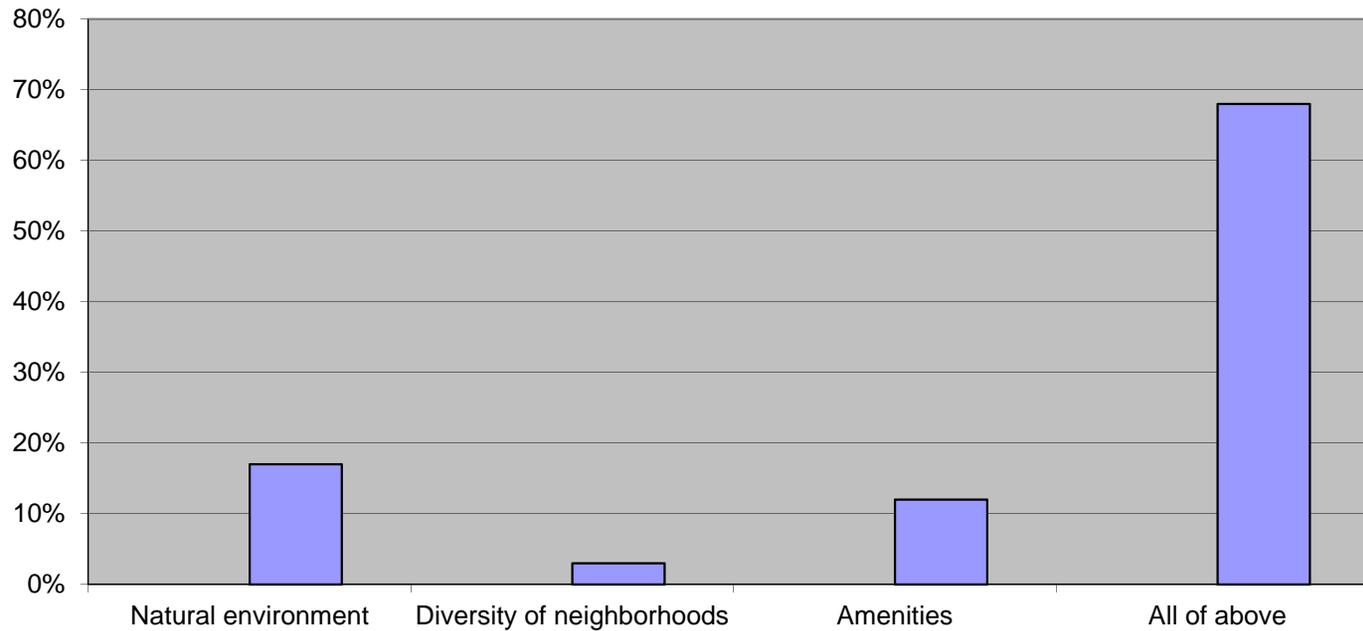
			2009		2006	
< 10	9%	101	8%	80	7%	76
11-20	4%	45	3%	33	4%	49
21-30	2%	18	2%	16	3%	29
31-50	7%	77	7%	78	9%	106
51-65	32%	381	35%	370	36%	418
66-75	27%	311	27%	288	25%	293
75+	<u>19%</u>	<u>218</u>	<u>18%</u>	<u>195</u>	<u>16%</u>	<u>184</u>
	100%	1151	100%	1060	100%	1155

#4b. Males in Household by Age Group



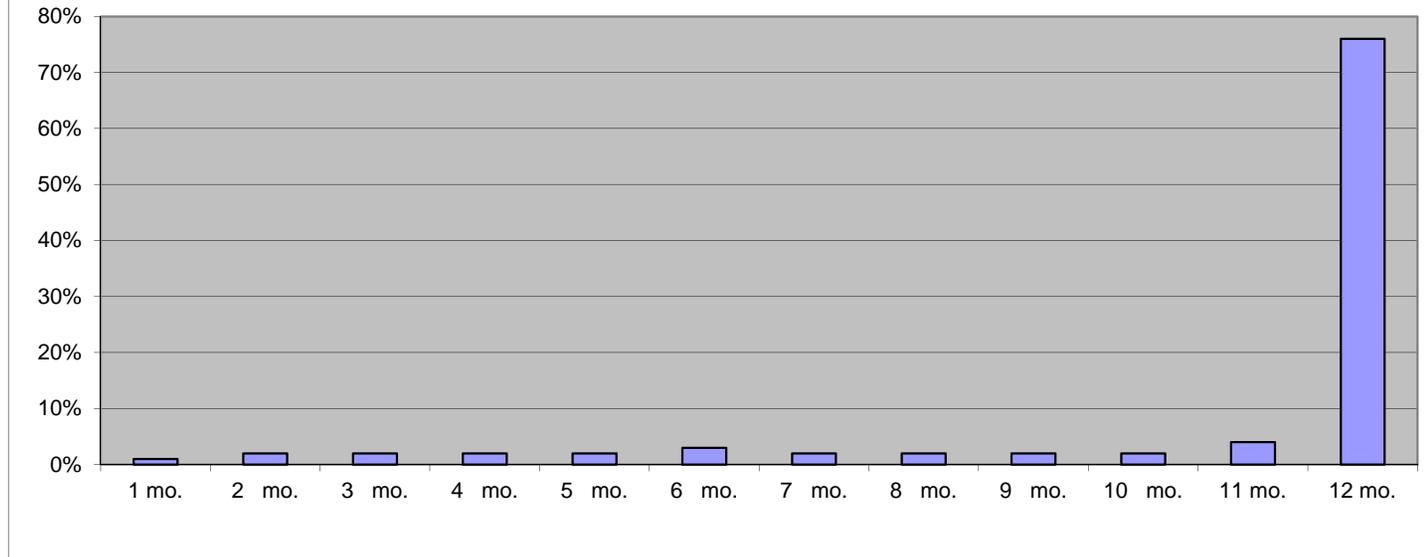
< 10	9%	91	2009	7%	65	2006	7%	76
11-20	3%	34		3%	33		4%	46
21-30	1%	15		1%	12		3%	34
31-50	6%	65		6%	55		8%	82
51-65	24%	254		27%	258		28%	304
66-75	32%	320		30%	283		27%	294
75+	<u>25%</u>	<u>259</u>		<u>26%</u>	<u>238</u>		<u>23%</u>	<u>248</u>
	100%	1038		100%	944		100%	1084

#5. What attracted you to Hilton Head Plantation?



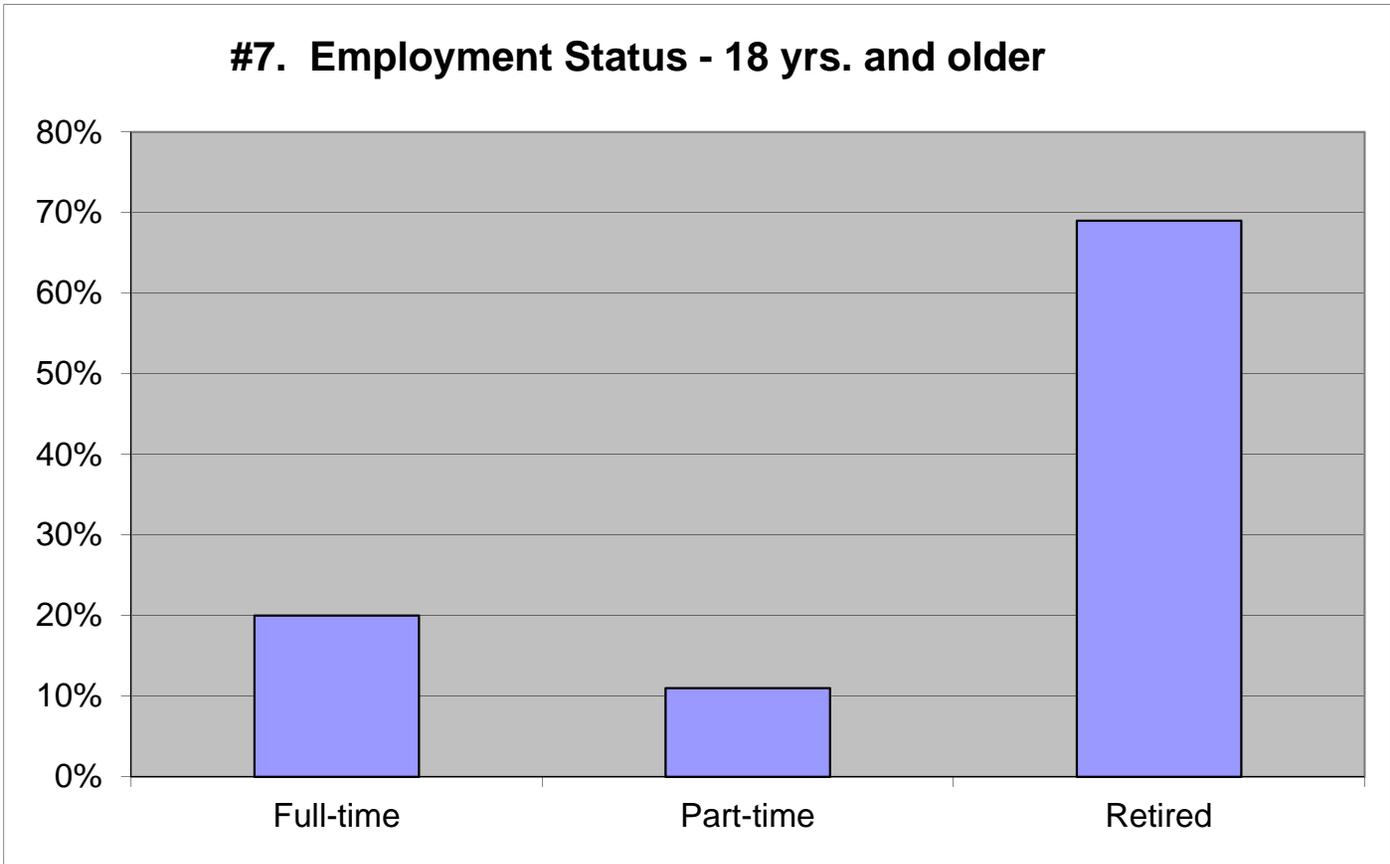
Natural environment	17%	201	2009	16%	151
Diversity of neighborhoods	3%	36		2%	23
Amenities	12%	141		4%	33
All of above	<u>68%</u>	<u>775</u>		<u>78%</u>	<u>723</u>
	100%	1153		100%	930

#6. How many months per year do you stay in the Plantation?



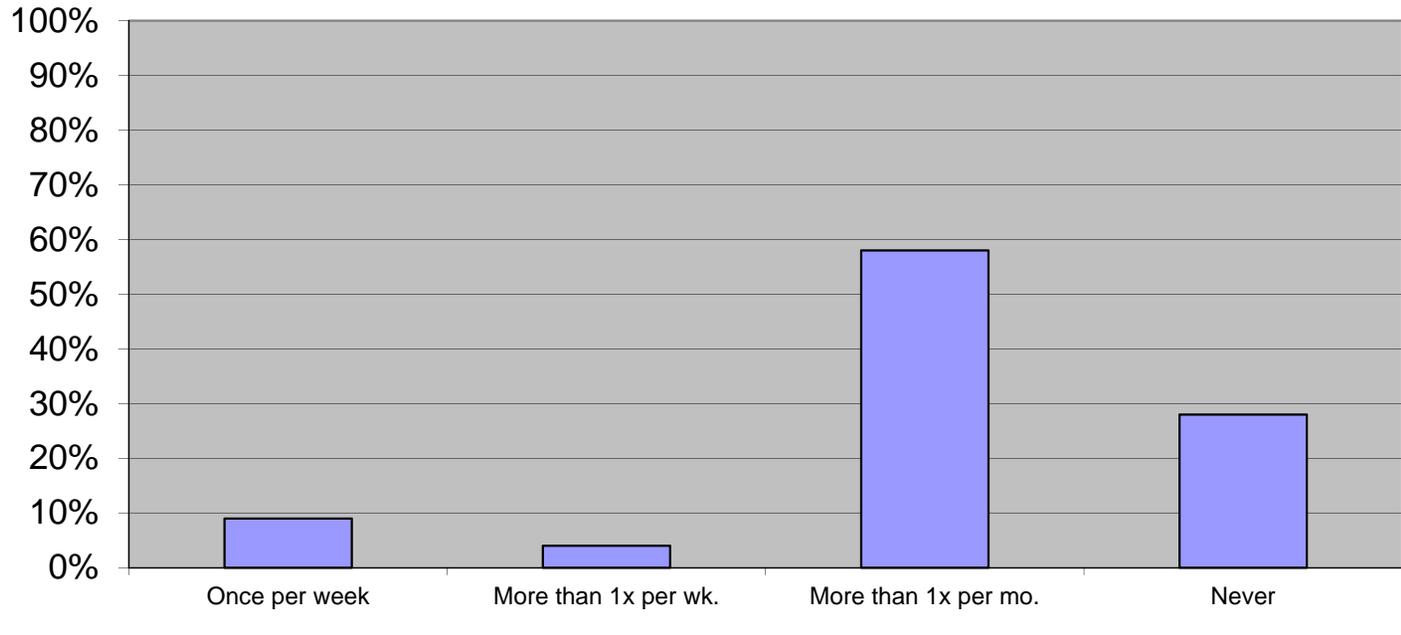
1 mo.	1%	15	2009	1%	6	2006	1%	10
2 mo.	2%	24		1%	14		2%	18
3 mo.	2%	16		1%	12		1%	9
4 mo.	2%	19		1%	9		1%	12
5 mo.	2%	19		2%	19		2%	16
6 mo.	3%	35		4%	34		3%	25
7 mo.	2%	25		2%	21		2%	18
8 mo.	2%	20		2%	20		2%	21
9 mo.	2%	19		2%	18		2%	21
10 mo.	2%	22		3%	27		2%	14
11 mo.	4%	40		5%	45		5%	45
12 mo.	<u>76%</u>	<u>792</u>		<u>76%</u>	<u>740</u>		<u>77%</u>	<u>659</u>
	100%	1046		100%	965		100%	868

#7. Employment Status - 18 yrs. and older



Full-time	20%	390	2009	19%	341	2006	18%	433
Part-time	11%	211		12%	208		12%	210
Retired	<u>69%</u>	<u>1350</u>		<u>69%</u>	<u>1236</u>		<u>70%</u>	<u>1253</u>
	100%	1951		100%	1785		100%	1896

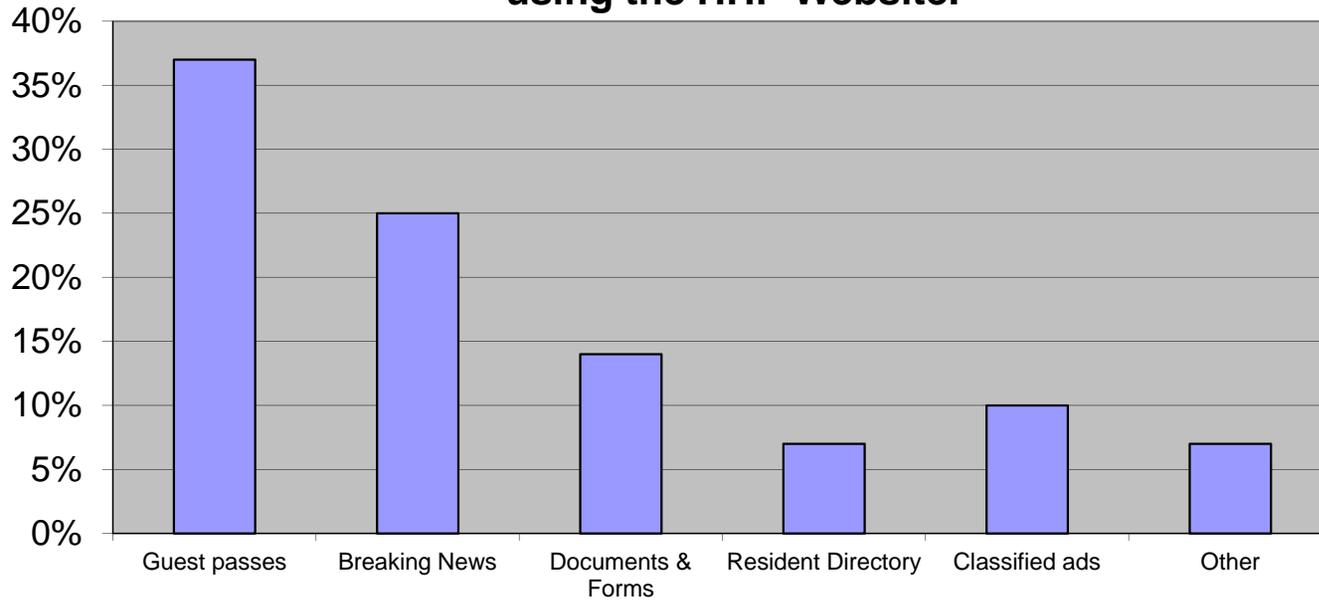
#8. How often do you visit the HHP Website?



Once per week	9%	95
More than 1x per wk.	4%	40
More than 1x per mo.	58%	591
Never	<u>28%</u>	<u>285</u>
	100%	1011

2009	11%	99
	5%	49
	50%	467
	<u>34%</u>	<u>317</u>
	100%	932

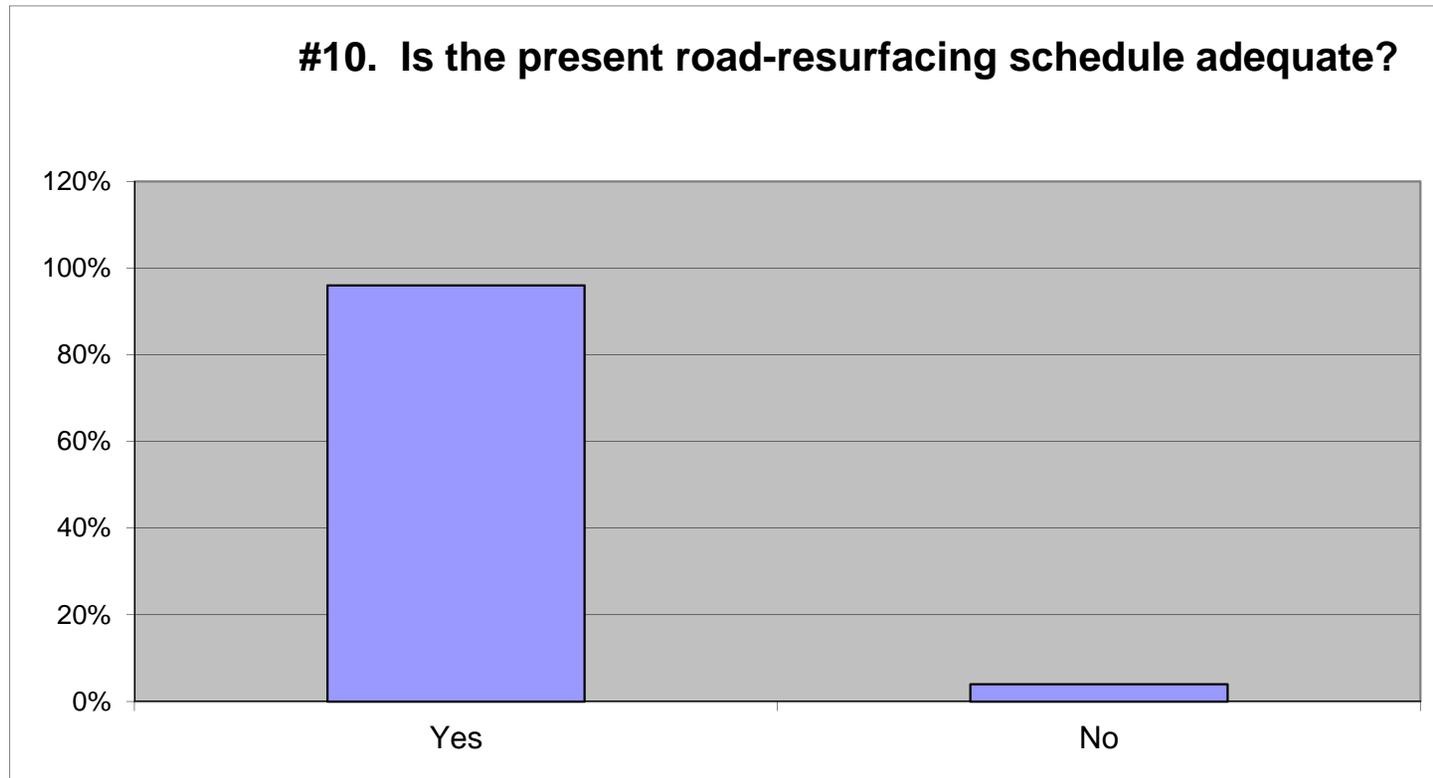
#9. Rank (1-6, with 1 being the highest) your reasons for using the HHP Website.



Guest passes	37%	474
Breaking News	25%	312
Documents & Forms	14%	179
Resident Directory	7%	91
Classified ads	10%	121
Other	<u>7%</u>	<u>94</u>
	100%	1271

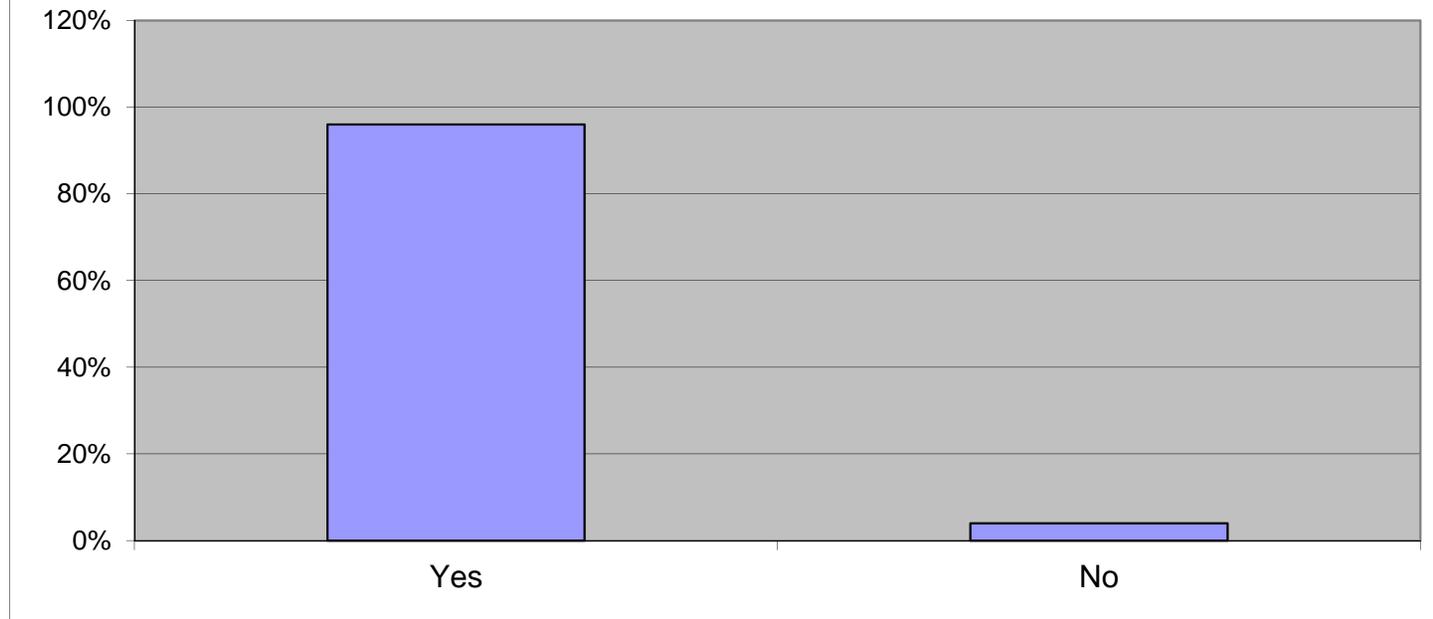
2009 Guest passes	36%	400
Breaking News	27%	305
Documents/Forms	14%	156
Resident Directory	9%	106
Classified ads	8%	86
Other	<u>6%</u>	<u>69</u>
	100%	1122

#10. Is the present road-resurfacing schedule adequate?



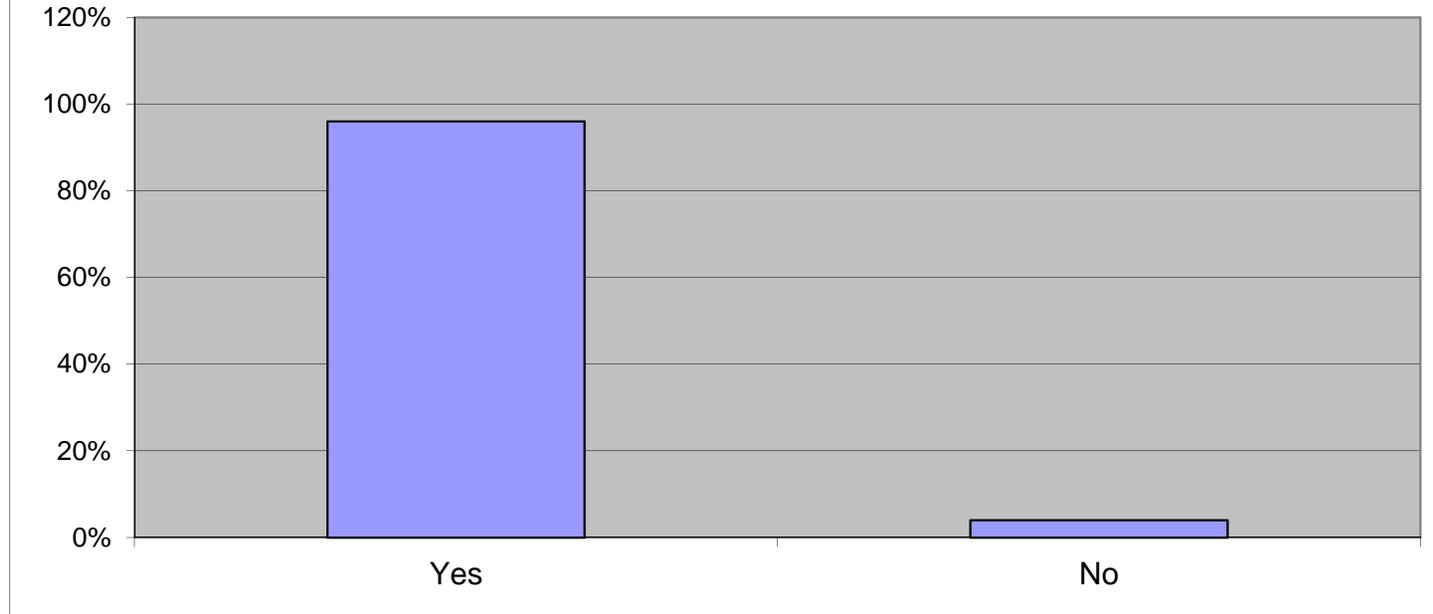
Yes	95%	973	2009	98%	911	2006	97%	933
No	<u>5%</u>	<u>51</u>		<u>2%</u>	<u>22</u>		<u>3%</u>	<u>63</u>
	100%	1024		100%	933		100%	996

#11. Is the Plantation maintained to an appropriate level?



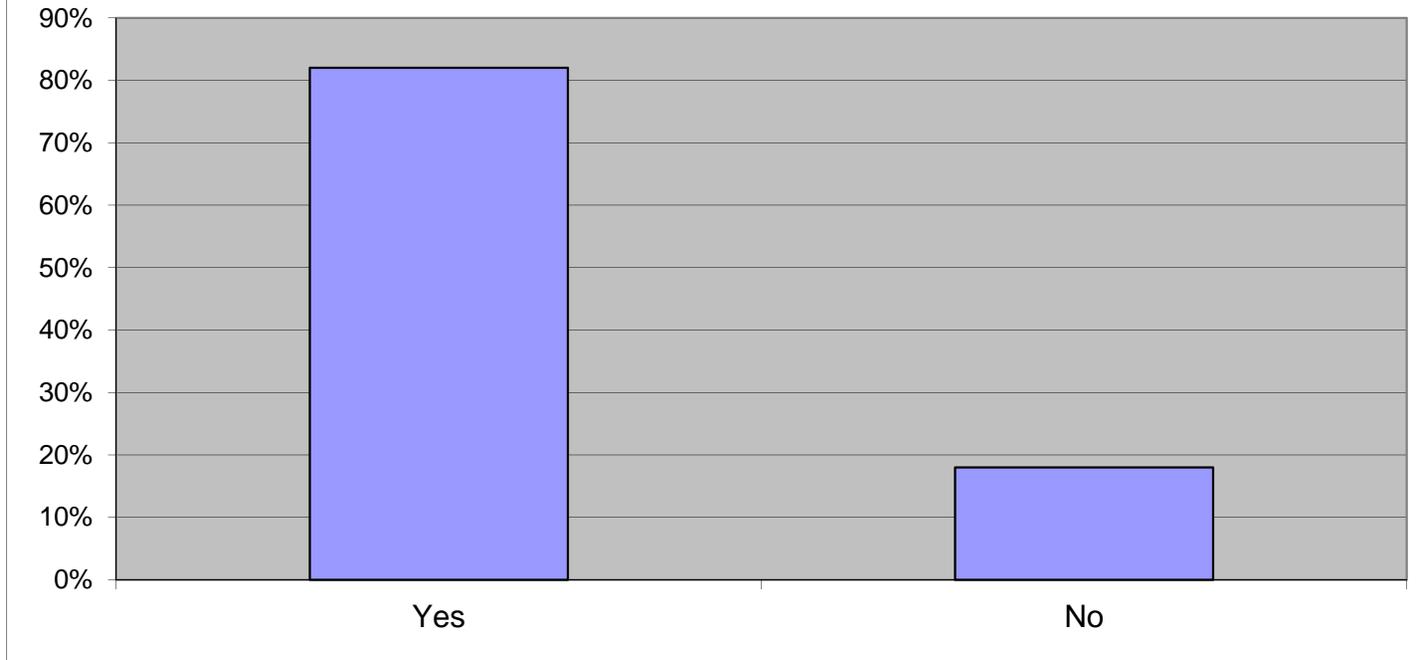
Yes	96%	1000		2009	98%	933	2006	96%	978
No	<u>4%</u>	<u>37</u>			<u>2%</u>	<u>16</u>		<u>4%</u>	<u>38</u>
	100%	1037			100%	949		100%	1016

#12. Do you feel that the present road restriping schedule is adequate?



