

# Building Services General

Date Rcvd	Permit Number	Counter Service	Bldg Plan Review	Permitting Process	Building Services General Comments:
1/31/2011		5	5	5	
1/31/2011	BD2010-4664	5	5	5	Permit office does a "great job"
1/31/2011		5	5	5	Kelly was wonderful - very helpful. The KTAC Team
1/31/2011	PS2010-0319	5		4	
1/31/2011		5			1125 Alcove Loop Prints - Friendly - quick service from a lady with a nice smile.
1/31/2011	0153	5			Very good
1/31/2011	0184	5	5	5	
1/31/2011	BD2011 0189	4	4	4	
1/31/2011			5		Lady is muy Bonita
1/31/2011		5	5	5	always friendly and efficient! JoAnn Randa
1/31/2011	BD2011-0143	4	4	4	

**Total Permits 6**

**Average Counter Service 4.8**  
**Average Bldg Plan Review 4.8**  
**Average Permitting Process 4.6**

**5=Excellent**  
**4=Good**  
**3=Expected**  
**2=Fair**  
**1=Poor**

# Inspections 2 Survey Results By Date Range

Date Recd	Permit Number	Mechanical	Electrical	Plumbing	Building	General	Comments:
1/31/2011	BD2010-7715			5			
1/31/2011	BD2010-5123		5	5	5	5	Your people were very helpful.

Total Permits 2

Average Mechanical

Average Electrical 5

Average Plumbing 5

Average Building 5

Average General 5

5=Excellent  
4=Good  
3=Expected  
2=Fair  
1=Poor

# Planning/Zoning/Development Review

Date Rcvd	Project Number	Customer Service	Zoning/Planning Review	Development Review	P/Z/D Comments:
1/31/2011		5	5	5	
1/31/2011	Landscaping	5			Friendly and efficient - David Dan
1/31/2011		5			Kathy Steele gave me excellent assistance - as always. Give her a raise! Larry King - 352 408 5998
1/31/2011	BD2010-7715	5			
1/31/2011	EL2011-0012	5			

**Total Permits 5**

Average Customer Service	5	5=Excellent
Average Zoning/Planning Review	5	4=Good
Average Development Review	5	3=Expected
		2=Fair
		1=Poor

# Parks and Recreation by Date Range

<i>Date Rcvd</i>	<i>Facility</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Scheduling</i>	<i>Setup/Cleanliness</i>	<i>P &amp; R Comments:</i>
1/7/2011	Lake Pan Recreation	5	5	5	5	The group before us put their cigarettes in the trash in the room and they made it smell. The room was used on 12-112010. Thank you.
1/10/2011	Lake Pan Recreation	5	5	5	5	Thank you so much for having these facilities for the people of Sumter Co. Carla has been wonderful in scheduling dates for out church dinners, etc. Again, than you Grace, Baptist Church MO 12-12
1/10/2011	Lake Pan Recreation	5	5	5	5	
1/10/2011	Lake Pan Recreation	5	5	5	5	Had a great time baking cookies. Can't wait till next year.  MO 12-9
1/14/2011	Sumterville Comm Bldg	5	5	5	5	ED 1 11 #05
1/14/2011		5	5	5	4	MO 12-6
1/18/2011	Lake Okahumpka	5	5	5	5	Great walking trails - dog loves it. Ed 1 11 #03
1/18/2011	Lake Pan Community Bldg	5	5	5	5	The vent was a hugh hit. The improvements at the Lake Panasoffkee Park has been incredible. There were so many families enjoying a day in the sun. Thank you. MO 12-1
1/24/2011	Rutland	4	5		4	ED 1-11 #01
1/24/2011	Rutland	5	5		4	Ed-1-11 #01
1/24/2011	Lake Miona	5			5	ED 11-24-10 F#05
1/24/2011						
1/25/2011	Lake Okahumpka	4	4	4	4	The park is great - The county needs to improve Lake Okahumpka by dredging and deepen the lake. What an asset for Sumter County!!! ED 1-11 #03
1/26/2011	Wahoo Voting Center	5	5	5	5	Facility is always excellent. Thanks Allan Sunday ED 1-11-#05
1/28/2011						

<i>Date Rcvd</i>	<i>Facility</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Scheduling</i>	<i>Setup/Cleanliness</i>	<i>P &amp; R Comments:</i>
1/31/2011		5	5	5	5	MO 1-3

**Total Surveys 16**

<b>Average Initial Contact</b>	4.9	<b>5=Excellent</b> <b>4=Good</b> <b>3=Expected</b> <b>2=Fair</b> <b>1=Poor</b>
<b>Average Customer Service</b>	4.9	
<b>Average Scheduling</b>	4.9	
<b>Average Setup/Cleanliness</b>	4.7	

# Road and Bridge by Date Range

Date Rcvd	Request Date	Location	Initial Contact	Service	Response	QualityWork	R/B Comments:
1/10/2011							North Side of 316A - Brush is not cut back to property line (Western End) FC12-11
1/12/2011			5	5	5	5	They do a great job on our road. Very Professional XR12-05
1/18/2011							
1/26/2011			5	5	5	5	We were amazed at the tree trimming on our county road. Residents can now use both lanes without scratching the sides of cars. FC 12-10
1/28/2011		CR542 E needs work from main st to end of 542E				2	We do not get anything but patches. CR 542E FC 01-17
1/28/2011			4	4	4	4	FC 01-12
1/28/2011		542E					Did not request any work. FC 01-18
1/28/2011	1/1/2011	7255 CR 650	5	5	5	5	Thank you, nice work. SR 01-28
1/5/2011	12/30/2010	phone & email	3	3	1	1	Additional Dates: 1/2/11, 1/3/11, 1/5/11..I phoned and left 2 messages for information regarding right-of-way for a county road and still as of 1/5/11, not received a phone call or response to an email that was sent on 1/3/2011. I have clients that can not wait for weeks. A response of any kind would be appreciated, so I can give my clients needed timeframes. If you do not have the information, please inform with a reply to the e-mail or either a phone call. I see this as unacceptable by any standards.

