

## Constant Contact Survey Results

**Campaign Name:** RW Resident Survey Test

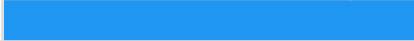

**Survey Starts:** 1867

**Survey Submits:** 737

**Export Date:** 04/17/2023 09:23 AM

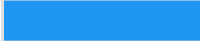


### CHECKBOXES

Are you a full time (7-12 months) or a seasonal resident (less than 7 months)?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Full Time			433	59%
Seasonal			300	40%
<b>Total Responses</b>			<b>733</b>	<b>100%</b>


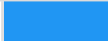
### MULTIPLE CHOICE

How many years have you lived in Riverwood?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Less than 5			208	28%
6-9			143	19%
10-14			169	23%
14 or greater			214	29%
<b>Total Responses</b>			<b>734</b>	<b>100%</b>



### CHECKBOXES

Do you believe Riverwood is the premier gated community in the area and our facilities meet your expectations?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			602	84%
No			108	15%
<b>Total Responses</b>			<b>710</b>	<b>100%</b>

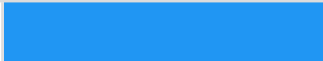
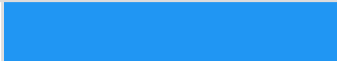

### CHECKBOXES

Do you believe that access to our community should be limited by the gatehouse as it is today?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			696	95%
No			33	4%
<b>Total Responses</b>			<b>729</b>	<b>100%</b>



MULTIPLE CHOICE

What level of access control do you favor - more limited or more open?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Manned 24 hours with evening roving patrol			338	46%
Manned 24 hours - as it is today			352	48%
Manned 16 hours, no guard from 10PM-6AM, only access to residents thru resident gates			30	4%
Remote access - no onsite personnel, access through remote connection to a central site			5	0%
No control at all - open to all from outside			0	0%
<b>Total Responses</b>			<b>725</b>	<b>100%</b>

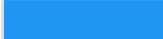
CHECKBOXES

Do you believe that all visitors to the campus should be logged in by the resident ahead of their arrival?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			706	97%
No			20	2%
<b>Total Responses</b>			<b>726</b>	<b>100%</b>


CHECKBOXES

Do you use the Gatehouse app to log in your visitors and vendors?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			556	76%
No			175	23%
<b>Total Responses</b>			<b>730</b>	<b>100%</b>

CHECKBOXES

Are you satisfied with the Gatehouse App that residents use to register guests and vendors? Any Comments?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			525	73%
No			76	10%
Other			124	17%
<b>Total Responses</b>			<b>710</b>	<b>100%</b>

CHECKBOXES

Is it your opinion that our property values are enhanced by our campus amenities?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			704	96%
No			25	3%
<b>Total Responses</b>			<b>729</b>	<b>100%</b>

CHECKBOXES

Please indicate which of the following amenities that you personally use

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Activity Building			526	74%
Library			361	51%
Tennis Courts			119	16%
Croquet			34	4%
Ice Machine			326	46%
Covered Pavilion Area			354	50%
Fitness Center			463	65%
Pickleball			227	32%
Exercise Classes			172	24%
Beach Club			269	38%
Arts and Crafts Room			101	14%
Activity Center Pool			365	51%
Bocce Ball			149	21%
Dog Park			88	12%
RV Park			70	9%
<b>Total Responses</b>			<b>705</b>	<b>100%</b>

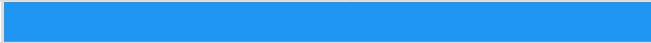

CHECKBOXES

Are you satisfied with the number of amenities provided at the community?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			658	92%
No			55	7%
<b>Total Responses</b>			<b>713</b>	<b>100%</b>

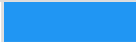
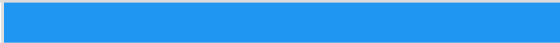
CHECKBOXES

With the exception of the Beach Club and RV Park, the amenities listed above are currently provided on campus. Any maintenance and enhancement projects are paid for by all residents, not just those using the amenity. The Beach Club and RV Park are fee amenities, where all expenses are covered by the members of that amenity and not by all residents in the community. Do you believe that Riverwood amenities should be for the sole use of tax paying Riverwood residents and their overnight guests?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			668	93%
No			49	6%
<b>Total Responses</b>			<b>716</b>	<b>100%</b>



CHECKBOXES

The current CDD rules allow for a household and their overnight guests to use the amenities whenever they want. However they are limited to inviting outside visitors to use the amenities only 6 times a year. Are you in favor of allowing increased numbers of outside visitors to use our amenities without cost?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			141	19%
No			582	80%
<b>Total Responses</b>			<b>723</b>	<b>100%</b>

CHECKBOXES

Would you be willing to pay more to enhance the Activity Center?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			123	17%
No			594	83%
<b>Total Responses</b>			<b>715</b>	<b>100%</b>



OPEN QUESTION

What changes would you like to see made to the Activity Center?