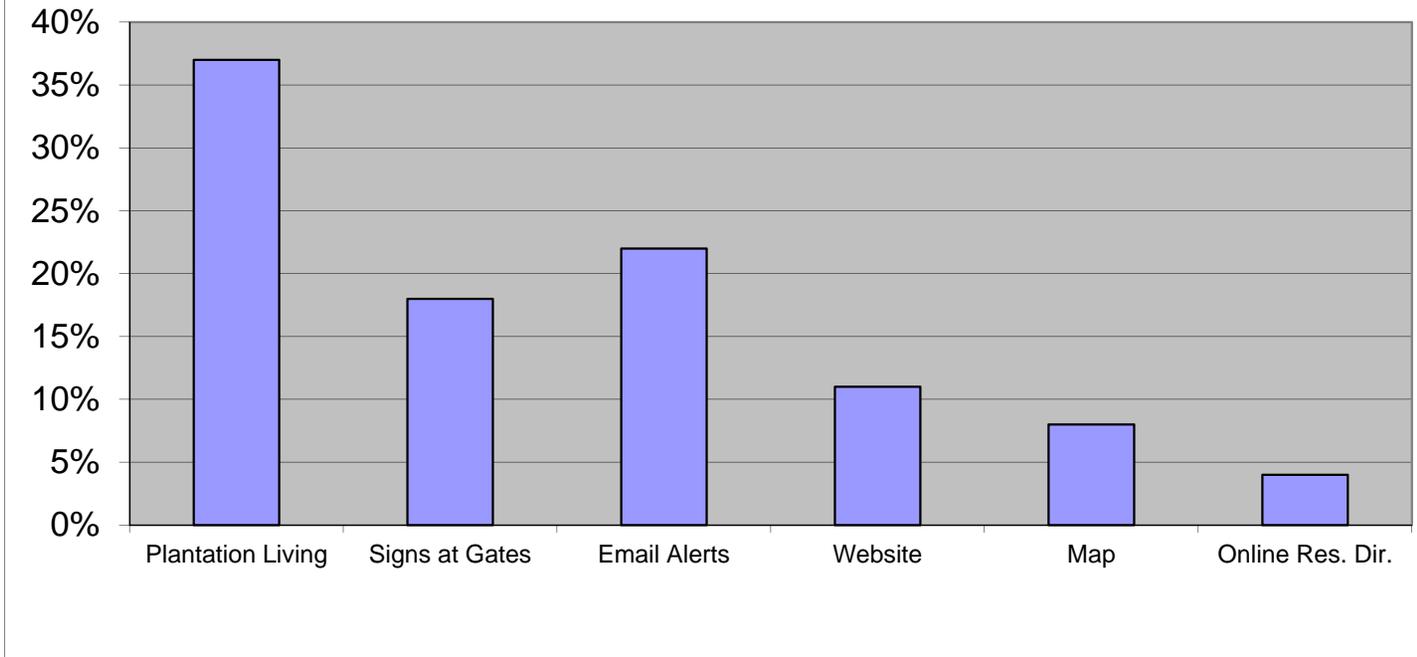
Yes	93%	938
No	<u>7%</u>	<u>73</u>
	100%	1011

#13. Do you feel the SL Tennis facility adds value to your property?



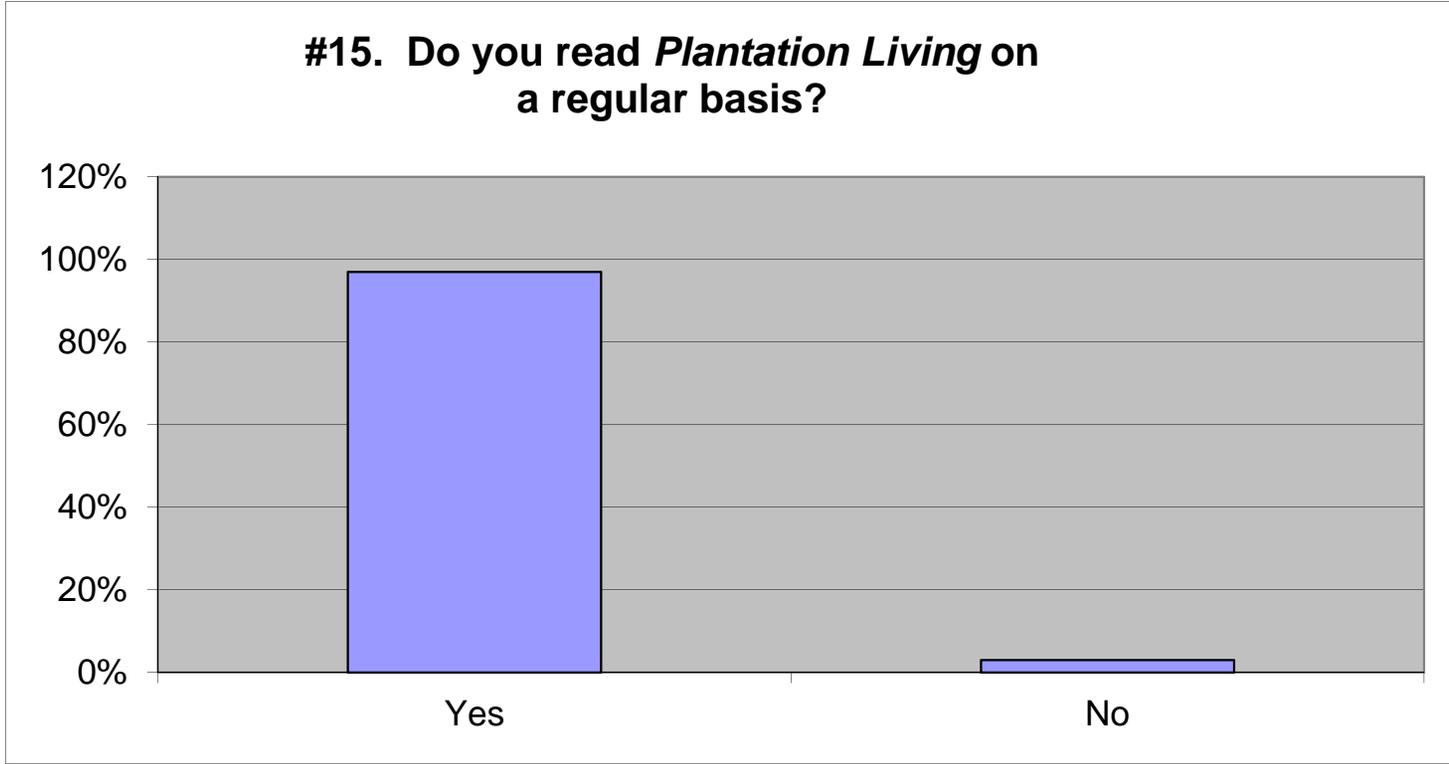
Yes	82%	829	2009	81%	734	2006	69%	678
No	18%	183		19%	172		31%	300
	100%	1012		100%	906		100%	978

#14. Most important POA communications vehicle



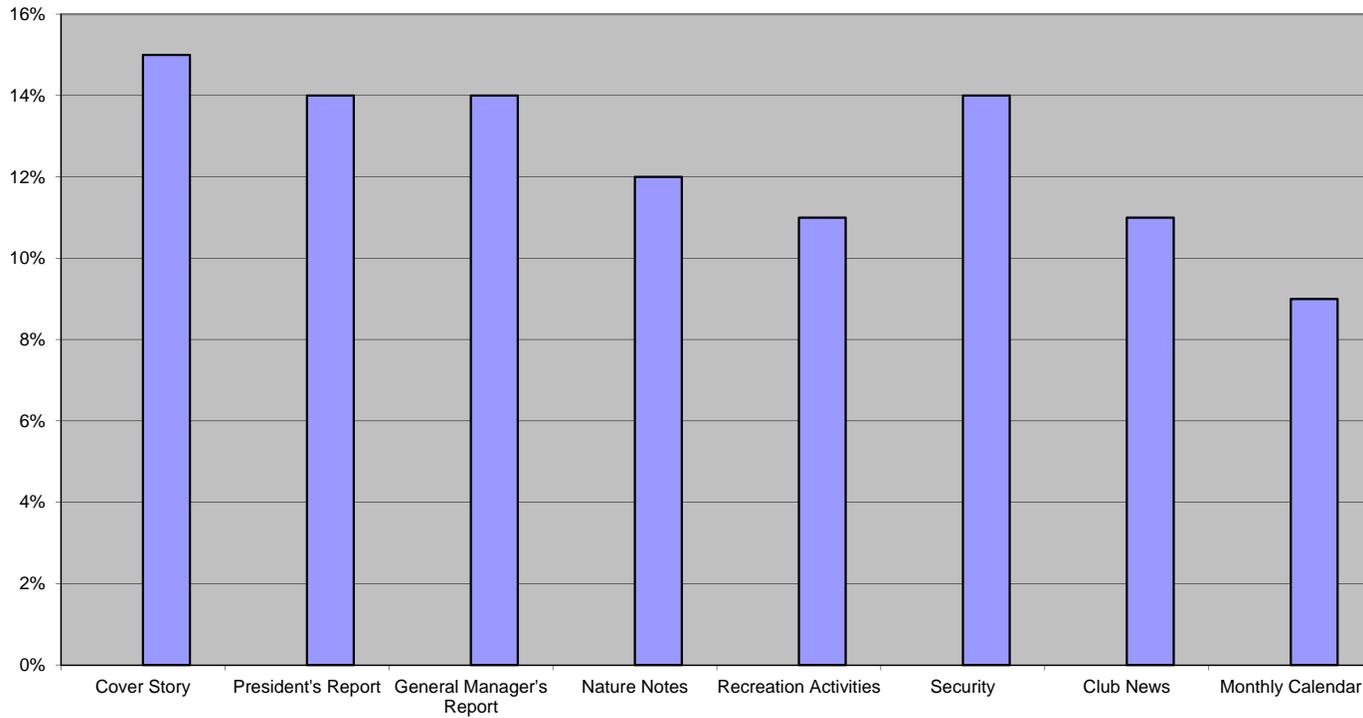
		2009		2006
Plantation Living	37%	Plantation Living	40%	43% Plantation Living
Signs at Gates	18%	Signs at Gates	19%	18% Signs at Gates
Email Alerts	22%	Email Alerts	19%	14% Map
Website	11%	Website	10%	13% Handbook/Dir.
Map	8%	Map	9%	<u>12%</u> Website
Online Res. Dir.	<u>4%</u>	Online Res. Dir.	<u>3%</u>	100%
	100%		100%	

#15. Do you read *Plantation Living* on a regular basis?



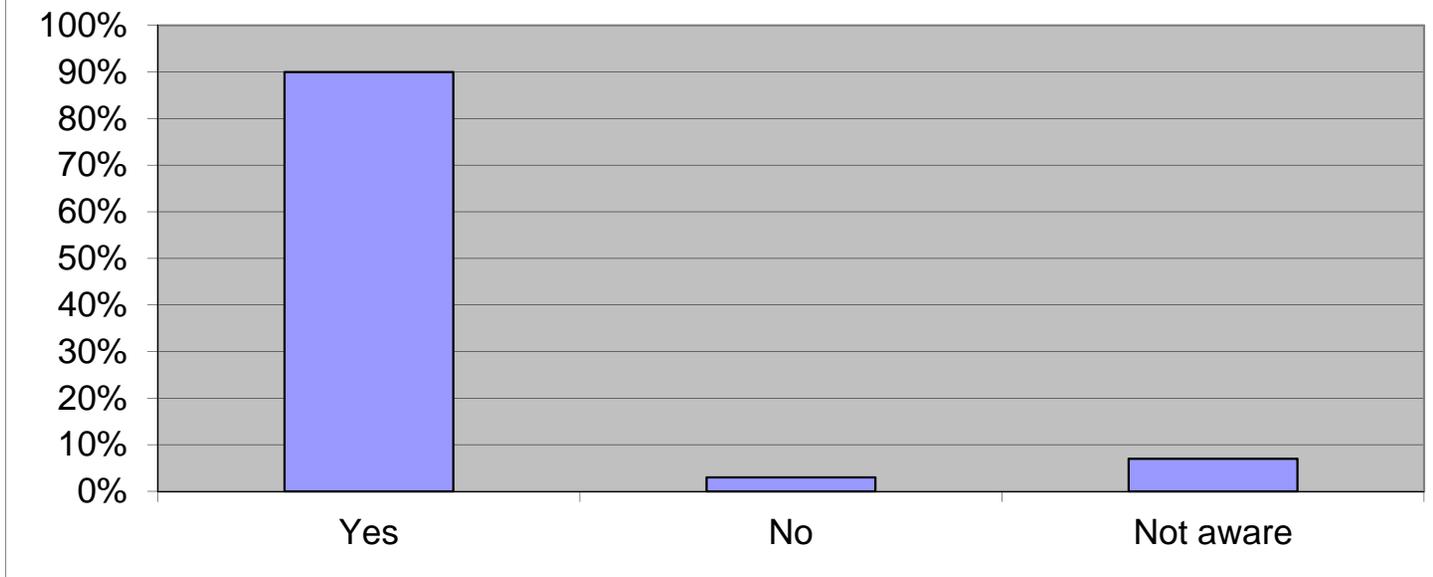
Yes	97%	1008	2009	99%	943	2006	98%	962
No	<u>3%</u>	<u>27</u>		<u>1%</u>	<u>11</u>		<u>2%</u>	<u>17</u>
	100%	1035		100%	954		100%	979

**#16. What sections of *Plantation Living* do you read?
(check all that apply)**



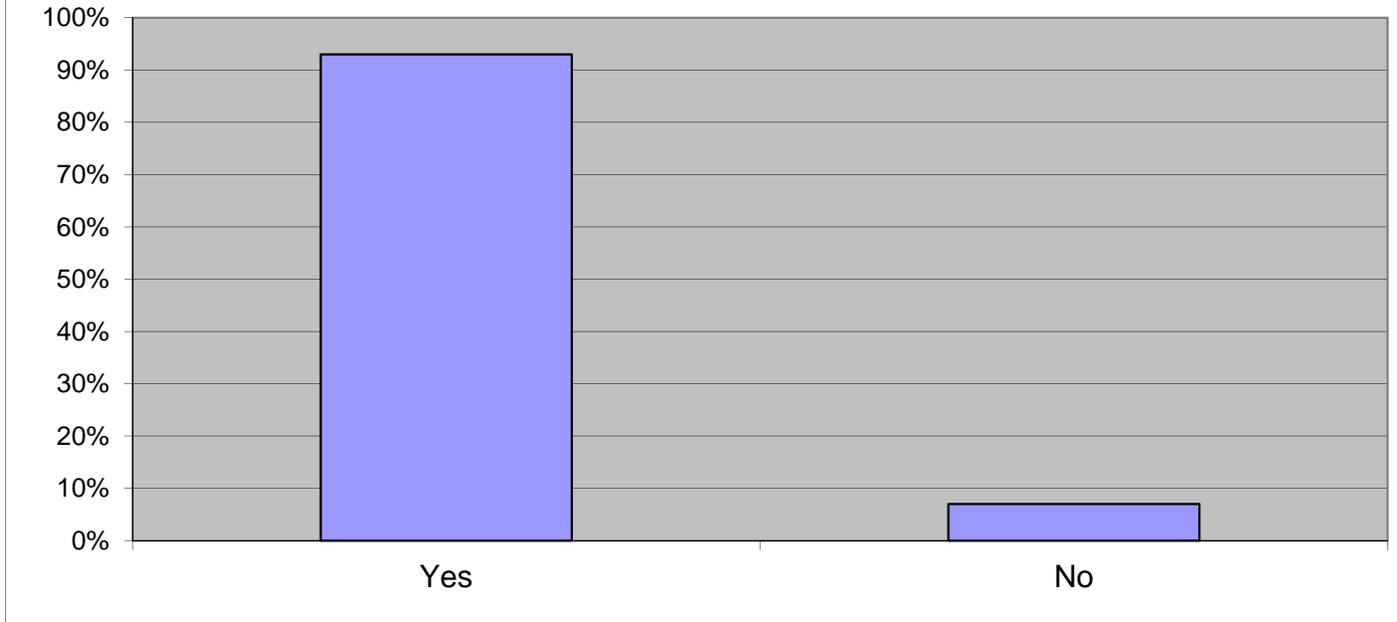
Cover Story	15%	2009	16%	2006	16%
President's Report	14%		15%		15%
General Manager's Report	14%		15%		15%
Nature Notes	12% (prev. Feature Story)	Feature Story	13%	Feature	14%
Recreation Activities	11%		11%		10%
Security	14% (new)	Nature	11%	Nature	11%
Club News	11%		10%		10%
Monthly Calendar	<u>9%</u>		<u>9%</u>		<u>9%</u>
	100%		100%		100%

#17. *Plantation Living* features a monthly article focused on Covenants issues. If you are familiar with "Harry Heron", do you think the material informs you of the Rules & Regulations?



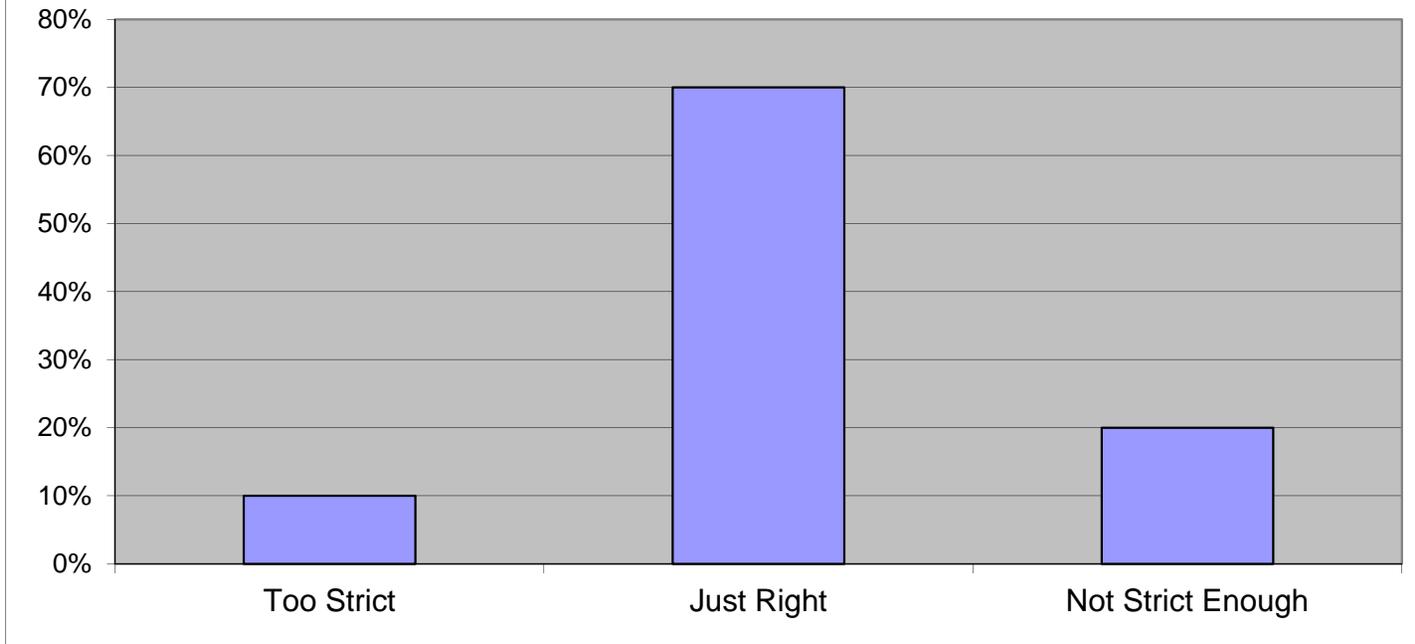
				2009		
Yes	90%	930		88%	822	
No	3%	34		3%	31	
Not aware	<u>7%</u>	<u>75</u>		<u>9%</u>	<u>84</u>	
	100%	1039		100%	937	

#18. Do the ARB's decisions protect property values?



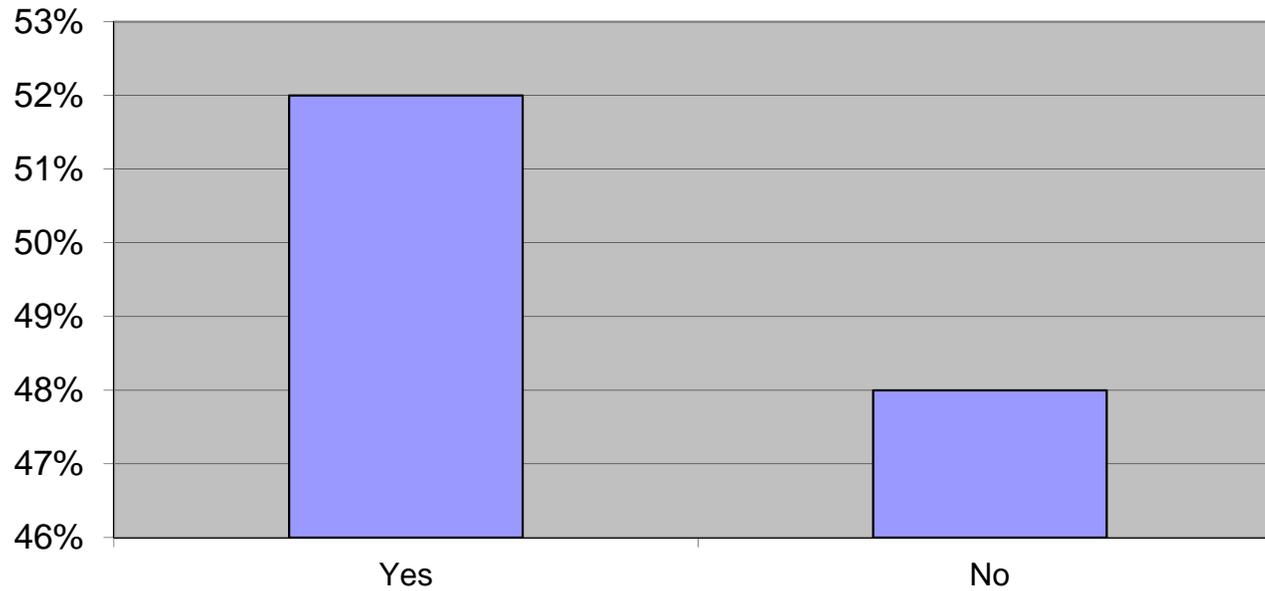
Yes	93%	923	2009	95%	851	2006	93%	898
No	<u>7%</u>	<u>73</u>		<u>5%</u>	<u>48</u>		<u>7%</u>	<u>68</u>
	100%	996		100%	899		100%	966

#19. Are the Plantation's Covenants and Rules & Regs enforced?



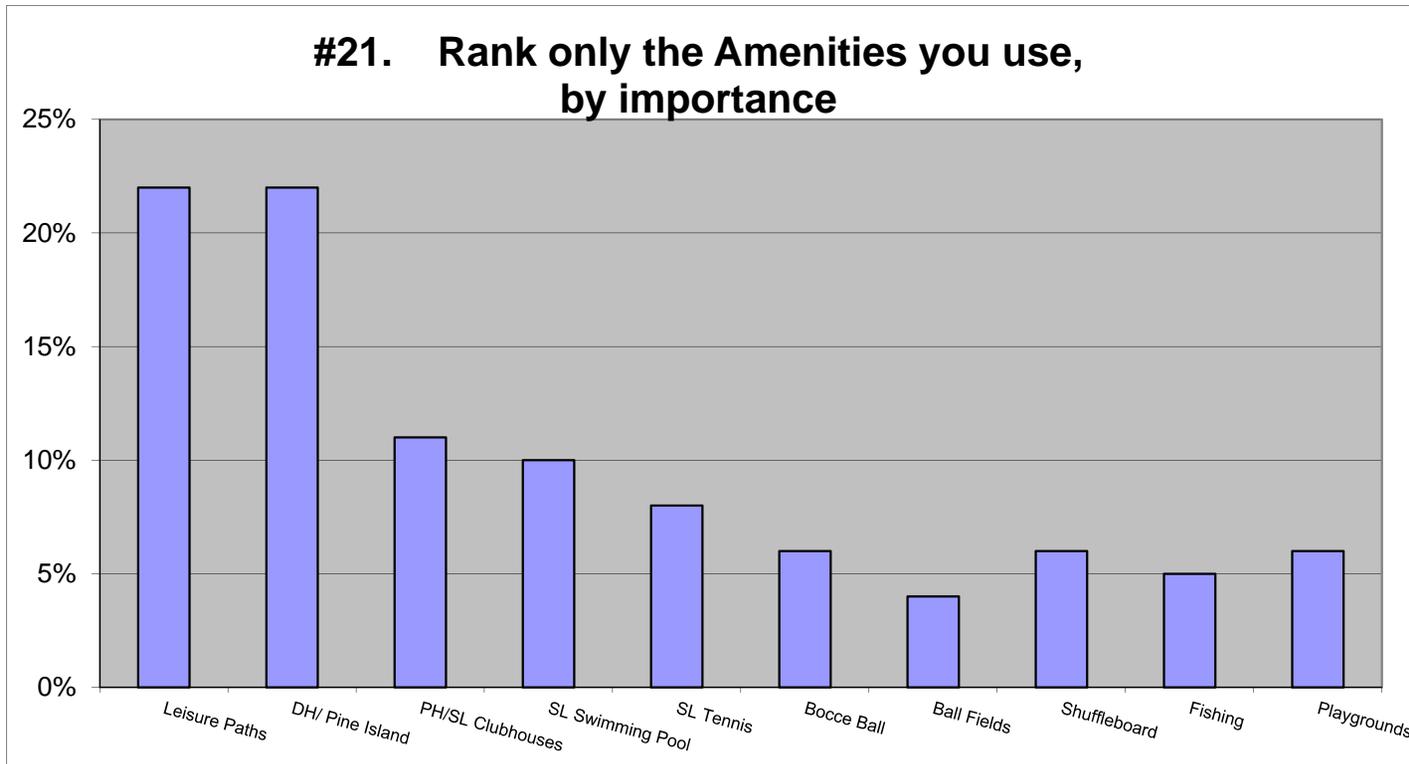
Too Strict	10%	104	2009	12%	108	2006	10%	88
Just Right	70%	711		69%	639		65%	631
Not Strict Enough	<u>20%</u>	<u>202</u>		<u>19%</u>	<u>177</u>		<u>25%</u>	<u>250</u>
	100%	1017		100%	924		100%	969

#20. Would you support the purchase of a second electronic message board for the Cypress Gate?



