

Lakes of Mount Dora Resident Survey

Monday, October 06, 2014

206

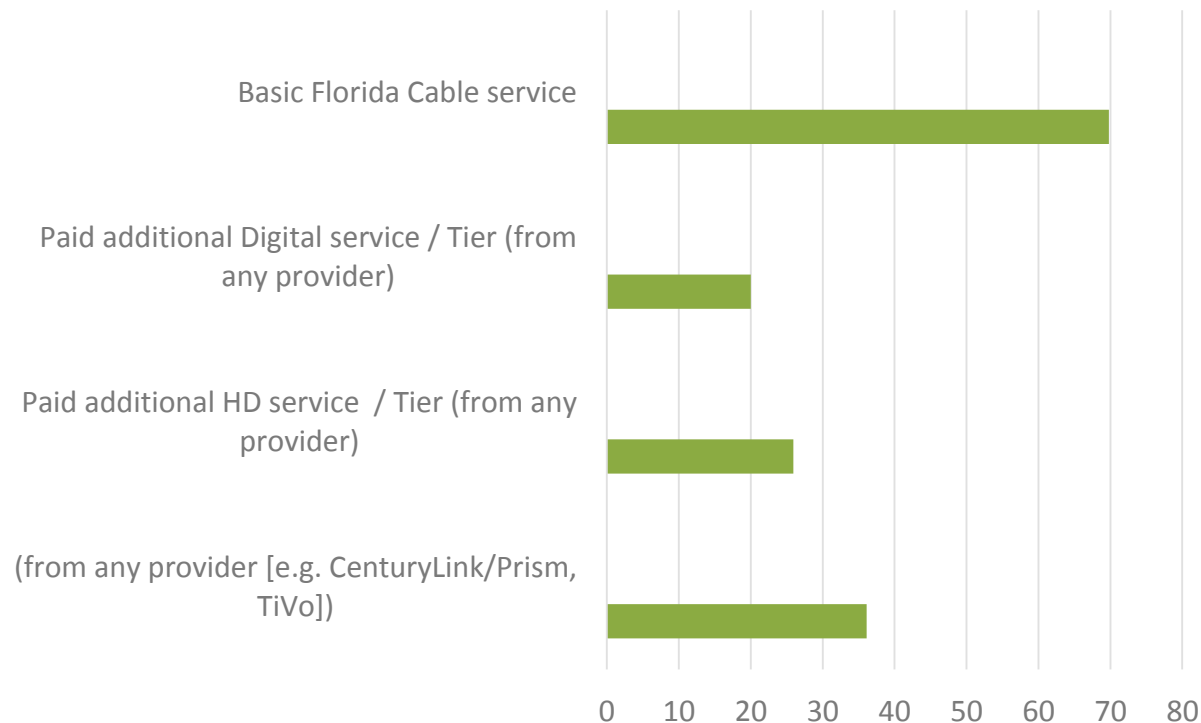
Total Responses

Date Created: Tuesday, October 20, 2014

Complete Responses: 206

Q2: What level of television service, if any, do you have beyond the basic cable TV service provided by Florida Cable through your Homeowners Association? (check all that apply)

Answered: 205 Skipped: 1



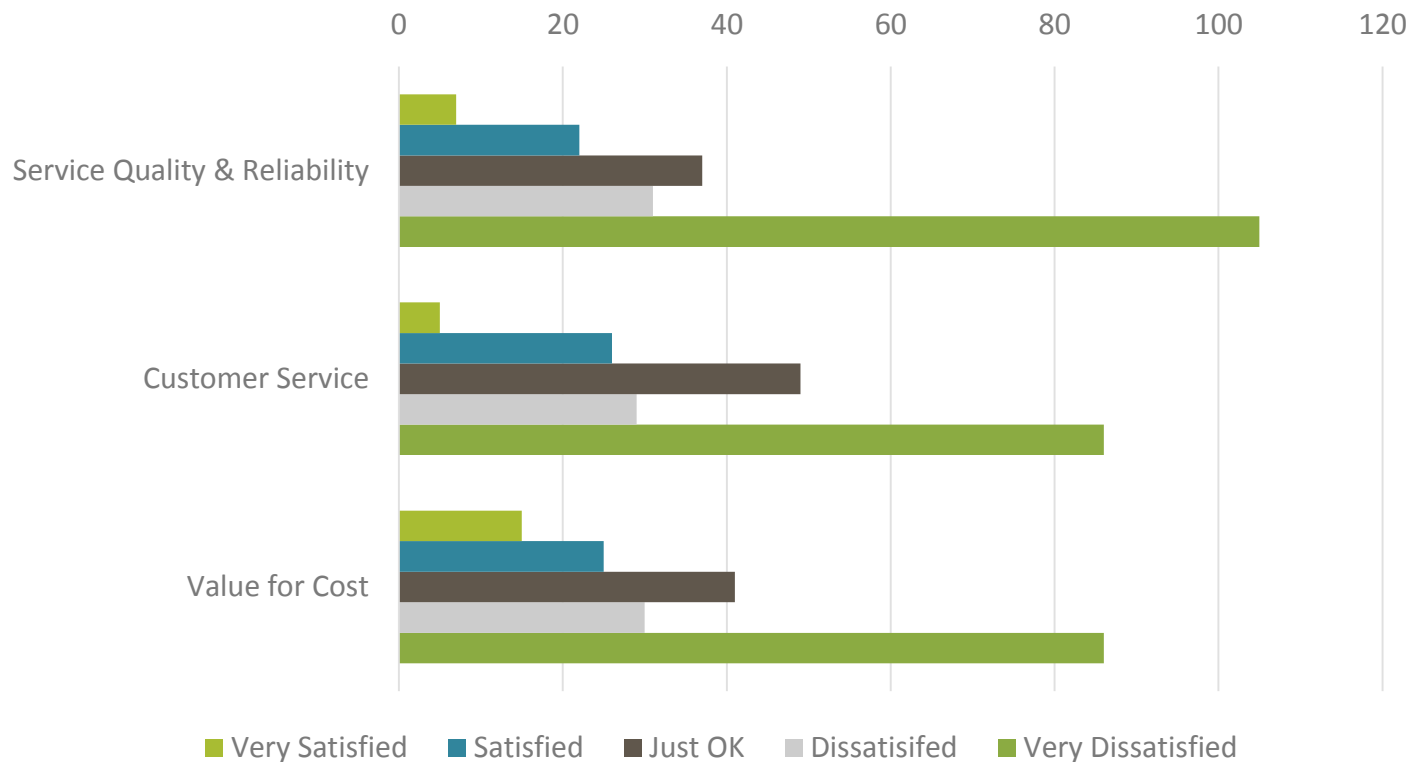
Q2: What level of television service, if any, do you have beyond the basic cable TV service provided by Florida Cable through your Homeowners Association? (check all that apply)

Answered: 205 Skipped 1

Answer Options	Response	
Basic Florida Cable service	69.8%	143
Paid additional Digital service / Tier (from any	20.0%	41
Paid additional HD service / Tier (from any provider)	25.9%	53
Paid Digital Video Recorder (DVR) (from any provider	36.1%	74

Q3: How satisfied are you with your basic Florida Cable TV service (\$27.75 / month in your dues)?