Total Surveys 9

Average Initial Contact 4.4  
 Average Customer Service 4.4  
 Average Response Times 4  
 Average Quality of Work 3.7

5=Excellent  
 4=Good  
 3=Expected  
 2=Fair  
 1=Poor

## *Solid Waste by Date Range*

<i>Date Received</i>	<i>Day Visited</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Site Appearance</i>	<i>Recycling Options</i>	<i>Solid Waste Comments:</i>
1/10/2011	1/6/2010	2	4	2	1	Like it was before with scales and weighing everything. All the money to put in new scales is wasted CDA12-22
1/18/2011	1/14/2011	4	4	4	4	Need to add glass recycling CDA 1-2
1/18/2011	1/14/2011	4	5	4	3	No comment  CDA 1-15
1/18/2011	1/14/2011	4	4	4	1	Recycling in unhandy place. Large amounts of garbage needs to be paid by weight, not by bag. Too expensive this way, \$95,000 scales unused. One year is a total waste of my tax dollar.
1/18/2011	1/10/2011	4	4	5	5	Sure appreciate recycling! CDA 1-11
1/20/2011		3	5	3	3	We have had three flat tires in the last month from nails picked up at the dump. This gets expensive and inconvenient CDA 1-26
1/20/2011		5	5	4	3	OHSinn Set up at scales was much better CDA 1-22
1/21/2011		5	5	5	5	I always had good service CDA 1-28
1/21/2011	1/18/2011	4	4	4		CDA 1-37
1/21/2011	1/19/2011	5	5	5	4	Everyone there is always very nice and helpful.  CDA 1-43
1/24/2011	1/14/2011	5	5	5		The containers have been moved to a very inconvenient place. Please return the to their original spot. CDA1-18
1/24/2011	1/18/2011	5	5	5	5	CDA 1-32
1/24/2011	1/18/2011	5	5	5	5	CDA 1-33
1/24/2011	1/19/2011	4	5	4	2	I would like to have glass recycling. CDA 1-41
1/24/2011	1/19/2011	5		1	1	New set-up is slow and awkward. Need glass capability. CDA 1-46
1/24/2011	1/18/2011	4	4	4	4	CDA 1-36

<i>Date Received</i>	<i>Day Visited</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Site Appearance</i>	<i>Recycling Options</i>	<i>Solid Waste Comments:</i>
1/24/2011	1/19/2011	5	5	5	5	CDA 1-45
1/25/2011	1/12/2011	5	5	5	1	I have a fiberglass boat and the dump can not let me bring it in and also loose garbage in my backyard and I can not haul it in the local dump. CDA 1-4
1/27/2011	1/19/2011	4	5	5	3	CD 12-29
1/28/2011	1/18/2011	5	5	5	5	Doing a great job. CDA 1-47
1/31/2011	1/20/2011	5	5	5	5	The operation seems to be more efficient now. It is wonderful not having to go into the large building. The odor in there was never good P 1-5
1/31/2011		5	5	5	5	Very nice folks always P 1-9
1/31/2011	1/1/2011	4	4	4	4	P 1-17
1/31/2011	1/4/2011	4	4	5		Agent said we don't need any patch work in front on street SR 01-25
1/31/2011		4	4	3	3	SR 01-24

**Total Surveys 25**

**Average Initial Contact 4.4**

**Average Customer Service 4.6**

**Average Site Appearance 4.2**

**Average Recycling Options 3.5**

**5=Excellent  
4=Good  
3=Expected  
2=Fair  
1=Poor**

# Animal Control Adoption

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Adopt Dog	Explain	Adopt Cat	Explain	Adoption Comment
1/10/2011	5	5	4	4	5	4	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		
1/18/2011	5	5	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		Great county program. Thank you.
1/18/2011	5	5	5	5	5	3	5	5	5	3	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		We love our pet (Chrissy) very much - she is so loving and smart.
1/20/2011	5	5	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	Female Golden Retriever Mix	<input type="checkbox"/>		I want to thank SCACS for placing me with Dixie. She has been a true blessing to our family. I will always recommend adoption for anyone who is looking for a new family member.

<b>Total Surveys</b>	4		<b>Rating</b>
			5=Outstanding
			4=Good
<b>Average Question 1</b>	5		3=Satisfactory
<b>Average Question 2</b>	5		2=Improvement Needed
<b>Average Question 3</b>	4.8		1=Unsatisfactory
<b>Average Question 4</b>	4.8		<b>Questions</b>
<b>Average Question 5</b>	5		1. Animal Control (AC) staff treated me with respect and courtesy.
<b>Average Question 6</b>	4.2		2. AC staff thoroughly explained the adoption process.
<b>Average Question 7</b>	5		3. The adoption process was easy and affordable.
<b>Average Question 8</b>	5		4. I was asked appropriate questions to aid in securing an adoption.
<b>Average Question 9</b>	5		5. I did not wait long to adopt a pet from the shelter.
<b>Average Question 10</b>	4.5		6. I received the known history of the animal I adopted.
<b>Average Question 11</b>	5		7. AC staff responded promptly to my questions, phone calls and other contacts.
<b>Average Question 12</b>	5		8. Oral instructions from AC staff were clear and easily understood.
			9. Written materials provided by AC staff were clear and easily understood.
			10. I will likely return to adopt another animal.
			11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt a pet.
			12. Rate your overall satisfaction with AC Services.

**Did you adopt a dog? (Check indicates Yes)**

Total Adopt a Dog 4  
 % Total Dog Adoptions 100%

**Did you adopt a cat? (Check indicates Yes)**

Total Adopt a Cat 0  
 % Total Cat Adoptions 0%

# Animal Control Officer

Date Recd	#1	#2	#3	#4	#5	#6	#7	#8	Visit Notice	Explain	Citation	Explain	Comments
1/13/2011	5	4	4	4	5	4	5	5	<input type="checkbox"/>		<input type="checkbox"/>		I adopted 2 cats from Animal Control after a neighbor's dog (that killed my other cats) was removed.

