

Results of the 2011 Resident Survey

August 2011

We kept the One Page Format

Carlsbad by the Sea 2011 Resident Opinion Survey

The Resident Council wants to know what you think so that we can appropriately voice your concerns. We have kept the simpler one page format from last year. For each statement below, *circle the number* to the right that best fits your opinion. These are just your opinions so you can answer even if you don't feel that you know what the answer might be. Just *circle the number* that best fits your response.

Statement	Scale of Agreement					
	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Don't Know
CBTS* management anticipates problems effectively	5	4	3	2	1	
Front Porch limits fee increases to what is needed	5	4	3	2	1	
CBTS is a leader in technology to benefit residents	5	4	3	2	1	
I believe CBTS will help me in an emergency	5	4	3	2	1	
CBTS is concerned for my welfare	5	4	3	2	1	
CLHF* is a good charity to trust with my donations	5	4	3	2	1	
Security at CBTS is getting better	5	4	3	2	1	
CBTS benefits from being part of Front Porch	5	4	3	2	1	
Maintenance requests are completed promptly	5	4	3	2	1	
My views influence CBTS priorities	5	4	3	2	1	
I would choose CBTS again	5	4	3	2	1	
CBTS welcomes my suggestions	5	4	3	2	1	
Front Porch communicates effectively with me	5	4	3	2	1	
Front Porch values our CBTS residents	5	4	3	2	1	
Food Services meets or exceeds my expectations	5	4	3	2	1	

Classification Information (This information is for analysis purposes only; it will not identify individuals)

Age (Circle)	Gender (Circle)	Living Status (Circle)	Do you have experience that could benefit management? If so, what is it?
60-64 85-89			_____
65-69 90-94	Female	Live Alone	
70-74 95-99			
75-79 100+	Male	Share Unit	Is your experience business related or other?
80-84			Business <input type="checkbox"/> Other <input type="checkbox"/>

Completed Years in Residency _____ New Residents enter 0.

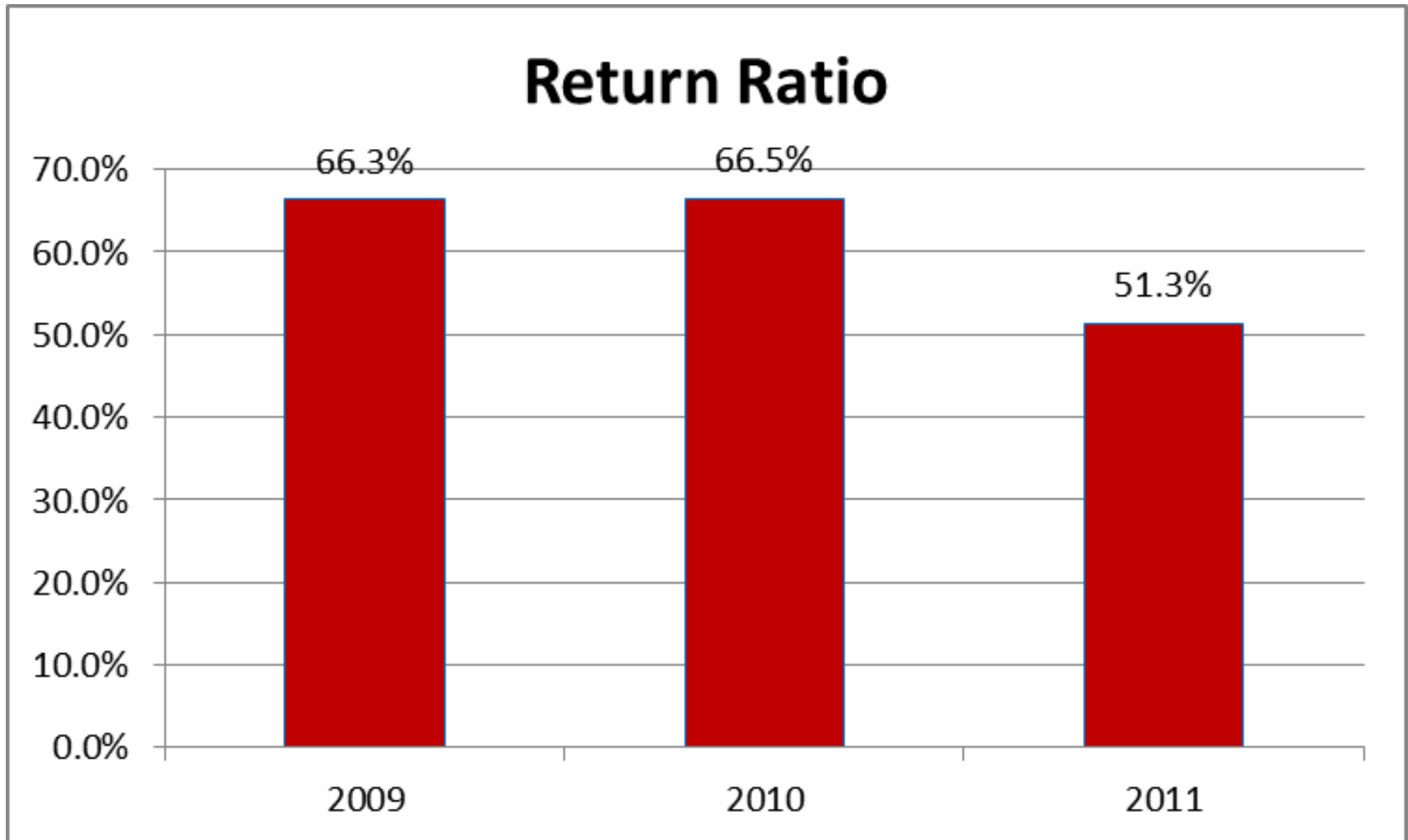
*CLHF = California Lutheran Homes Foundation, an independent social ministry affiliated with Front Porch; CBTS = Carlsbad by the Sea Retirement Community; CBTS is a Front Porch community.