Answered: 201 Skipped: 6



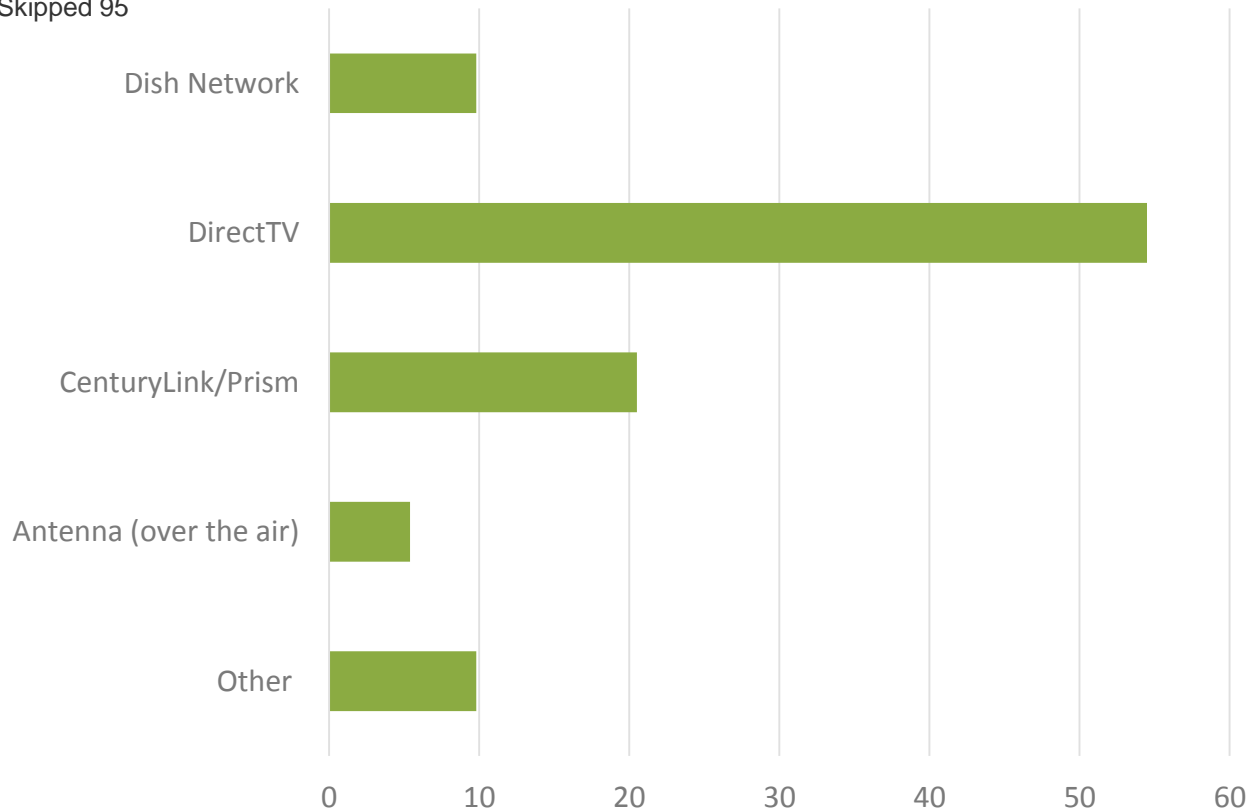
Q3: How satisfied are you with your basic Florida Cable TV service (\$27.75 / month in your dues)?

Answered: 201 Skipped: 6

Answer Options	Very		Very		Total
	Dissatisfied	Dissatisfied	Just OK	Satisfied	
Service Quality & Reliability	105	31	37	22	202
Customer Service	86	29	49	26	195
Value for Cost	86	30	41	25	197

Q4: If you have an additional TV service provider beyond Florida Cable, please check the provider:

Answered: 112 Skipped 95



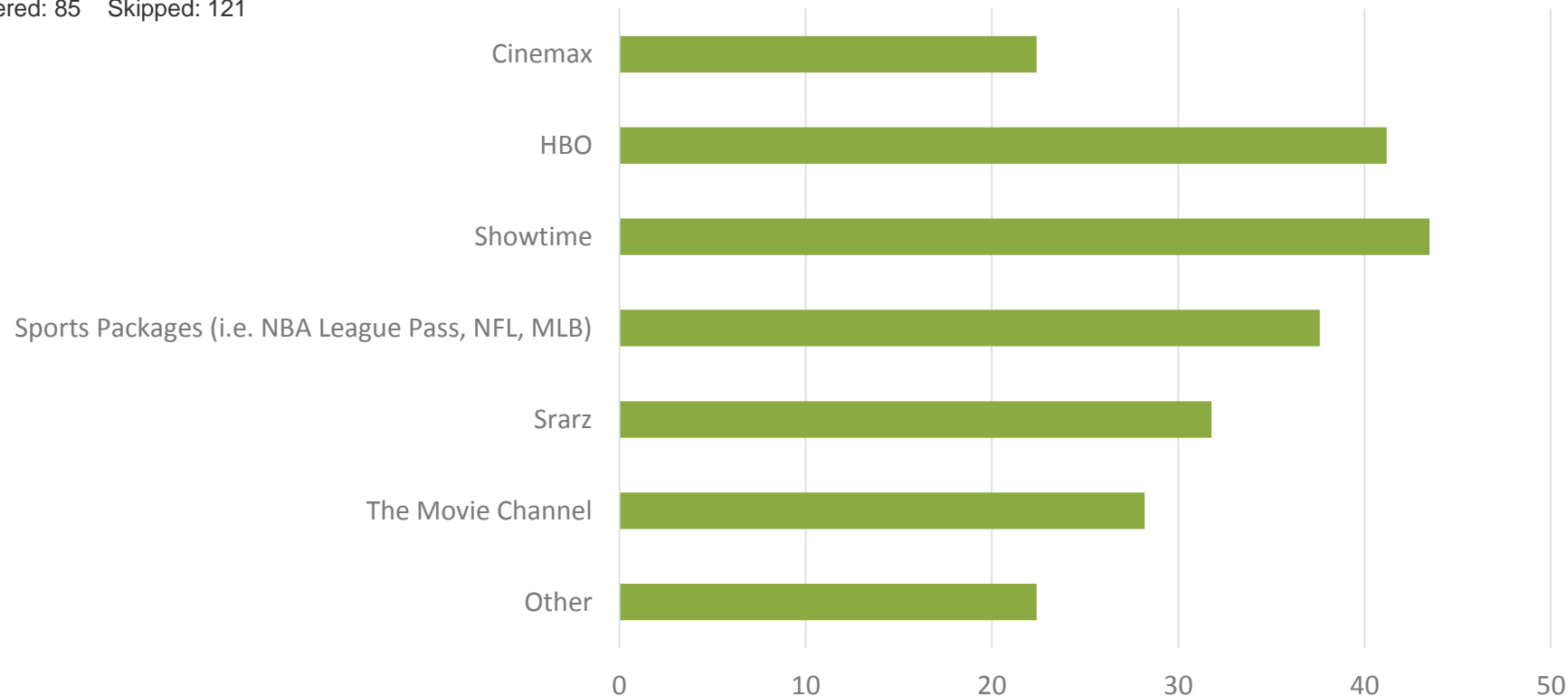
Q4: If you have an additional TV service provider beyond Florida Cable, please check the provider:

Answered: 102 Skipped: 86

Answer Options	Response	
Dish Network	9.8%	11
DirectTV	54.5%	61
CenturyLink/Prism	20.5%	23
Antenna (over the air)	5.4%	6
Other	9.8%	11

Q5: Regardless of provider, indicate any premium television channels / packages to which you currently subscribe (check all that apply):