Total Surveys 1

Average Question 1 5  
 Average Question 2 4  
 Average Question 3 4  
 Average Question 4 4  
 Average Question 5 5  
 Average Question 6 4  
 Average Question 7 5  
 Average Question 8 5

### Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

### Questions

1. The Animal Control Officer (ACO) treated me with respect and courtesy.
2. The ACO made clear to me how I can comply with animal control laws.
3. My interaction with the ACO was informative.
4. The ACO provided individual attention to my issues.
5. The ACO answered my questions both clearly and professionally.
6. The ACO (and office staff if applicable) responded promptly to my questions, phone calls and other contacts.
7. The ACO promptly responded to my request for assistance with an animal at my home or in the community.
8. Rate your overall satisfaction with your experience with Animal Control Services.

### Did you receive a completed Notice of Visit at your residence? (Check indicates yes)

Total Notice of Visit 0  
 % Total Notice of Visit 0%

### Did you receive a citation? (Check indicates Yes)

Total Receive Citation 0  
 % Total Receive Citation 0%

# CSA Departmental Staff

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	CSA Staff Comments
1/31/2011	5	4	4	3	3	5	4	3	4	3	4	
1/31/2011												
1/31/2011	5	5	5	3	5	4	4	5	5	5	5	
1/31/2011	5	5	5	5	4	5	5	4	4	5	5	
1/31/2011												

<b>Total Surveys</b>	5	<b>Rating</b>
<b>Average Question 1</b>	5	5=Outstanding
<b>Average Question 2</b>	4.7	4=Good
<b>Average Question 3</b>	4.7	3=Satisfactory
<b>Average Question 4</b>	3.7	2=Improvement Needed
<b>Average Question 5</b>	4	1=Unsatisfactory
<b>Average Question 6</b>	4.7	<b>Questions</b>
<b>Average Question 7</b>	4.3	1. Community Services Administration (CSA) staff is responsive to my needs.
<b>Average Question 8</b>	4	2. CSA staff treats me with respect and courtesy.
<b>Average Question 9</b>	4.3	3. CSA provides individual attention to my department.
<b>Average Question 10</b>	4.3	4. I feel that I receive timely information about issues concerning my department.
<b>Average Question 11</b>	4.7	5. Printed material that I receive from CSA staff is easily understood.
		6. Oral guidance that I receive from CSA is easily understood.
		7. Rate your satisfaction with the conduct of the monthly management team meetings.
		8. CSA staff responds promptly to my questions, phone inquiries and other contacts.
		9. CSA staff answers my questions both clearly and professionally.
		10. CSA staff adequately supports the creation/revision of departmental policies and procedures.
		11. Rate your overall satisfaction with the support you receive from CSA.

# Housing Applicant

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
1/7/2011	5	5	5	5	5	5	5	5	5	<input type="checkbox"/>		<input type="checkbox"/>		Every time we called they helped with our problem or told us what to do. We love them all. They were great - God Bless, Carla Bryant

Total Surveys 1

Average Question 1 5  
 Average Question 2 5  
 Average Question 3 5  
 Average Question 4 5  
 Average Question 5 5  
 Average Question 6 5  
 Average Question 7 5  
 Average Question 8 5  
 Average Question 9 5

### Rating

5=Outstanding  
 4=Good  
 3=Satisfactory  
 2=Improvement Needed  
 1=Unsatisfactory

### Questions

1. Housing staff treated me with respect and courtesy.
2. The application process was easy and understandable.
3. Housing staff provided individual attention to my issues.
4. Housing staff responded promptly to my questions, phone calls and other contacts.
5. Housing staff answered my questions both clearly and professionally.
6. Housing staff thoroughly explained the paperwork I signed (if applicable).
7. Clear documentation was provided to me regarding the conditions of the agreement (if applicable).
8. The Housing office is conveniently located.
9. Rate your overall satisfaction with your experience with Housing Department.

*Was Housing staff able to help you?  
 (Check indicates Yes)*

Total Yes 0  
 % Yes Staff Help You 0%

*If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)*

Yes, provided other assistance 0

# Probation

<i>Date Rcvd</i>	<i>#1</i>	<i>#2</i>	<i>#3</i>	<i>#4</i>	<i>#5</i>	<i>#6</i>	<i>#7</i>	<i>#8</i>	<i>#9</i>	<i>#10</i>	<i>#11</i>	<i>#12</i>	<i>Probation Comment</i>
1/31/2011	5	4	5	5	5	5	5	5	5	5	4	5	
1/31/2011	5	5	5	5	5	5	5	5	5	5	5	5	Mr. Story was great! Thanks
1/31/2011	5	4	5	5	5	5	5	5	5	5	5	5	
1/31/2011	5	5	5	5	5	5	5	4	4	5	5	5	
1/31/2011	5	4	5	5	5	5	5	5	3	5	4	4	
1/31/2011	5	5	5	5	5	5	5	5	5	5	5	5	
1/31/2011	5	4	5	5	5	5	5	5	5	5	5	5	They treated me with great respect.
1/31/2011	5	5	4	5	5	5	5	5	4	5	5	5	
1/31/2011	4	4	4	4	4	4	4	4	4	4	4	4	Jose L Garcia

Total Surveys 9

### Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

Average Question 1 4.9

Average Question 2 4.4

Average Question 3 4.8

Average Question 4 4.9

Average Question 5 4.9

Average Question 6 4.9

Average Question 7 4.9

Average Question 8 4.8

Average Question 9 4.4

Average Question 10 4.9

Average Question 11 4.7

Average Question 12 4.8

### Questions

1. Probation staff treated me with respect and courtesy.
2. The orientation session helped me to better understand what to expect of probation.
3. My Probation Officer provided individual attention to my issues.
4. Staff had a detailed understanding of the probation system.
5. My first appointment was scheduled in a timely manner.
6. Probation staff responded promptly to my questions, phone calls and other contacts.
7. My Probation Officer answered my questions both clearly and professionally.
8. Clear documentation was provided to me regarding the conditions of my probation.
9. The life skills I learned were helpful to me to avoid future offenses.
10. My Probation Officer spent sufficient time with me.
11. The probation office is conveniently located.
12. Rate your overall satisfaction with your experience regarding your probation.