- New table and chairs outside the activity center. The chairs are uncomfortable.
  - Updating the technology so that meetings may be live streamed to all residents, no matter where they are located. This would include improved wi-fi and the ability to record meetings for streaming on YouTube etc... Cans w/trash and recycling.
  - Clean the pool, fix hot tub, music, new lounge, chairs, more umbrellas, more beautification, such as more planted pots
- 203 Response(s)**

CHECKBOXES

Would you be willing to pay more to enhance the Covered Pavilion?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			106	14%
No			613	85%
<b>Total Responses</b>			<b>719</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see in the Covered Pavilion?

It needs to have more air circulation under the pavilion .

Overhead paddle fans. Garbage cans with 1 side for trash, 1 for recycling.

Fans

**148 Response(s)**

CHECKBOXES

Would you be willing to pay more to enhance the Arts and Crafts Room?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			34	4%
No			677	95%
<b>Total Responses</b>			<b>711</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see made to the Arts and Crafts Room?

Current storage is not appropriate for an Arts/Crafts room. Someone versed in outfitting an art room needs to be consulted. Large, deep storage, drying racks & shelving would be a good start. Garbage cans with 1 side for trash, 1 for recycling.

It is good

don't use it

**76 Response(s)**

CHECKBOXES

Would you be willing to pay more to enhance the Library?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			42	5%
No			674	94%
<b>Total Responses</b>			<b>716</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see made to the Library?

More shelving and less open space for more books!


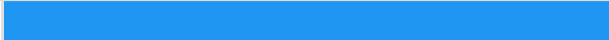
Its brand new...it's beautiful!!

Haven't had the chance to use the library but I don't hear much about it. Perhaps advertise it to residents and encourage book donations when residents are done with a book.

**87 Response(s)**

CHECKBOXES

Would you be willing to pay more to enhance the Fitness Center?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			90	12%
No			624	87%
<b>Total Responses</b>			<b>714</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see made to the Fitness Center?

Fans in the work out area like the former work out area had.

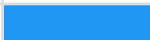

Wall mounted water fountains offering filtered, refrigerated water with bottle fillers.  
Garbage cans that offer one side for trash, one for mixed recyclables.

Needs better cleaning! ! Some music would be good, Matt's for of stretching should be considered part of our equipment.

**152 Response(s)**

CHECKBOXES

Do you attend exercise specific classes at Riverwood?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			157	21%
No			565	78%
<b>Total Responses</b>			<b>720</b>	<b>100%</b>

OPEN QUESTION

What comments do you have about exercise classes at Riverwood?

too few and not enough choices


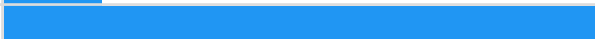
Pricey compared to area fitness centers.

Think they are great...

**128 Response(s)**

CHECKBOXES

Would you be willing to pay more to enhance the Pool?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			106	14%
No			609	85%
<b>Total Responses</b>			<b>715</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see made to the pool?

Maybe Mermaids?



Add a third lane for lap swimming. Re-do the pool landscaping, furniture and pergola. Garbage cans with 1 side for trash, 1 for recycling.

pool is great the way it is!

**158 Response(s)**

CHECKBOXES

Would you be willing to pay more to enhance the tennis courts?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			67	9%
No			651	91%
<b>Total Responses</b>			<b>715</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see made to the tennis courts?

Water fountain offering filtered, refrigerated water with bottle fillers. Garbage cans that offer one side for trash, one for mixed recyclables.

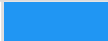

Tennis players should pay an annual fee to support the cost of maintenance for the tennis courts

I believe that the tennis players should pay an annual fee to help support the maintenance on the courts.

**114 Response(s)**

CHECKBOXES

Would you be willing to pay more to enhance the pickleball courts?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			115	15%
No			607	84%
<b>Total Responses</b>			<b>719</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see made to the pickleball courts?

repair as necessary


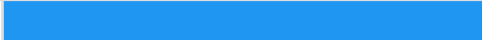
They need to be redone with kitchen area surface in a color different from rest of court. Water fountains offering filtered, refrigerated water with bottle fillers. Garbage cans with 1 side for trash, 1 for recycling.

what is whit the flooding??