Answered: 85 Skipped: 121



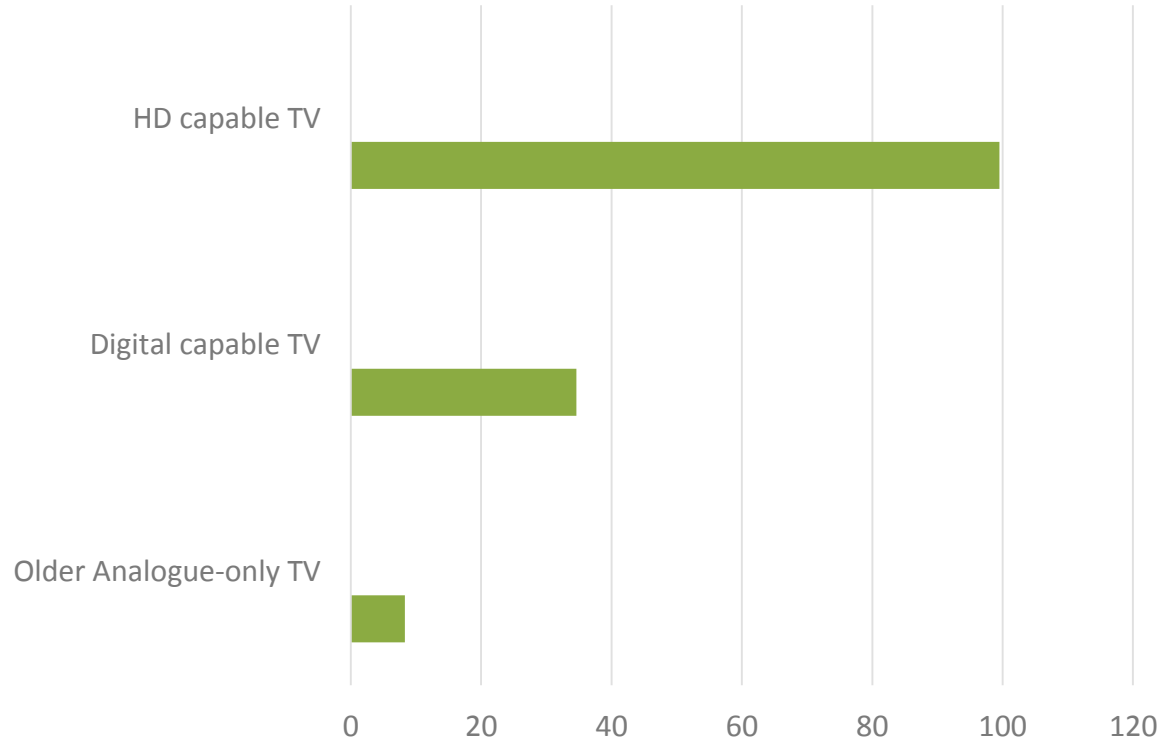
Q5: Regardless of provider, indicate any premium television channels / packages to which you currently subscribe (check all that apply):

Answered: 85 Skipped: 121

Answer Options	Response	
Cinemax	22.4%	19
HBO	41.2%	35
Showtime	43.5%	37
Sports Packages (i.e. NBA League Pass, NFL, MLB)	37.6%	32
Starz	31.8%	27
The Movie Channel	28.2%	24
Other (please specify)	22.4%	19

Q6: What type of televisions do you have and use in your home at LoMD? (check all that apply)

Answered: 205 Skipped: 1



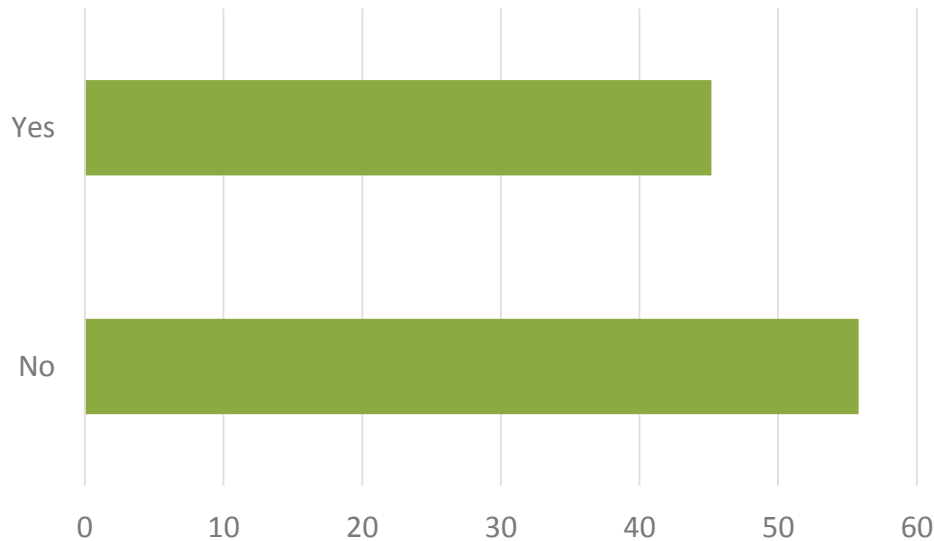
Q6: What type of televisions do you have and use in your home at LoMD? (check all that apply)

Answered 205Skipped: 1

Answer Options	Response	
HD capable TV	99.5%	204
Digital capable TV	34.6%	71
Older Analogue-only TV	8.3%	17

Q7: Do you have a set top box that you need to use with one of your televisions?

Answered: 197 Skipped 9



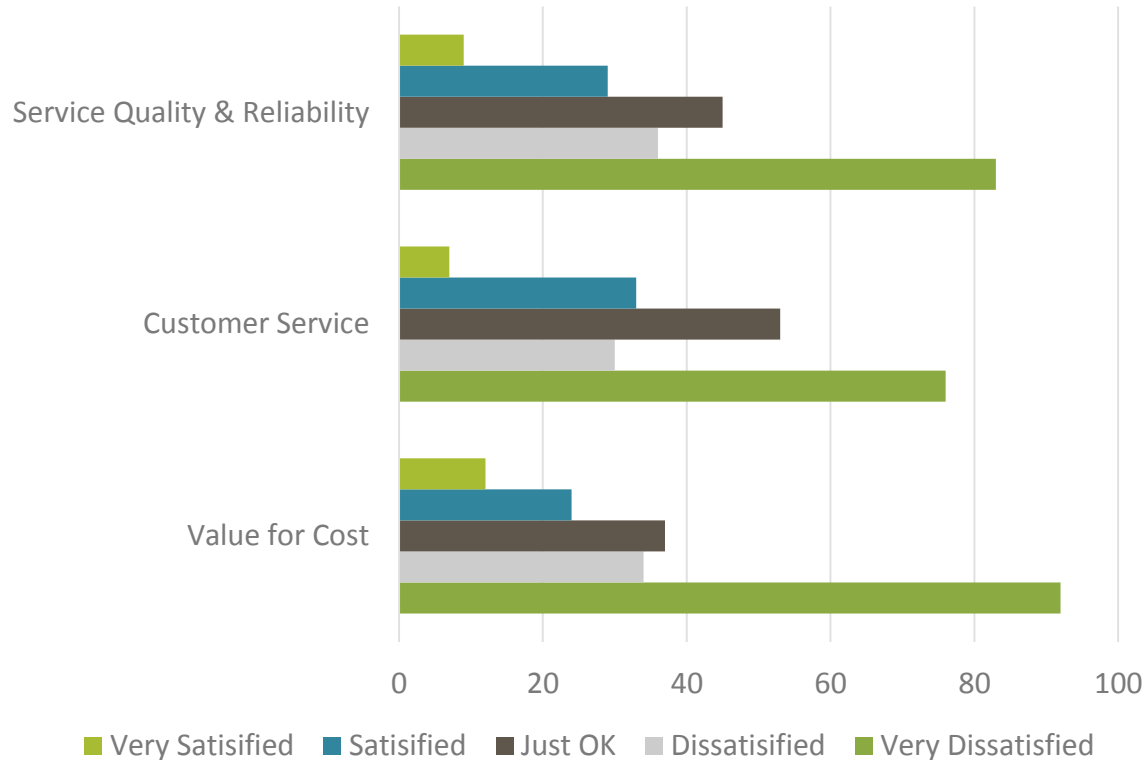
Q7: Do you have a set top box that you need to use with one of your televisions?