Are you consulted by management? Yes No

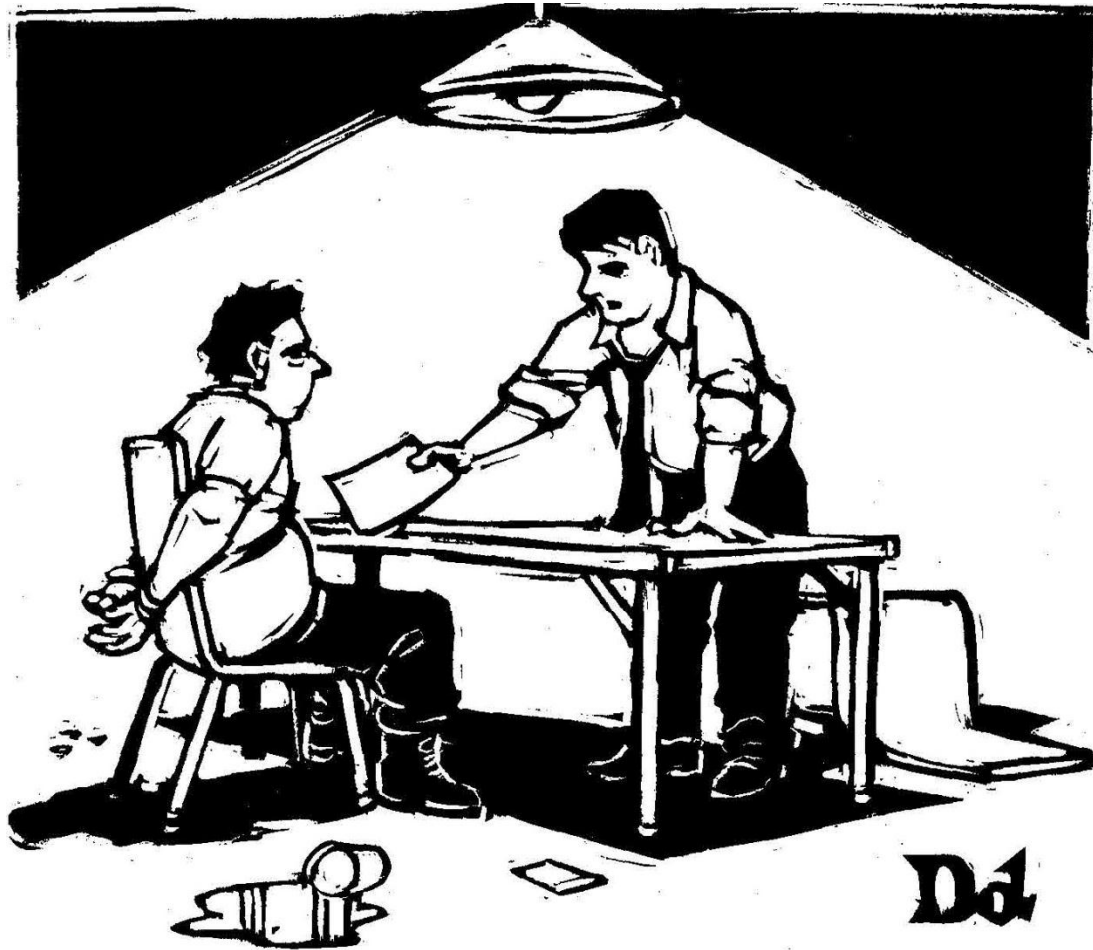
Would you want to be? Yes No

Please, Return Survey to Resident Council Box near the Front Desk. Use Reverse to Elaborate.

Returns were down



We think we know why returns dropped



Have you
been feeling
over surveyed
lately?

*“After you confess, can you fill out this survey to help
us improve our interrogation methods?”*

Are the results representative?

- ▶ Our surveys have never claimed to have statistical validity



Are the results representative?

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- ▶ Our surveys simply show the thinking among those residents who take the time to respond



Are the results representative?

- ▶ Our surveys have never claimed to have statistical validity
- ▶ Our surveys simply show the thinking among those residents who take the time to respond
- ▶ The drop in returns may introduce some bias:
 - Younger, more active residents may be more likely to respond
 - Unhappy residents may be more likely to respond



Are the results representative?