**140 Response(s)**


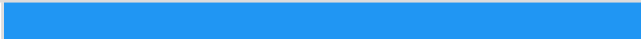
CHECKBOXES

Would you be in favor of adding 4 new pickleball courts close to the existing courts?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			216	30%
No			490	69%
<b>Total Responses</b>			<b>706</b>	<b>100%</b>

CHECKBOXES

Would you be willing to pay more to enhance the bocce ball courts?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			50	7%
No			656	92%
<b>Total Responses</b>			<b>706</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see made to the bocce ball courts?

I would like to see shuffleboard next to bocce ball


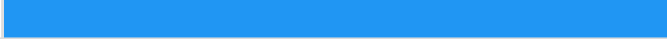
Have shade covers put in at both ends...so playing during the day is more comfortable

I would like the pickleball courts in the proximity of the other courts and the fitness complex for access to water, bathrooms and the AED equipment.

**89 Response(s)**

CHECKBOXES

Would you be willing to pay more to enhance the croquet courts?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			32	4%
No			679	95%
<b>Total Responses</b>			<b>711</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see made to the croquet courts?

The pitch is a mess. It needs to be repaired.

The croquet players should pay an annual fee to help support the annual maintenance costs of the court.


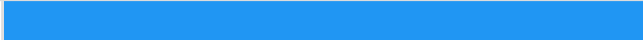
I believe that the croquet players should pay an annual fee to play on the courts due to the annual costs to maintain the courts.

**80 Response(s)**



CHECKBOXES

Would you be willing to pay more to enhance the dog park?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			56	7%
No			665	92%
<b>Total Responses</b>			<b>721</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see made to the dog park?

its a mess!!!!!! stop watering take out trees


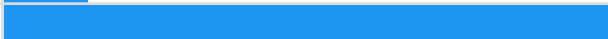
don't use

Wasn't it updated already?

**102 Response(s)**

CHECKBOXES

Would you be willing to pay more to add more ice machines on campus?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			87	12%
No			637	87%
<b>Total Responses</b>			<b>724</b>	<b>100%</b>

OPEN QUESTION

What changes would you like to see made to the ice machines?

Keep them clean and sanitized.



Replace current ice machine and nearby exterior water fountain. Add ice machines to tennis and pickleball courts.

only if this one breaks down!

**97 Response(s)**

CHECKBOXES

Several of our amenities have lighting installed or planned for reinstallation - pool, pickleball courts and tennis courts. Do you believe that other amenities need to have lighting installed for night use?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			94	13%
No			620	86%
<b>Total Responses</b>			<b>713</b>	<b>100%</b>

CHECKBOXES

Do you believe that other amenities need to have lighting installed for night use?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			81	11%
No			635	88%
<b>Total Responses</b>			<b>715</b>	<b>100%</b>

CHECKBOXES

Which amenity would you suggest needs lighting?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Bocce Ball			54	54%
Croquet Court			21	21%
Dog Park			65	65%
<b>Total Responses</b>			<b>100</b>	<b>100%</b>

CHECKBOXES

Would you be willing to pay more to have this lighting installed?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			68	9%
No			617	90%
<b>Total Responses</b>			<b>684</b>	<b>100%</b>

OPEN QUESTION

What other amenities not already offered would you like to see offered on the campus?

fix the lights that were destroyed in the hurricane

Would love a cafe/restaurant in the Activity Center Campus. Would a more robust, technologically advanced website.

A Restaurant!

**114 Response(s)**


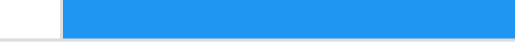
CHECKBOXES

Would you be willing to pay more to offer the additional amenity?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			89	14%
No			509	85%
<b>Total Responses</b>			<b>597</b>	<b>100%</b>

CHECKBOXES

As mentioned above, the Beach Club and RV Park are "fee" amenities. Maintenance expenses and enhancements are paid for by the members of those amenities and not all Riverwood residents. The RV Park is limited by the number of spots that had been created for use. The CDD does own additional property in that area and could expand the RV lot. Would you be interested in seeing the RV park expanded to handle additional RV's, boats, trailers, vehicles, that you cannot now use since the lot is full?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			235	34%
No			451	65%
<b>Total Responses</b>			<b>685</b>	<b>100%</b>

OPEN QUESTION

What activities not currently offered on campus would you be interested in?

boot camp or circuit training. zumba-not zumba gold.

Tai Chi, Theatrical group. CDD should look into making the parcels of land close to 776 nature preserves with ADA accessible trails wide enough for walking and biking.