Answered: 197 Skipped: 9

Answer Options	Response	
Yes	45.2%	89
No	55.8%	110

Q8: How satisfied are you with your basic Florida Cable Internet service (\$40.22 / month in your dues)?

Answered: 200 Skipped: 6



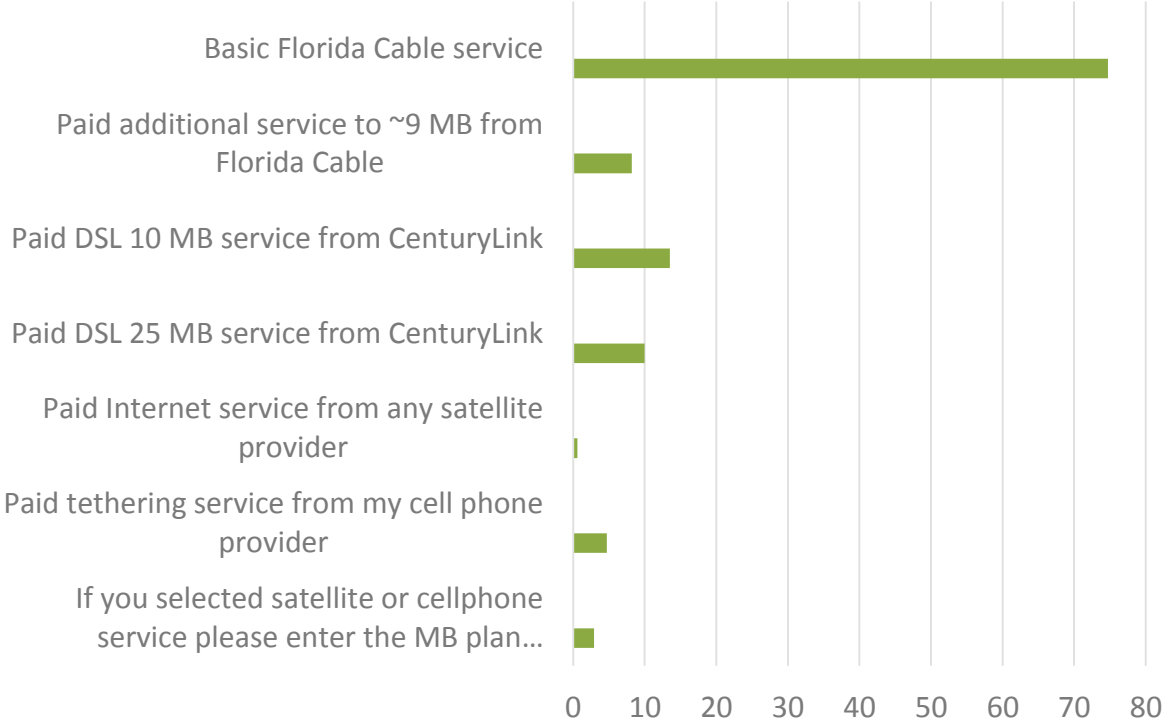
Q8: How satisfied are you with your basic Florida Cable Internet service (\$40.22 / month in your dues)?

Answered 200 Skipped: 6

Answer Options	Very Dissatisfied	Dissatisfied	Just OK	Satisfied	Very Satisfied	Total
Service Quality & Reliability	83	36	45	29	9	202
Customer Service	76	30	53	33	7	199
Value for Cost	92	34	37	24	12	199

Q9: What level of internet service, if any, do you have beyond the basic internet service provided by Florida Cable through your Homeowners Association? (Check all that apply)

Answered: 170 Skipped: 37



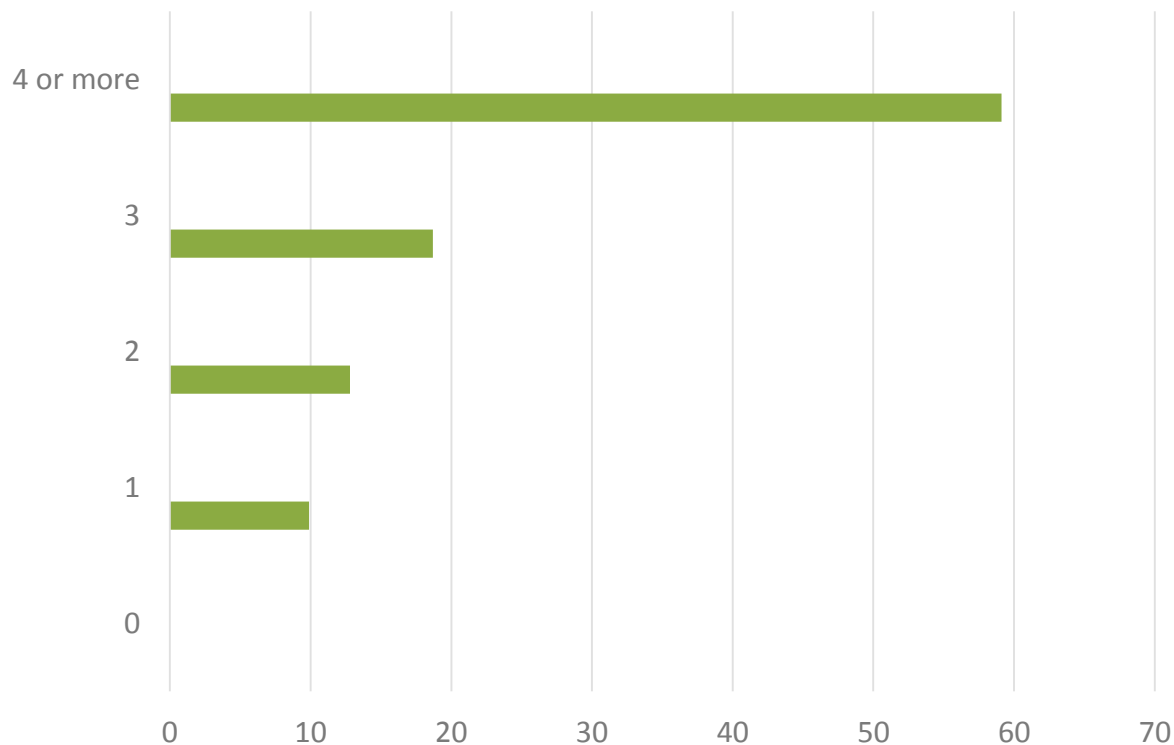
Q9: What level of internet service, if any, do you have beyond the basic internet service provided by Florida Cable through your Homeowners Association? (Check all that apply)

Answered: 170 Skipped: 37

Answer Options	Response	
Basic Florida Cable service	74.7%	127
Paid additional service to ~9 MB from Florida Cable	8.2%	14
Paid DSL 10 MB service from CenturyLink	13.5%	23
Paid DSL 25 MB service from CenturyLink	10.0%	17
Paid Internet service from any satellite provider	0.6%	1
Paid tethering service from my cell phone provider	4.7%	8
If you selected satellite or cellphone service please enter the MB plan	2.9%	5

Q10: How many internet connected (wired or Wi-Fi) computers, tablets or smart phones do you have in your home at LoMD? (Check one)