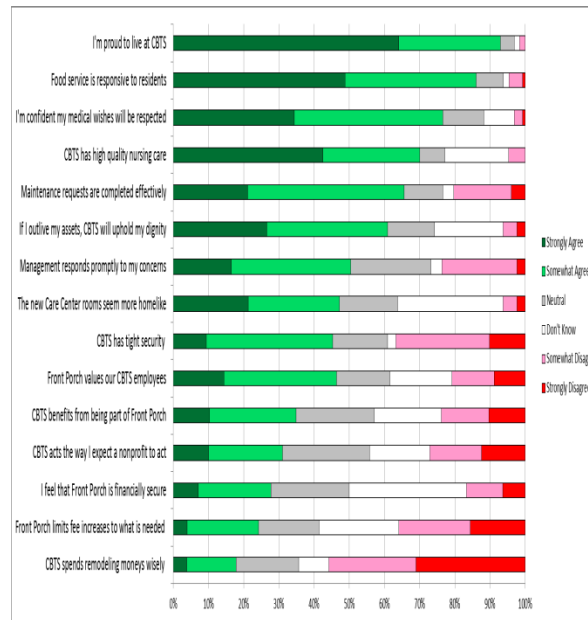
- ▶ Our surveys have never claimed to have statistical validity
- ▶ Our surveys simply show the thinking among those residents who take the time to respond
- ▶ The drop in returns may introduce some bias:
 - Younger, more active residents may be more likely to respond
 - Unhappy residents may be more likely to respond
- ▶ But we can't know what bias nonparticipation in the survey introduces anymore than we can know how low turnout rates affect elections