Yes	52%	540
No	<u>48%</u>	<u>492</u>
	100%	1032

#21. Rank only the Amenities you use, by importance



2009

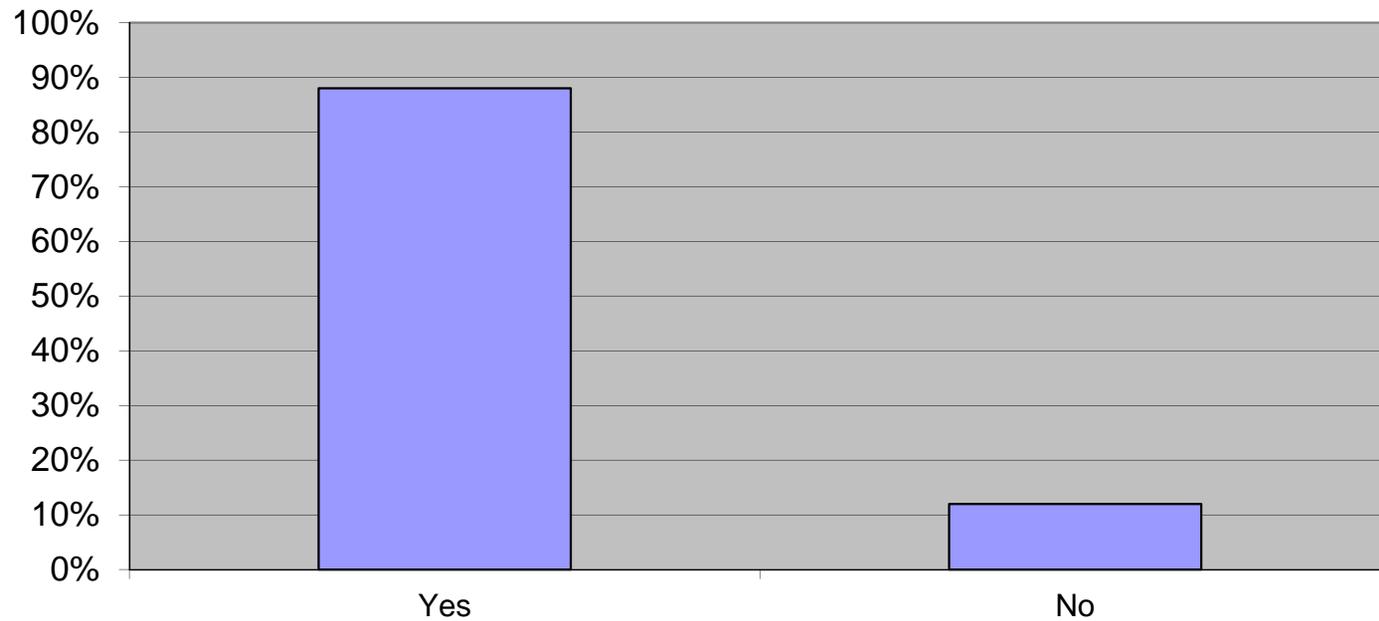
2006

Leisure Paths	22%	430
DH/ Pine Island	22%	430
PH/SL Clubhouses	11%	211
SL Swimming Pool	10%	186
SL Tennis	8%	161
Bocce Ball	6%	116
Ball Fields	4%	85
Shuffleboard	6%	121
Fishing	5%	106
Playgrounds	<u>6%</u>	<u>111</u>
	100%	1957

Leisure Paths	35%	375
DH/ Pine Island	29%	317
PH/SL Clubhouse	15%	157
SL Pool	10%	112
SL Tennis	8%	88
Bocce Ball	1%	15
Ball Fields	1%	8
Shuffleboard	<u>1%</u>	<u>3</u>
	100%	1075

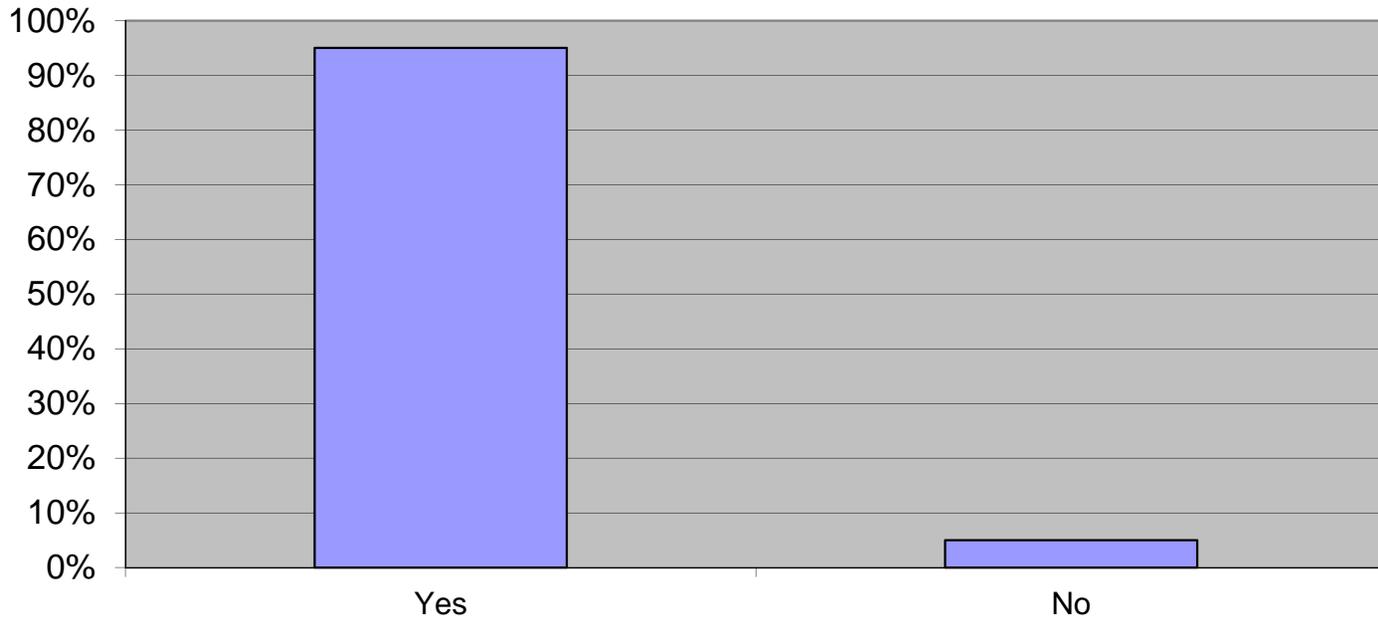
Leisure Paths	29%	608
Dolphin Head	31%	651
PH/SL Clubhouses	13%	277
SL Pool	12%	242
SL Tennis	6%	120
Whooping Conserv.	6%	127
RV/Boat	<u>3%</u>	<u>58</u>
	100%	2083

#22. Do you want to ban smoking inside the gates at the Spring Lake Pool?



Yes	88%	882
No	<u>12%</u>	<u>125</u>
	100%	1007

#23. Do you value the Whooping Crane and Cypress conservancies?

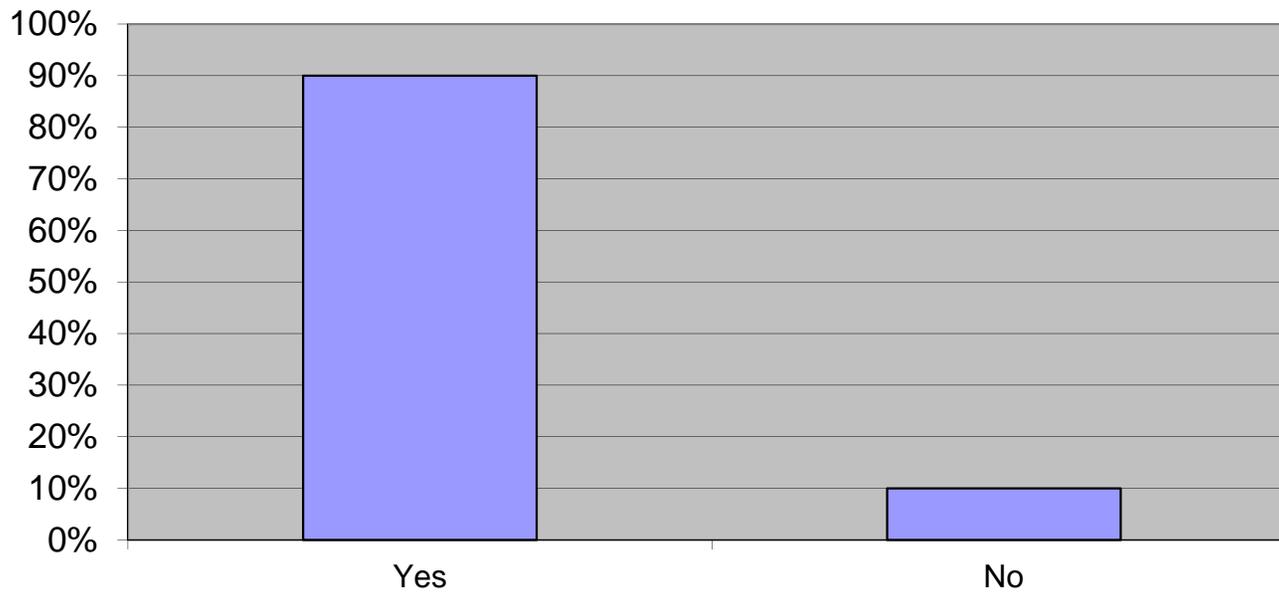


Yes
No

95% 976
5% 53
100% 1029

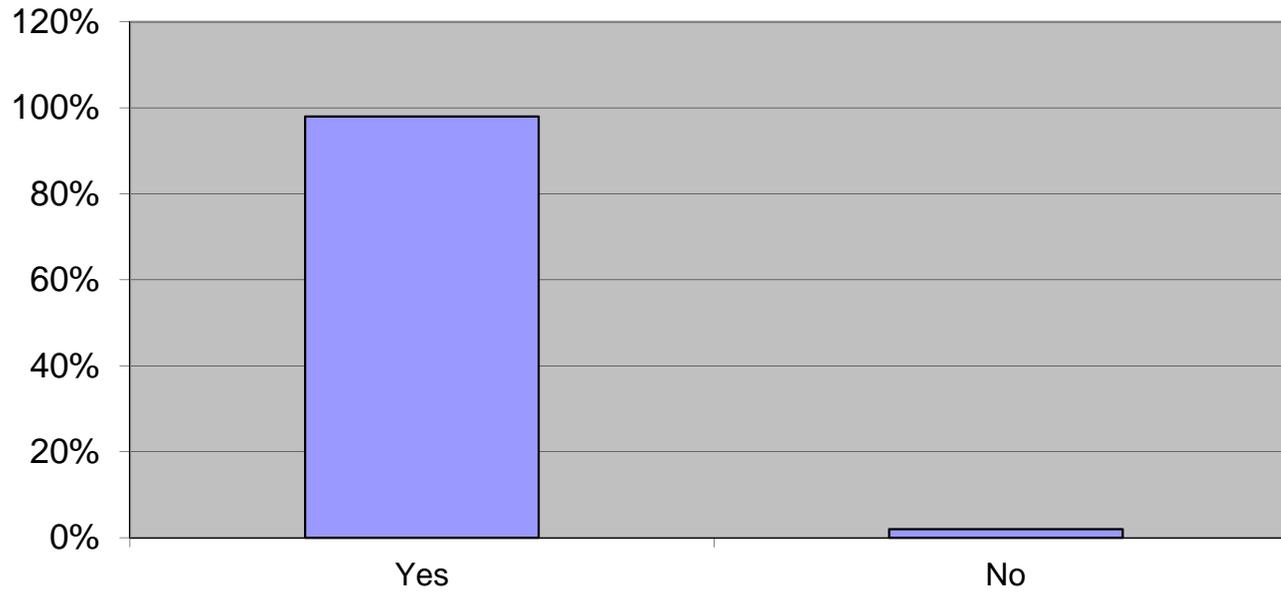
2009 93% 884
7% 63
100% 947

#24. Do you feel the present leisure path resurfacing schedule is adequate?



Yes	90%	896
No	<u>10%</u>	<u>105</u>
	100%	1001

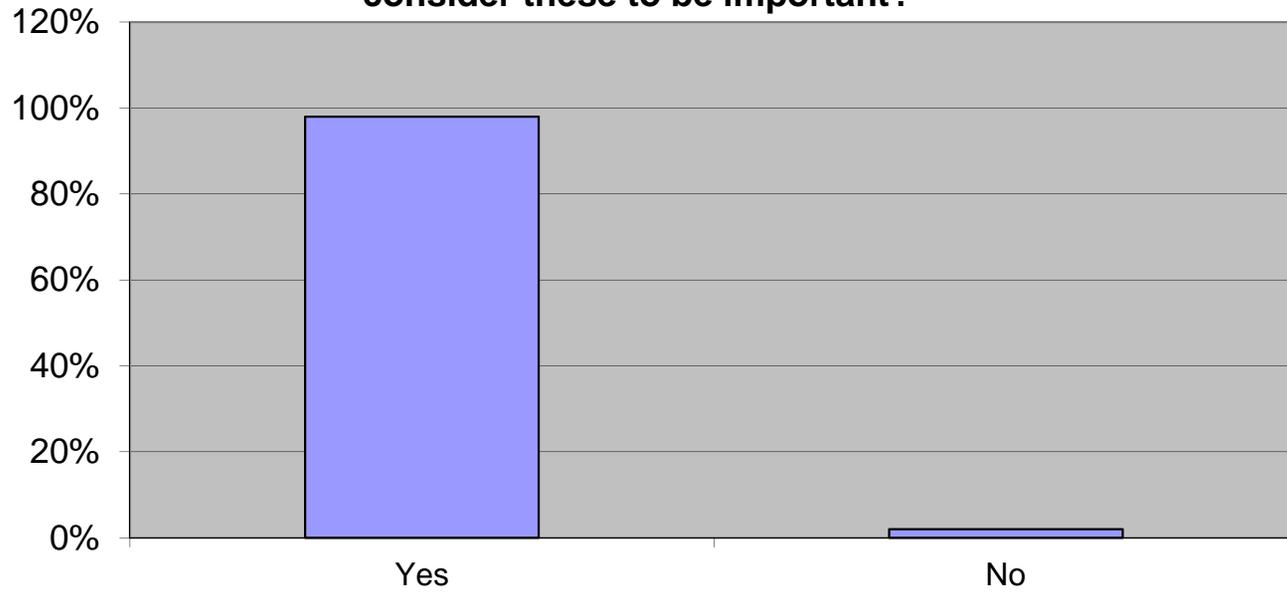
#25. I believe the POA's expenditures are well managed.



Yes	98%	993
No	<u>2%</u>	<u>21</u>
	100%	1014

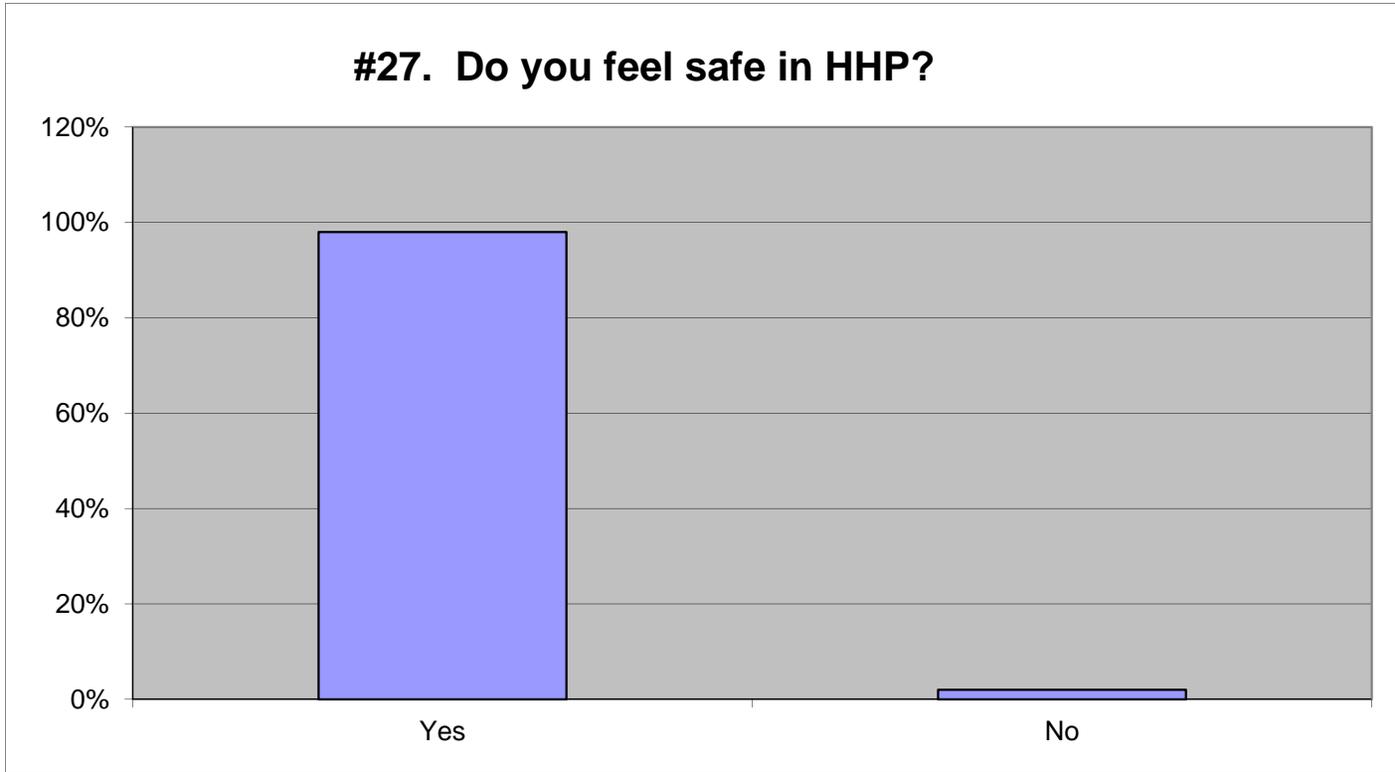
2009	96%	869
	<u>4%</u>	<u>32</u>
	100%	901

#26. When possible, Security performs service calls (medical assists, jump starts, picking up fallen residents, etc.). Do you consider these to be important?



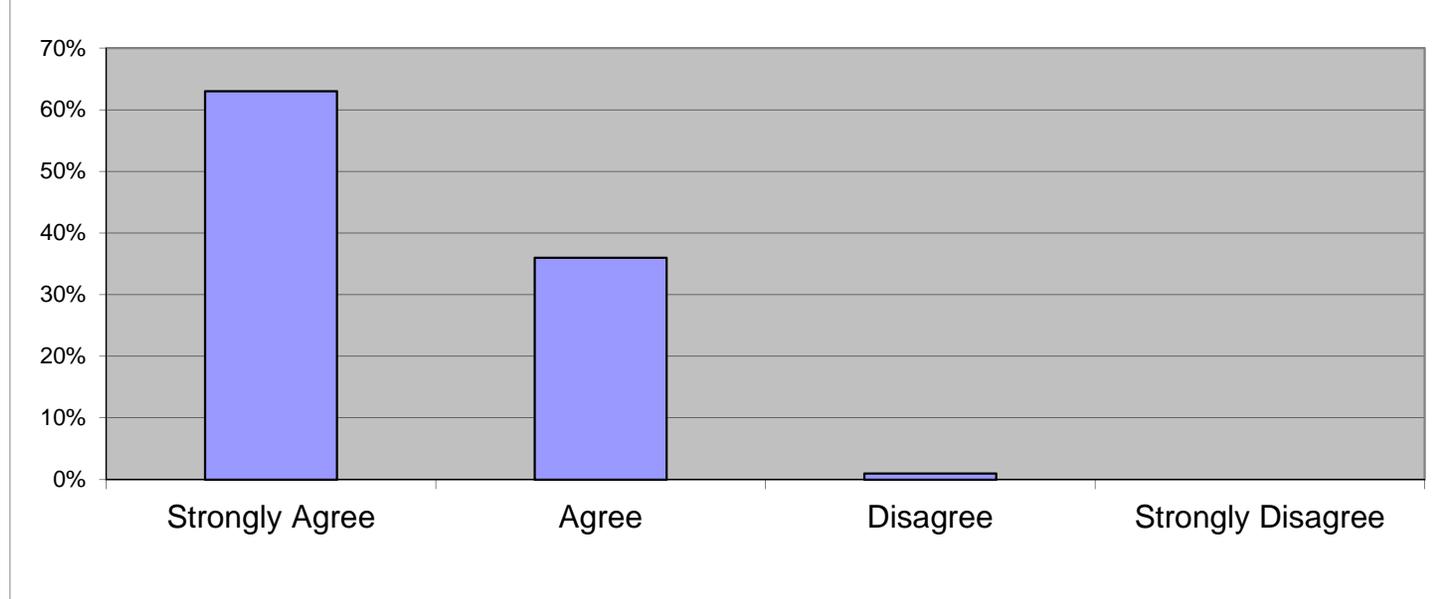
Yes	98%	1022
No	<u>2%</u>	<u>17</u>
	100%	1039

#27. Do you feel safe in HHP?



Yes	98%	1028		2009	98%	940	2006	98%	989
No	<u>2%</u>	<u>18</u>			<u>2%</u>	<u>15</u>		<u>2%</u>	<u>24</u>
	100%	1046			100%	955		100%	1013

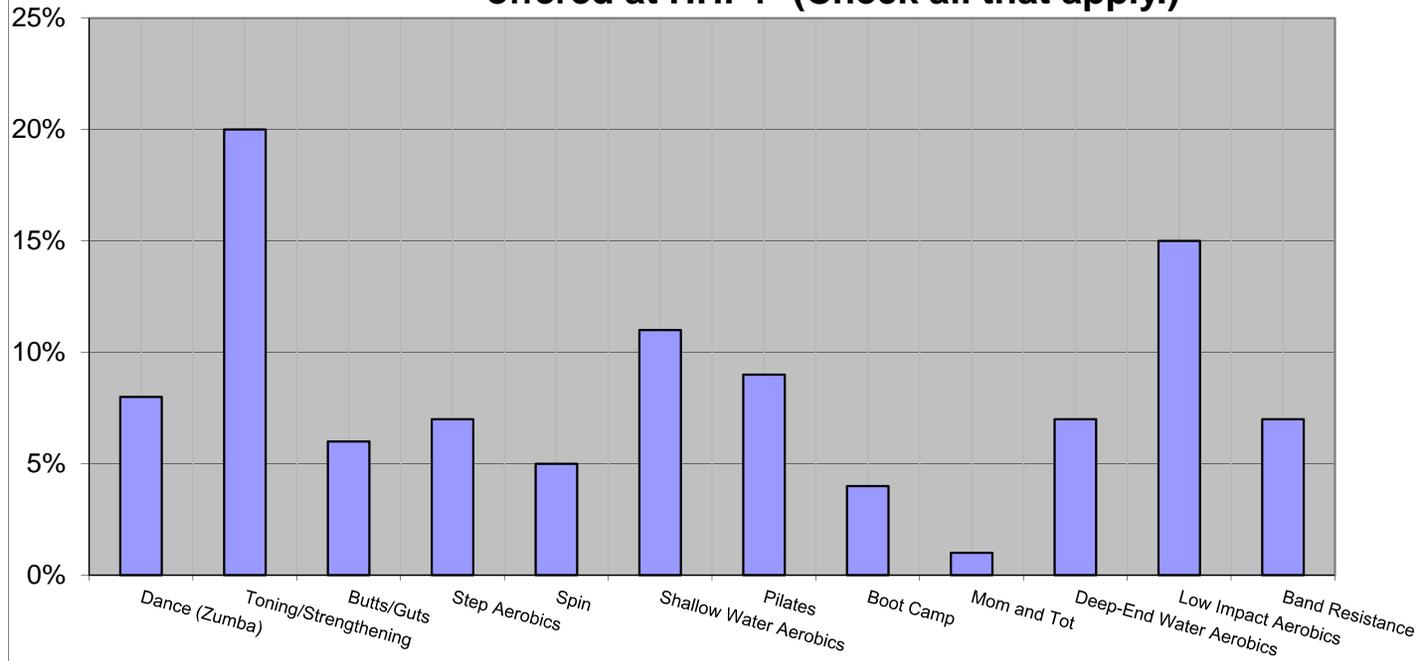
#28. I find the quality of life in Hilton Head Plantation is preferable to other communities and is consistent with my needs and wants.



Strongly Agree	63%	651
Agree	36%	372
Disagree	1%	13
Strongly Disagree	0%	3
	100%	1039

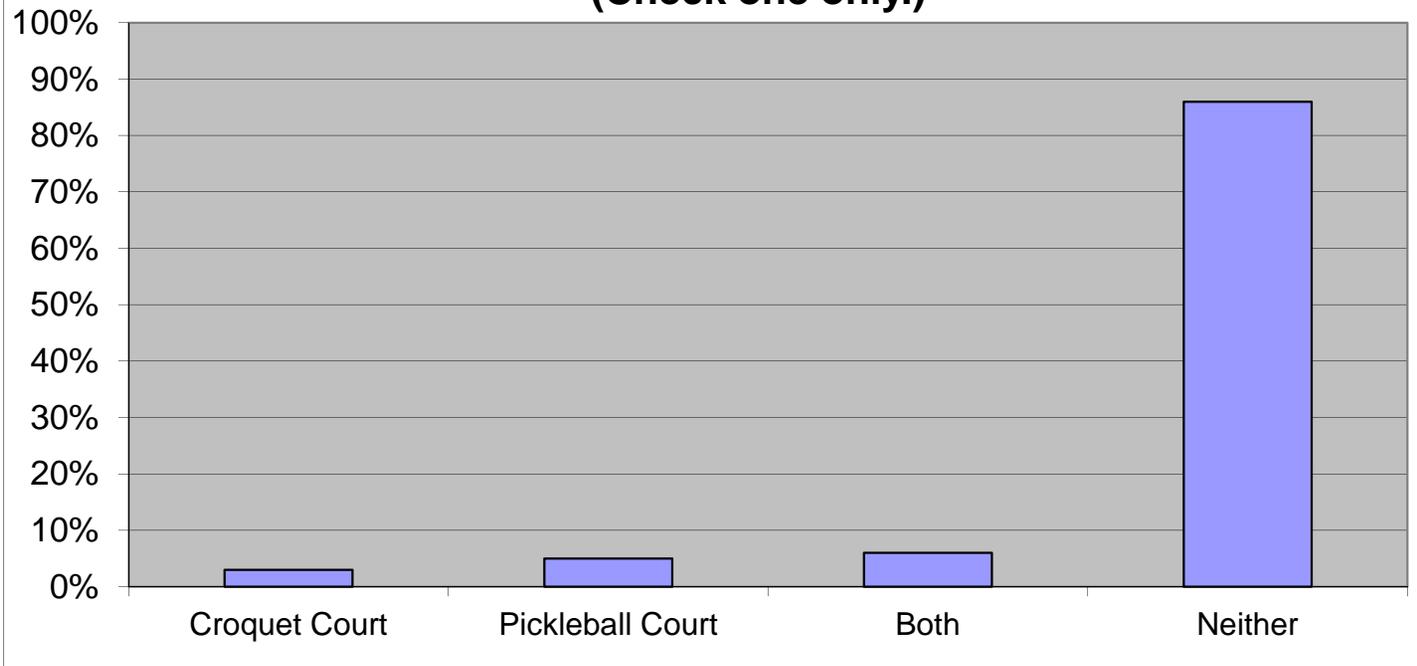
2009	60%	564
	39%	366
	1%	11
	0%	1
	100%	942

#29. What kind of fitness classes would you prefer to see offered at HHP? (Check all that apply.)