# Transit

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Freq	Pass Times/m	Trav Dr	How often	On time?	Why not?	Transit Comments
1/31/2011	4	4	4	4	4	4	4	4	4	<input type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		
1/31/2011	4	4	4	4	4	4	4	4	4	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>	Because I didn't go to the Dr. but when I make an appointment I'll call ya. OK	Keep up with the good work
1/31/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	20	<input type="checkbox"/>		<input type="checkbox"/>		Please leave the transit the way it is now. You should not let anyone else but the Sumter Transit take passengers anywhere but them. You should not let anyone else run the transit, but Sumter County. I feel like a lot of the passengers would find other transportation.
1/31/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>	Varies	<input checked="" type="checkbox"/>		You have the best drivers.
1/31/2011	4	5	5	4	5	5	4	5	4	<input type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		Everything was satisfactory, no complaints.
1/31/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>	8 times a month	<input checked="" type="checkbox"/>		Please keep the service for us. Some people don't have a car and live in the woods. Please, please keep the buses. Thank you much.
1/31/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>	2	<input checked="" type="checkbox"/>		
1/31/2011	4	4	5	5	4	4	3	3	4	<input checked="" type="checkbox"/>	12	<input type="checkbox"/>		<input type="checkbox"/>		
1/31/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	15	<input type="checkbox"/>		<input checked="" type="checkbox"/>		
1/31/2011	3	4	3	3	3	5	4	4	4	<input checked="" type="checkbox"/>	13	<input checked="" type="checkbox"/>	1 a month	<input checked="" type="checkbox"/>		more training
1/31/2011	5	4	5	4	5	5	5	5	5	<input checked="" type="checkbox"/>	10	<input checked="" type="checkbox"/>	3-5	<input checked="" type="checkbox"/>		Very good - keep on w/men
1/31/2011	2	4	4	2	2	2	1	2	2	<input checked="" type="checkbox"/>	4	<input checked="" type="checkbox"/>	4 times a month	<input type="checkbox"/>		Office needs to get it right
1/31/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	15	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		Everything is fine as is.
1/31/2011	3	5	5	5	5	5	5	5	3	<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/>	2 times a month	<input checked="" type="checkbox"/>		When I call you to pick me up I wait too long for the bus to pick me up
1/31/2011	2	2	4	4		5	3	3	2	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
1/31/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		All the bus drivers are really nice and fun and funny and very sweet. But one person I do not like and don't feel safe with. Felicia Kondor
1/31/2011	4	4	4	4	4	4	4	4	4	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
1/31/2011	5	5	3	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		
1/31/2011	4	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		N/A
1/31/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	20	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		Keep smile -
1/31/2011	4	5	4	5	5	5	5	5	5	<input checked="" type="checkbox"/>	4	<input checked="" type="checkbox"/>	Several Times	<input checked="" type="checkbox"/>		I am very thankful for the buses that way we can feel we are doing for ourselves. Thank each one of you for making our life easier.

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Freq	Pass	Times/m	Trav Dr	How often	On time?	Why not?	Transit Comments
1/31/2011	5	5	3	4	5	5	5	5	5	5	<input checked="" type="checkbox"/>	6	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
1/31/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		Friendly great long term employees. Great service to community. Hope this Falls changes do not disrupt a thing.
1/31/2011	3	5	3	4	5	5	2	4	2	2	<input checked="" type="checkbox"/>	20	<input checked="" type="checkbox"/>		<input type="checkbox"/>		
1/31/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		You guys are doing a terrific service for this county. Your people and your company make me proud to be a part (of a family). Please don't privatize. Service would not be as great! Karen Garrell
1/31/2011	4	1	5	5	5	5	5	5	5	5	<input type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		
1/31/2011	5	5	4	4	5	5	5	5	4	4	<input type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		No every person at SCT has been very nice, polite and overall excellent. I think you are doing a great job for the people of Sumter County. Thank you
1/31/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	20	<input checked="" type="checkbox"/>	Sometimes	<input type="checkbox"/>		Keep up with the good work!
1/31/2011	2	4	2	4	4	4	1	4	4	4	<input checked="" type="checkbox"/>	12	<input checked="" type="checkbox"/>	12 Dialysis 24 mo-Leesburg	<input checked="" type="checkbox"/>		Non emerg. Trans. w/Leopard when reg. service unavailable needs improvement. Have had prob each time of use, late both pick-up and returns.
1/31/2011	4	4	4	4	5	5	4	5	5	5	<input checked="" type="checkbox"/>	3	<input checked="" type="checkbox"/>	3 wk	<input type="checkbox"/>		Everyone is very nice.
1/31/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	4	<input type="checkbox"/>	I go to the Village Primary Center of the Village Charter School	<input type="checkbox"/>		
1/31/2011	5	5	5	5	5	5	4	4	5	5	<input checked="" type="checkbox"/>	12	<input type="checkbox"/>		<input type="checkbox"/>		Everything seems just right to me.
1/31/2011	2	2	2	3	3	3	2	2	1	1	<input checked="" type="checkbox"/>	10	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
1/31/2011	3	2	4	5	5	5	5	5	4	4	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		Everyone is polite but better office skills are needed. Office is not always getting voice messages about cancellations and pick-ups. The drivers have been excellent.
1/31/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		Can we go to Spanish springs in the future (Also)
1/31/2011	5	5	4	4	5	5	5	4	5	5	<input checked="" type="checkbox"/>	13	<input checked="" type="checkbox"/>	When needed	<input checked="" type="checkbox"/>		The services provided are a life-saver for me. I would not be able to get to my appointments with the wonderful crew at transit.
1/31/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		I am very much satisfied with the situation. Drivers are outstanding.
1/31/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		
1/31/2011	4	5	5	4	5	5	5	5	4	4	<input checked="" type="checkbox"/>	3	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
1/31/2011	3	3	3	3	5	5	5	5	2	2	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
1/31/2011	5	5	4	4	5	5	4	4	4	4	<input checked="" type="checkbox"/>	7	<input checked="" type="checkbox"/>	2-3 wk	<input checked="" type="checkbox"/>		Keep up the good work

Total Surveys	41
Average Question 1	4.2
Average Question 2	4.4
Average Question 3	4.3
Average Question 4	4.4
Average Question 5	4.7
Average Question 6	4.8
Average Question 7	4.4
Average Question 8	4.5
Average Question 9	4.3

<i>I am a frequent passenger with SCT (Check mark indicates Yes)</i>	
Frequent Passenger	37
% of passengers frequent	90%
Total Times Per Month	224
Average Times per Month	6.1

<i>I travel on SCT vehicles to doctors' appointments outside of Sumter County (Check mark indicates Yes)</i>	
Total who travel to Dr. outside county	26
% of passengers to Dr. outside county	63%

**Rating**

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

**Questions**

1. Recent scheduling of trips has been smooth and easy.
2. My reservationist was polite and helpful.
3. SCT vehicles are comfortable.
4. SCT vehicles are clean.
5. My driver was helpful and courteous.
6. My driver was careful and safe.
7. I get picked up for my appointment on time.
8. I am delivered at my appointment on time.
9. Rate your overall satisfaction with the SCT services you receive.

