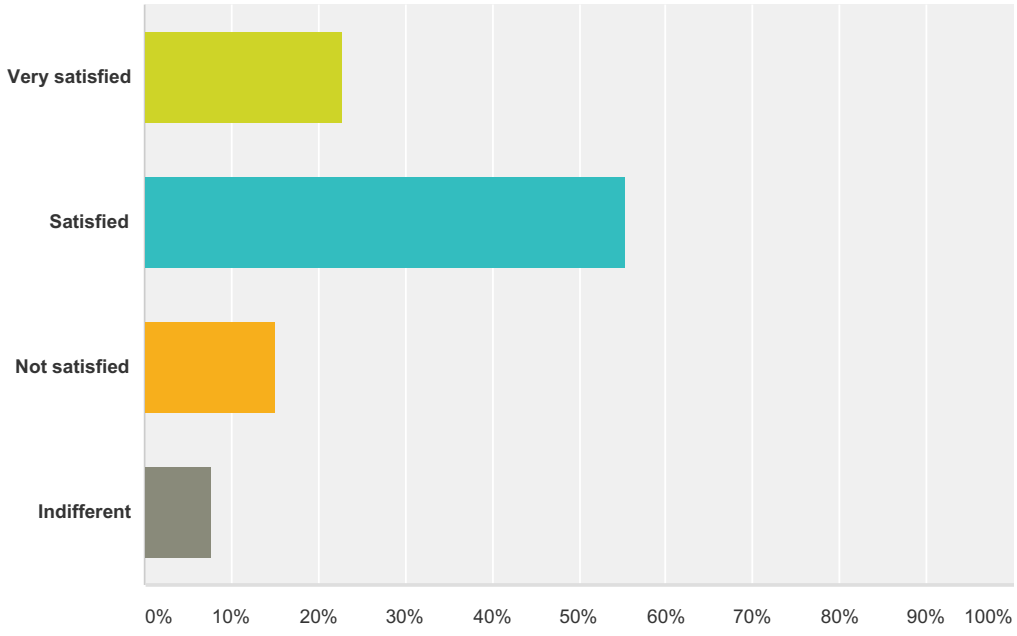
## Q1 Which of the following best describes your level of satisfaction with the landscaping in Belterra?

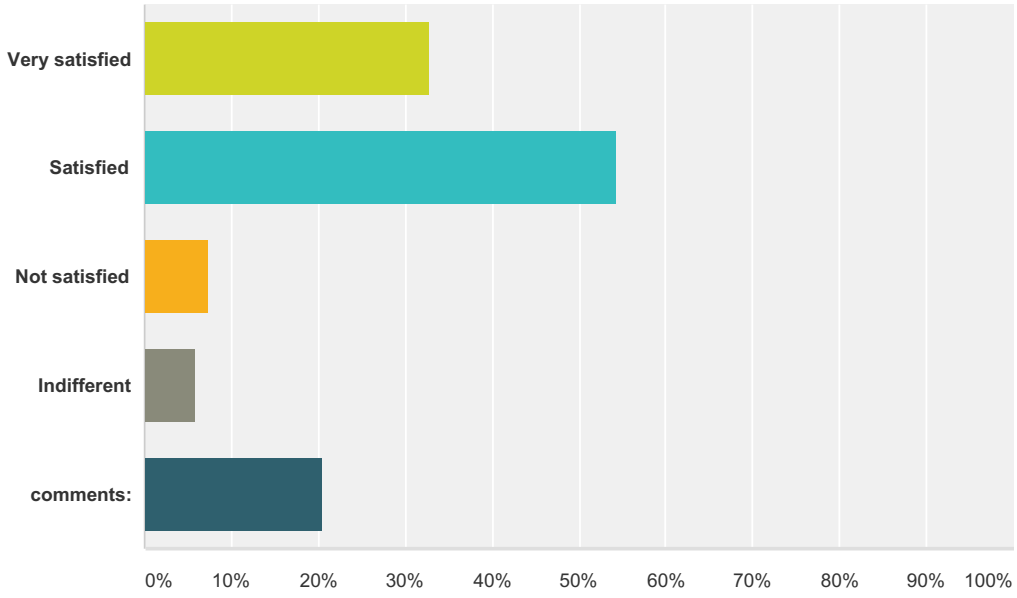
Answered: 219 Skipped: 0




| Answer Choices | Responses | |
|---|---|---|
| Very satisfied | **22.83%** | 50 |
| Satisfied | **55.25%** | 121 |
| Not satisfied | **15.07%** | 33 |
| Indifferent | **7.76%** | 17 |
| **Total Respondents: 219** | | |