Answered: 203 Skipped: 3



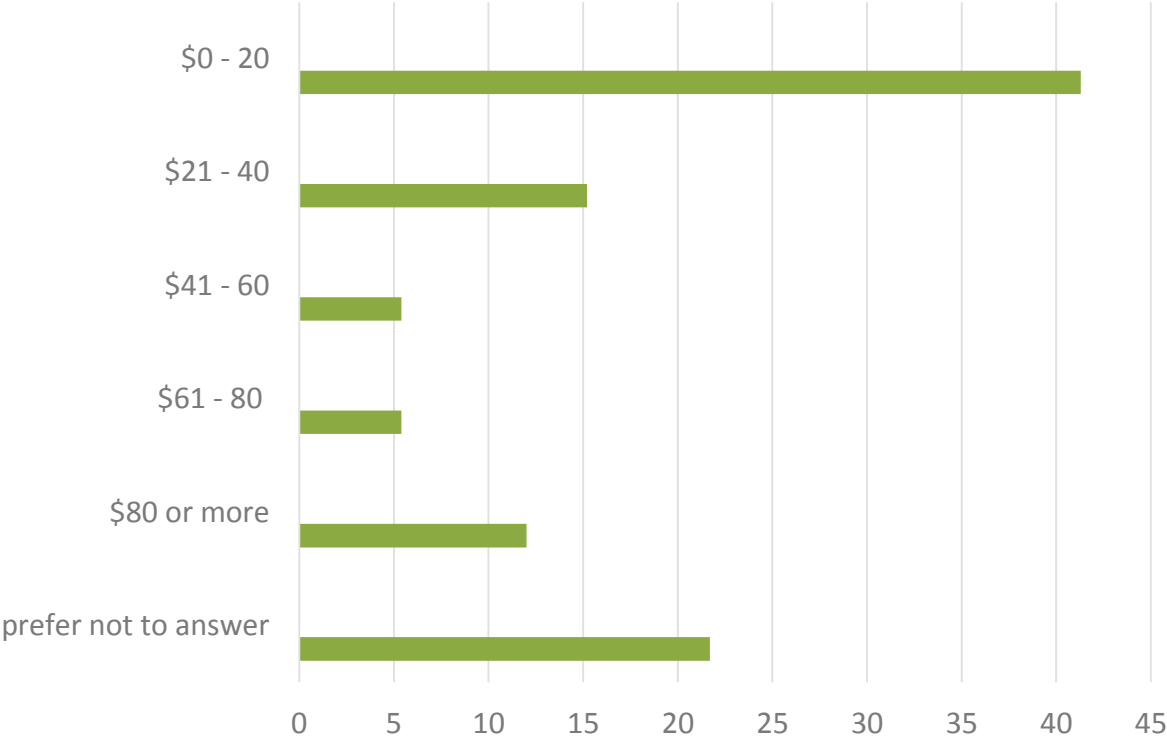
Q10: How many internet connected (wired or Wi-Fi) computers, tablets or smart phones do you have in your home at LoMD? (Check one)

Answered: 203 Skipped: 23

Answer Options	Response	
0	0.0%	0
1	9.8%	20
2	12.7%	26
3	18.6%	38
4 or more	58.8%	120

Q11: If you pay for any internet service in your home at LoMD beyond the 5 MB Florida Cable service included in your dues, what is your monthly cost for this added service (including taxes / fees)? (Check one)

Answered: 92 Skipped: 115



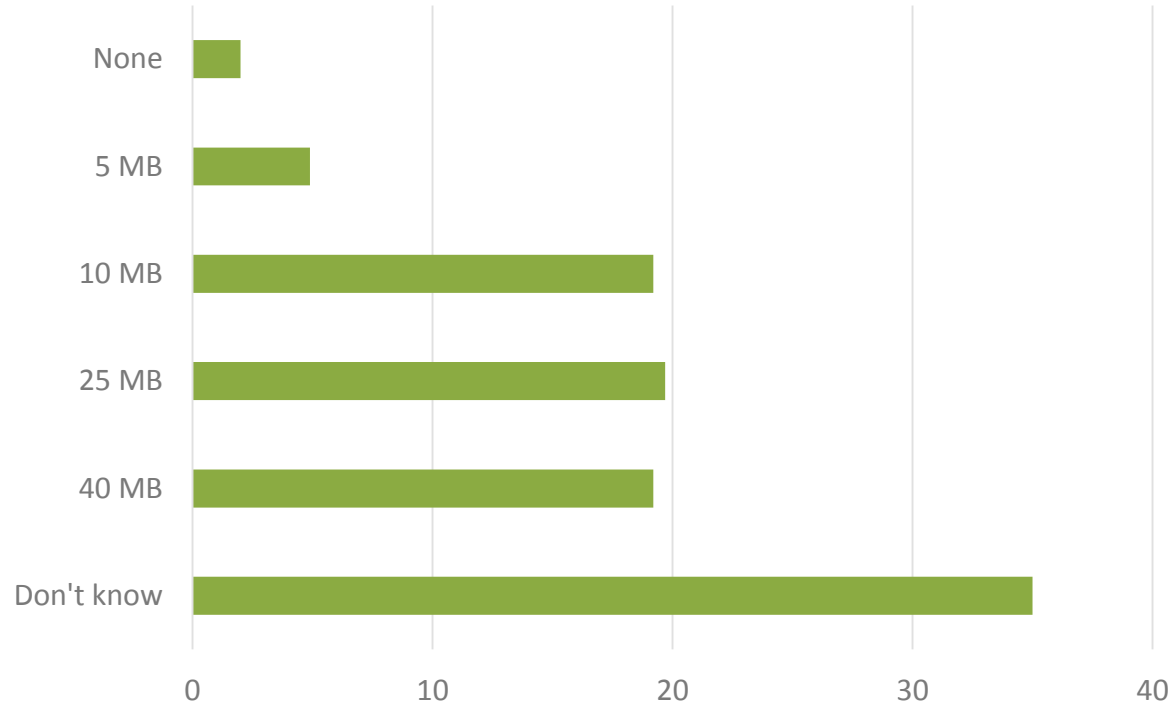
Q11: If you pay for any internet service in your home at LoMD beyond the 5 MB Florida Cable service included in your dues, what is your monthly cost for this added service (including taxes / fees)? (Check one)

Answered: 92 Skipped: 115

Answer Options	Response	
\$0 - 20	41.3%	38
\$21 - 40	15.2%	14
\$41 - 60	5.4%	5
\$61 - 80	5.4%	5
\$81 or more	12.0%	11
prefer not to answer	21.7%	20

Q12: What minimum level of internet service do you expect to need in 2016? (Check one)

Answered: 203 Skipped: 3



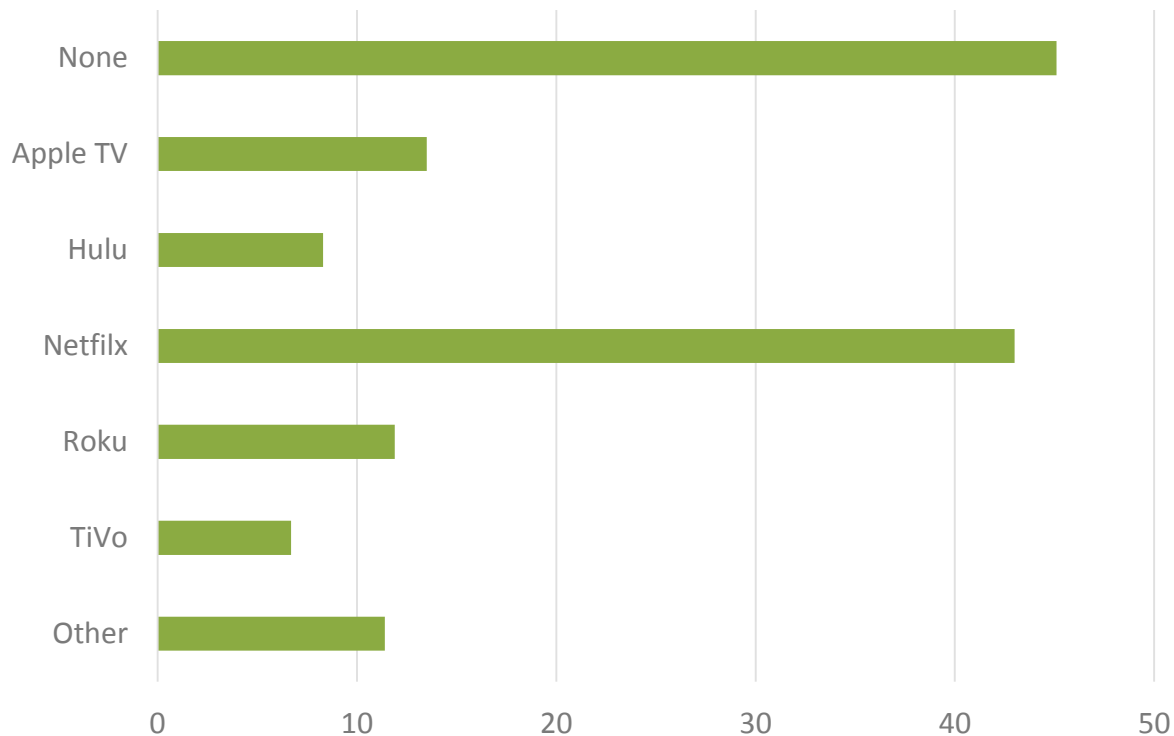
Q12: What minimum level of internet service do you expect to need in 2016? (Check one)