<i>When I travel to doctors' appointments outside of the County, I get there on time (Check mark indicates Yes)</i>	
Total who travel to Dr. outside County, on time	23
% of passengers to Dr., on time	88%

# Veterans Benefits by Date Range

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	VSO Comments:
1/6/2011	5	5	5	5	5	5	5	5	5	Fred was very helpful. Richard was also a great help. The Veteran's Service Office in my County (Citrus) wouldn't help me, and your office stepped up and helped me. Thank you, Frank Kenny
1/6/2011	5	5	5	5	5	5	5	5	5	Mr. Richard Dobson was the Vereran's Service Officer who provided me with prompt, courteous and professional service. I was amazed at his understanding of this complex system and really astonshied at his ability to get things done. It was great to be associated with someone who really cares! Please give this dedicated professional my thanks, Jerry Robertson.
1/6/2011	5	5	5	5	5	5	5	5	5	Wish I had this kind of service 40 years ago when I really needed it. Today the service I receive is better than most Primary Doctor's Offices. Thank you for the change in caring for the ones who have served this beloved country we live in. Charles G. Marion
1/6/2011										
1/7/2011	5	5	5	5	5	5	5	5	5	
1/7/2011	5	5	5	5	5	5	5	5	5	
1/7/2011	5	5	5	5	5	5	5	5	5	
1/7/2011	5	5	5	5	5	5	5	5	5	I was treated with the utmost courtesy while being helped by Fred Harrop. He answered all my questions and concerns with knowledge and appropriate manor to settle my concerns. - Kathleen Ganem for john Ganem Thank you
1/7/2011	5	5	5	5	5	5	5	5	5	
1/7/2011	5	5	5	5	5	5	5	5	5	
1/7/2011	5	5	5	5	5	5	5	5	5	In my honest opinion the DCS has gone above and beyond the call of duty in assisting me in every way possible.
1/7/2011	5	5	5	5	5	5	5	5	5	I experienced a high level of professionalism and courtesy while being assisted at the Vets service department in Bushnell, FL. Mrs. Carolyn Allfrey exhibited the highest level of ethics and character. Respectfully, Nicholas J M Killinger
1/7/2011	5	5	5	5	5	5	5	5	5	Ms. Debbie Smith was outstanding. She was always pleasant, professional, and committed to helping me as much as she could. She knew where to go, what to do, who to see and how to get things done. I always felt see was sincere and empathetic to my case. She's the best.
1/10/2011	5	5	5	5	5	5	5	5	5	
1/10/2011	5	5	5	5	5	5	5	5	5	My wife and I are both veterans and found the service provided to be excellent. Frank and June Mioni
1/10/2011										
1/10/2011	5	5	5	5	5	5	5	5	5	In the past I was taken care of by Paul Cheek, who was outstanding. I am now very happy to have found a person who cares just as much as Paul did in providing services. Carolyn Allfrey is truly an asset to the Veteran Services Department in Sumter Co. She has assisted me greatly in preparing documentation for claims. She is truly a breath of fresh air to us veterans who feel we sometimes get the run around. Sincerely, John E Wright, MSGT USAF Ret

<i>Date Rcvd</i>	<i>#1</i>	<i>#2</i>	<i>#3</i>	<i>#4</i>	<i>#5</i>	<i>#6</i>	<i>#7</i>	<i>#8</i>	<i>#9</i>	<i>VSO Comments:</i>
1/10/2011	5	5	5	5	5	5	5	5	5	Fred Harrop was such a great help to me when my husband passed. He took care of all the paper work and this helped me get everything in order. He was right there whenever I called for informatin. Linda on his staff was so kind on the phone when I called. I'd still be doing paper work if it wasn't for Mr. Harrop. Thank you, Mrs. Barbara Langdon
1/10/2011	5	5	5	5	5	5	5	5	5	
1/12/2011	5	5	5	5	5	5	5	5	5	Richard B Dobson is the best of all the VSO's I have dealt with in my 40 odd years of dealing with the VA.
1/18/2011	5	5	5	5	5	5	5	5	5	It is a pleasure to recognize the superb talent shown by the receptionist Linda and Deborah Smith, Veterans Service Counselor to our veterans. Ms. Smith is extremely knowledgeable in her work, very dedicated and is very gracious in all her dealings. It is truly a privilege to know them and have them assisting us in our claims. She is a real professional! - Commander Antone Weiler, USN (Ret)
1/14/2011	5	5	5	5	5	5	5	5	5	I would like to commend Linda and Richard Dobson. Both are knowledgeable, professional, intelligent and caring people.
1/20/2011	5	5	5	5	5	5	5	5	5	Carolyn did a fantastic job. She is very helpful.
1/6/2011	5	5	5	5	5	5	5	5	5	
1/6/2011	5	5	5	5	5	5	5	5	5	I'd like to give a special recognition to Fred Harrop for the help and guidance he gave me during a time of crisis (medical). I feel Fred did an extremely good job not only explaining options but guiding me along through the process. I will never forget his help, to often the VA gets a bad rep - not from me

Total Surveys 25

**Rating**

Average Question 1 5

5=Outstanding

Average Question 2 5

4=Good

Average Question 3 5

3=Satisfactory

Average Question 4 5

2=Improvement Needed

Average Question 5 5

1=Unsatisfactory

Average Question 6 5

**Questions**

Average Question 7 5

1. Veterans Service Office (VSO) was responsive to my needs.

Average Question 8 5

2. VSO staff treated me with respect and courtesy.

Average Question 9 5

3. The VS Officer provided individual attention to my issues.

4. I was asked appropriate questions to aid in obtaining my earned benefits.

5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.