## Q2 Which of the following best describes your level of satisfaction with the trash/recycling service in Belterra?

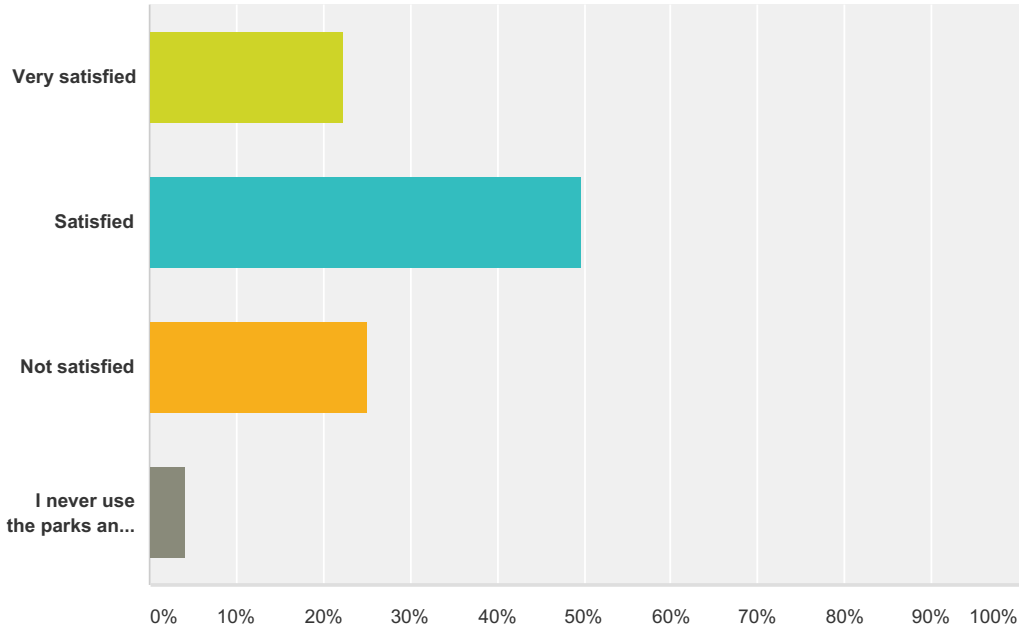
Answered: 219 Skipped: 0




| Answer Choices | Responses | |
|---|---|---|
| Very satisfied | **32.88%** | 72 |
| Satisfied | **54.34%** | 119 |
| Not satisfied | **7.31%** | 16 |
| Indifferent | **5.94%** | 13 |
| comments: | **20.55%** | 45 |
| **Total Respondents: 219** | | |