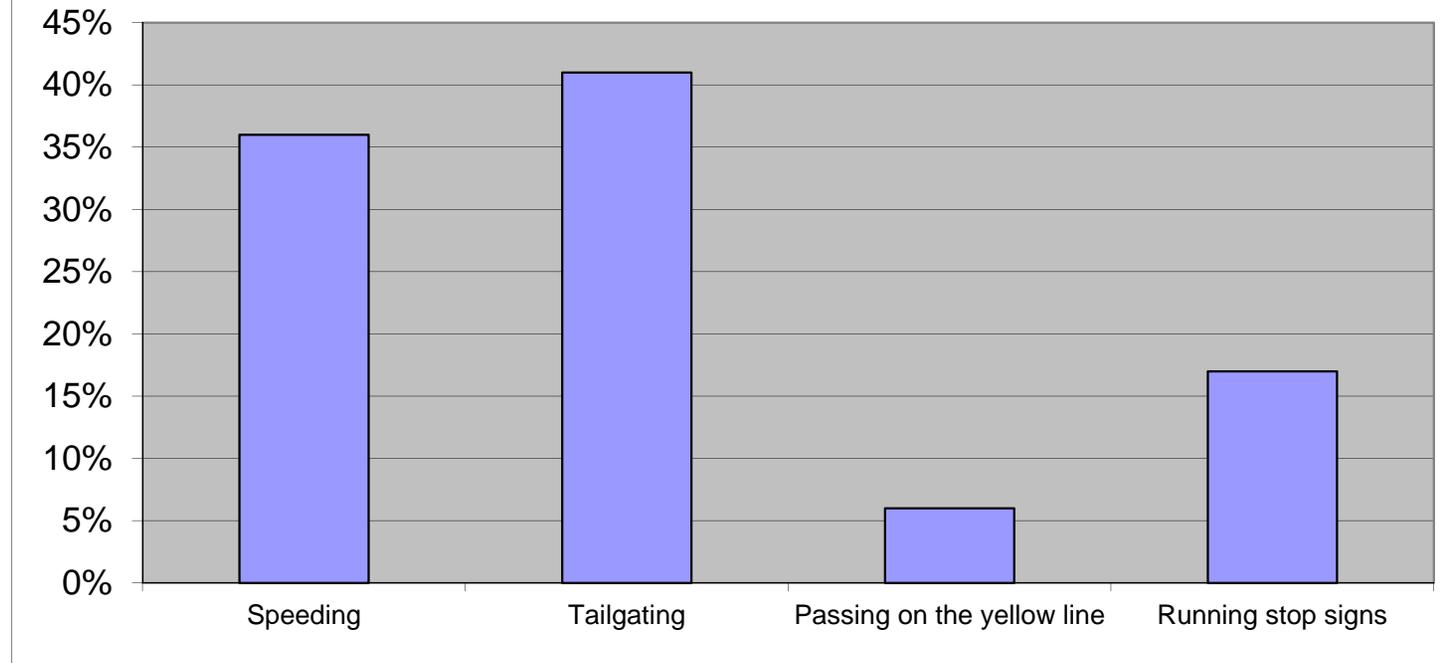
Dance (Zumba)	8%	149
Toning/Strengthening	20%	336
Butts/Guts	6%	112
Step Aerobics	7%	126
Spin	5%	89
Shallow Water Aerobics	11%	199
Pilates	9%	160
Boot Camp	4%	66
Mom and Tot	1%	20
Deep-End Water Aerobi	7%	127
Low Impact Aerobics	15%	247
Band Resistance	<u>7%</u>	<u>126</u>
	100%	1757

**#30. Would you be interested in paying additional assessment fees to build and maintain the following?
(Check one only.)**



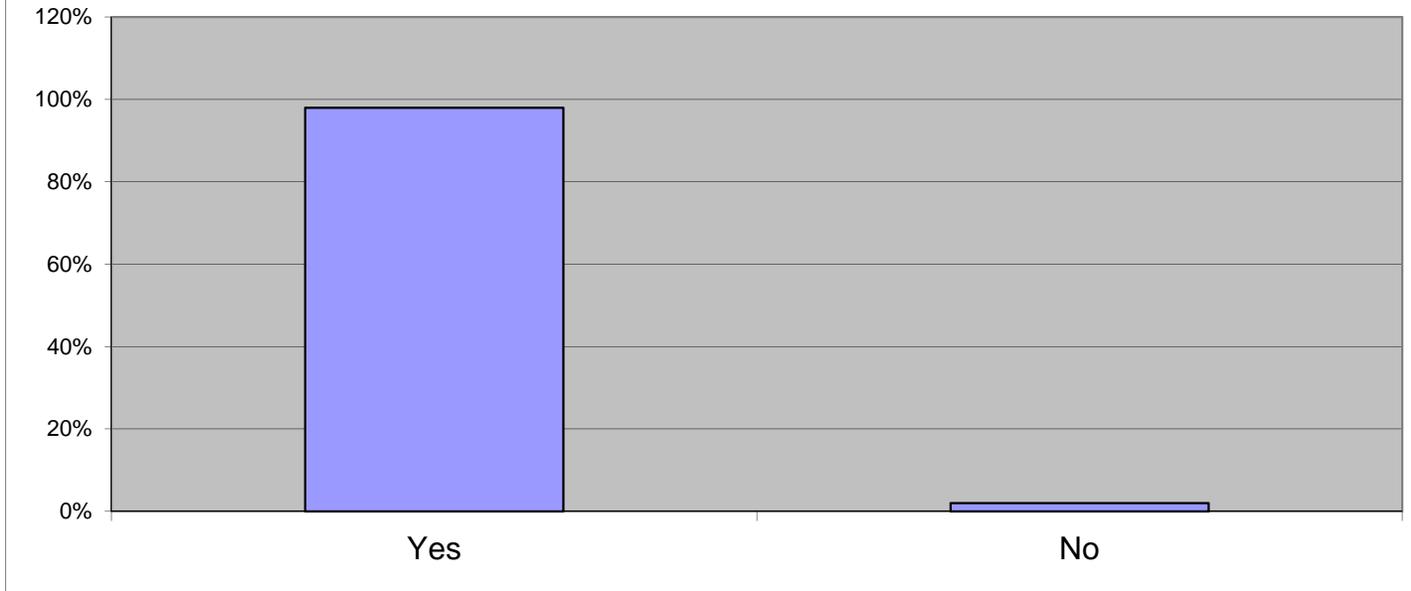
Croquet Court	3%	29
Pickleball Court	5%	52
Both	6%	62
Neither	<u>86%</u>	<u>875</u>
	100%	1018

#31. Are any of the following traffic safety issues a problem on the Plantation (check all that apply) ?



Speeding	36%	340
Tailgating	41%	377
Passing on the yellow line	6%	60
Running stop signs	<u>17%</u>	<u>156</u>
	100%	933

#32. I receive value for the Association dues I pay.

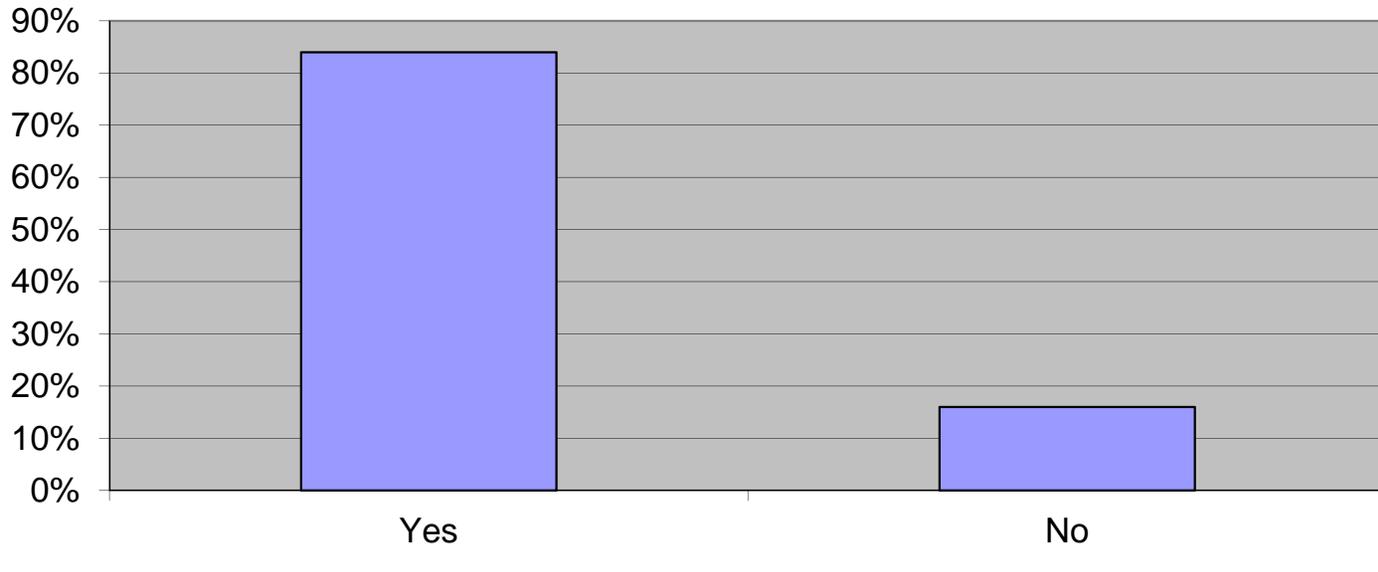


Yes	98%	992
No	<u>2%</u>	<u>22</u>
	100%	1014

2009

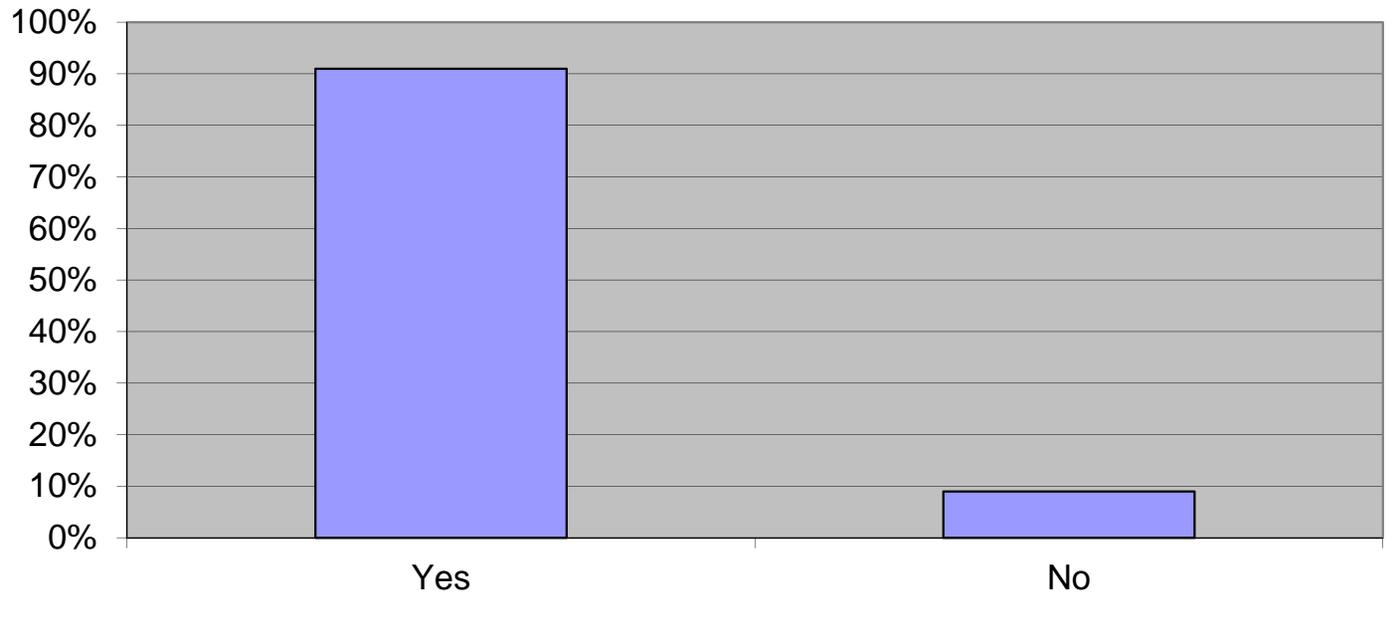
	96%	881
	<u>4%</u>	<u>35</u>
	100%	916

#33. Maintaining access to the Pine Island Beach currently costs about \$12 per household per year, but could double to \$24 per household per year due to regulatory and environmental requirements. Do you support maintaining access to the beach area if the costs double?



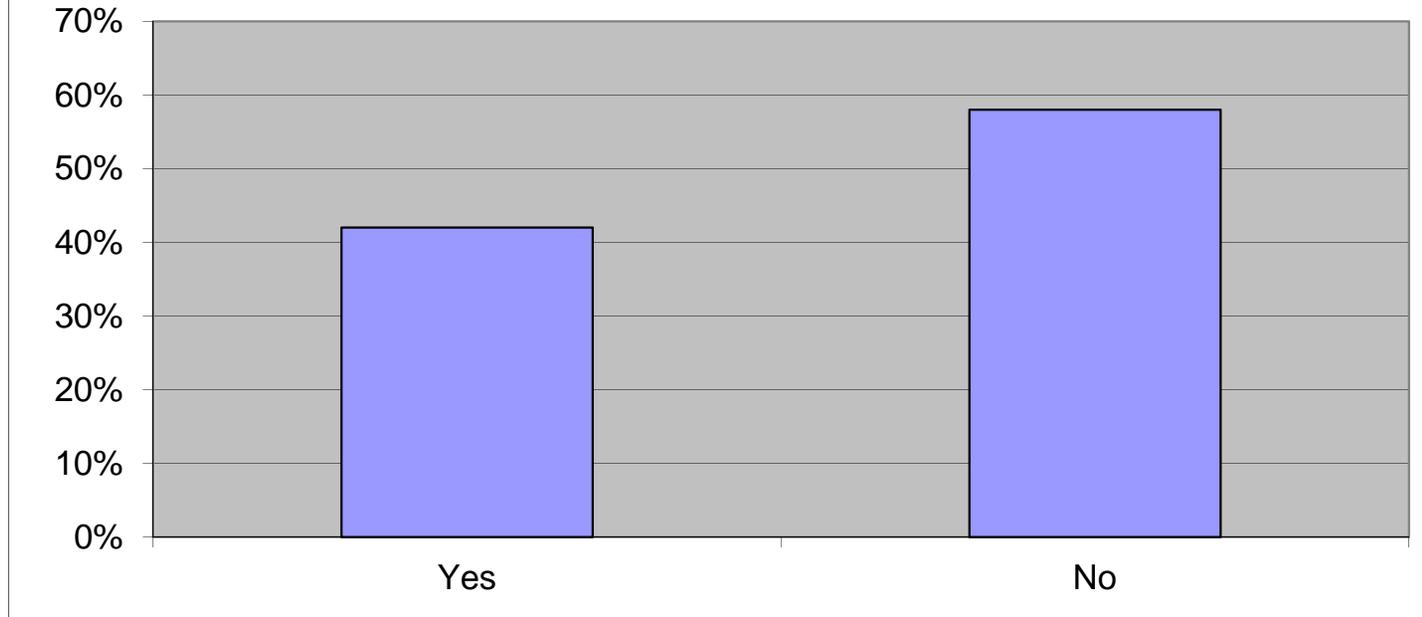
Yes	84%	853
No	<u>16%</u>	<u>168</u>
	100%	1021

#34. Do you presently recycle either through your trash hauler or by using the Transfer Station?



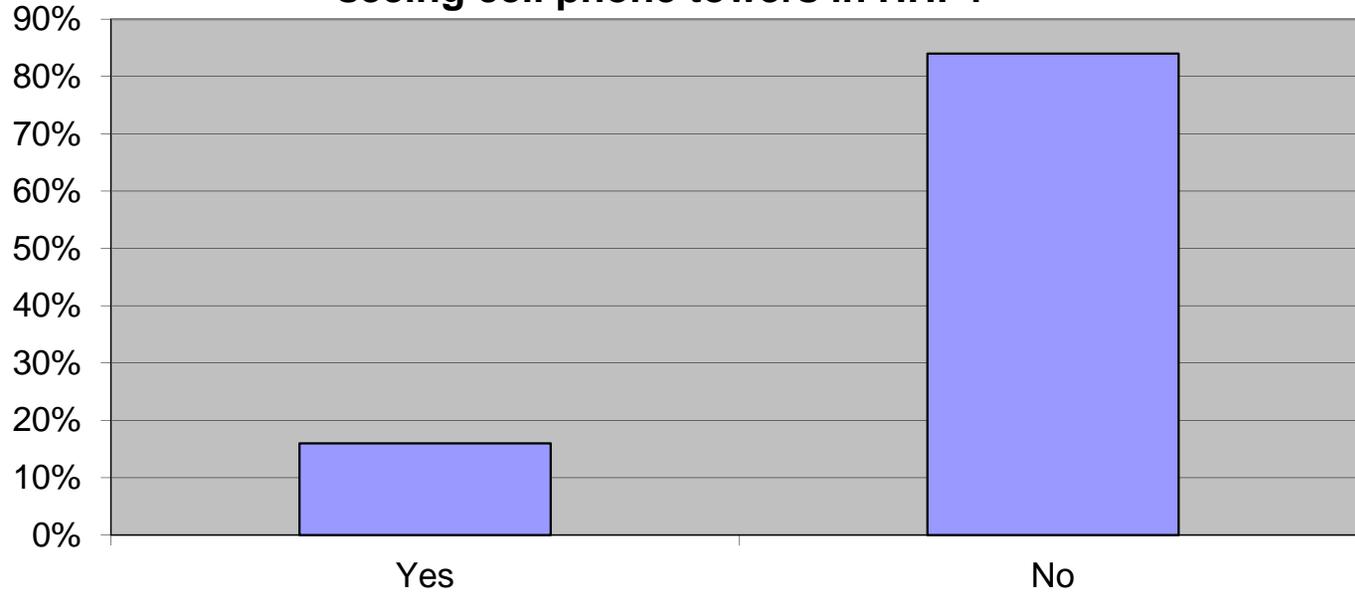
Yes	91%	939		2009	83%	790
No	<u>9%</u>	<u>92</u>			<u>17%</u>	<u>158</u>
	100%	1031			100%	948

#35. Are you satisfied with your cell phone reception in the Plantation?



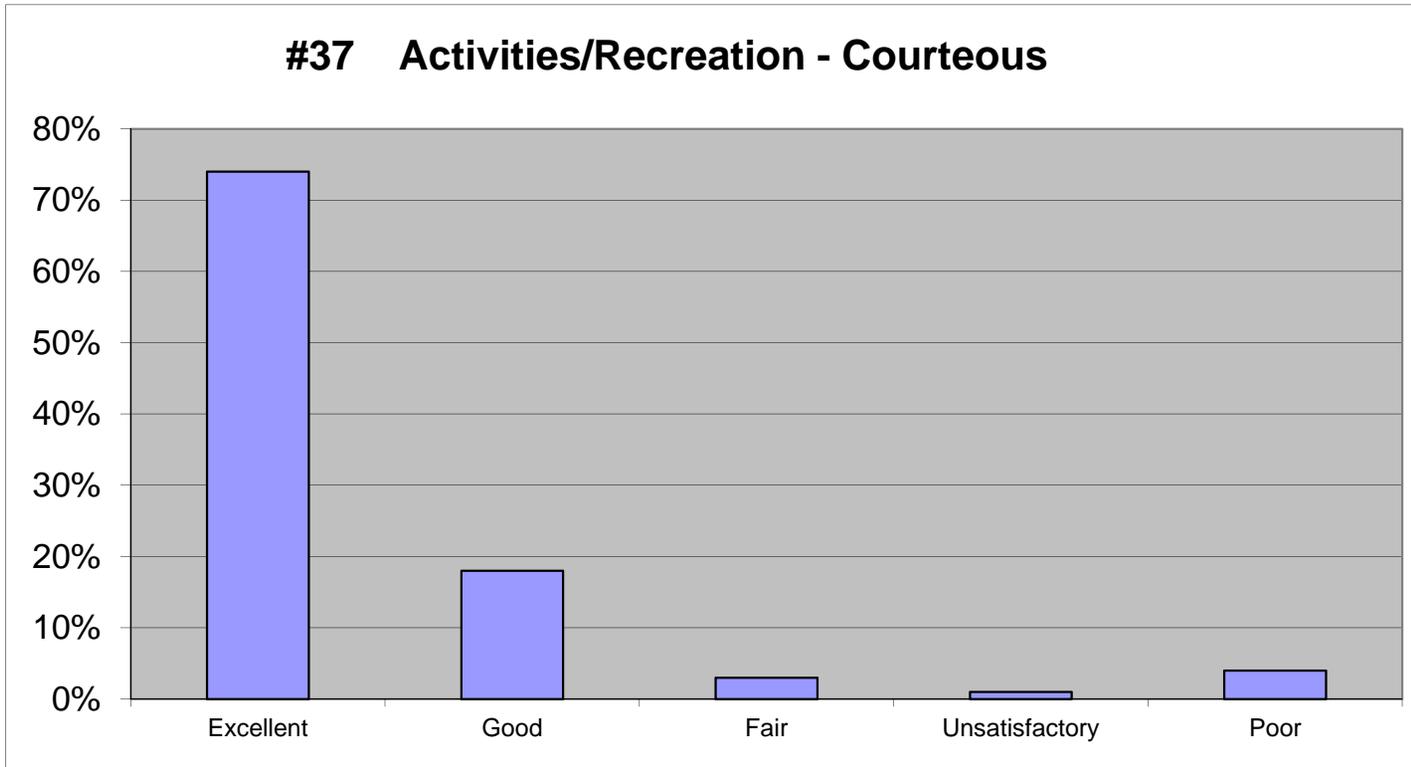
Yes	42%	431		2009	56%	510
No	<u>58%</u>	<u>587</u>			<u>44%</u>	<u>407</u>
	100%	1018			100%	917

#36. Now that cell phone service is so important and is even a factor in home values, would you be opposed to seeing cell phone towers in HHP?



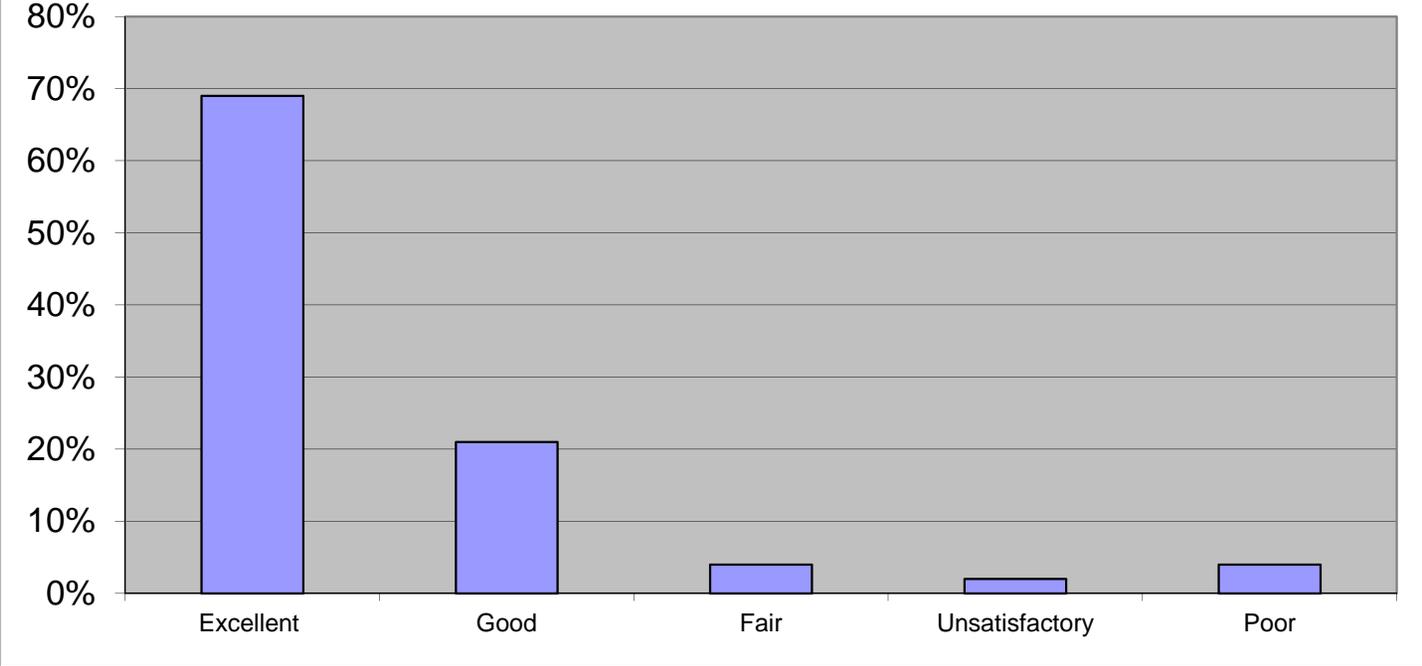
Yes	16%	164
No	<u>84%</u>	<u>852</u>
	100%	1016

#37 Activities/Recreation - Courteous



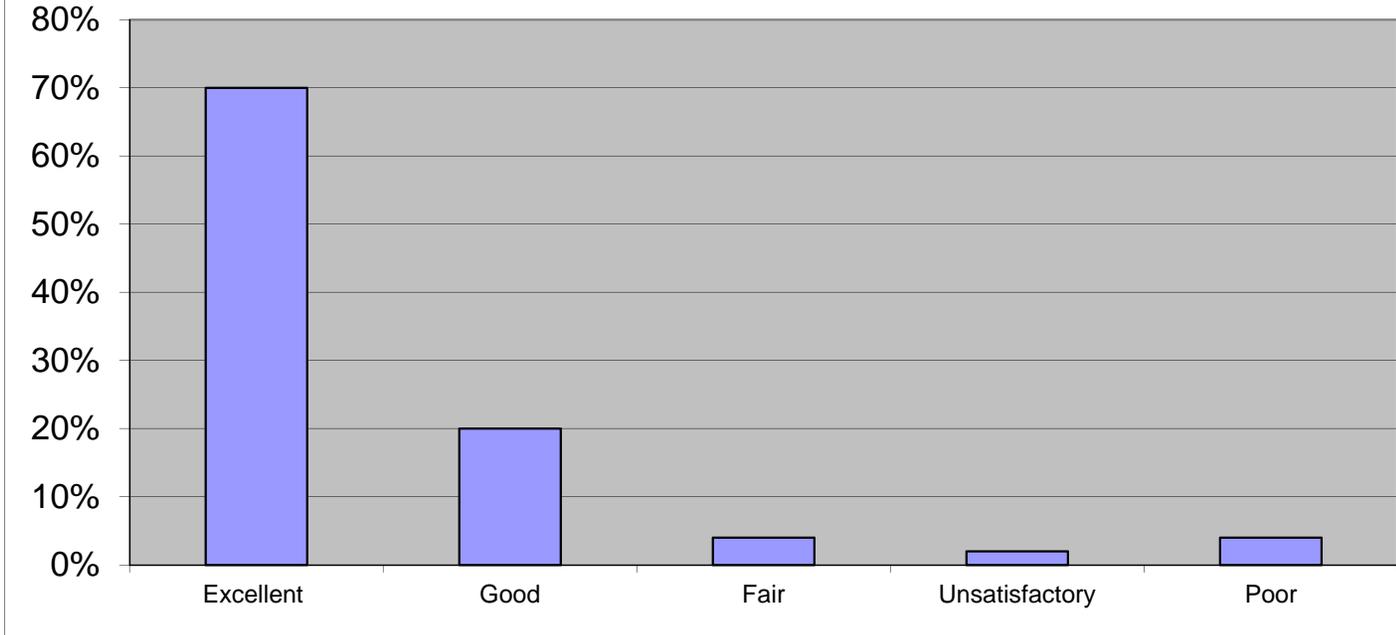
Excellent	74%	433	2009	75%	365	2006	75%	426
Good	18%	107		22%	105		13%	73
Fair	3%	20		1%	5		5%	29
Unsatisfactory	1%	8		1%	5		2%	11
Poor	<u>4%</u>	<u>21</u>		<u>1%</u>	<u>6</u>		<u>5%</u>	<u>27</u>
	100%	589		100%	486		100%	566

#37 Activities/Recreation - Responsive



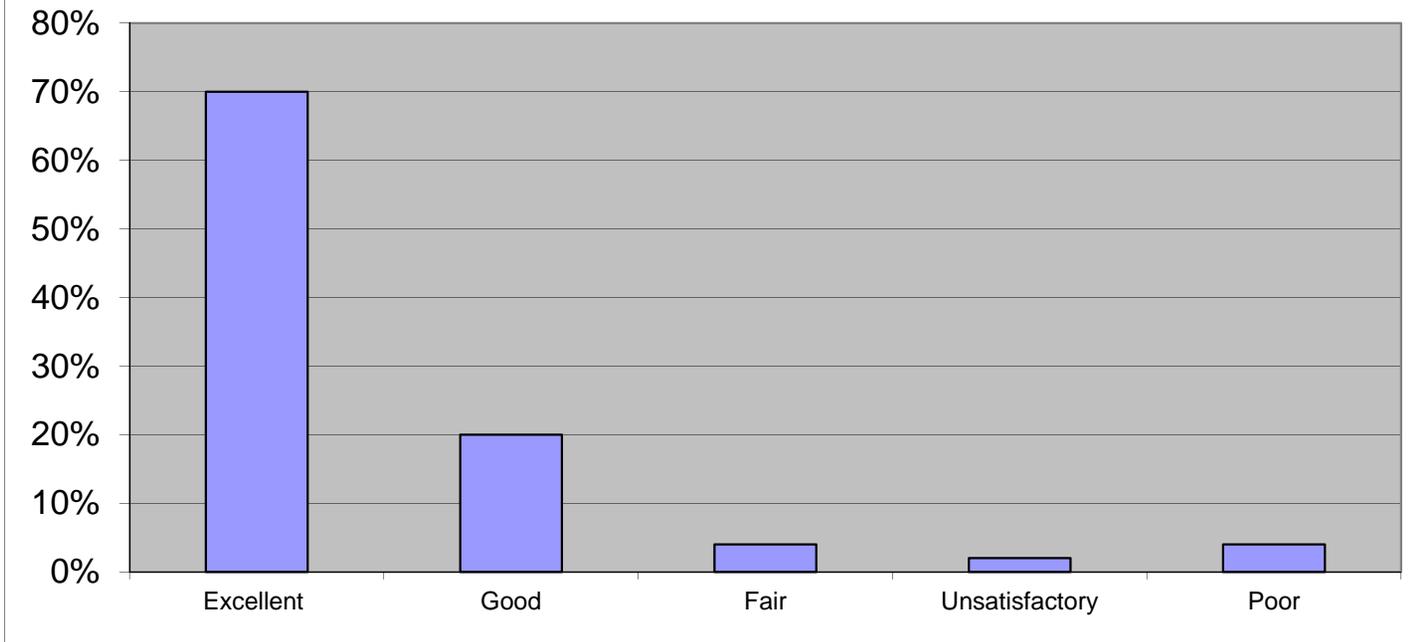
Excellent	69%	372	2009	69%	304	2006	70%	377
Good	21%	115		25%	111		15%	86
Fair	4%	24		3%	13		7%	36
Unsatisfactory	2%	9		2%	8		3%	17
Poor	<u>4%</u>	<u>22</u>		<u>1%</u>	<u>5</u>		<u>5%</u>	<u>25</u>
	100%	542		100%	441		100%	541