6. VSO staff responded promptly to my question, phone inquiries, and other contacts.

7. My VS Officer answered my questions both clearly and professionally.

8. The VS Office spent sufficient time with me to fully understand my needs.

9. Rate your overall satisfaction with your experience.

# Library on Wheels 1-5

Date Rcvd	1-3/week	1/week	< 1month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newsapers	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra	Socialize	Study/Work	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Log	# 4 Comment	# 5	# 5 Comment
1/12/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Also IRS tax booklet & forms. Do you have a genealogy area? If you do, do you accept genealogy papers/old newsletters from genealogical societies?	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	The staff is outstanding						
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		2		
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Science	0		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Books	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Am reading authors I did not consider reading before.	3	The book mobile is always able to find me other books by a new (to me) author.	
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	Bushnell - since new staff changes - not as user friendly or knowledgeable. LOW - Very Satisfied.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	LOW always willing to find books for me - very friendly and knowledgeable	3	LOW - Not at Bushnell. I try not to go there - Not very satisfied.	
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		



# Library On Wheels 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
1/12/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Genealogy Classes	2	3	3	2	Do you hve a book sale one or twice a year?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I really like the Library-On-Wheels - it is very nice and helpful. Money well spent. Where do you advertise the various classes the Library provides for adults and children?
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	2				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	It is handy to have the Library come to the park.	
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3				<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I use library on wheels as I am in the Thousands Palms Resort for four months.	
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	2	2	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	We will really appreciate having the new library opened. We've had to pay for a membership at Leesburg and this will be more convenient to use.	
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I am interested in basic computer classes.		
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	3	2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Appreciate availability of current books and the variety of subjects (fiction and non-fiction). Staff is very helpful.
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3				I use the library on wheels that cmes to Continental Country Club once a week.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	My husband and I enjoy the availability of the library on wheels that comes to Continental Country Club. The staff is great and very accomodating. Thank you.	
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Since I use the mobile library that comes to Florilow Oaks park, my answers are limited. It is a great service and Imuch appreciate it.	

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	3	3	3	At 402 N Florida St, Bushnell, FL 33513	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	YEMODA 11 01 12 Best check with the Department FCC that the Sumter County Library Services, Library on Wheels Unit Number 39 License Tage Number Ta7624 Florida, is not breaking any laws by firing up its own communication system in too close a range with an already established permanent system on the site. The can easily cause standing waves affecting both nearby computers o line and satellite communications interfering with other closely related systems that could cause world wide distortion disruptions on the World Wide Web for instance with Skype or loss of signal commuications between missal and lauch pad that could cause a crash. Your truly, A friend.				
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	3	3	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						Library has been noisy the last few times and not as nice as before the changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adult programs at Bushnell - had quilting crochet knitting - bring them back? Miss the LOW at BlueBerry Hill and Red Oaks - understand cost effect by many residents do not drive - maybe once a month? I prefer the LOW as personnel are very friendly and helpful. I now drive to them at other locations to avoid the Bushnell facility.
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						Do not use computers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	85 yrs.
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	with Bill Nye the sciene guy - he's pretty good	2	2	2	2	If there was more sufficient space that would be great	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	My mother and I like Narnia; and Alice and Wodnerland, they were good movies.

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
-----------	--------	---------	-------	----------	--------	-------	--------	-------	--------	----------	--------	----------------	------	------------	-----------	-----------	----------	------	--------	----------	-------	-------	-------	-----	--------------------

Total Surveys 15

**6. Please indicate which programs you have participated in during the past 12 months.  
(Please check all that apply.)**

Total #6 Children Programs Events	1	Percent Total Surveys	7%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	1	Percent Total Surveys	7%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	0	Percent Total Surveys	0%
Total #6 None of These Programs	10	Percent Total Surveys	67%

**7. Please check any areas below where you would like to see more programs offered at the library.  
(Please check all that apply.)**

Total #7 Children Programs Events	1	Percent Total Surveys	7%
Total #7 Teen Programs Events	1	Percent Total Surveys	7%
Total #7 Adult Programs Events	3	Percent Total Surveys	20%
Total #7 Computer Classes/Workshops	4	Percent Total Surveys	27%
Total #7 Other	2	Percent Total Surveys	13%

**8. Please rate your satisfaction with the physical facility of this library:**

Average Size	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.73	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.67	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.29	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

**Please tell us about yourself.**

<b>Are you:</b> Total Male	3	Percent Total Surveys	20%
Total Female	11	Percent Total Surveys	73%

**How old are you?**

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	1	Percent Total Surveys	7%
Total 40-55	0	Percent Total Surveys	0%
Total 56+	13	Percent Total Surveys	87%

# Panasoffkee Library 1-5

Date Rcvd	1-3/week	1week	< 1month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseCommute	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Log	# 4 Comment	# 5	# 5 Comment
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>			3										
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Excellent	<input checked="" type="checkbox"/>	<input type="checkbox"/>			3	Excellent

Date Rcvd	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
1-3/week	None of These							

**Total Surveys 2**

**1. How often do you visit the library?**

Total One to three times	0	<i>Percent Total Surveys</i>	0%
Total At least once	2	<i>Percent Total Surveys</i>	100%
Total Less than once	0	<i>Percent Total Surveys</i>	0%
Total Not on regular basis	0	<i>Percent Total Surveys</i>	0%

**2. Which services do you frequently use at the library? (Check all that apply)**

Total Books	1	<i>Percent Total Surveys</i>	50%
Total Audio Books	0	<i>Percent Total Surveys</i>	0%
Total Music CDs	0	<i>Percent Total Surveys</i>	0%
Total DVDs	1	<i>Percent Total Surveys</i>	50%
Total Newspapers	0	<i>Percent Total Surveys</i>	0%
Total Magazines	0	<i>Percent Total Surveys</i>	0%
Total Use Computer	0	<i>Percent Total Surveys</i>	0%
Total Attend Child Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Teen Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Adult Programs	0	<i>Percent Total Surveys</i>	0%
Total Study or Work Space	0	<i>Percent Total Surveys</i>	0%
Total Socialize	0	<i>Percent Total Surveys</i>	0%
Total None of these	0	<i>Percent Total Surveys</i>	0%

**3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)**

Average # 3 3      3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

**4. I found something to read, watch or listen to for myself or someone else on this library visit.**

Total Question 4 Yes	2	<i>Percent Total Surveys</i>	100%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	0	<i>Percent Total Surveys</i>	0%

**5. The library staff was responsive to my needs.**

Average # 5 3      3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

# Panasoffkee Library 6-10

Date Recd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			2	2	2	Librarian needs private office; store rooms and room for "Friends" - share	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Instead of cart for "Friends" - share book selling/storage room.								
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	More Books		3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Best staff I have seen in State, County, City Government for customer service.								