## Q3 Which of the following best describes your level of satisfaction with the trails and parks in Belterra?

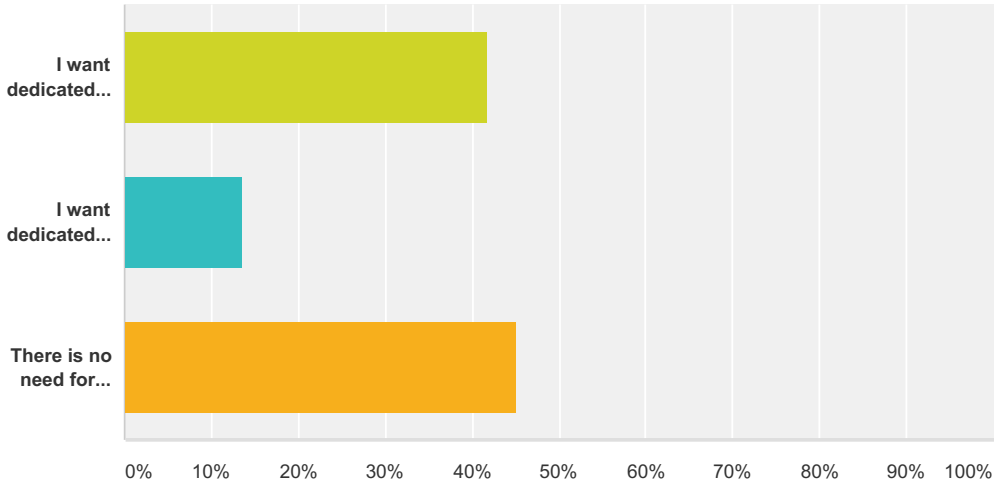
Answered: 219 Skipped: 0




| Answer Choices | Responses | |
|---|---|---|
| Very satisfied | **22.37%** | 49 |
| Satisfied | **49.77%** | 109 |
| Not satisfied | **25.11%** | 55 |
| I never use the parks and trails | **4.11%** | 9 |
| **Total Respondents: 219** | | |

## Q4 Would you be willing to pay an estimated $3.00 per month for dedicated security patrol up to 20 hours per week?

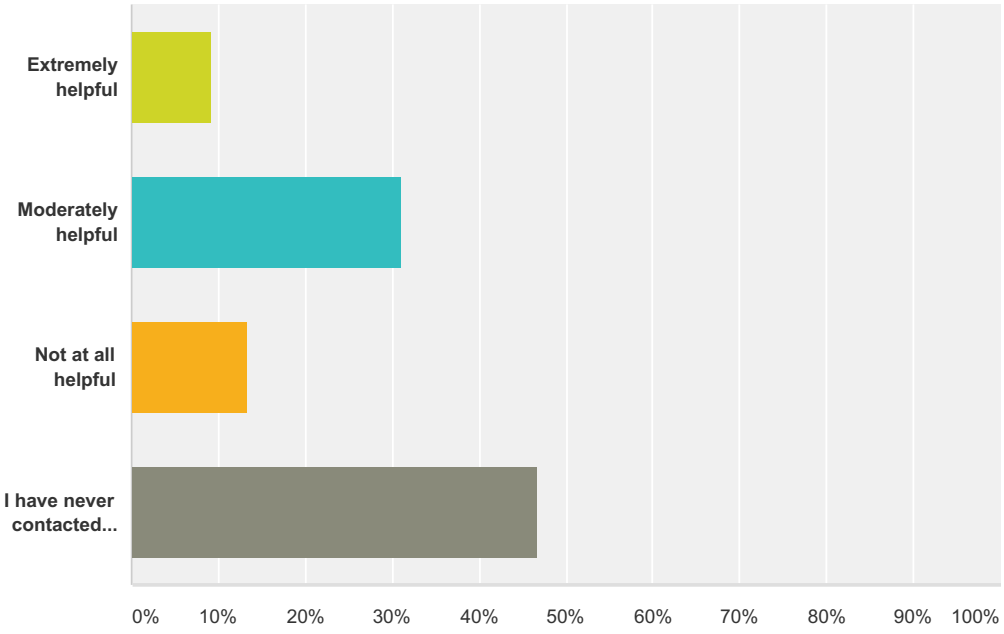
Answered: 213 Skipped: 6




| Answer Choices | Responses | |
|---|---|---|
| I want dedicated neighborhood security patrol for a $3 monthly fee | **41.78%** | 89 |
| I want dedicated neighborhood security patrol but do not agree to pay the fee | **13.62%** | 29 |
| There is no need for dedicated security | **45.07%** | 96 |
| **Total Respondents: 213** | | |

## Q5 If you have ever contacted customer service with a question regarding your water service or bill, how helpful was the representative?