#37 Activities/Recreation - Knowledgeable



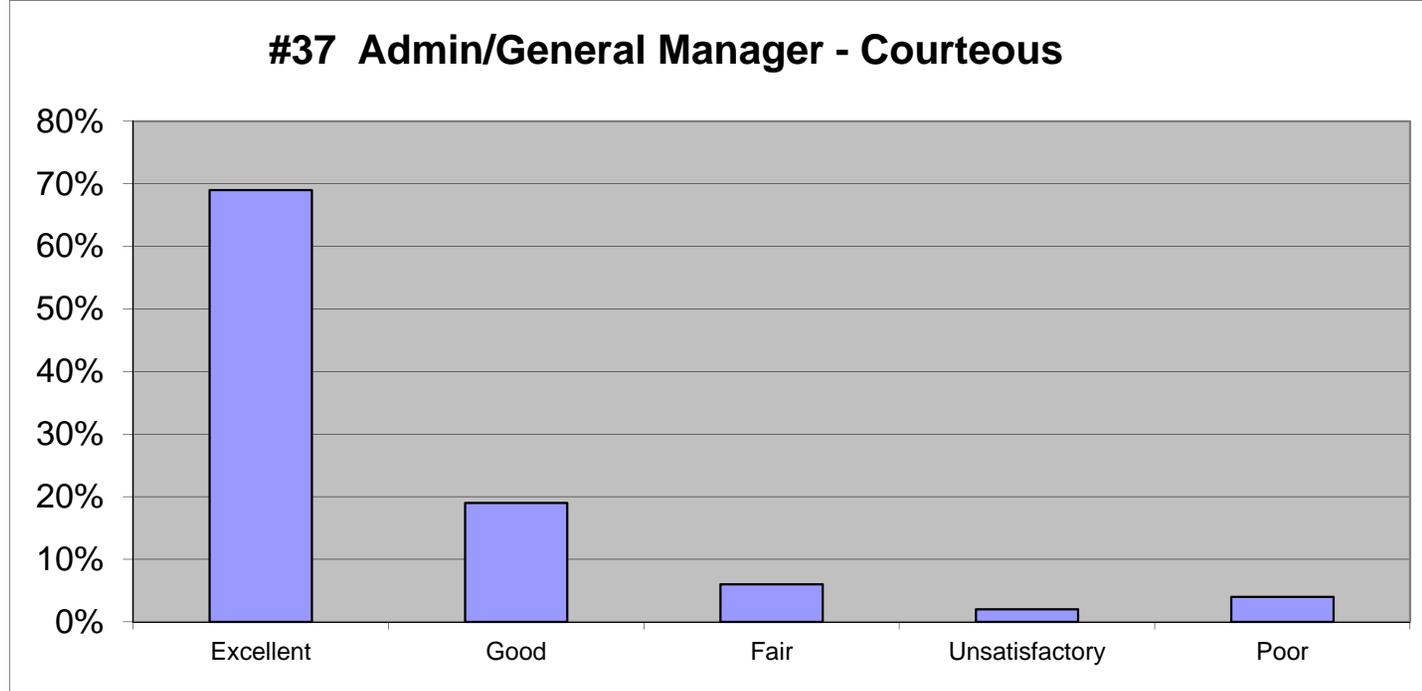
Excellent	70%	374	2009	70%	304	2006	70%	377
Good	20%	109		25%	109		17%	89
Fair	4%	19		3%	11		6%	32
Unsatisfactory	2%	8		2%	7		3%	16
Poor	<u>4%</u>	<u>20</u>		<u>0%</u>	<u>3</u>		<u>4%</u>	<u>21</u>
	100%	530		100%	434		100%	535

#37 Activities/Recreation - Professional



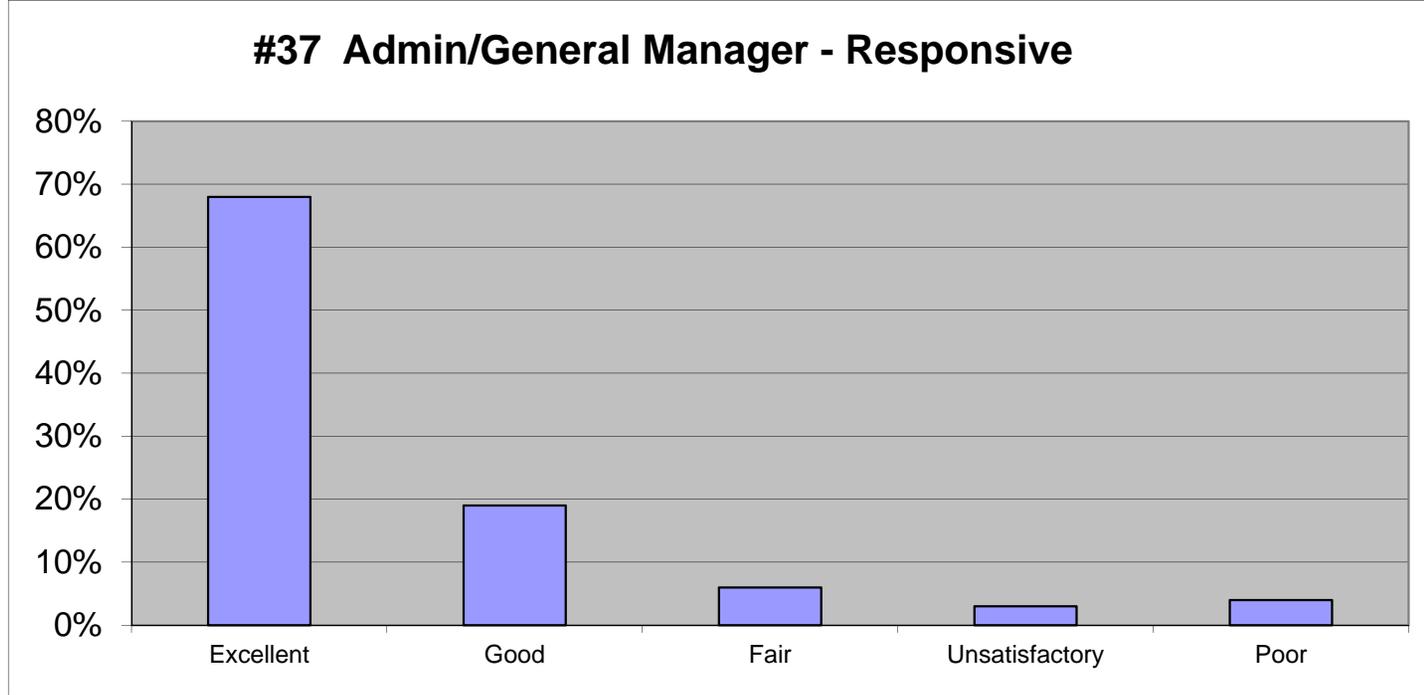
Excellent	70%	383	2009	74%	322	2006	71%	381
Good	20%	107		22%	96		16%	89
Fair	4%	21		2%	9		6%	33
Unsatisfactory	2%	9		1%	5		2%	12
Poor	<u>4%</u>	<u>22</u>		<u>1%</u>	<u>5</u>		<u>5%</u>	<u>26</u>
	100%	542		100%	437		100%	541

#37 Admin/General Manager - Courteous



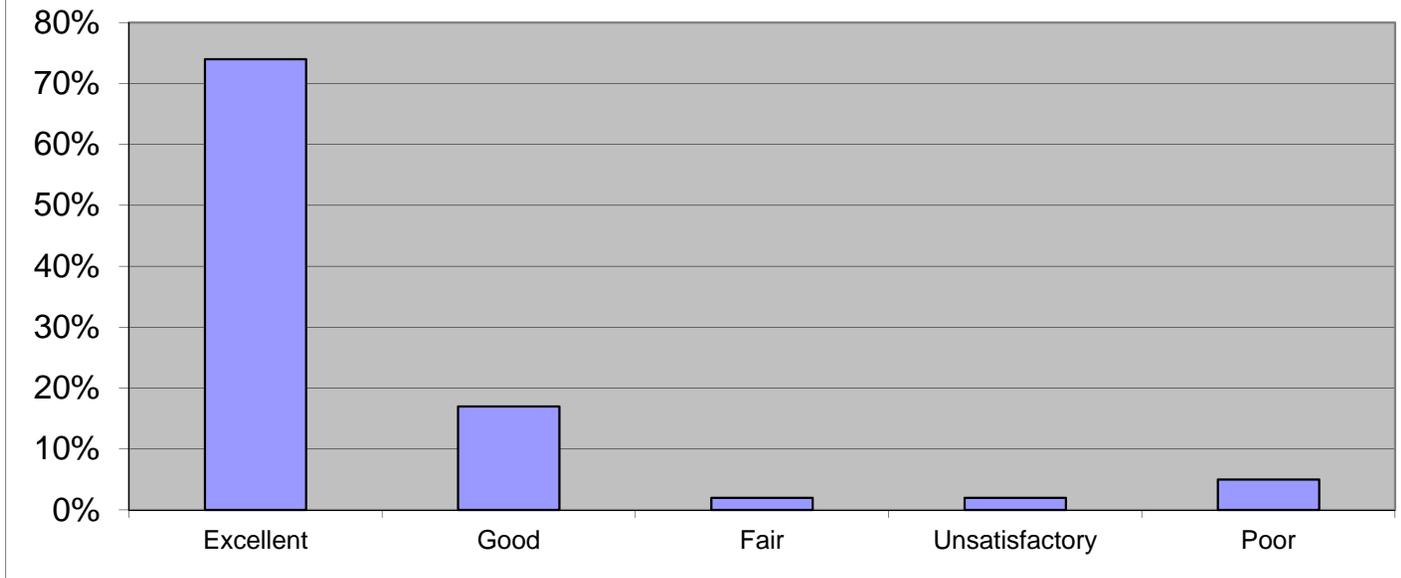
Excellent	69%	425	2009	70%	363	2006	72%	419
Good	19%	115		23%	121		12%	71
Fair	6%	38		3%	14		7%	40
Unsatisfactory	2%	15		2%	9		3%	16
Poor	<u>4%</u>	<u>25</u>		<u>2%</u>	<u>10</u>		<u>6%</u>	<u>33</u>
	100%	618		100%	517		100%	579

#37 Admin/General Manager - Responsive



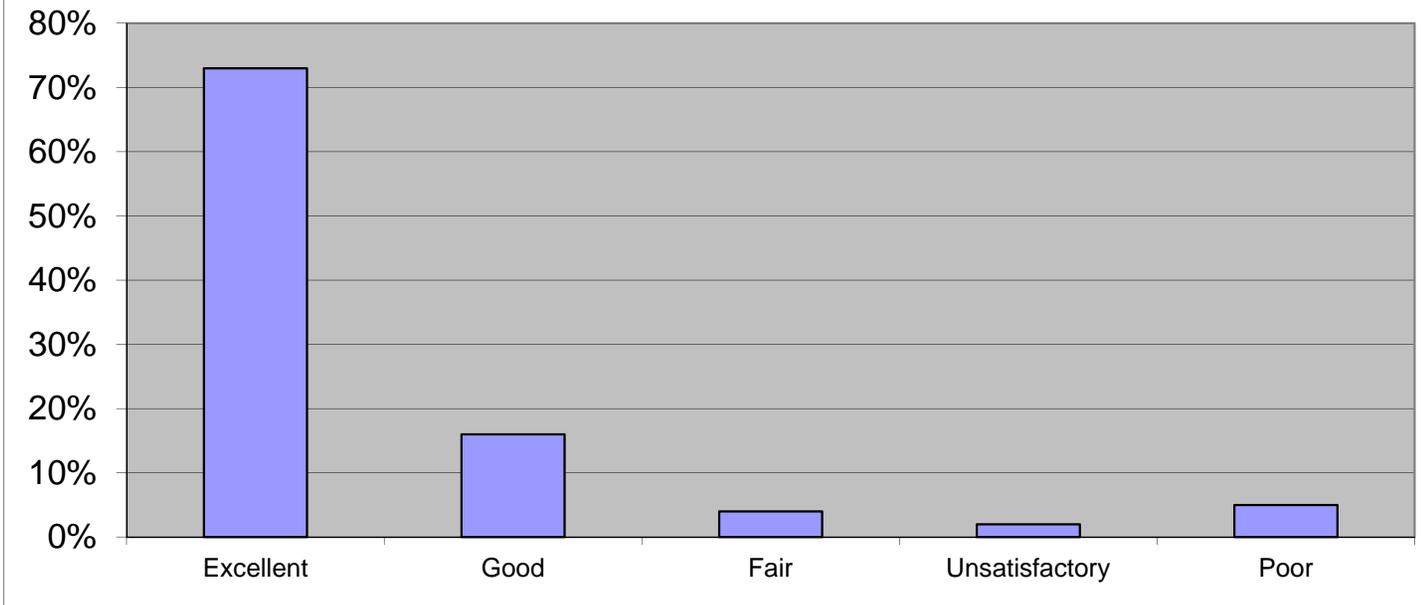
Excellent	68%	384	2009	68%	315	2006	68%	377
Good	19%	111		24%	114		15%	85
Fair	6%	37		4%	20		8%	46
Unsatisfactory	3%	17		2%	9		3%	18
Poor	<u>4%</u>	<u>24</u>		<u>2%</u>	<u>11</u>		<u>6%</u>	<u>35</u>
	100%	573		100%	469		100%	561

#37 Admin/General Manager - Knowledgeable



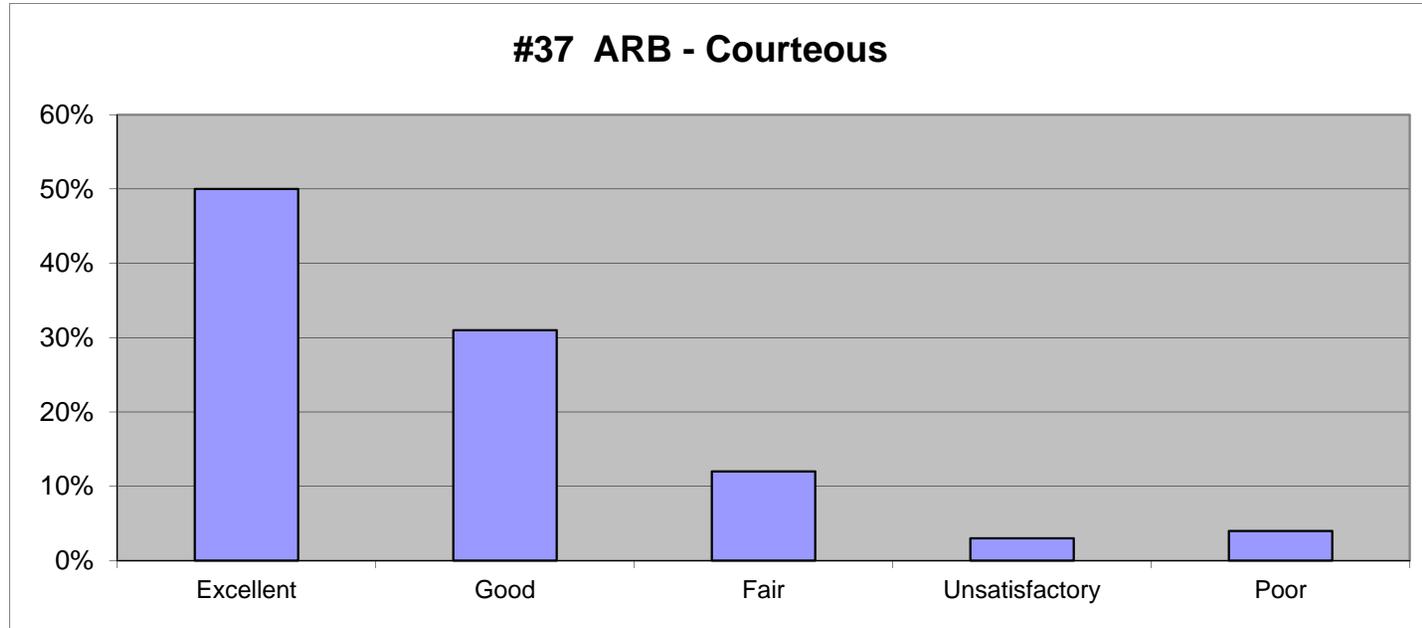
Excellent	74%	429	2009	75%	351	2006	71%	402
Good	17%	98		20%	96		14%	80
Fair	2%	13		2%	10		6%	33
Unsatisfactory	2%	9		1%	3		3%	18
Poor	<u>5%</u>	<u>27</u>		<u>2%</u>	<u>11</u>		<u>6%</u>	<u>35</u>
	100%	576		100%	471		100%	568

#37 Admin/General Manager - Professional



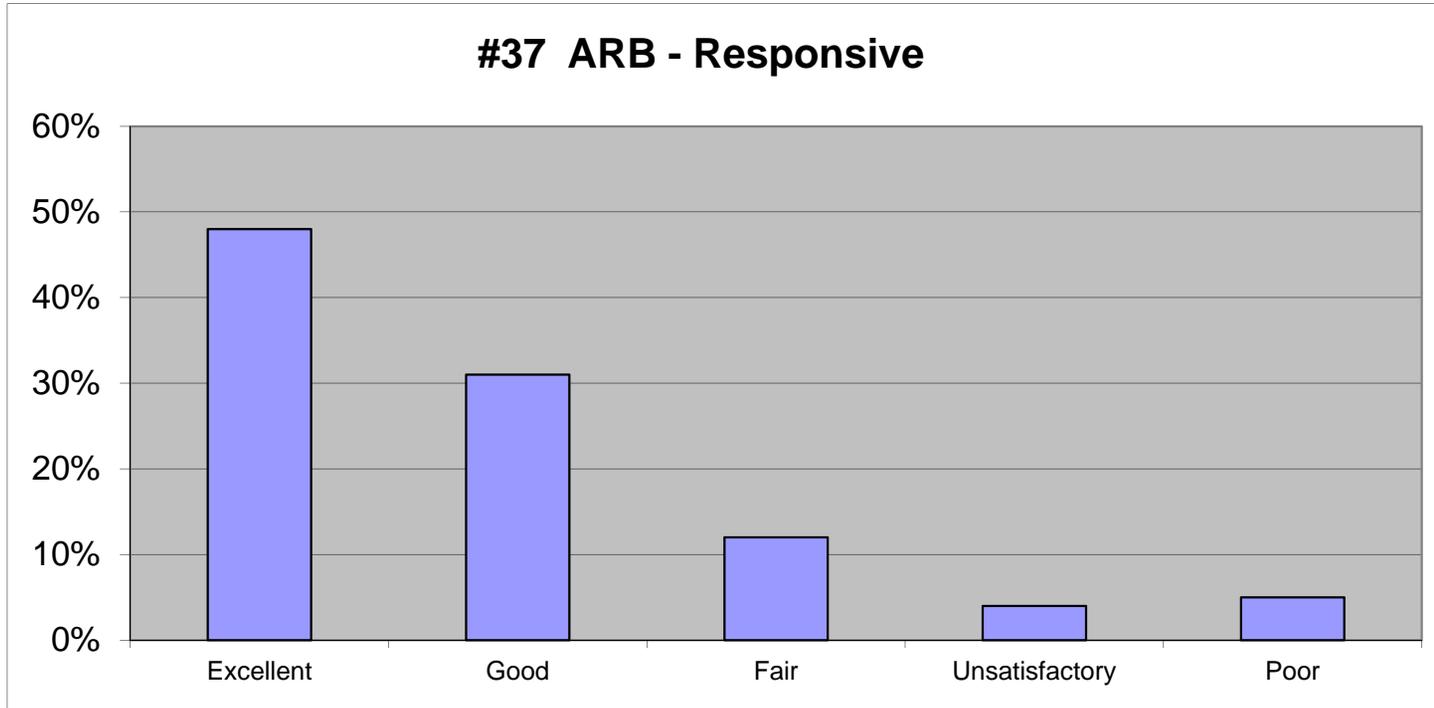
Excellent	73%	440	2009	75%	362	2006	71%	403
Good	16%	95		20%	98		13%	75
Fair	4%	24		1%	7		6%	37
Unsatisfactory	2%	10		2%	11		3%	16
Poor	<u>5%</u>	<u>29</u>		<u>2%</u>	<u>10</u>		<u>7%</u>	<u>41</u>
	100%	598		100%	488		100%	572

#37 ARB - Courteous



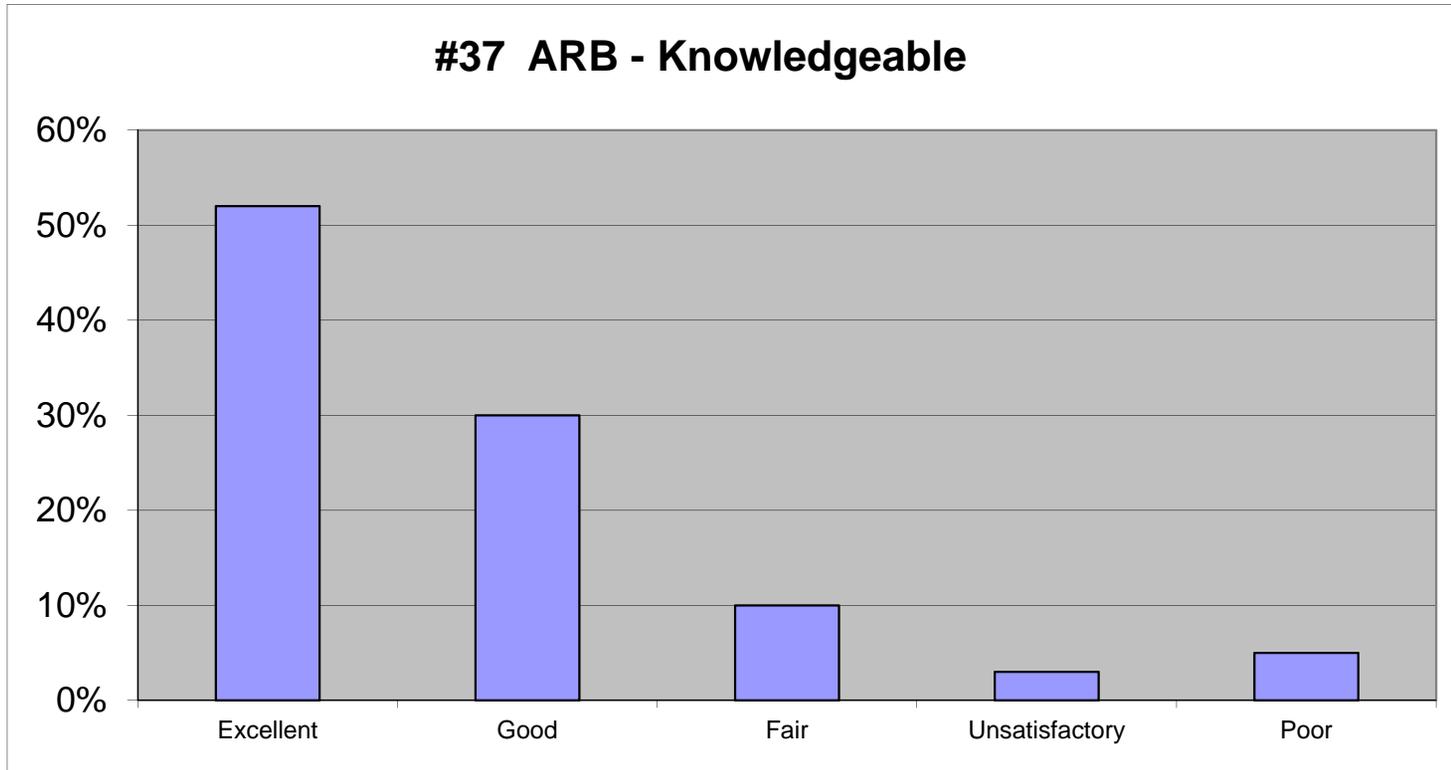
Excellent	50%	217	2009	53%	200	2006	62%	314
Good	31%	133		28%	105		16%	80
Fair	12%	54		14%	54		12%	60
Unsatisfactory	3%	11		3%	13		4%	21
Poor	<u>4%</u>	<u>18</u>		<u>2%</u>	<u>8</u>		<u>6%</u>	<u>28</u>
	100%	433		100%	380		100%	503

#37 ARB - Responsive



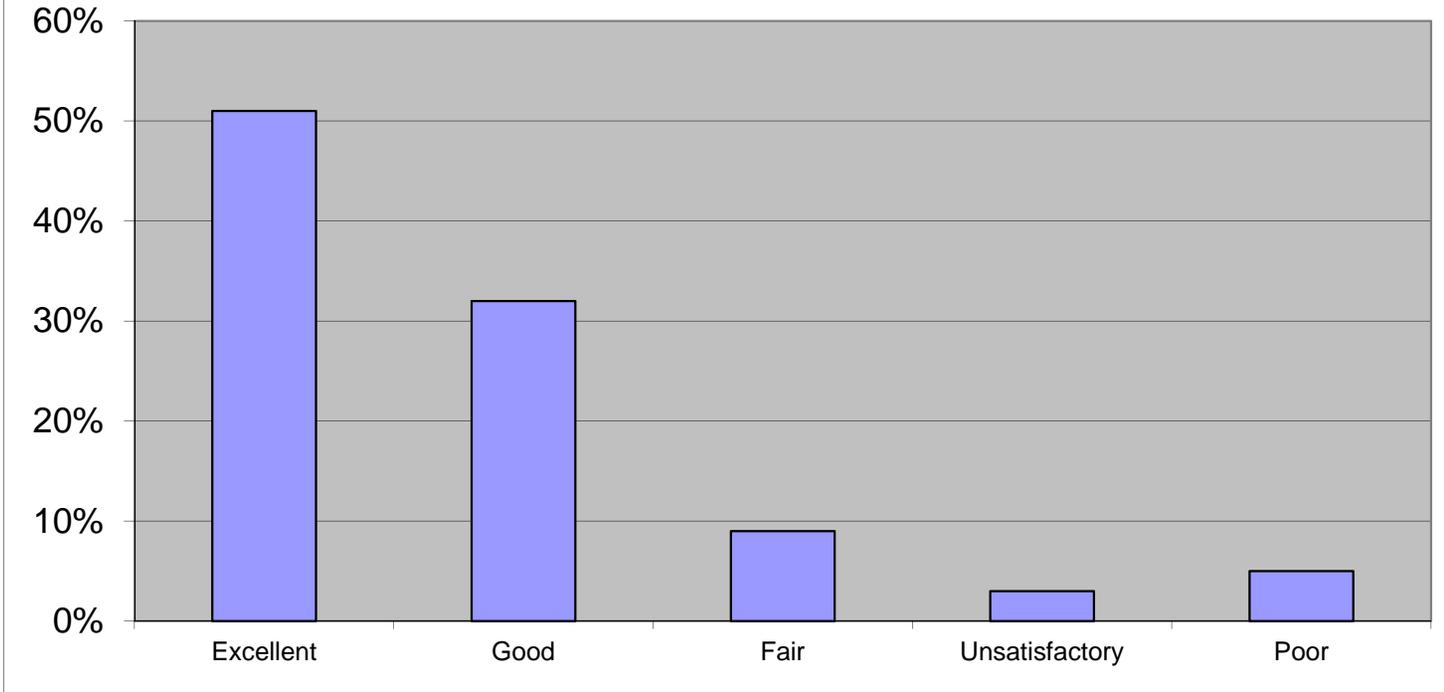
Excellent	48%	192	2009	48%	170	2006	59%	289
Good	31%	127		31%	111		20%	96
Fair	12%	50		15%	53		11%	52
Unsatisfactory	4%	18		4%	14		4%	21
Poor	<u>5%</u>	<u>22</u>		<u>2%</u>	<u>6</u>		<u>6%</u>	<u>31</u>
	100%	409		100%	354		100%	489