Date Recvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
------------	--------	---------	-------	----------	--------	-------	--------	-------	--------	----------	--------	----------------	----------	------	--------	----------	-------	-------	-------	-----	--------------------

Total Surveys 2

**6. Please indicate which programs you have participated in during the past 12 months.  
(Please check all that apply.)**

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	0	Percent Total Surveys	0%
Total #6 None of These Programs	2	Percent Total Surveys	100%

**7. Please check any areas below where you would like to see more programs offered at the library.  
(Please check all that apply.)**

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	0	Percent Total Surveys	0%
Total #7 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #7 Other	0	Percent Total Surveys	0%

**8. Please rate your satisfaction with the physical facility of this library:**

Average Size	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

**Please tell us about yourself.**

<b>Are you:</b> Total Male	1	Percent Total Surveys	50%
Total Female	1	Percent Total Surveys	50%

**How old are you?**

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	0	Percent Total Surveys	0%
Total 40-55	0	Percent Total Surveys	0%
Total 56+	2	Percent Total Surveys	100%

# Villages Library 1-5

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	AudioBooks	MusicCDs	DVDs	Newsletters	Magazines	UseComute	ChildProgra	TeenProgra	AdultProgra	ScholarWork	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Too	# 4 Comment	# 5	# 5 Comment
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	Need better book selection - more literary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0	
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Books	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Used my computer	3	1st time I used computer, staff members very helpful
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Book club when I can	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
1/31/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	

Date Rcvd	Use For	# 3	# 3 Comment	# 4	# 4 Comment	# 5	# 5 Comment
1-3/week	None of These			# 4 Yes			
1/week	Socialize			# 4 No			
< 1/month	Study/Work						
Not Regular	Adult Programs						
	Teen Programs						
	Child Programs						
	Use Computer						
	Magazines						
	Newspapers						
	DVDs						
	Music CDs						
	Audio Books						
	Books						

**Total Surveys 13**

**1. How often do you visit the library?**

Total One to three times	4	<i>Percent Total Surveys</i>	31%
Total At least once	7	<i>Percent Total Surveys</i>	54%
Total Less than once	1	<i>Percent Total Surveys</i>	8%
Total Not on regular basis	0	<i>Percent Total Surveys</i>	0%

**2. Which services do you frequently use at the library? (Check all that apply)**

Total Books	10	<i>Percent Total Surveys</i>	77%
Total Audio Books	1	<i>Percent Total Surveys</i>	8%
Total Music CDs	0	<i>Percent Total Surveys</i>	0%
Total DVDs	1	<i>Percent Total Surveys</i>	8%
Total Newspapers	1	<i>Percent Total Surveys</i>	8%
Total Magazines	2	<i>Percent Total Surveys</i>	15%
Total Use Computer	3	<i>Percent Total Surveys</i>	23%
Total Attend Child Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Teen Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Adult Programs	2	<i>Percent Total Surveys</i>	15%
Total Study or Work Space	0	<i>Percent Total Surveys</i>	0%
Total Socialize	0	<i>Percent Total Surveys</i>	0%
Total None of these	2	<i>Percent Total Surveys</i>	15%

**3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)**

Average # 3 2.54      3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

**4. I found something to read, watch or listen to for myself or someone else on this library visit.**

Total Question 4 Yes	10	<i>Percent Total Surveys</i>	77%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	2	<i>Percent Total Surveys</i>	15%

**5. The library staff was responsive to my needs.**

Average # 5 2.77      3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

# Villages Library 6-10

Date Recd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	8Size	8Cleanlines	8Furniture	8Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment	
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0	0	0	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>					
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0	3	3	0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Have some difficulty finding my authors alphabet wise - but that's probably my fault.				
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did not know about computer classes/workshops	3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	3	2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>					
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	0		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Great facility - Please add to collection books and e-books				
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	0	Could use more outlets for our computers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
1/31/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	2	2	2	Too small for the size of the Reader Base, need more books on the shelf.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This library is an order taker/distributor. This is not a Reader's Library. No books on the shelf.
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	2	2	1		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	2	2	2	Wish it was bigger - more books	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wish it was bigger - more books				
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Author discussion of 1 his books	3	2	0	0	I don't use the computers and the size limits number of books available.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Libraries are the first thing I look for wherever I live or travel. I truly appreciate all the friendly assistance that everyone extends to me as I am always asking questions and access to books not currently on file. Jean T Castagno				
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>					

Date Recvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
------------	--------	---------	-------	----------	--------	-------	--------	-------	--------	----------	--------	----------------	------	------------	-----------	-----------	----------	------	--------	----------	-------	-------	-------	-----	--------------------

Total Surveys 13

**6. Please indicate which programs you have participated in during the past 12 months.  
(Please check all that apply.)**

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	1	Percent Total Surveys	8%
Total #6 None of These Programs	10	Percent Total Surveys	77%

**7. Please check any areas below where you would like to see more programs offered at the library.  
(Please check all that apply.)**

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	3	Percent Total Surveys	23%
Total #7 Computer Classes/Workshops	2	Percent Total Surveys	15%
Total #7 Other	0	Percent Total Surveys	0%

**8. Please rate your satisfaction with the physical facility of this library:**

Average Size	2	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.54	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.38	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	1.23	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

**Please tell us about yourself.**

<b>Are you:</b> Total Male	3	Percent Total Surveys	23%
Total Female	9	Percent Total Surveys	69%

**How old are you?**

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	0	Percent Total Surveys	0%
Total 40-55	0	Percent Total Surveys	0%
Total 56+	11	Percent Total Surveys	85%