Various fitness classes

**125 Response(s)**

OPEN QUESTION

What types of entertainment would you be interested in?

More Concerts

All! Music in the evening, or happy hour



movies to come back

The series is great....however hard to promise for the package. Individual show tickets 2 weeks out....to accommodate those of us who have a lot of company and do not know in November when the dates.

**178 Response(s)**

CHECKBOXES

For informational purposes, your water/sewer utilities are offered through the CDD. We offer potable water at a cost less than Charlotte county, since we buy in bulk at a discount to their normal rates. Our sewer cost is a flat rate and does not vary with water usage as Charlotte county does. Our irrigation water is offered as a flat rate service. Are you satisfied with the level of service you receive for your utilities - water, sewer, irrigation water?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			669	92%
No			58	7%
<b>Total Responses</b>			<b>726</b>	<b>100%</b>

CHECKBOXES

Are you satisfied with the price you pay for the provided utilities?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			618	86%
No			100	13%
<b>Total Responses</b>			<b>717</b>	<b>100%</b>

CHECKBOXES

Are you satisfied with the contracted utility billing system that the CDD uses?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			645	91%
No			64	9%
<b>Total Responses</b>			<b>707</b>	<b>100%</b>

CHECKBOXES

Are you satisfied with the bill pay options provided in the billing system? Any comments?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			614	87%
No			63	8%
Other			30	4%
<b>Total Responses</b>			<b>703</b>	<b>100%</b>

CHECKBOXES

Road ownership is divided in Riverwood. The CDD owns the roads in southern portion of Riverwood, while the RCA owns the roads in Sawgrass and Myakka Point. Are you satisfied the way that the CDD owned roads are maintained?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			618	87%
No			86	12%
<b>Total Responses</b>			<b>703</b>	<b>100%</b>

OPEN QUESTION

Do you have any comments on the ownership of the Riverwood roads?

Maintain as is

roads need refreshed painting of crosswalks etc

If making them all private would give Riverwood the ability to turn the main gate into an actual Security gate and gives us the legal authority to keep people not on the Gatehouse App out, we should do that.

**184 Response(s)**

OPEN QUESTION

Any comments on the roads in general?

Many roads in southern Riverwood are in need of repaving. When will this happen?

I think some of the roads need to be paved and the curbs need to be cleaned.

None

**152 Response(s)**

CHECKBOXES

The CDD fees are a portion of your annual property tax bill from Charlotte County. For the last five years, the CDD assessment has been flat. Financially, are you willing to pay more per year to have enhancements made in the community?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			202	28%
No			509	71%
<b>Total Responses</b>			<b>708</b>	<b>100%</b>

MULTIPLE CHOICE

How much more per year are you willing to pay to the CDD for enhancements?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
\$0.00			442	68%
\$300.00			119	18%
\$500.00			63	9%
\$700.00			9	1%
Greater than \$700.00			14	2%
<b>Total Responses</b>			<b>647</b>	<b>100%</b>

CHECKBOXES

Do you believe the facilities available are worth what you pay in annual CDD fees on your property tax bill?

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Yes			548	79%
No			147	21%
<b>Total Responses</b>			<b>693</b>	<b>100%</b>

MULTIPLE CHOICE

Do you believe the sum total of fees you pay as a resident (CDD, RCA, Utility) are:

Answer Choice	0%	100%	Number of Responses	Responses Ratio
Acceptable			477	66%
Too High			235	33%
<b>Total Responses</b>			<b>712</b>	<b>100%</b>

OPEN QUESTION

Any Comments?

if I knew what I was paying for I could answer the above questions much better. What is Riverwood development - C and what is Riverwood Development - M. Those two items are the majority of what I pay in Non-Ad Valorem assessments.

So worried about the amenities, how about the grounds? much of the landscaping is a mess and needs to be updated and replaced. Damaged street lights need to be repaired or replaced. Common areas need sod replacement. Sidewalks need cleaning.

In the question above, there is no "Too Low". From the wording of some of the questions, the CDD may have an agenda as many questions only offered limited choices. Additionally, the 250 character limit did not allow for thoughtful, detailed response

**206 Response(s)**

OPEN QUESTION

Any comments about the financial management of the CDD?

The CDD is clearly concerned with keeping costs down. This is reflected in their allowing things, such as the tennis court lighting, to deteriorate. They should be proactive in providing residents with the highest quality amenities for the taxes paid

I believe the financial management of the CDD have done a good job.

I think the RCA is much more responsive and is willing to listen to ideas submitted by members compared to CDD. think CDD should not increase their scope of management.

**155 Response(s)**