#37 ARB - Knowledgeable



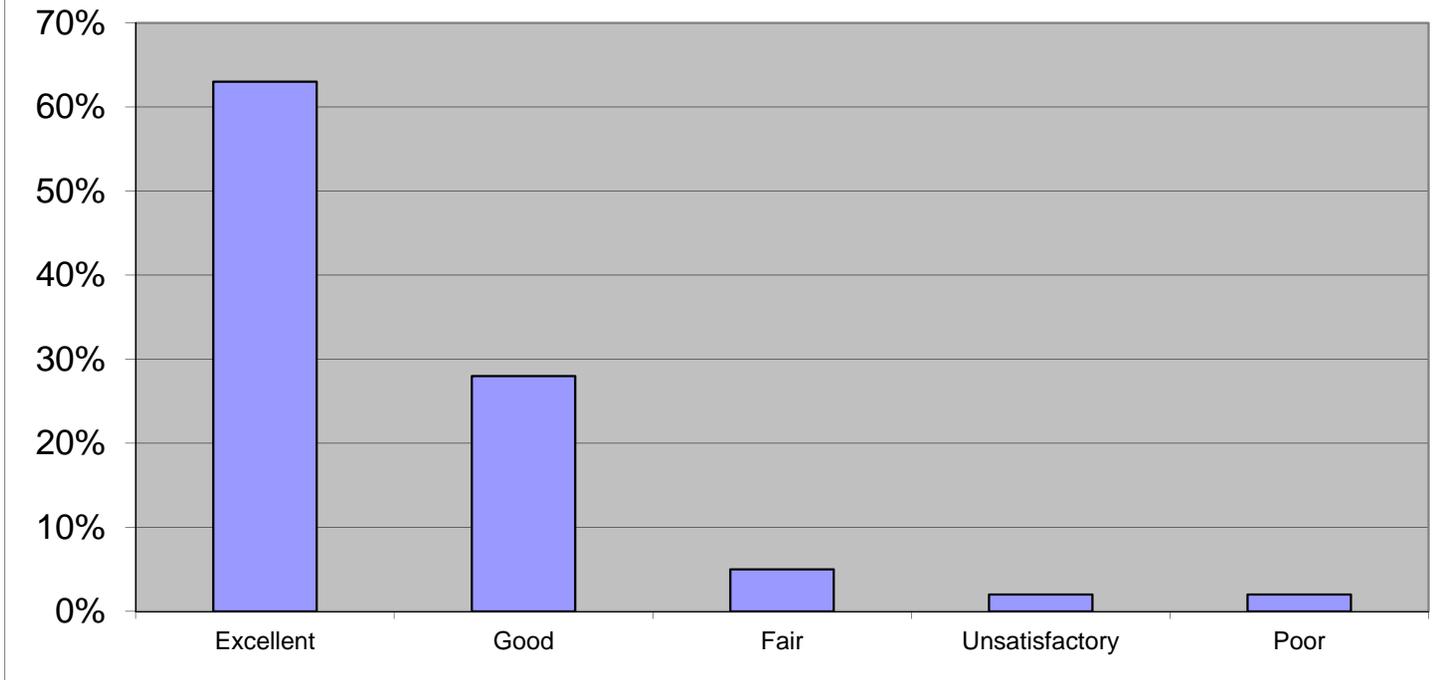
Excellent	52%	208	2009	51%	180	2006	62%	309
Good	30%	123		30%	107		17%	85
Fair	10%	39		12%	43		10%	48
Unsatisfactory	3%	14		4%	15		5%	26
Poor	5%	21		3%	11		6%	28
	100%	405		100%	356		100%	496

#37 ARB - Professional



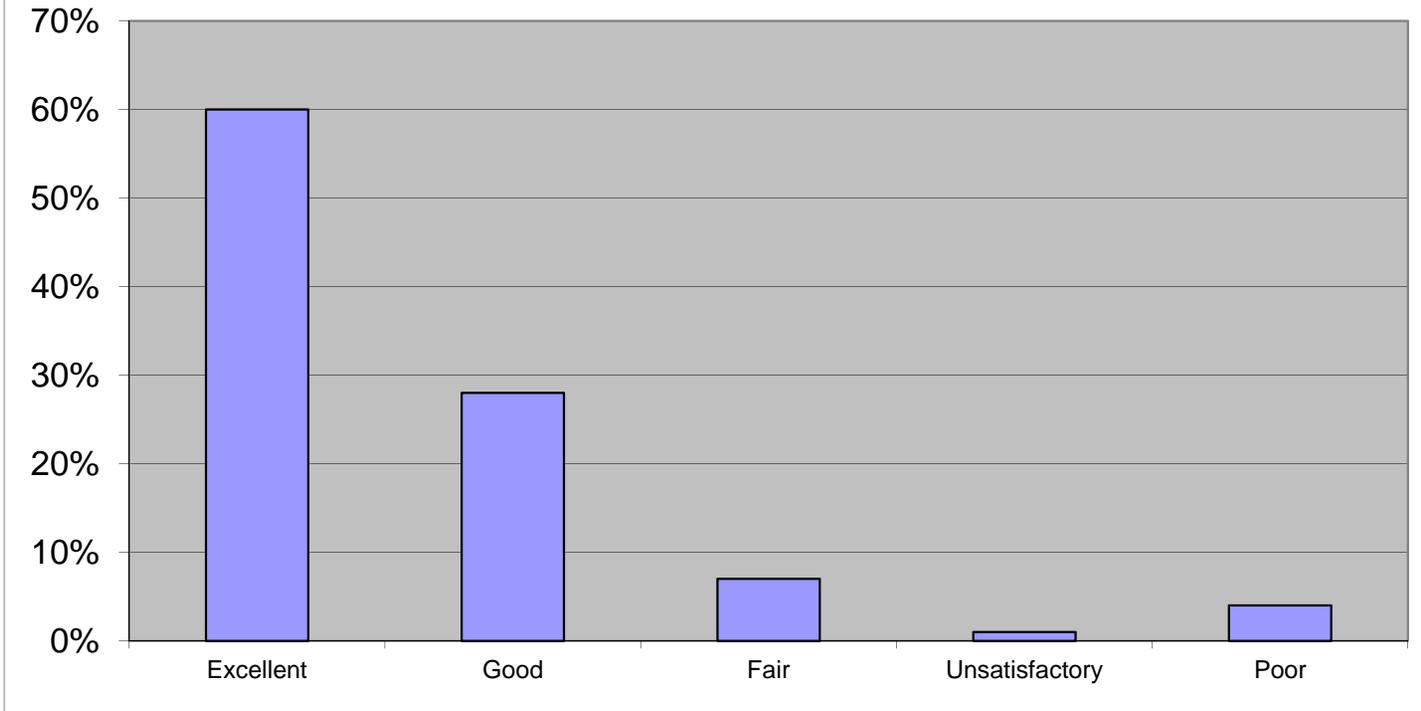
Excellent	51%	207	2009	54%	189	2006	62%	301
Good	32%	132		28%	102		18%	86
Fair	9%	35		12%	44		10%	47
Unsatisfactory	3%	13		4%	16		4%	20
Poor	5%	21		2%	8		6%	31
	100%	408		100%	359		100%	485

#37 Board of Directors - Courteous



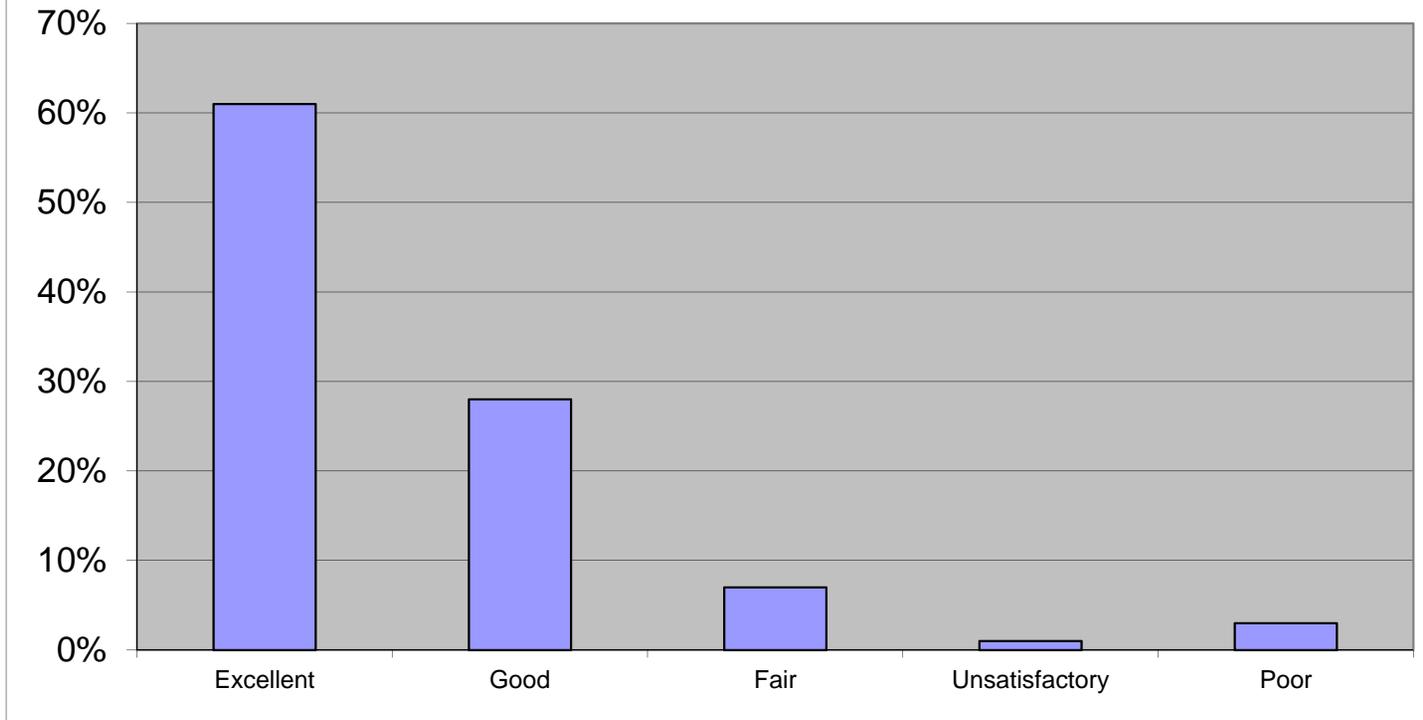
Excellent	63%	230	2009	61%	185	2006	71%	295
Good	28%	101		32%	99		15%	61
Fair	5%	17		5%	16		6%	25
Unsatisfactory	2%	6		1%	4		4%	15
Poor	<u>2%</u>	<u>8</u>		<u>1%</u>	<u>4</u>		<u>4%</u>	<u>15</u>
	100%	362		100%	308		100%	411

#37 Board of Directors - Responsive



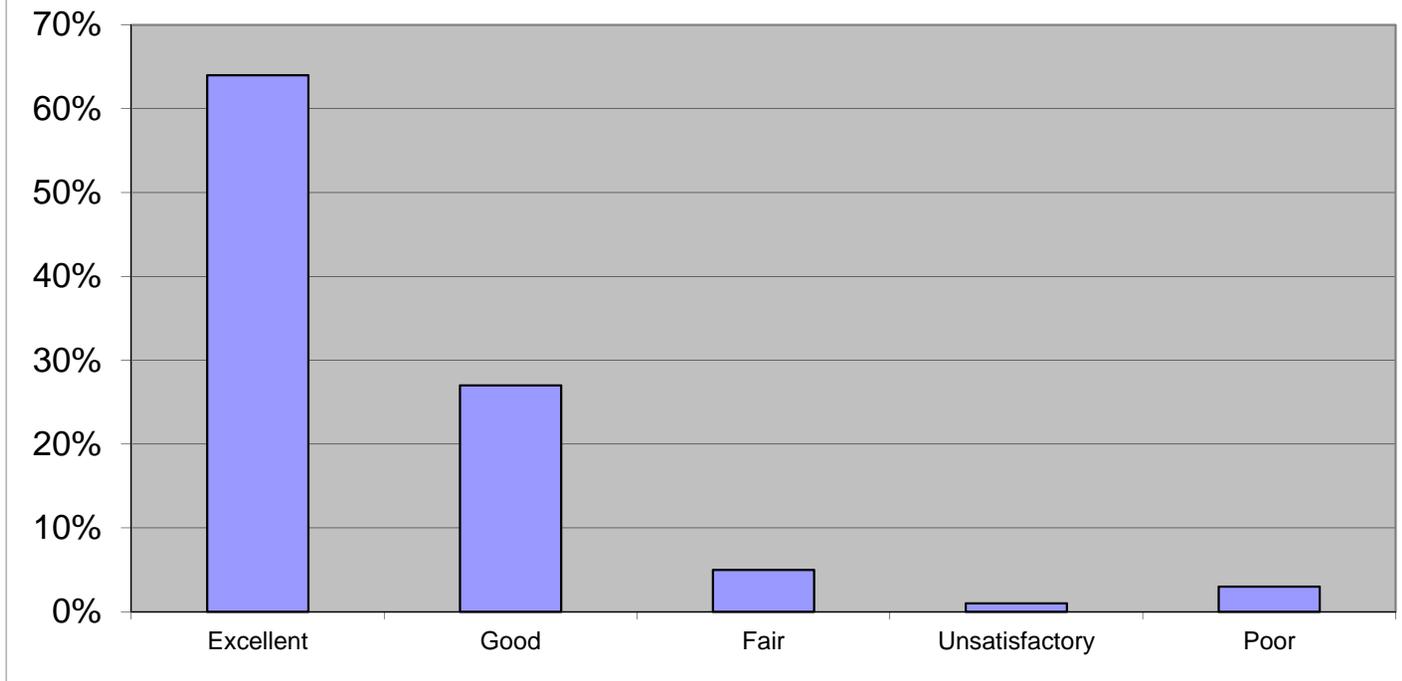
Excellent	60%	208	2009	56%	159	2006	69%	273
Good	28%	95		34%	97		15%	61
Fair	7%	25		7%	20		9%	38
Unsatisfactory	1%	3		2%	6		3%	14
Poor	4%	13		1%	4		4%	15
	100%	344		100%	286		100%	401

#37 Board of Directors - Knowledgeable



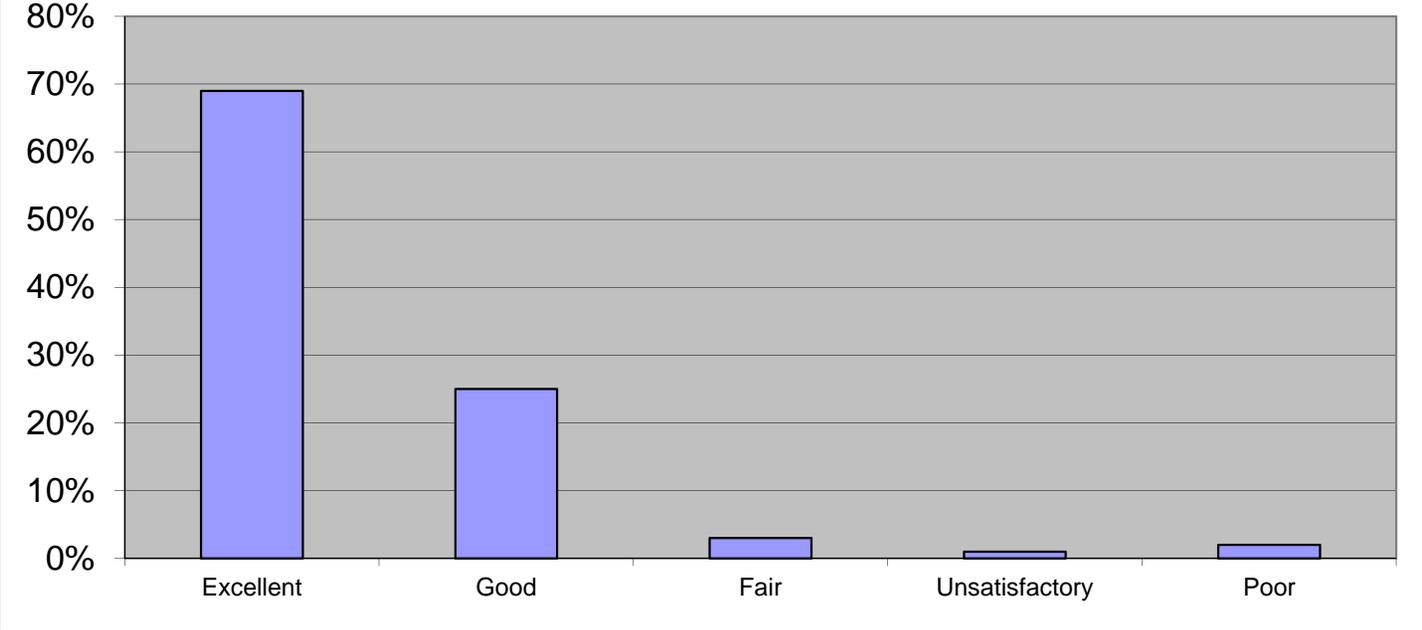
Excellent	61%	213	2009	57%	166	2006	68%	272
Good	28%	98		35%	103		16%	66
Fair	7%	24		6%	17		10%	42
Unsatisfactory	1%	3		1%	3		4%	16
Poor	3%	11		1%	4		2%	8
	100%	349		100%	293		100%	404

#37 Board of Directors - Professional



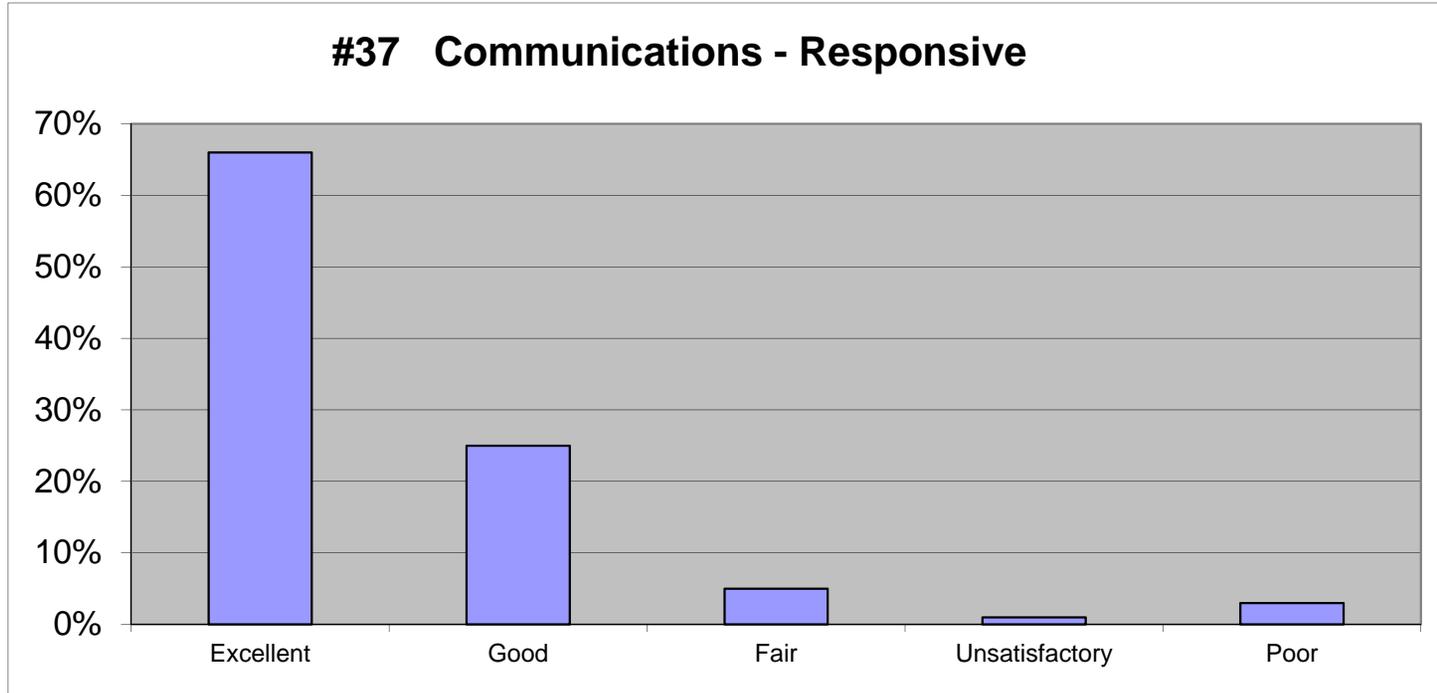
Excellent	64%	239	2009	60%	179	2006	68%	274
Good	27%	99		32%	94		17%	67
Fair	5%	18		5%	16		8%	34
Unsatisfactory	1%	2		2%	5		4%	15
Poor	<u>3%</u>	<u>10</u>		<u>1%</u>	<u>3</u>		<u>3%</u>	<u>12</u>
	100%	368		100%	297		100%	402

#37 Communications - Courteous



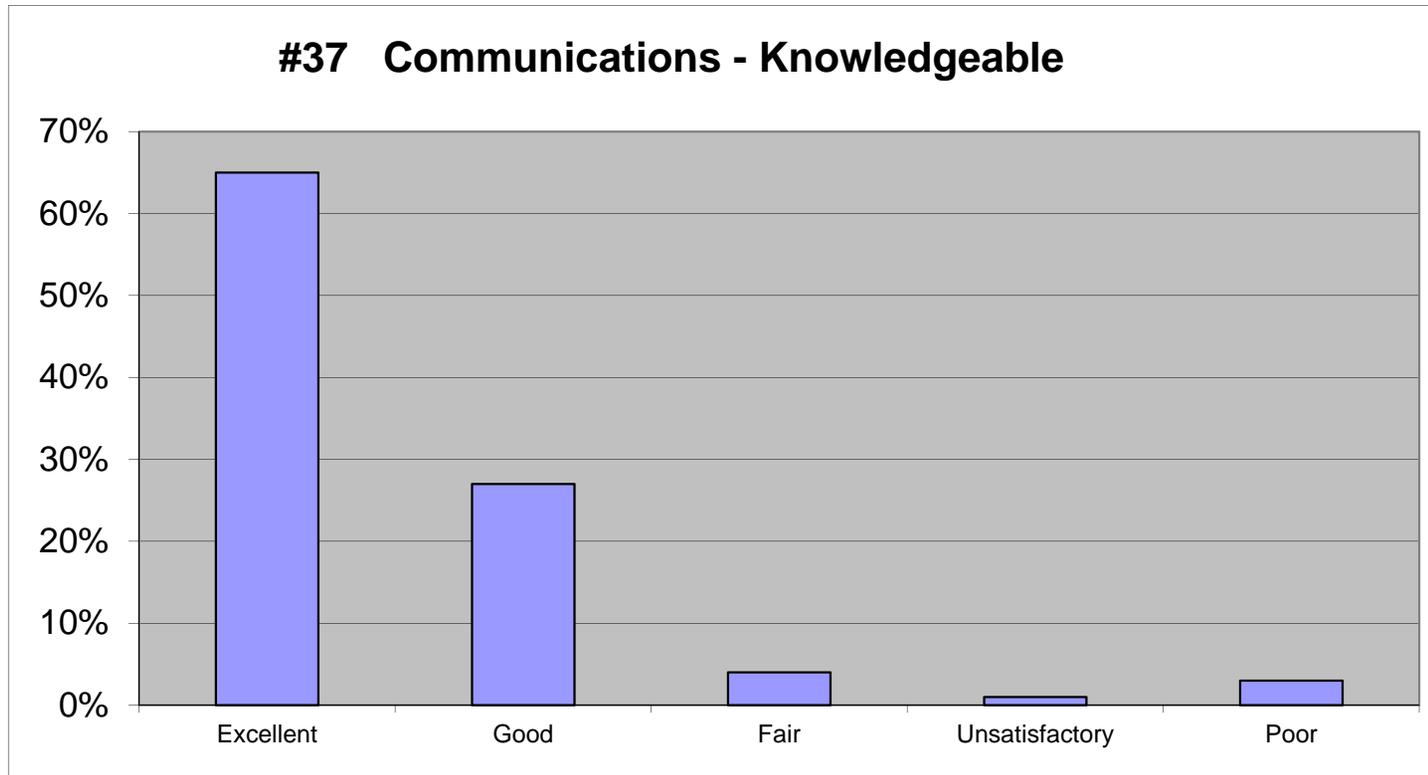
Excellent	69%	316	2009	60%	238	2006	73%	334
Good	25%	117		33%	130		16%	75
Fair	3%	14		5%	20		6%	29
Unsatisfactory	1%	6		0%	1		2%	8
Poor	<u>2%</u>	<u>11</u>		<u>2%</u>	<u>6</u>		<u>3%</u>	<u>14</u>
	100%	464		100%	395		100%	460

#37 Communications - Responsive



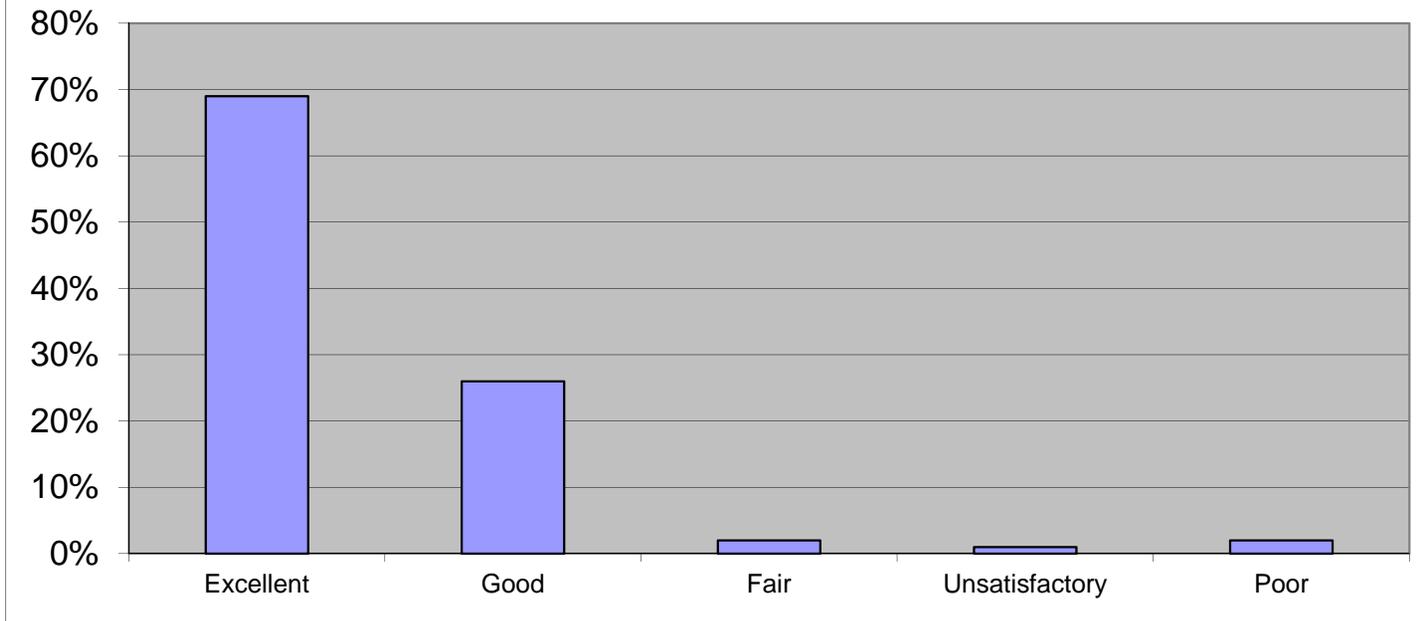
Excellent	66%	289	2009	59%	218	2006	69%	303
Good	25%	110		35%	132		18%	81
Fair	5%	20		4%	15		7%	31
Unsatisfactory	1%	3		1%	5		3%	12
Poor	<u>3%</u>	<u>11</u>		<u>1%</u>	<u>4</u>		<u>3%</u>	<u>11</u>
	100%	433		100%	374		100%	438

#37 Communications - Knowledgeable



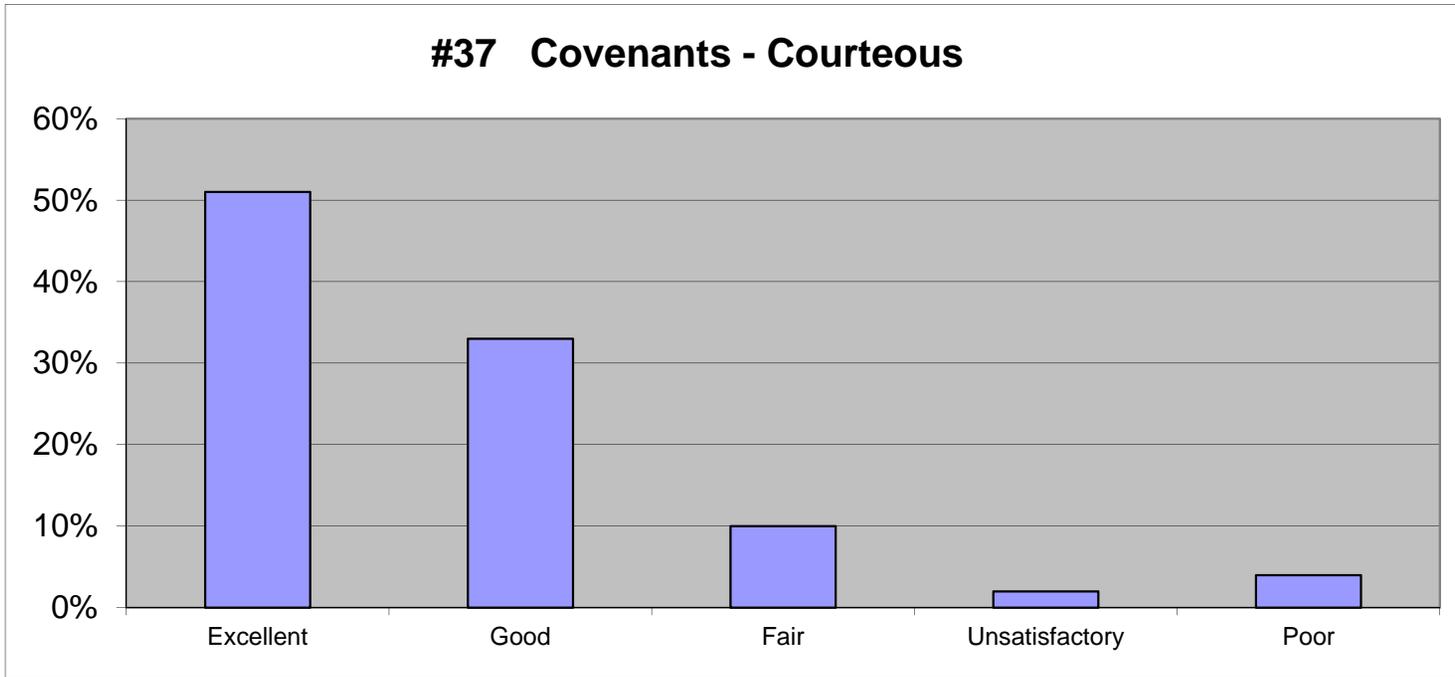
Excellent	65%	286	2009	58%	208	2006	70%	310
Good	27%	118		36%	129		16%	71
Fair	4%	16		4%	13		8%	33
Unsatisfactory	1%	3		1%	4		3%	13
Poor	<u>3%</u>	<u>11</u>		<u>1%</u>	<u>5</u>		<u>3%</u>	<u>12</u>
	100%	434		100%	359		100%	439