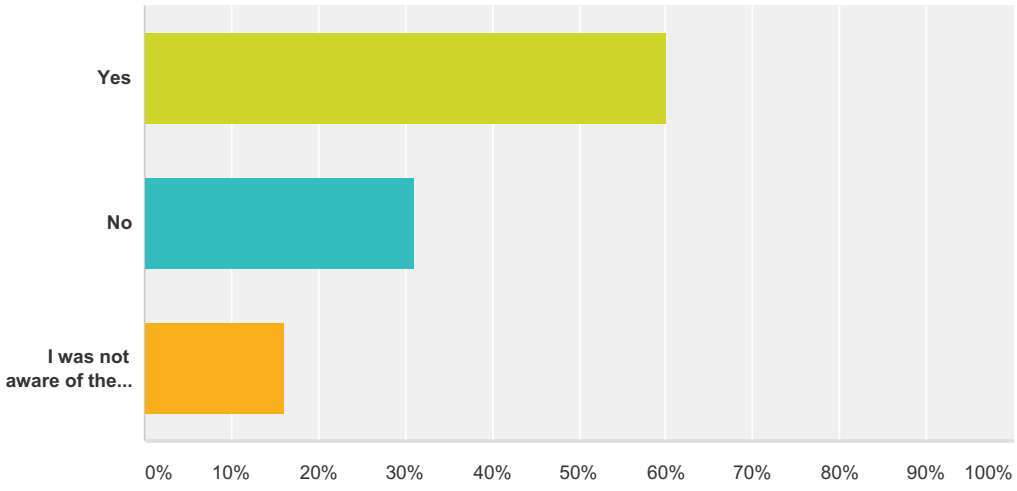
Answered: 218 Skipped: 1




| Answer Choices | Responses | |
|---|---|---|
| Extremely helpful | **9.17%** | 20 |
| Moderately helpful | **31.19%** | 68 |
| Not at all helpful | **13.30%** | 29 |
| I have never contacted customer service | **46.79%** | 102 |
| **Total Respondents: 218** | | |

## Q6 Have you ever visited the Hayswcid.org website?

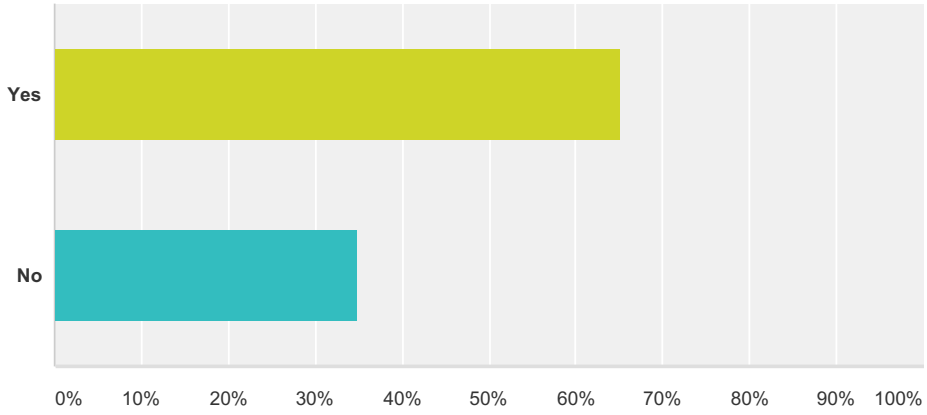
Answered: 218 Skipped: 1




| Answer Choices | Responses | |
|---|---|---|
| Yes | **60.09%** | 131 |
| No | **31.19%** | 68 |
| I was not aware of the website | **16.06%** | 35 |
| **Total Respondents: 218** | | |

## Q7 Did you find the information you were looking for on the website?

Answered: 149 Skipped: 70




| Answer Choices | Responses | |
|---|---|---|
| Yes | **65.10%** | 97 |
| No | **34.90%** | 52 |
| **Total Respondents: 149** | | |

## Q8 As your Hays WCID #2 Municipal Utility District Board of Directors and neighbors our goal is to provide the best possible services to our customers and contribute to a higher quality of life for Belterra residents. Your feedback, support and guidance helps make that possible. We welcome your feedback.

**Answered: 67 Skipped: 152**