Answered: 203 Skipped: 3

Answer Options	Response	
None	2.0%	4
5 MB	4.9%	10
10 MB	19.2%	39
25 MB	19.7%	40
40 MB	19.2%	39
Don't know	35.0%	71

Q13: Do you subscribe to any Video On Line Services? If yes, please check all that apply.

Answered: 193 Skipped: 13



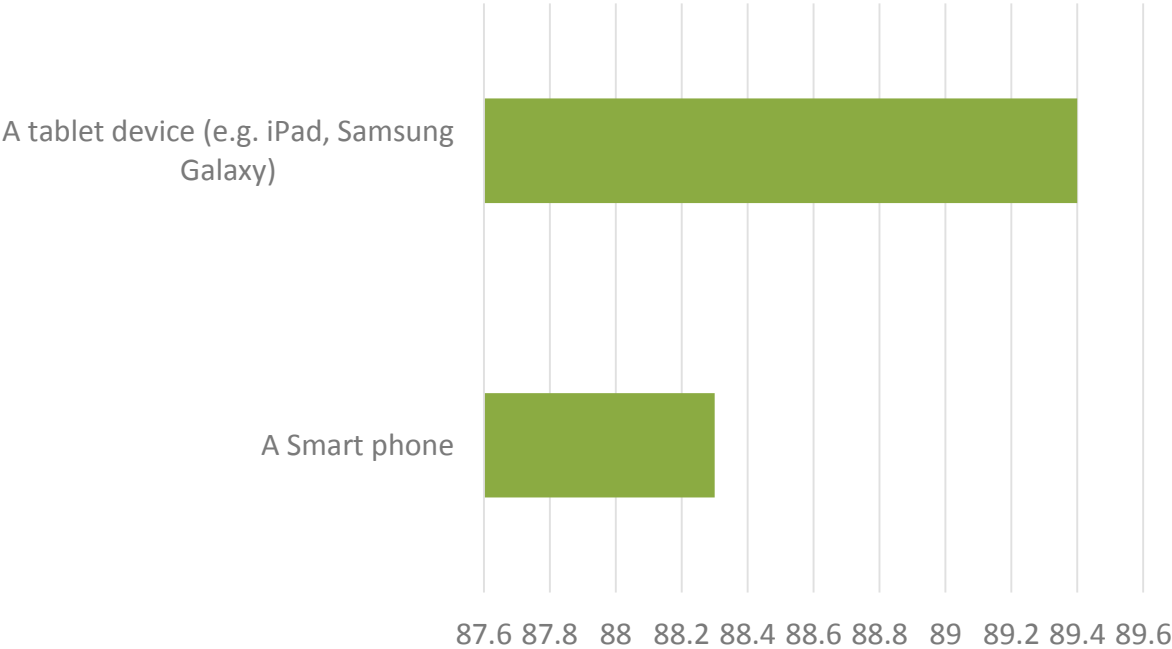
Q13: Do you subscribe to any Video On Line Services? If yes, please check all that apply.

Answered: 193 Skipped: 13

Answer Options	Response	
None	45.1%	87
Apple TV	13.5%	26
Hulu	8.3%	16
Netflix	43.0%	83
Roku	11.9%	23
TiVo	6.7%	13
Other (please specify)	11.4%	22

Q14: In your LoMD home do you use:

Answered: 179 Skipped: 25



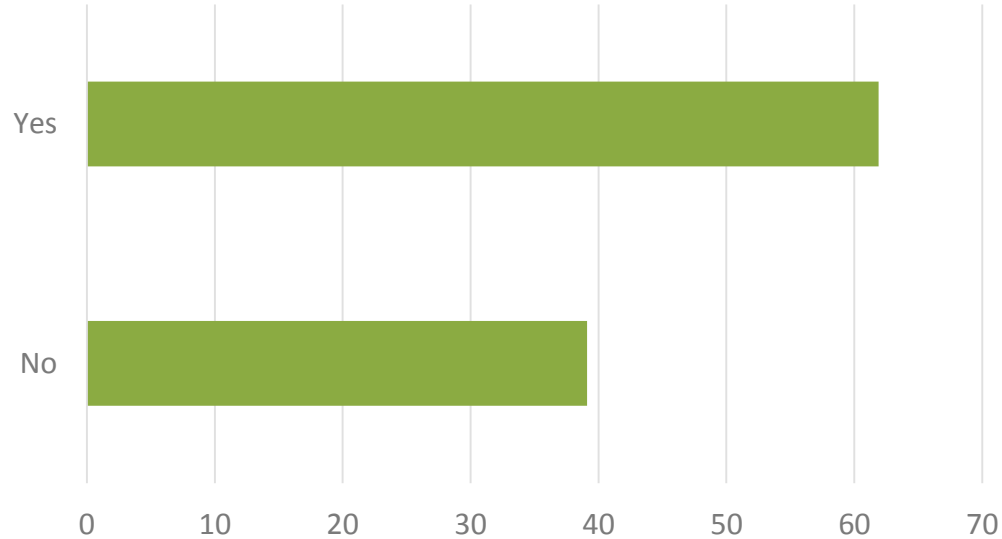
Q14: In your LoMD home do you use:

Answered: 179 Skipped: 25

Answer Options	Response	
A tablet device (e.g. iPad, Samsung Galaxy)	89.4%	160
A Smart phone	88.3%	158

Q15: Do you pay for home telephone service wired or VoIP (e.g. Centurylink, Vonage), but not cell?