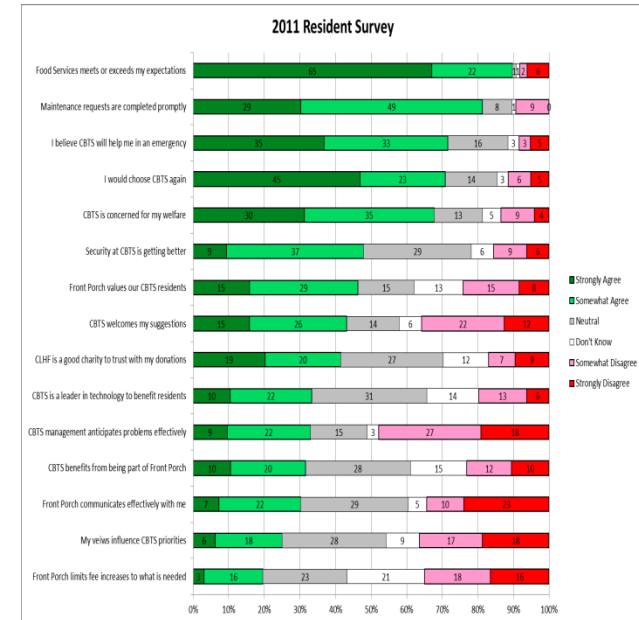
Year to Year at A Glance



2009



2010

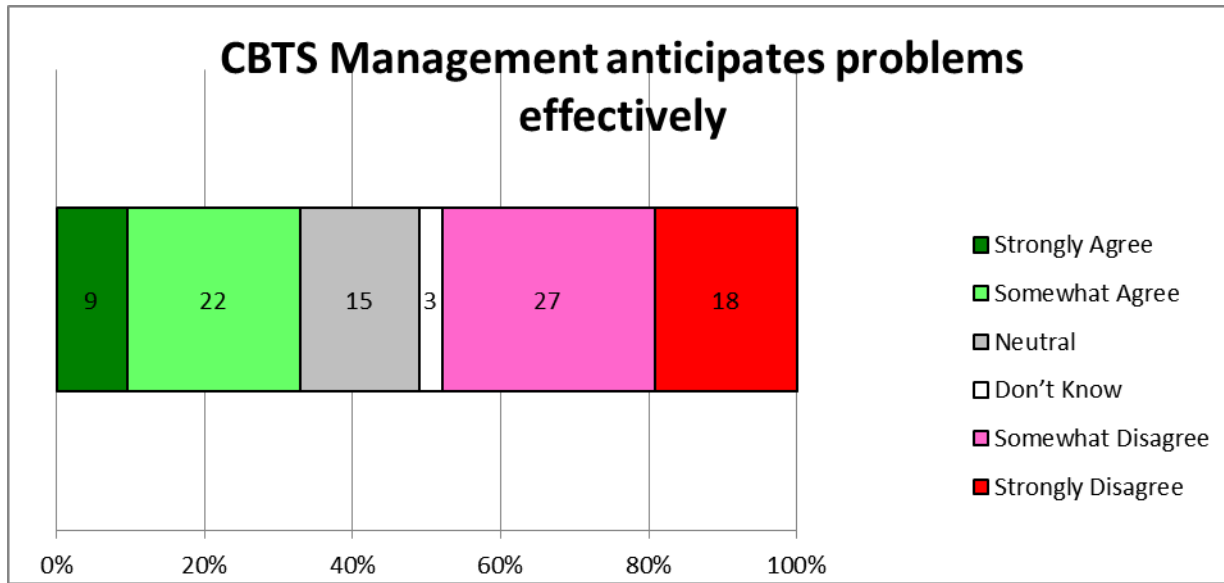


2011

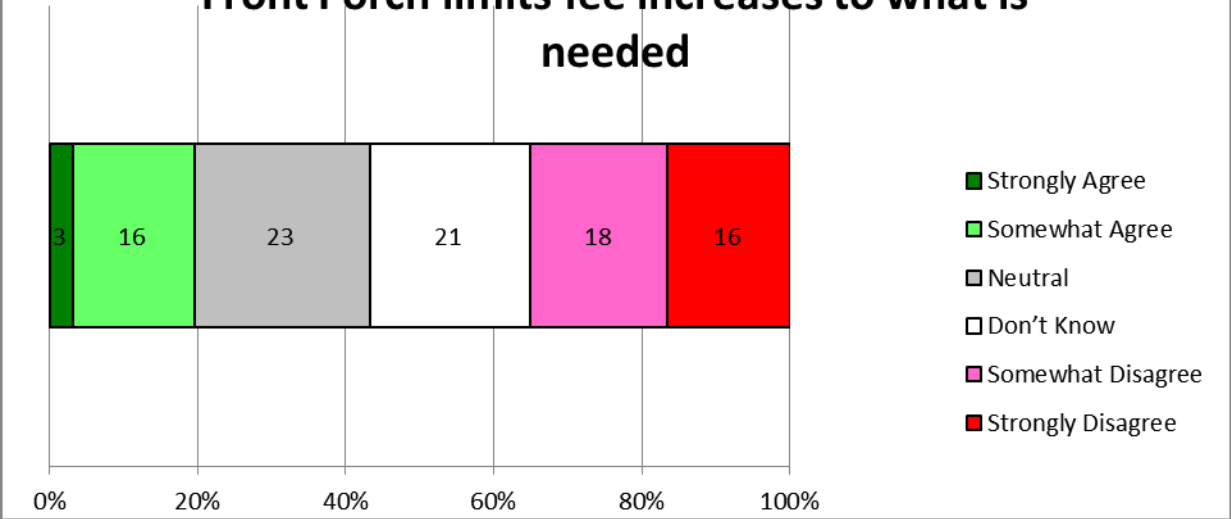
It seems fair to suggest that the trend is positive toward more green and less red

We'll start with the results in the order of the questions as asked

CBTS Management anticipates problems effectively



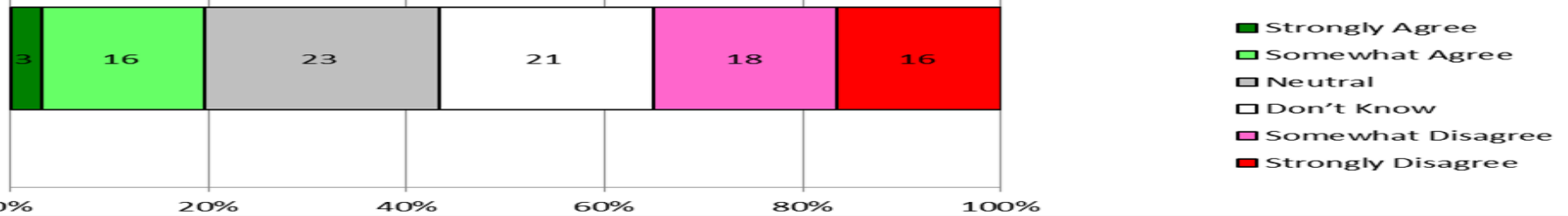
Front Porch limits fee increases to what is needed



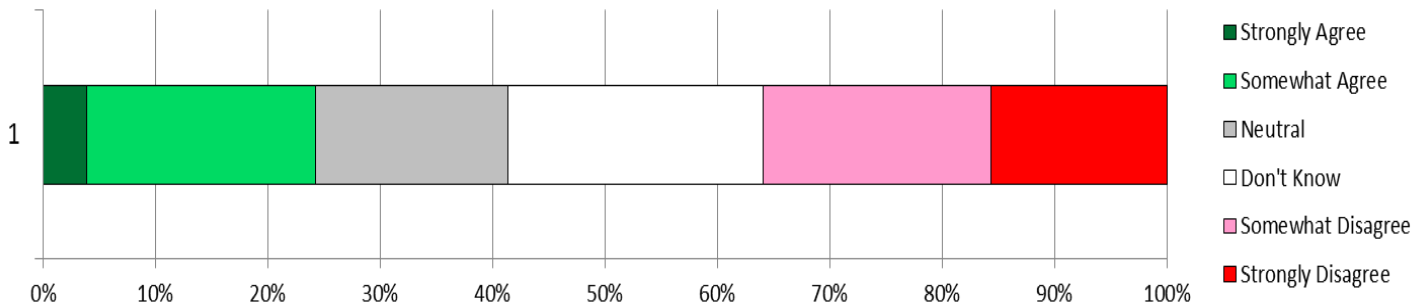
Some questions compare with questions from last year