#37 Communications - Professional



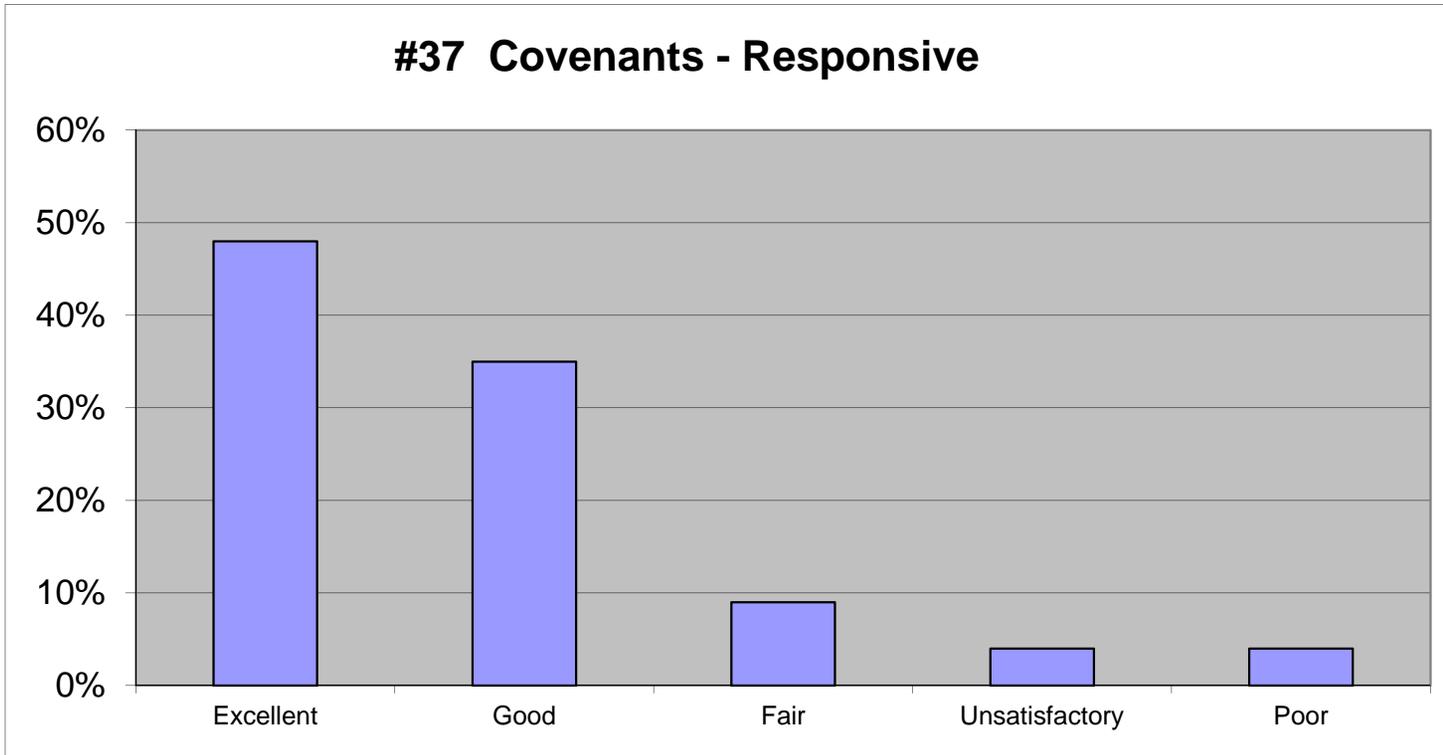
Excellent	69%	311		2009	61%	225	2006	72%	317
Good	26%	117			33%	122		17%	75
Fair	2%	11			4%	15		5%	22
Unsatisfactory	1%	3			1%	3		3%	12
Poor	<u>2%</u>	<u>11</u>			<u>1%</u>	<u>4</u>		<u>3%</u>	<u>15</u>
	100%	453			100%	369		100%	441

#37 Covenants - Courteous



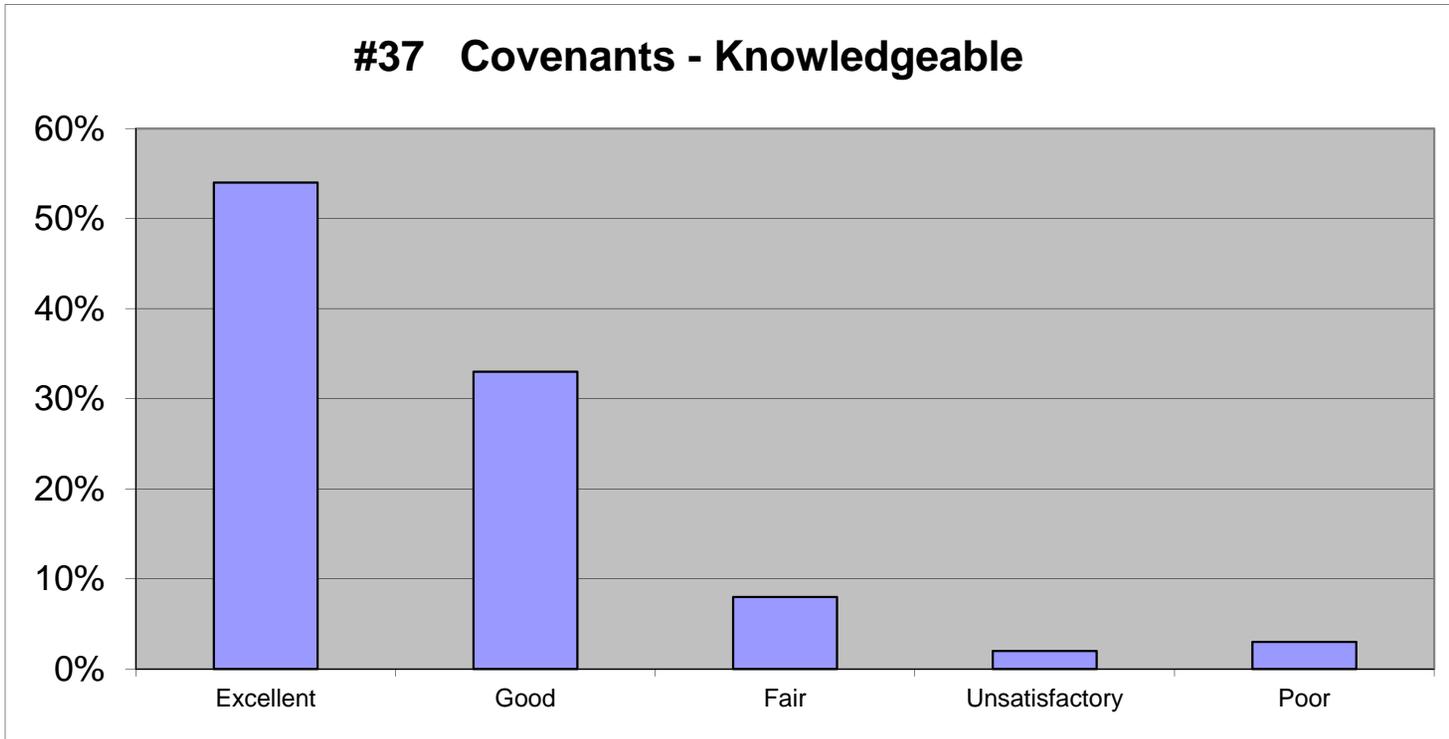
Excellent	51%	186	2009	48%	153	2006	63%	255
Good	33%	118		35%	108		19%	75
Fair	10%	36		11%	33		10%	41
Unsatisfactory	2%	9		3%	8		4%	17
Poor	<u>4%</u>	<u>13</u>		<u>3%</u>	<u>8</u>		<u>4%</u>	<u>17</u>
	100%	362		100%	310		100%	405

#37 Covenants - Responsive



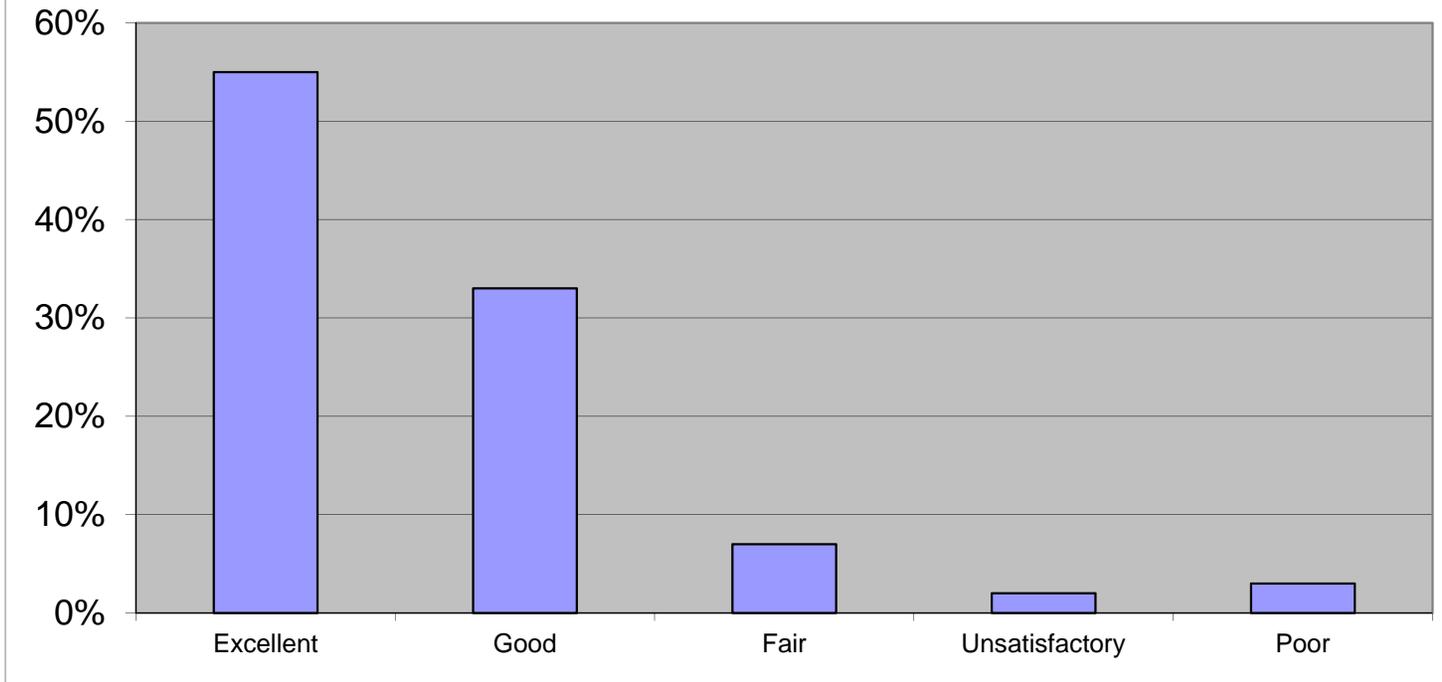
Excellent	48%	162		2009	45%	132	2006	61%	237
Good	35%	115			38%	108		17%	66
Fair	9%	29			9%	26		13%	51
Unsatisfactory	4%	13			5%	13		4%	16
Poor	<u>4%</u>	<u>14</u>			<u>3%</u>	<u>9</u>		<u>5%</u>	<u>19</u>
	100%	333			100%	288		100%	389

#37 Covenants - Knowledgeable



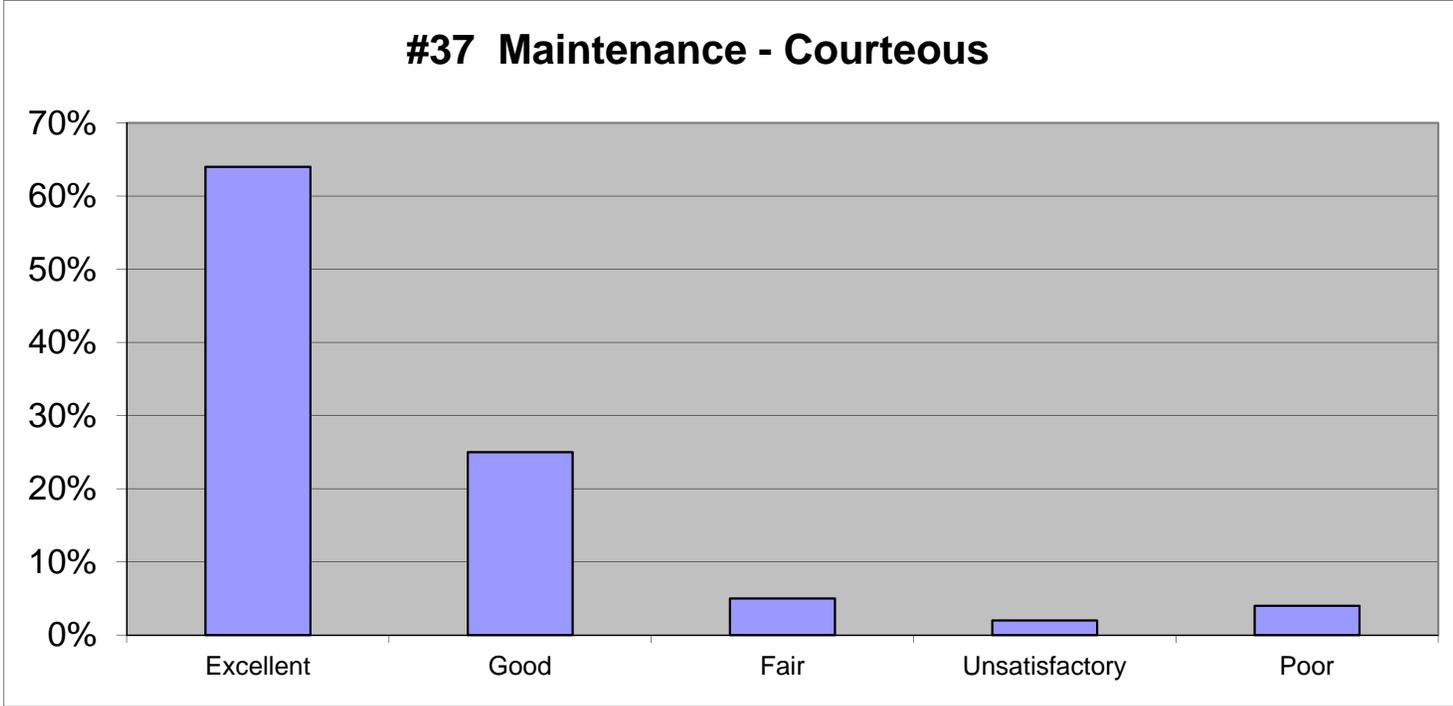
Excellent	54%	178	2009	51%	140	2006	65%	249
Good	33%	108		40%	110		17%	68
Fair	8%	26		6%	18		10%	40
Unsatisfactory	2%	8		2%	6		4%	17
Poor	<u>3%</u>	<u>10</u>		<u>1%</u>	<u>3</u>		<u>4%</u>	<u>15</u>
	100%	330		100%	277		100%	389

#37 Covenants - Professional



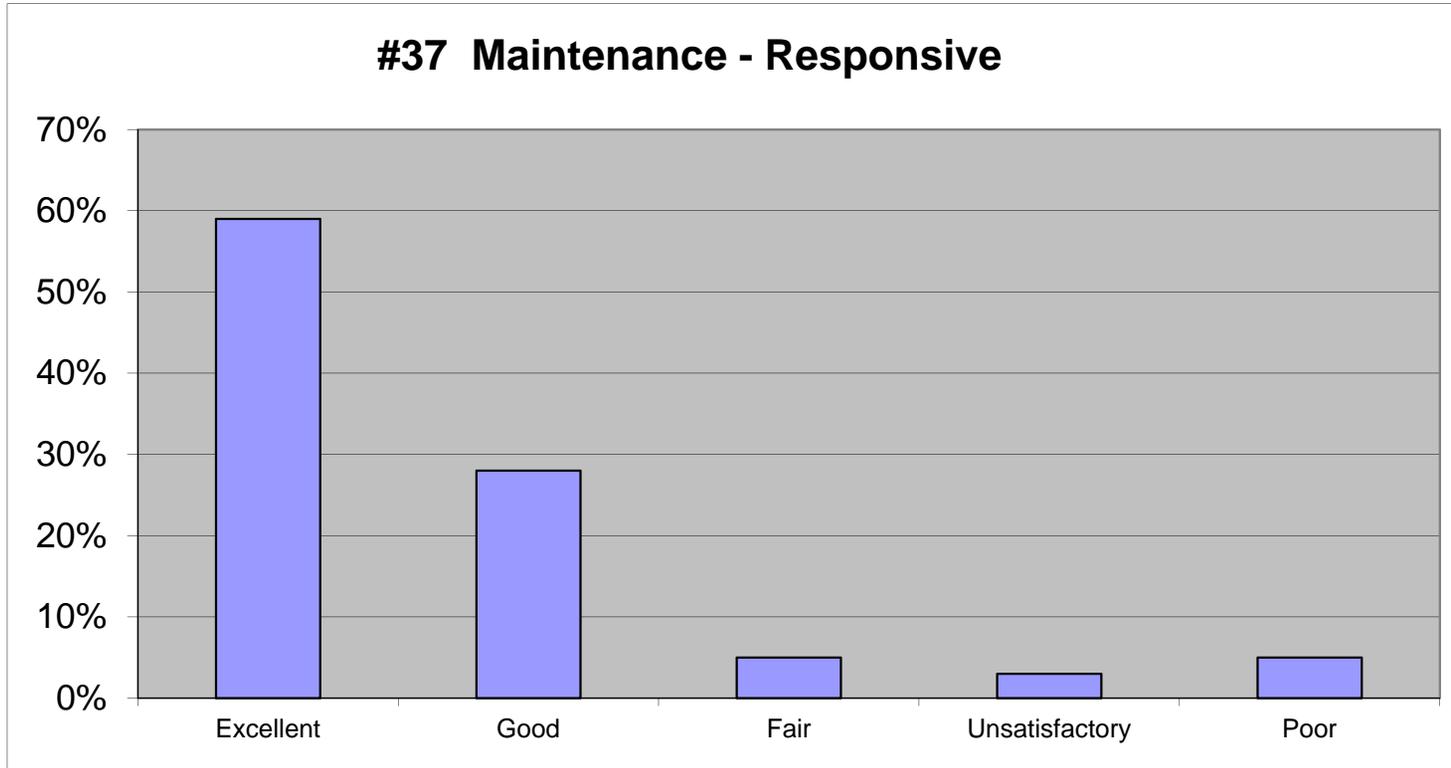
Excellent	55%	186	2009	51%	146	2006	64%	246
Good	33%	114		39%	109		17%	67
Fair	7%	24		5%	14		11%	41
Unsatisfactory	2%	8		3%	9		4%	16
Poor	<u>3%</u>	<u>10</u>		<u>2%</u>	<u>5</u>		<u>4%</u>	<u>16</u>
	100%	342		100%	283		100%	386

#37 Maintenance - Courteous



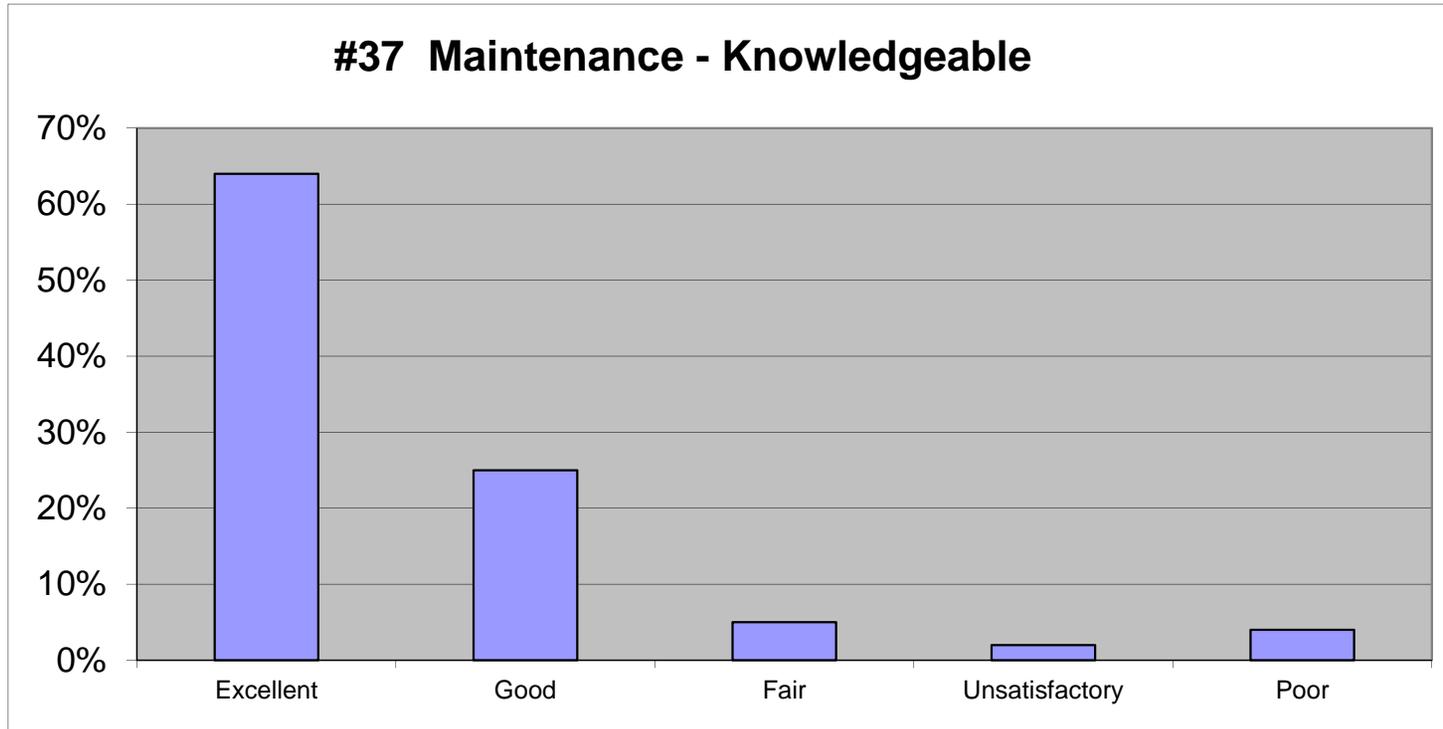
Excellent	64%	350	2009	65%	304	2006	74%	412
Good	25%	137		30%	145		15%	84
Fair	5%	27		4%	17		5%	29
Unsatisfactory	2%	9		0%	1		2%	12
Poor	<u>4%</u>	<u>22</u>		<u>1%</u>	<u>3</u>		<u>4%</u>	<u>25</u>
	100%	545		100%	470		100%	562

#37 Maintenance - Responsive



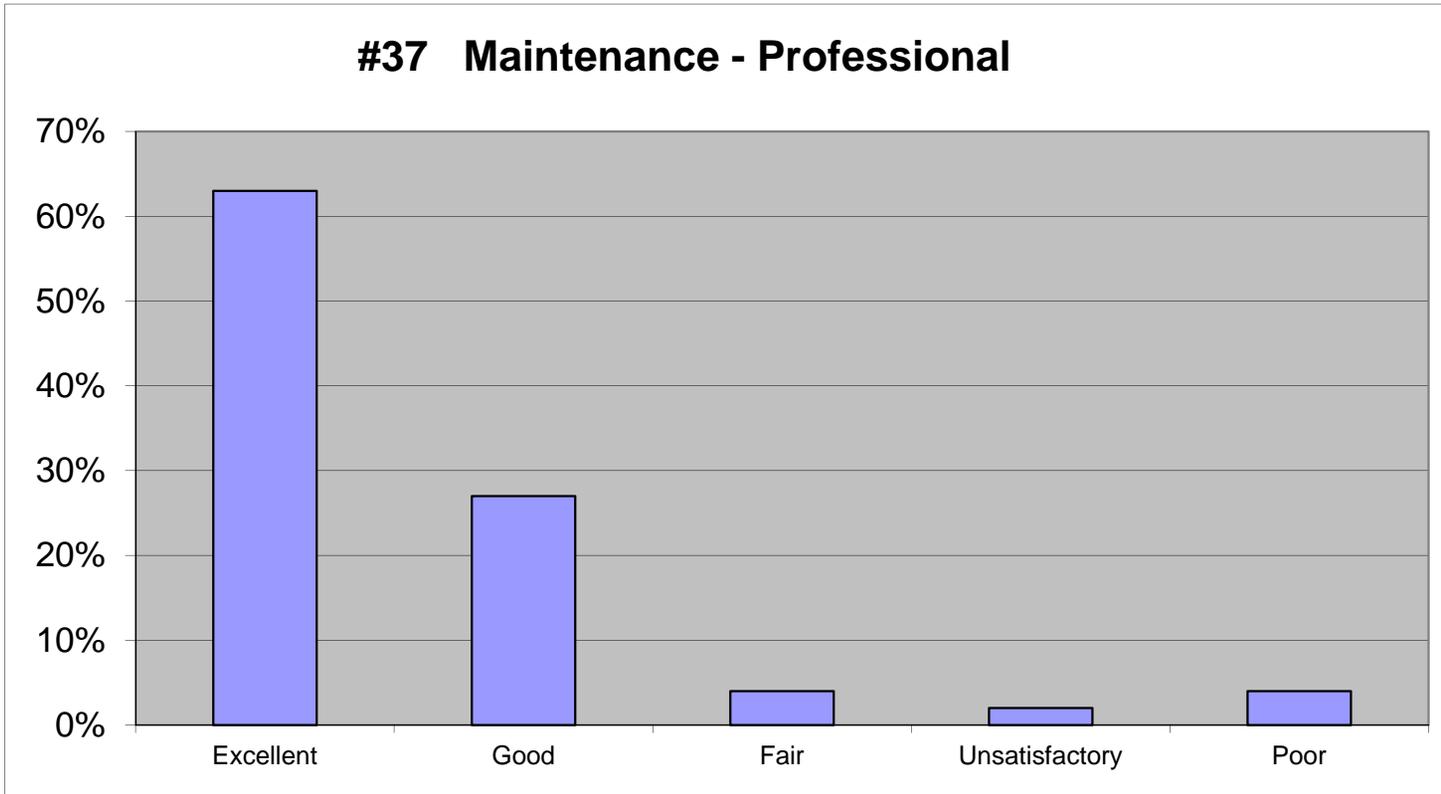
Excellent	59%	290	2009	59%	260	2006	66%	355
Good	28%	141		31%	137		18%	95
Fair	5%	27		8%	36		7%	38
Unsatisfactory	3%	13		1%	4		4%	19
Poor	<u>5%</u>	<u>24</u>		<u>1%</u>	<u>5</u>		<u>5%</u>	<u>28</u>
	100%	495		100%	442		100%	535