Answered: 202 Skipped: 4



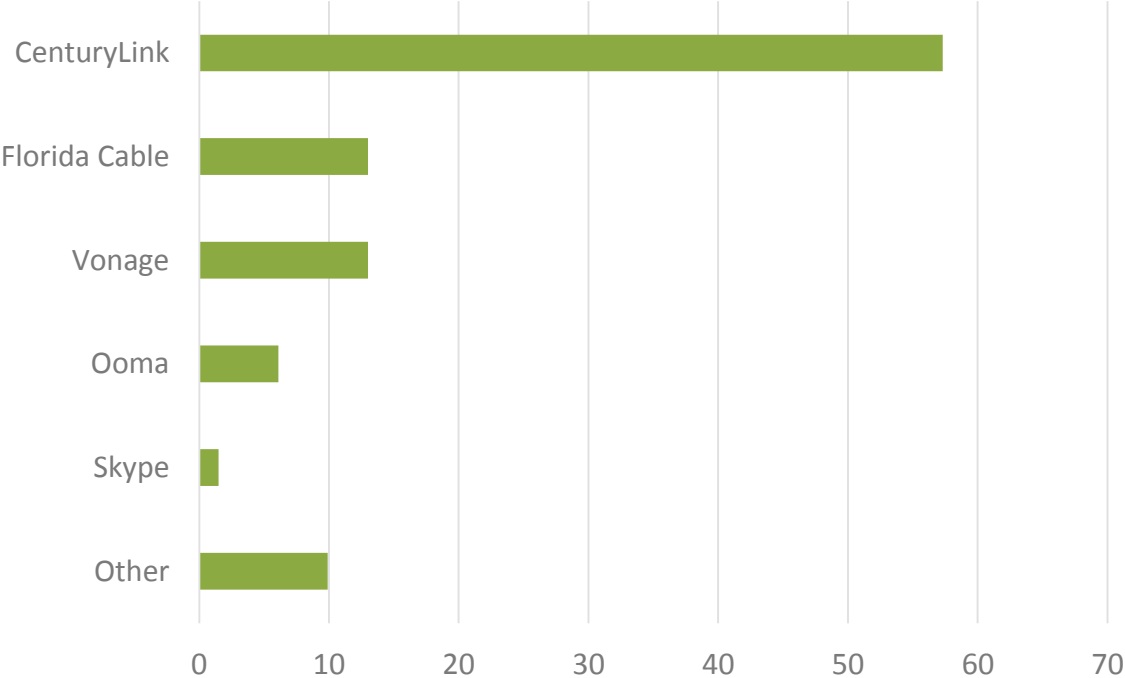
Q15: Do you pay for home telephone service wired or VoIP (e.g. Centurylink, Vonage), but not cell?

Answered: 202 Skipped: 4

Answer Options	Response	
Yes	61.9%	125
No	39.1%	79

Q16: If yes, who is your home telephone service provider? (Check one)

Answered: 131 Skipped: 76



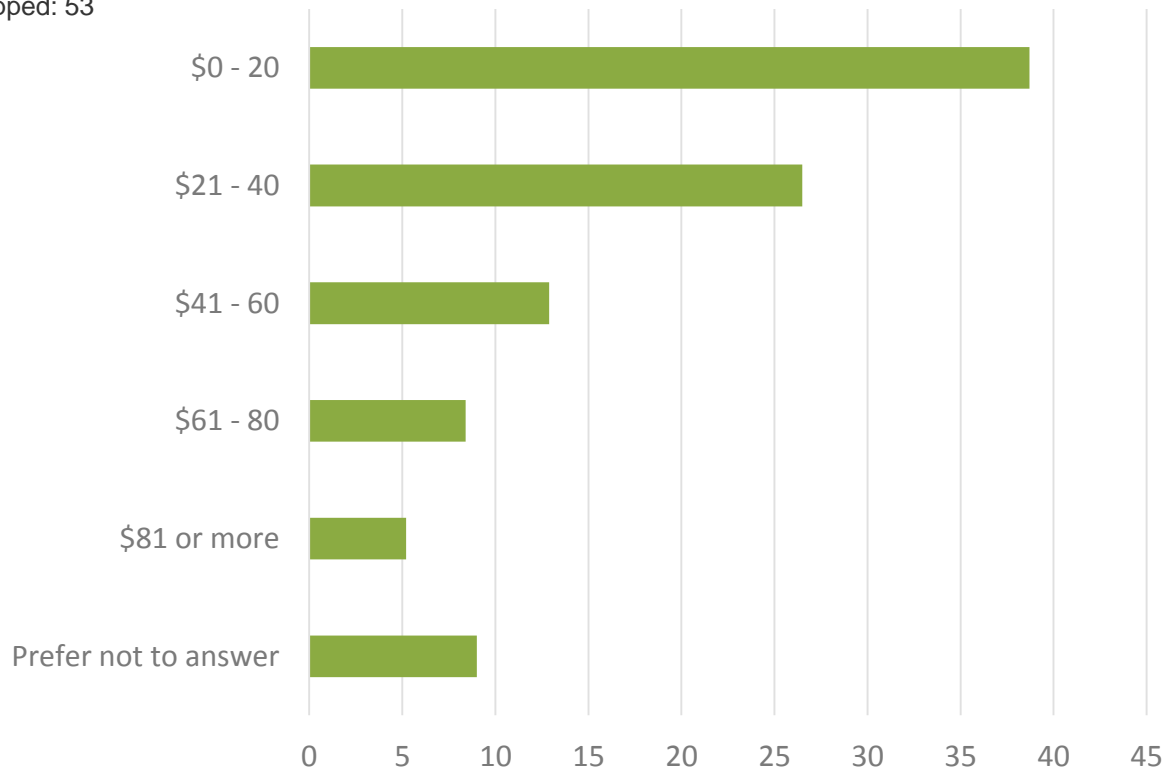
Q16: If yes, who is your home telephone service provider? (Check one)

Answered: 131 Skipped: 76

Answer Options	Response	
CenturyLink	57.3%	75
Florida Cable	13.0%	17
Vonage	13.0%	17
Ooma	6.1%	8
Skype	1.5%	2
Other	9.9%	13

Q17: What is your monthly cost for home telephone service (not cellular)? (Check one)

Answered: 155 Skipped: 53



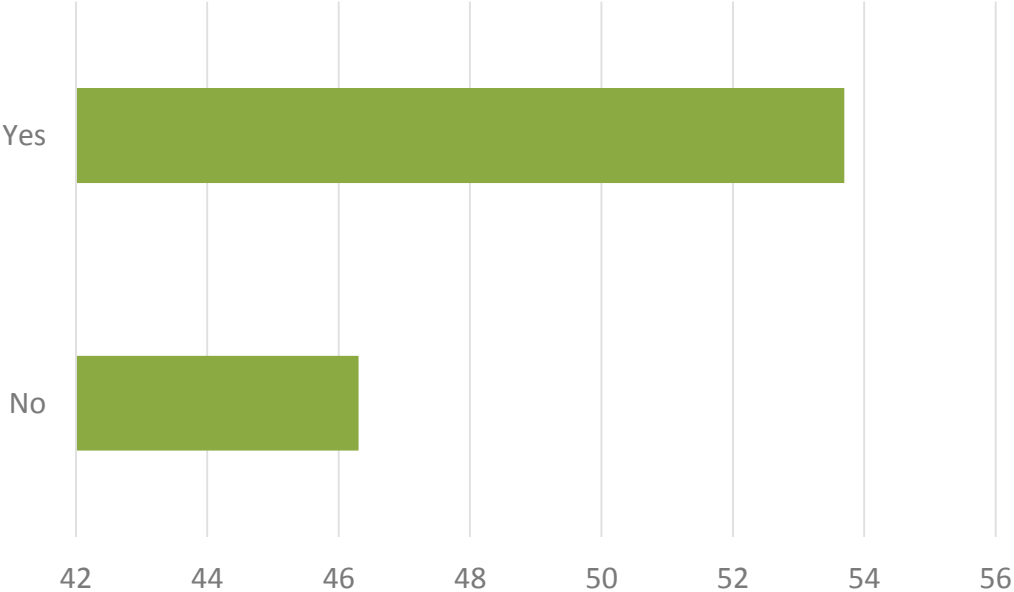
Q17: What is your monthly cost for home telephone service (not cellular)? (Check one)

Answered: 155 Skipped: 53

Answer Options	Response	
\$0 - 20	38.7%	60
\$21 - 40	26.5%	41
\$41 - 60	12.9%	20
\$61 - 80	8.4%	13
\$81 or more	5.2%	8
Prefer not to answer	9.0%	14

Q18: Do you have reliable cell phone service inside your home?