This Year: 2011

Front Porch limits fee increases to what is needed



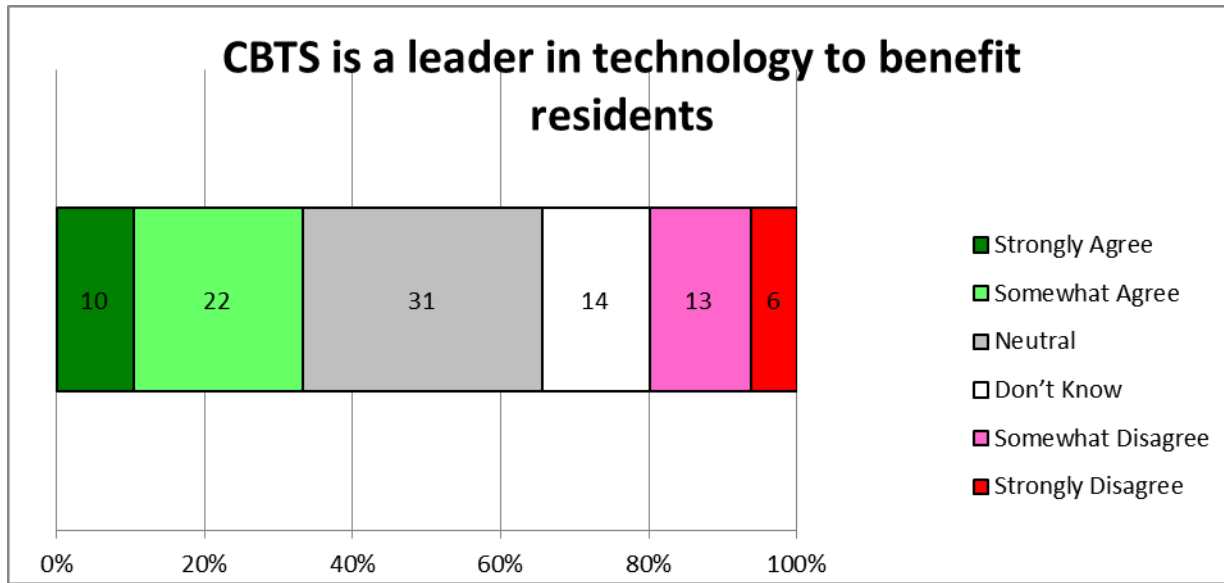
Last Year: 2010



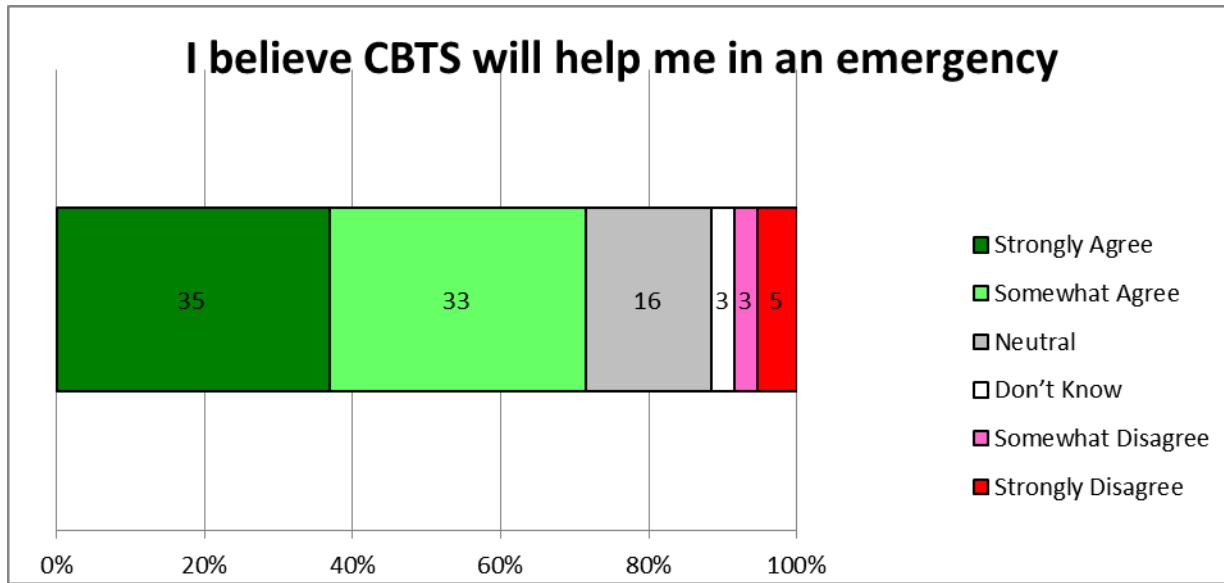
Results are scaled here to facilitate comparison

