

FALLS RUN COMMUNICATIONS COMMITTEE

OBSERVATIONS ON THE JANUARY 2010 SURVEY

Total response was 643 surveys returned (89.5% of those residences occupied). The volunteers who distributed and collected this survey did a superb job especially in following up and reminding residents to return the survey to them. The Board owes them a large debt of gratitude. This is a phenomenal response for any survey and the response indicates the interest our residents have in the issues surveyed. Like all surveys people were selective in answering the questions so that total numbers in each question do not necessarily match the total number of surveys returned.

Question #1

Total Verizon FiOS usage is presently at 95 homes and increasing. . If you combine these numbers with the satellite users who do not use Cox Basic (13) there are 108 homes not using Cox Basic (14%). In Question #7 a substantial number (58) are going to change from Cox to Verizon FiOS. If you add these three numbers together (166) sometime in the very near future 21% of our residents will not be using Cox Basic. We will then be paying Cox for more Basic connections than we are actually using.

Question #2

Please note the high number of folks connected to the Internet. The number of people without Internet access is much smaller than we have assumed in the past. From this survey we can project that approximately 10% of our residents do not have an Internet connection.

Question #3

Note the number of residents who have no telephone land line connection (42). These residents cannot access the kiosk on Middlebrook Dr. to allow family or trades people to enter via the main gate because their phones cannot open the gate.

Question #6

There were just as many residents angry with Cox (6) as there were with Verizon FiOS (6). We gathered this from the pungent notes on those surveys. The vast majority of residents are satisfied with their service whether Cox or Verizon FiOS.

Norm Kolb, Chair