#37 Maintenance - Knowledgeable



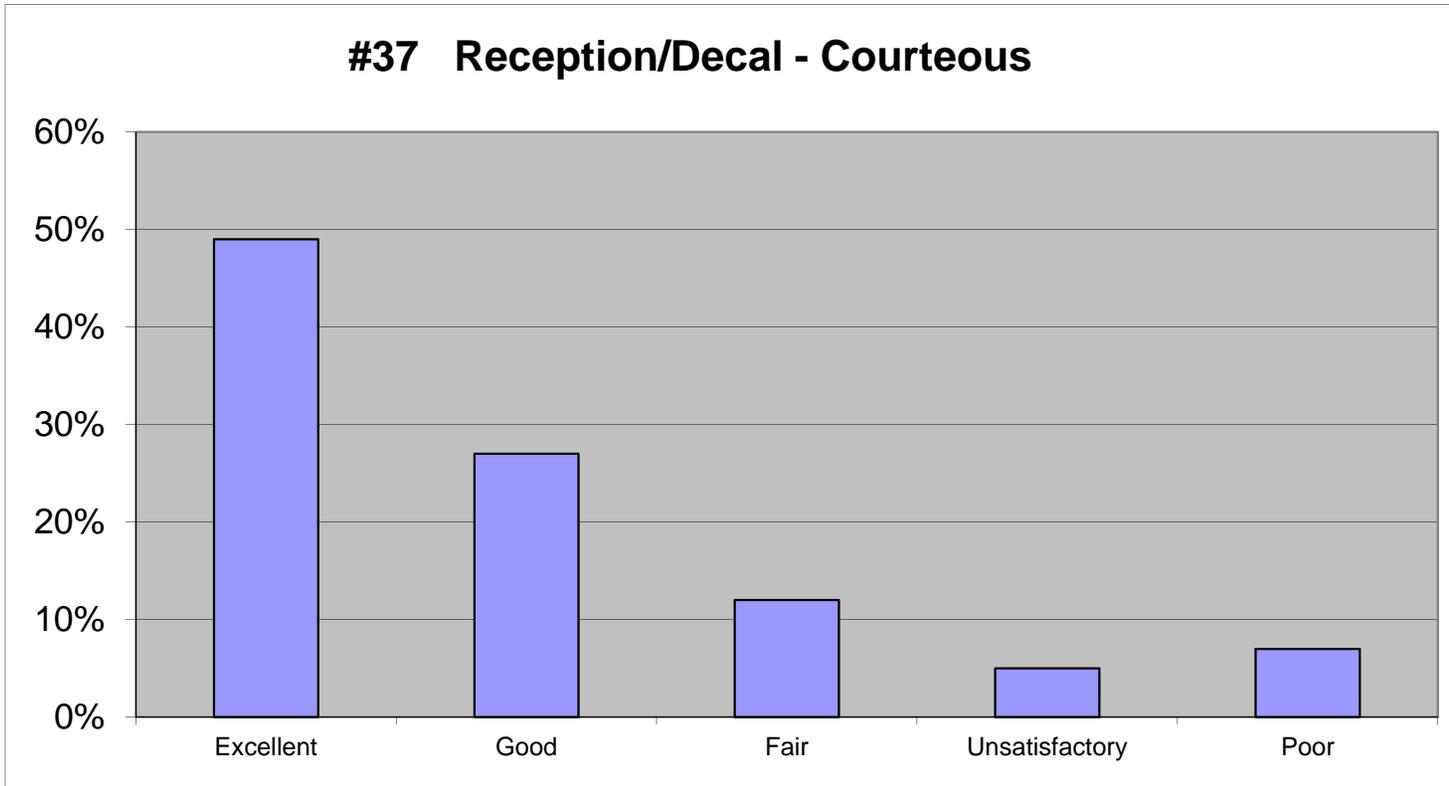
Excellent	64%	299	2009	60%	243	2006	70%	371
Good	25%	118		35%	144		16%	88
Fair	5%	23		4%	18		7%	35
Unsatisfactory	2%	9		0%	2		2%	10
Poor	<u>4%</u>	<u>21</u>		<u>1%</u>	<u>3</u>		<u>5%</u>	<u>24</u>
	100%	470		100%	410		100%	528

#37 Maintenance - Professional



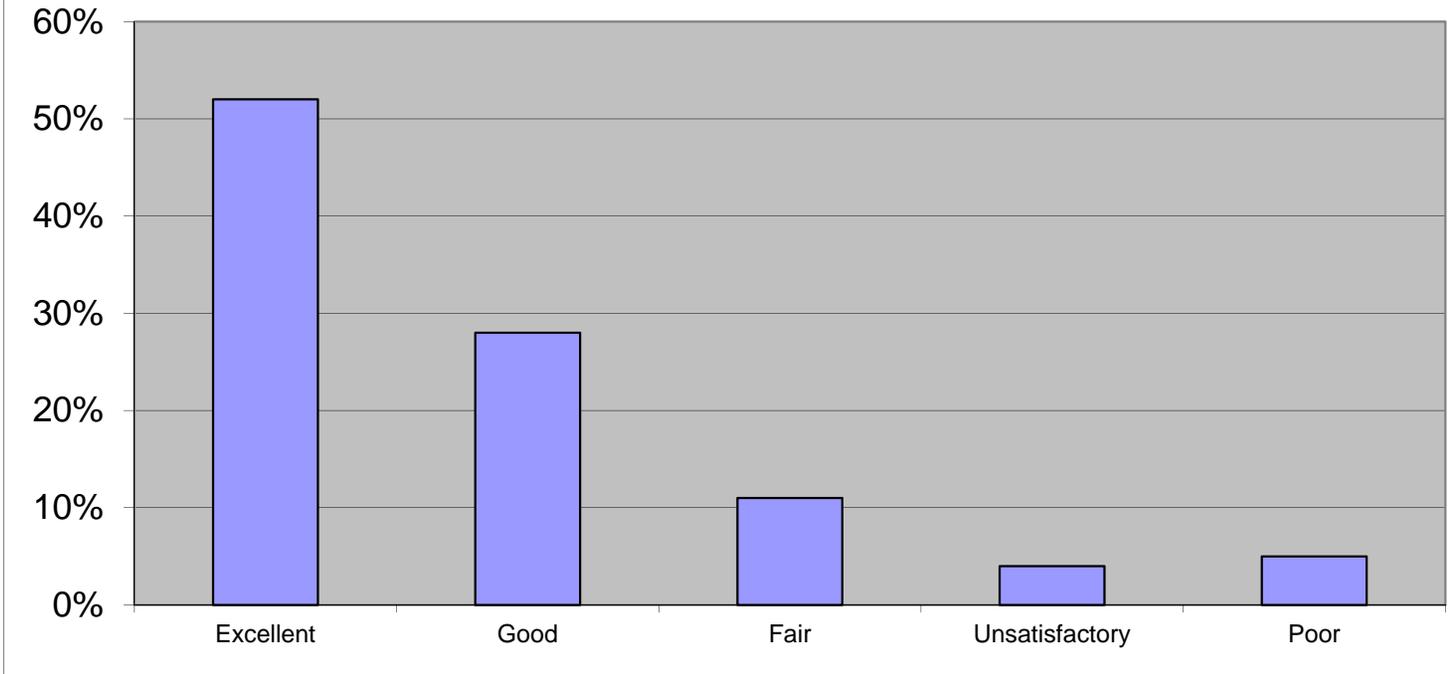
Excellent	63%	313	2009	62%	266	2006	70%	376
Good	27%	134		31%	134		18%	95
Fair	4%	21		5%	23		5%	29
Unsatisfactory	2%	10		1%	5		2%	11
Poor	<u>4%</u>	<u>21</u>		<u>1%</u>	<u>3</u>		<u>5%</u>	<u>27</u>
	100%	499		100%	431		100%	538

#37 Reception/Decal - Courteous



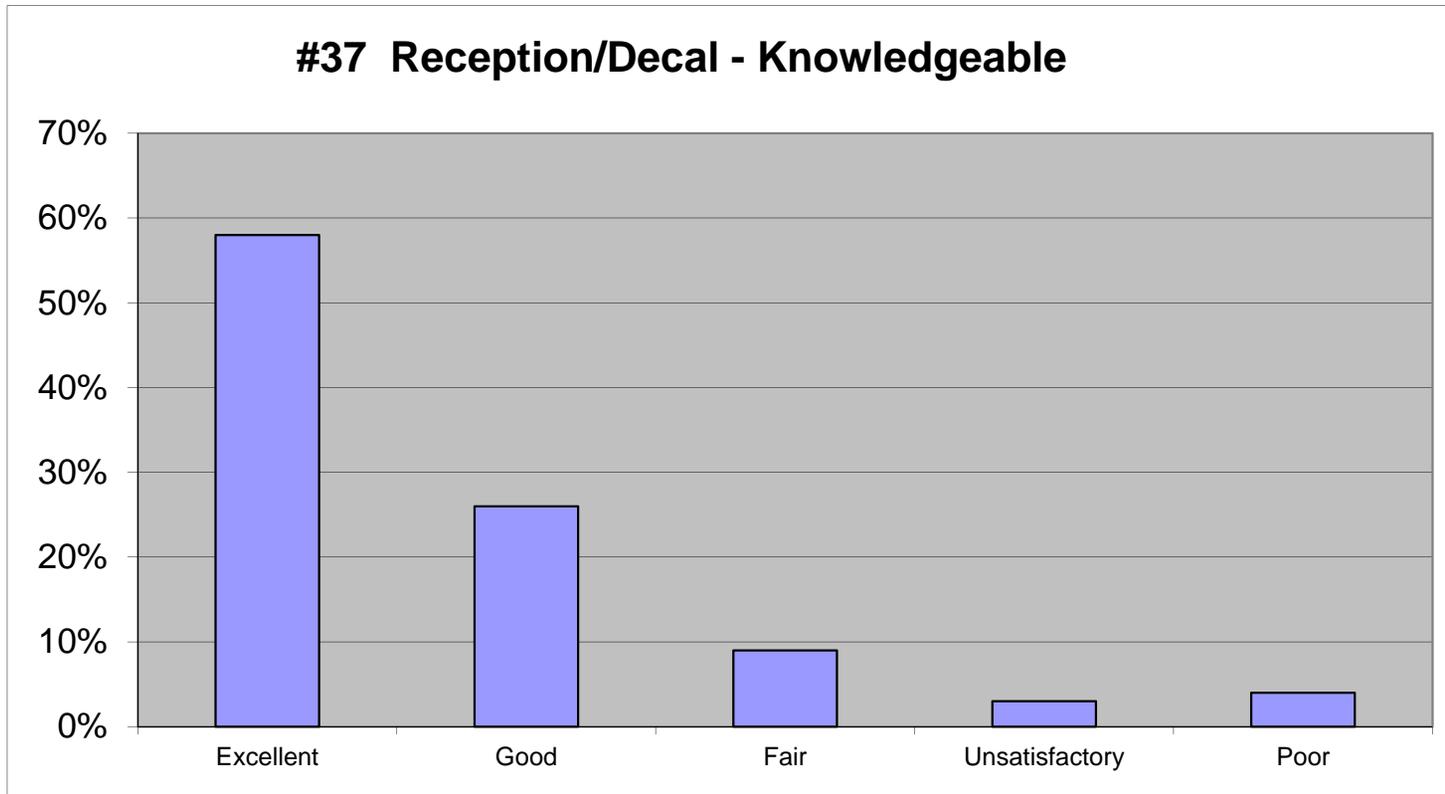
Excellent	49%	397	2009	59%	405	2006	69%	517
Good	27%	220		26%	179		13%	96
Fair	12%	100		10%	71		6%	45
Unsatisfactory	5%	44		2%	16		5%	36
Poor	<u>7%</u>	<u>57</u>		<u>3%</u>	<u>24</u>		<u>7%</u>	<u>53</u>
	100%	818		100%	695		100%	747

#37 Reception/Decal - Responsive



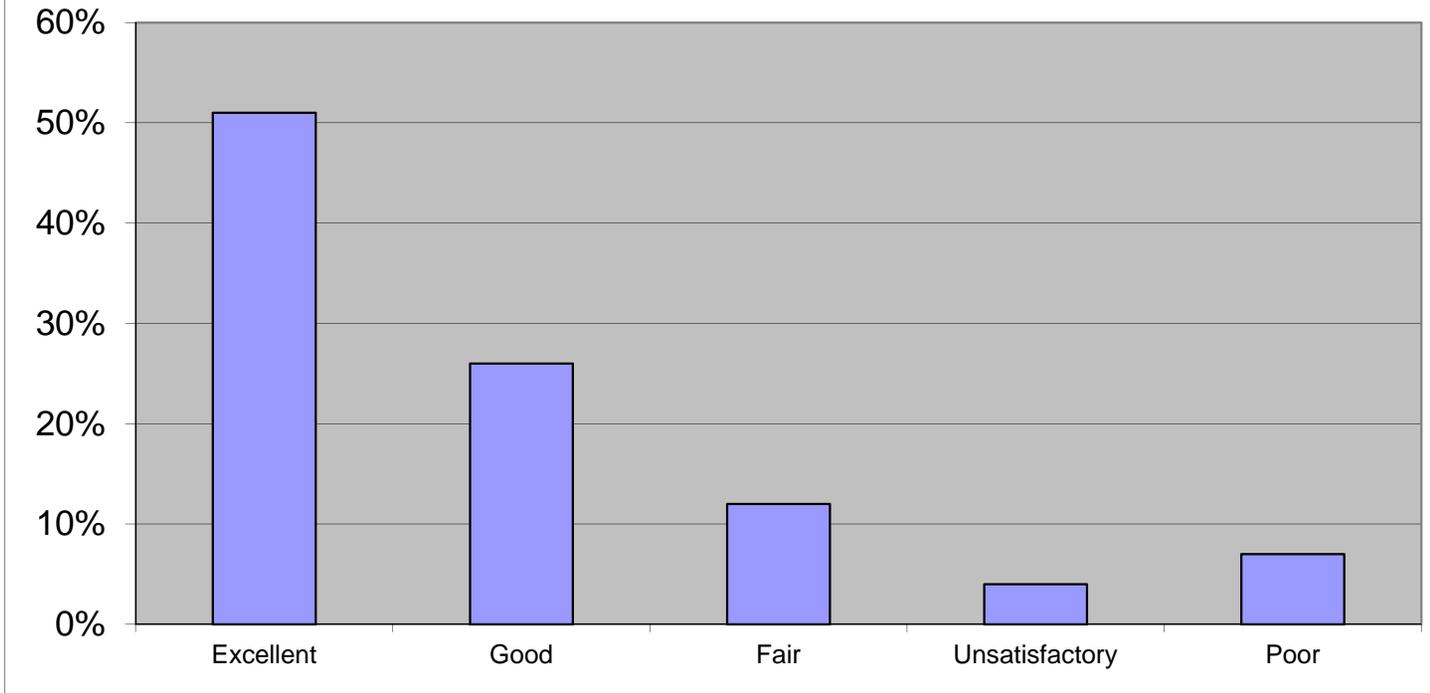
Excellent	52%	390	2009	59%	377	2006	69%	484
Good	28%	214		29%	190		17%	117
Fair	11%	84		7%	48		6%	42
Unsatisfactory	4%	27		2%	14		3%	22
Poor	<u>5%</u>	<u>39</u>		<u>3%</u>	<u>17</u>		<u>5%</u>	<u>38</u>
	100%	754		100%	646		100%	703

#37 Reception/Decal - Knowledgeable



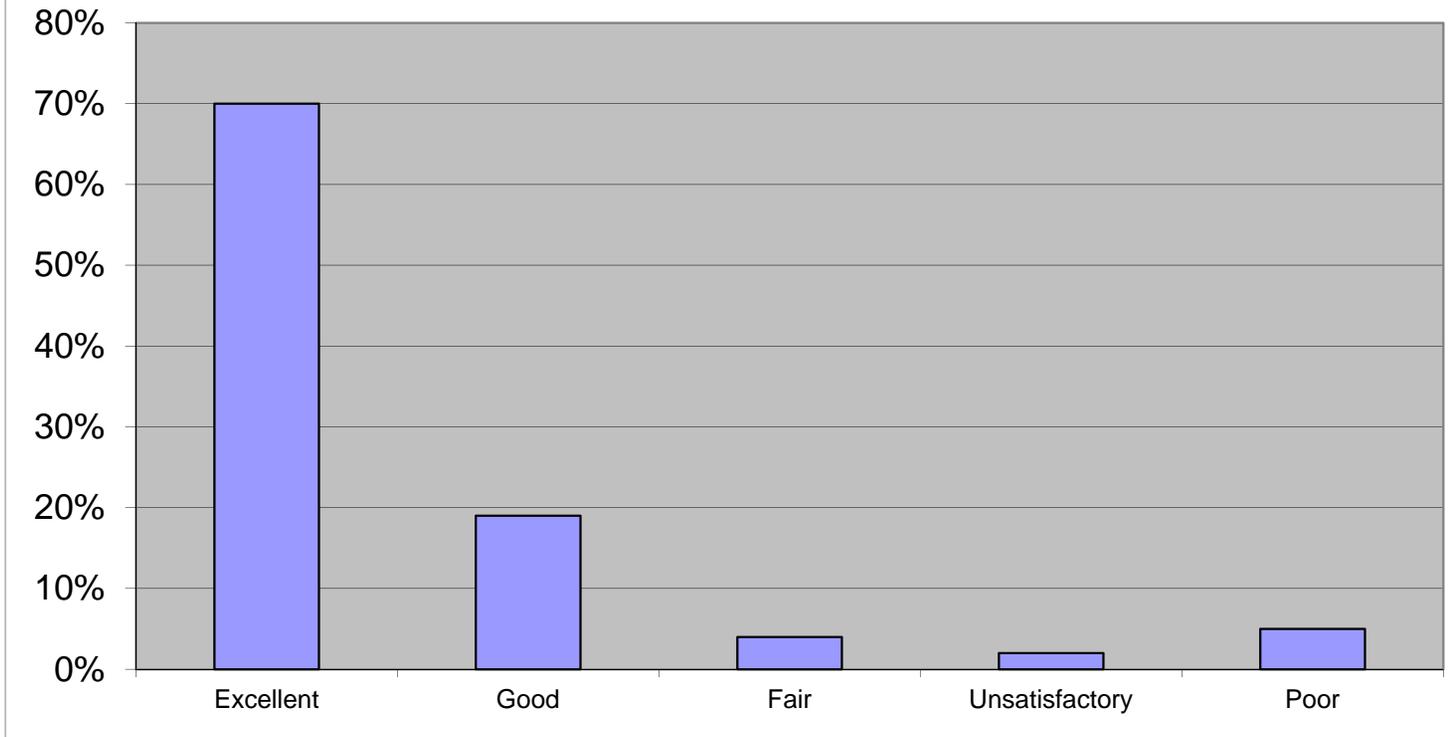
Excellent	58%	438	2009	60%	380	2006	69%	476
Good	26%	189		30%	187		16%	113
Fair	9%	63		6%	37		8%	53
Unsatisfactory	3%	19		2%	10		3%	23
Poor	<u>4%</u>	<u>32</u>		<u>2%</u>	<u>12</u>		<u>4%</u>	<u>31</u>
	100%	741		100%	626		100%	696

#37 Reception/Decal - Professional



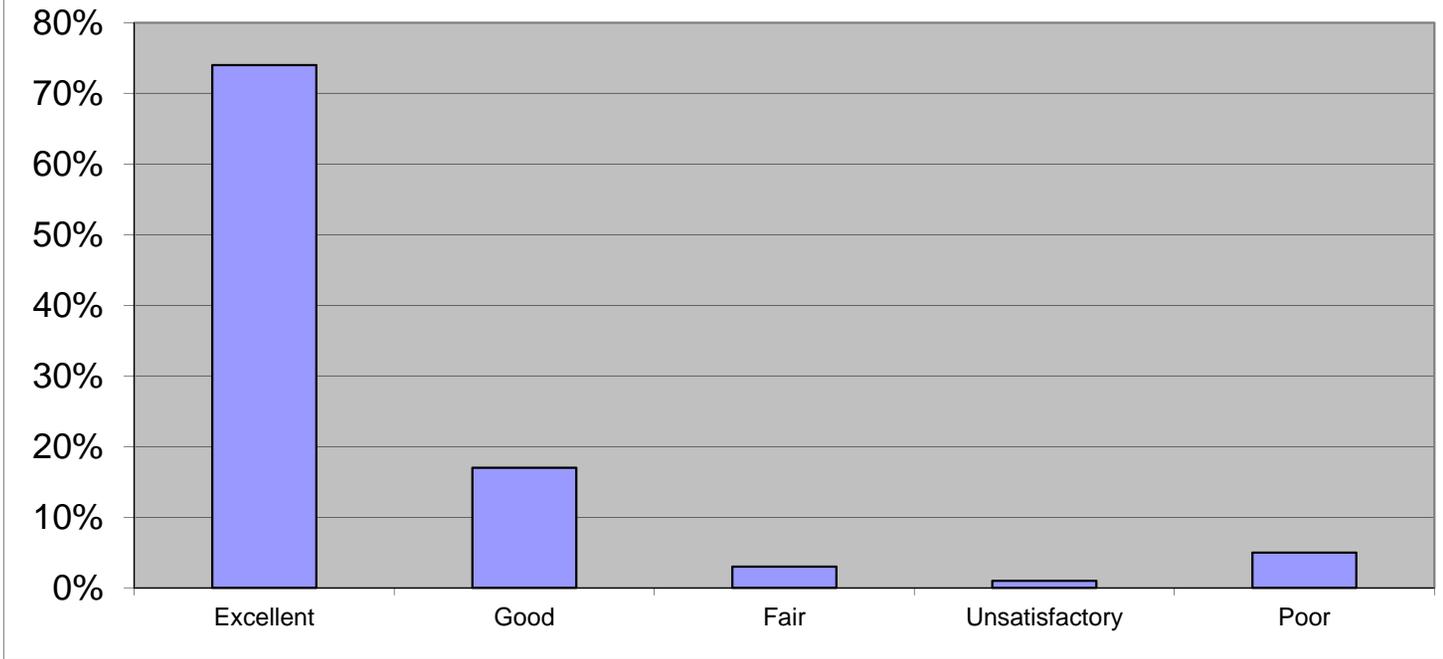
Excellent	51%	386	2009	57%	363	2006	66%	471
Good	26%	200		28%	182		16%	115
Fair	12%	91		10%	66		7%	50
Unsatisfactory	4%	33		2%	15		5%	33
Poor	<u>7%</u>	<u>51</u>		<u>3%</u>	<u>20</u>		<u>6%</u>	<u>41</u>
	100%	761		100%	646		100%	710

#37 Security - Courteous



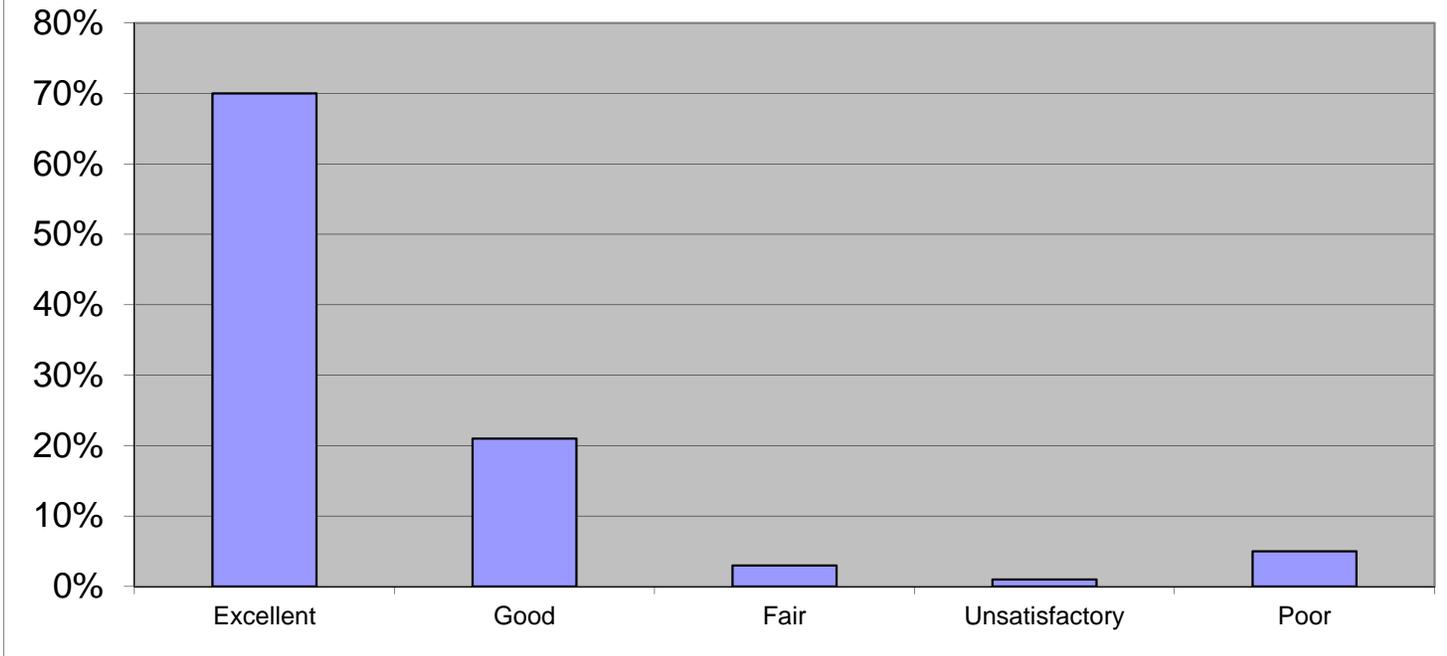
Excellent	70%	627	2009	70%	523	2006	70%	588
Good	19%	169		21%	155		14%	116
Fair	4%	36		4%	31		6%	46
Unsatisfactory	2%	16		2%	14		4%	32
Poor	<u>5%</u>	<u>40</u>		<u>3%</u>	<u>22</u>		<u>6%</u>	<u>47</u>
	100%	888		100%	745		100%	829

#37 Security - Responsive



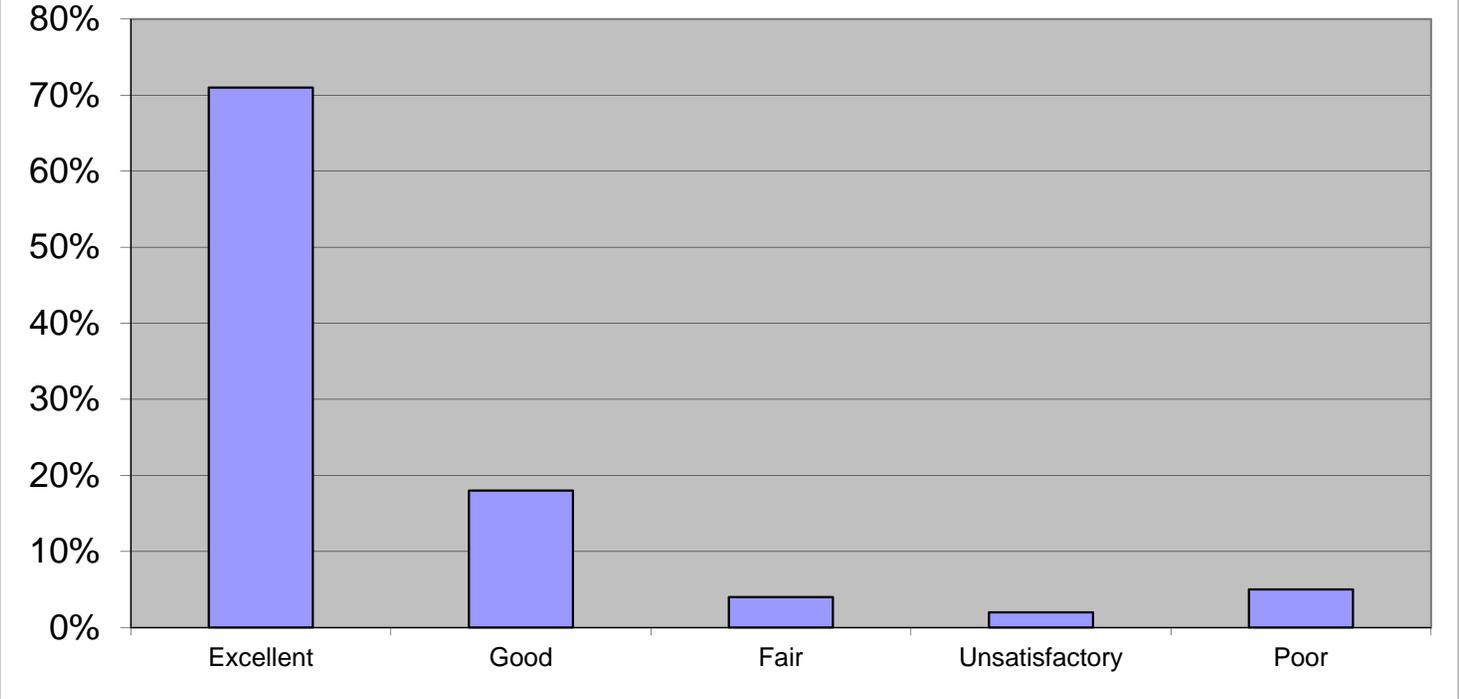
Excellent	74%	600	2009	75%	510	2006	71%	550
Good	17%	143		19%	134		15%	117
Fair	3%	25		3%	20		6%	46
Unsatisfactory	1%	12		1%	8		3%	21
Poor	<u>5%</u>	<u>40</u>		<u>2%</u>	<u>17</u>		<u>5%</u>	<u>42</u>
	100%	820		100%	689		100%	776

#37 Security - Knowledgeable



Excellent	70%	551	2009	69%	459	2006	69%	514
Good	21%	170		22%	145		17%	125
Fair	3%	22		5%	32		6%	47
Unsatisfactory	1%	11		2%	13		3%	24
Poor	<u>5%</u>	<u>37</u>		<u>2%</u>	<u>13</u>		<u>5%</u>	<u>40</u>
	100%	791		100%	662		100%	750

#37 Security - Professional



Excellent	71%	586	2009	70%	490	2006	69%	553
Good	18%	154		21%	145		15%	116
Fair	4%	34		5%	36		6%	49
Unsatisfactory	2%	19		2%	17		3%	25
Poor	<u>5%</u>	<u>40</u>		<u>2%</u>	<u>14</u>		<u>7%</u>	<u>53</u>
	100%	833		100%	702		100%	796