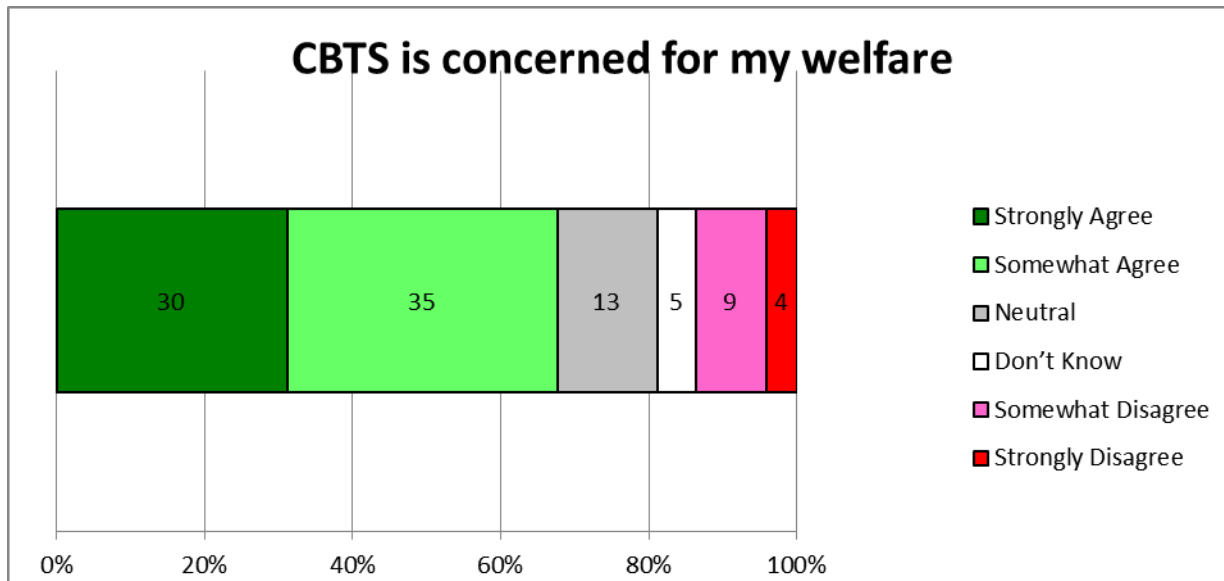


CBTS is a leader in technology to benefit residents

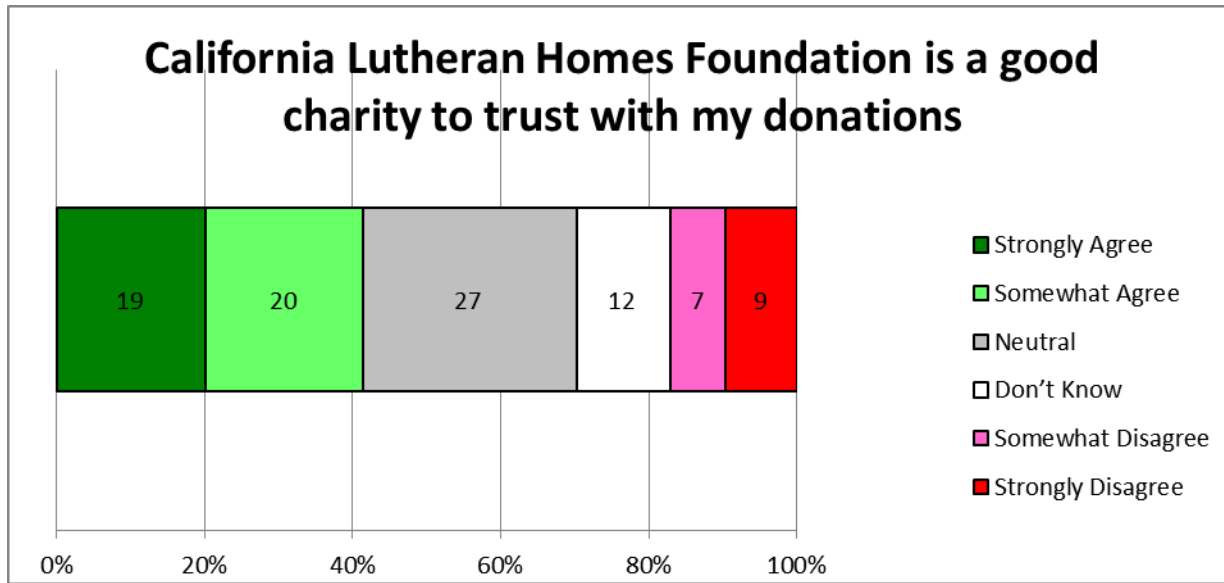


I believe CBTS will help me in an emergency