# Wildwood Public Library 1-5

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Audio Books	Music CDs	DVDs	Newspapers	Magazines	Use Computer	Child Progra	Teen Progra	Adult Progra	Socialize	None of These	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Too	# 4 Comment	# 5	# 5 Comment
1/26/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>			0	
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>			3	
1/30/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>			3	

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	Audio Books	Music CDs	DVDs	Newspapers	Magazines	Use Computer	Child Programs	Teen Programs	Adult Programs	Study/Work	Socialize	None of These	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
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Total Surveys 3

**1. How often do you visit the library?**

Total One to three times	0	Percent Total Surveys	0%
Total At least once	2	Percent Total Surveys	67%
Total Less than once	1	Percent Total Surveys	33%
Total Not on regular basis	0	Percent Total Surveys	0%

**2. Which services do you frequently use at the library? (Check all that apply)**

Total Books	3	Percent Total Surveys	100%
Total Audio Books	1	Percent Total Surveys	33%
Total Music CDs	2	Percent Total Surveys	67%
Total DVDs	2	Percent Total Surveys	67%
Total Newspapers	0	Percent Total Surveys	0%
Total Magazines	0	Percent Total Surveys	0%
Total Use Computer	1	Percent Total Surveys	33%
Total Attend Child Programs	0	Percent Total Surveys	0%
Total Attend Teen Programs	1	Percent Total Surveys	33%
Total Attend Adult Programs	0	Percent Total Surveys	0%
Total Study or Work Space	0	Percent Total Surveys	0%
Total Socialize	0	Percent Total Surveys	0%
Total None of these	0	Percent Total Surveys	0%

**3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)**

Average # 3 2.67      3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

**4. I found something to read, watch or listen to for myself or someone else on this library visit.**

Total Question 4 Yes	3	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

**5. The library staff was responsive to my needs.**

Average # 5 2      3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

# Wildwood Public Library 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Computers	Furniture	Cleanlines	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
1/26/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	More space for the retail of used books	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		What a great facility your new library is. I was really impressed with the spaciousness and décor. Two suggestions if I may. Although your CD collection is quite impressive, it was very difficult for me to view the titles and find the area of interest. The staff explained that identification labels are in the works. As a senior citizen it was most difficult to either bend over or sit on the floor to peruse the selections. Maybe these could be displayed on higher shelves. Secondly, The Friends of the Library bookstore could real use additional space. We thought the old library was cramped and assumed that the new area would be much larger. Again, a great library. Congratulations Bob Klimas, The Villages								
1/31/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	Facility is beautiful!	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		The shelving for the music CD's is great if you are 2 ft tall. Otherwise you need to get on yours hands and knees to view the titles. I do believe this needs to be changed. People with disabilities (wheelchair, walker, cane) would have no chance to look at them.								

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
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1/30/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Maybe in the future, look at the possibility of opening a few hours on Sunday for those of us who work/school most of the hours you are open. Once softball starts for my child, our only available time to visit will be Tues. evenings. Thank you.				
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Date Recd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
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**Total Surveys 3**

**6. Please indicate which programs you have participated in during the past 12 months.  
(Please check all that apply.)**

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	0	Percent Total Surveys	0%
Total #6 None of These Programs	3	Percent Total Surveys	100%

**7. Please check any areas below where you would like to see more programs offered at the library.  
(Please check all that apply.)**

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	1	Percent Total Surveys	33%
Total #7 Adult Programs Events	1	Percent Total Surveys	33%
Total #7 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #7 Other	0	Percent Total Surveys	0%

**8. Please rate your satisfaction with the physical facility of this library:**

Average Size	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

**Please tell us about yourself.**

<b>Are you:</b> Total Male	1	Percent Total Surveys	33%
Total Female	2	Percent Total Surveys	67%

**How old are you?**

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	0	Percent Total Surveys	0%
Total 40-55	1	Percent Total Surveys	33%
Total 56+	2	Percent Total Surveys	67%

## January 2011 Survey Report For Facilities Maintenance

<u>Requestor</u>	<u>Work Order #</u>	<u>Additional Comments</u>	<u>Response Time</u>	<u>Quality of Work</u>	<u>Proper Cleanup after completion</u>	<u>Professionalism</u>	<u>Courtesy</u>	<u>Date</u>	<u>Technician (if known)</u>
Fitzpatrick, Annette	WRQ-04130	Melissa addressed this request immediately. She is always helpful and courteous.	Excellent	Excellent	Not Applicable	Excellent	Excellent	1/31/2011	Melissa Akins
Jones, Ronshea	04088		Excellent	Excellent	Not Applicable	Excellent	Excellent	1/27/2011	Lamar Sowel
Shannon, Kimberly	WRQ-03997		Excellent	Excellent	Excellent	Excellent	Excellent	1/27/2011	Lamar Sowel
Fitzpatrick, Annette	WRQ-04106	My workorder was addressed immediately with proper corrective action and notification of actions necessary to further correct the situation. Robert was very thorough, courteous and informative. Many thanks!	Excellent	Excellent	Not Applicable	Excellent	Excellent	1/26/2011	Robert Tharne
Parker, Karen	WRQ-04047		Excellent	Excellent	Excellent	Excellent	Excellent	1/20/2011	Robert Rushin
Fitzpatrick, Annette	WRQ-04014	I am highly impressed by Freddie's professionalism and attention to detail. He checked with me prior to handling this request to get full details of what I was expecting and he called when he completed the task to give me details on how the task was accomplished. I was very pleased with the results of his efforts and he met all my expectations.	Excellent	Excellent	Not Applicable	Excellent	Excellent	1/13/2011	Freddie Fudge
Jones, Ronshea	03985		Excellent	Excellent	Not Applicable	Excellent	Excellent	1/6/2011	Robert Rushing
Jones, Ronshea	03971	Thank you very much.	Excellent	Excellent	Excellent	Excellent	Excellent	1/5/2011	Freddie Fudge
Slocomb, Kim	WRQ-03943	The Library grounds look so much better now! Thank you	Excellent	Excellent	Excellent	Excellent	Excellent	1/4/2011	Freddie Fudge