Answered: 205 Skipped: 3



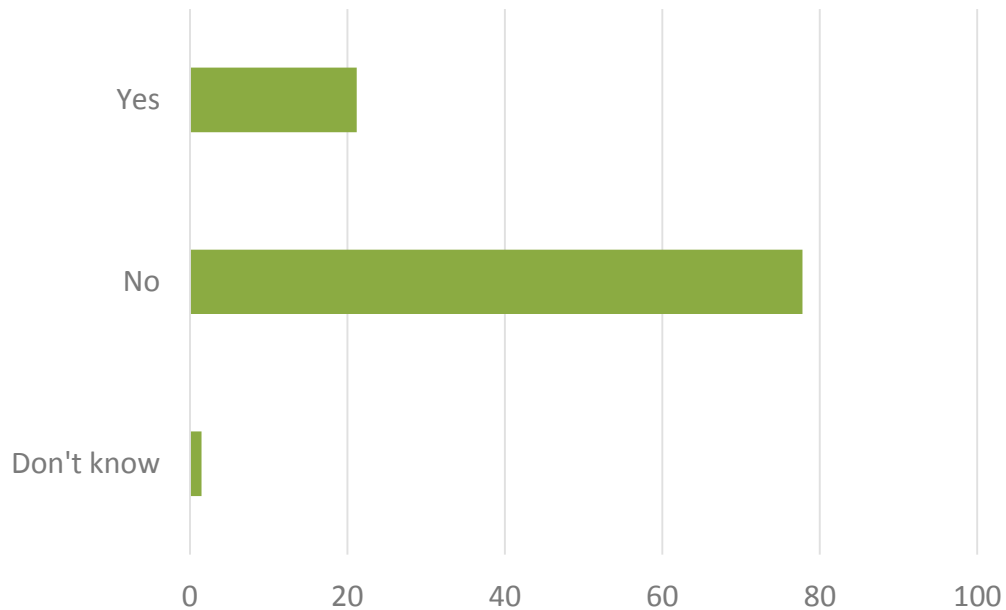
Q18: Do you have reliable cell phone service inside your home?

Answered: 205 Skipped: 3

Answer Options	Response	
Yes	53.7%	110
No	46.3%	95

Q19: Do you have a cell phone booster in your home?

Answered: 203 Skipped: 3



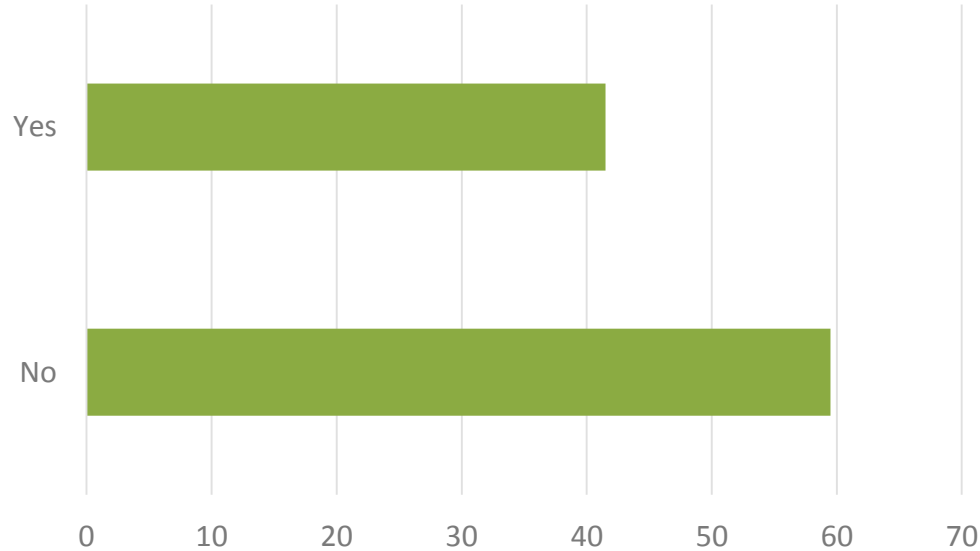
Q19: Do you have a cell phone booster in your home?

Answered: 203 Skipped: 3

Answer Options	Response	
Yes	21.2%	43
No	77.8%	158
Don't know	1.5%	3

Q20: Would you like to have home alarm or security monitoring service at a negotiated POA bulk rate?

Answered: 200 Skipped: 6



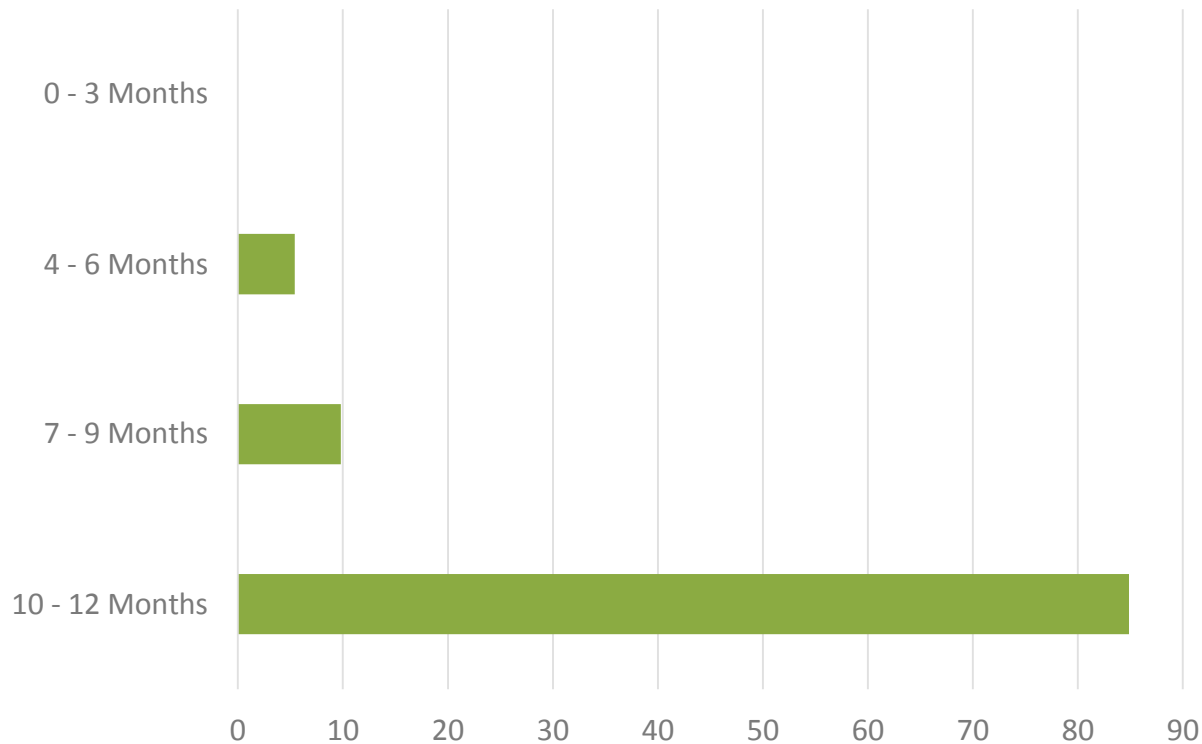
Q20: Would you like to have home alarm or security monitoring service at a negotiated POA bulk rate?

Answered: 200 Skipped: 6

Answer Options	Response	
Yes	41.5%	83
No	59.5%	119

Q21: How much time do you spend each year at the Lakes of Mount Dora?

Answered: 205 Skipped: 3



Q21: How much time do you spend each year at the Lakes of Mount Dora?

Answered: 205 Skipped: 3

Answer Options	Response	
0 - 3 Months	0.0%	0
4 - 6 Months	5.4%	11
7 - 9 Months	9.8%	20
10 - 12 Months	84.9%	174