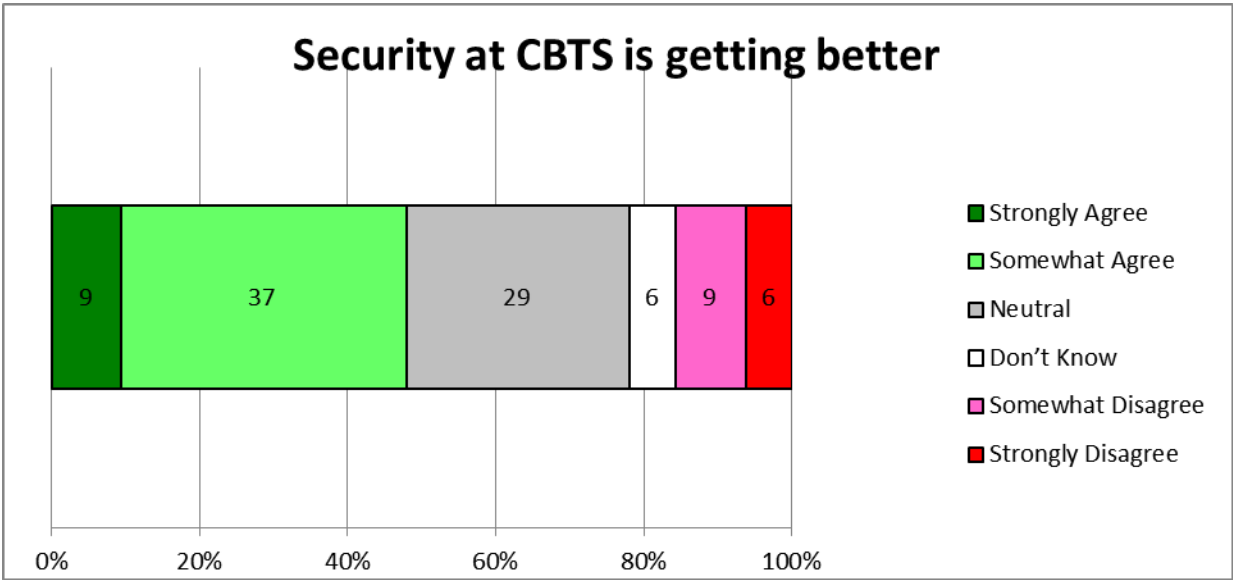




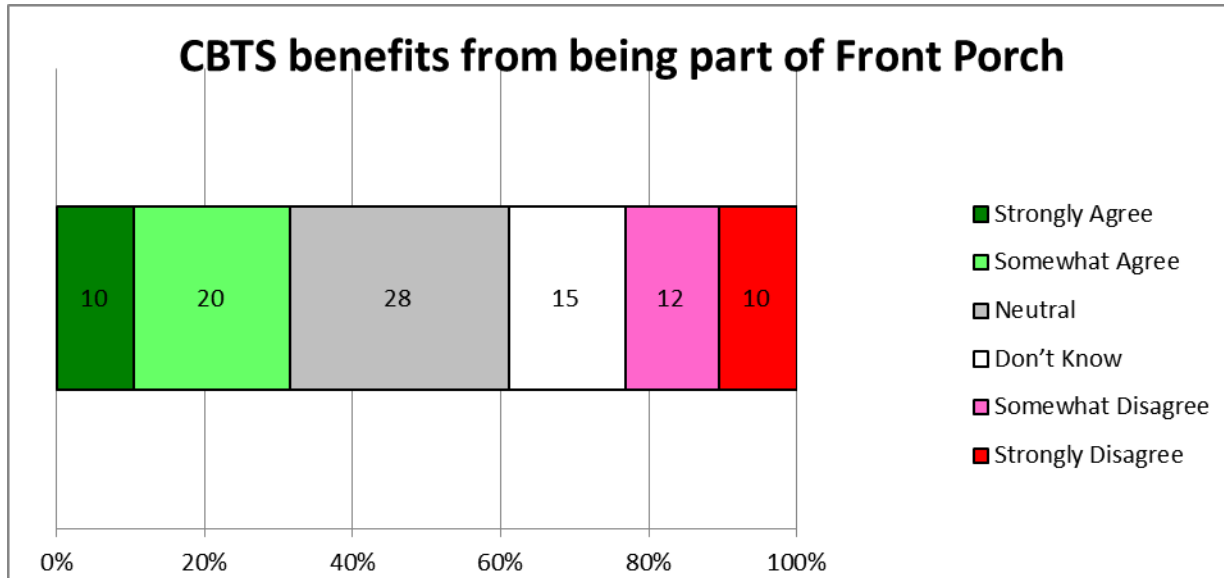
California Lutheran Homes Foundation is a good charity to trust with my donations



Security at CBTS is getting better

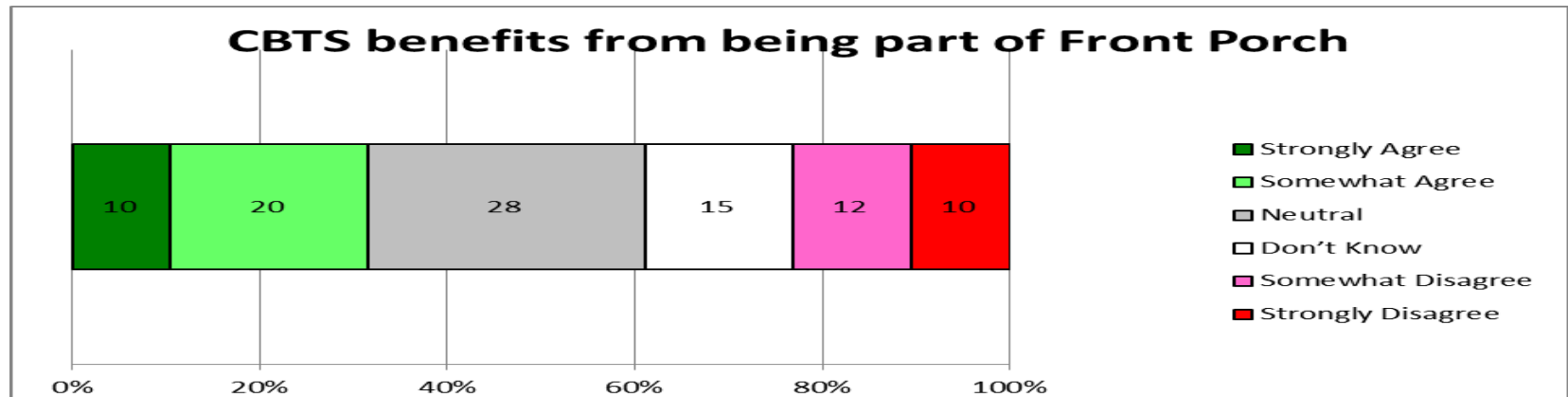


CBTS benefits from being part of Front Porch

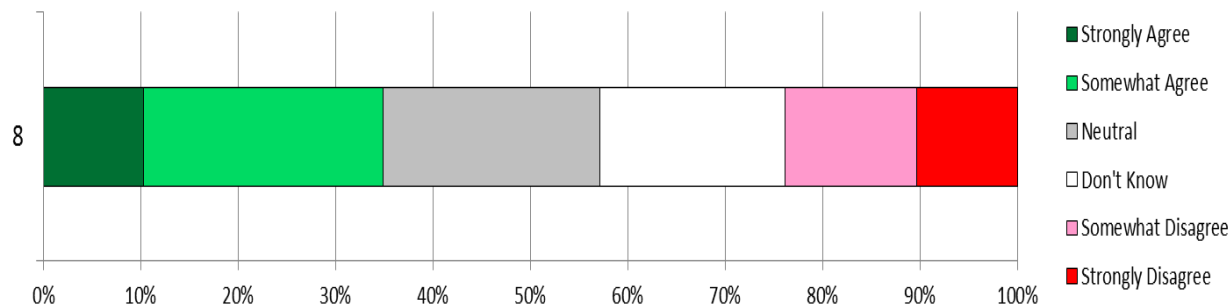


Let's Compare that with the Same Question from Last Year

This Year: 2011

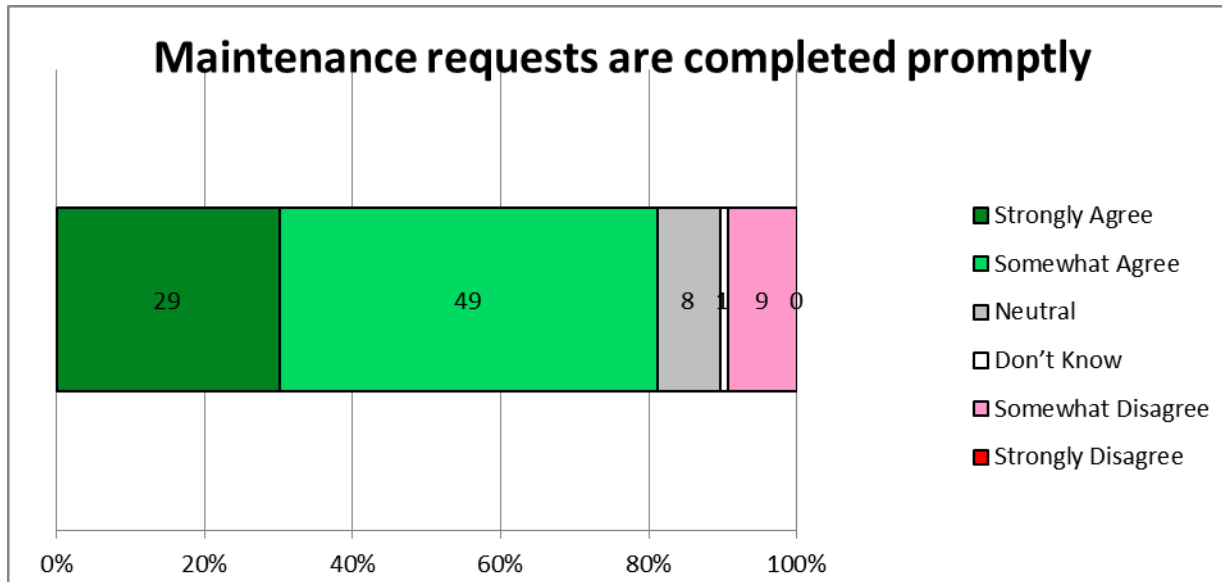


Last Year: 2010



Results are scaled here to facilitate comparison

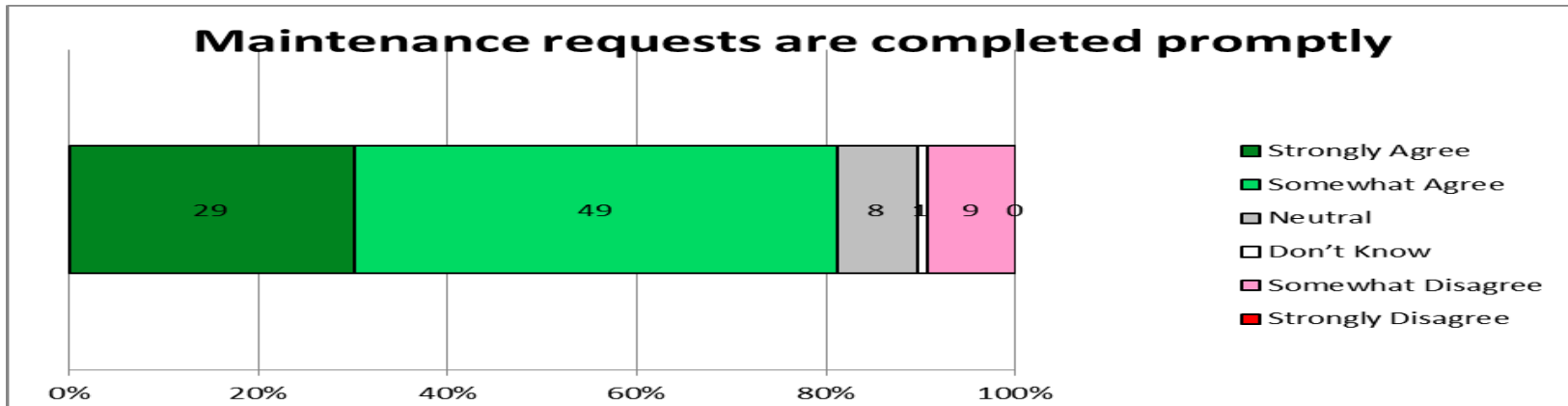
Maintenance requests are completed promptly



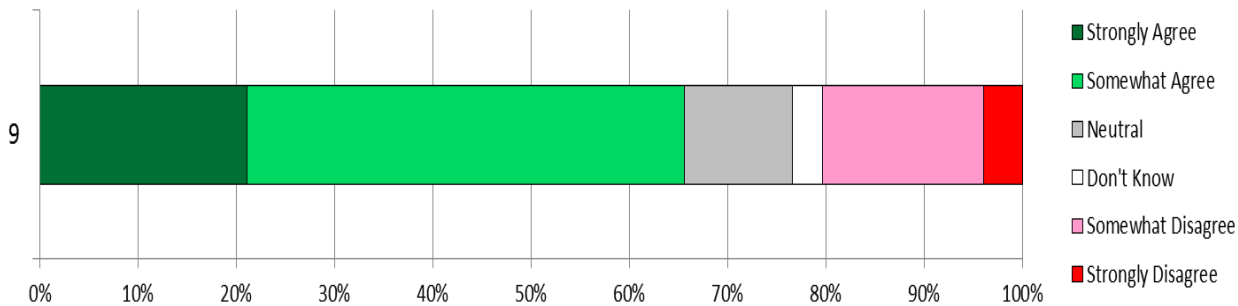
That question, too, compares with last year

This Year: 2011

Maintenance requests are completed promptly

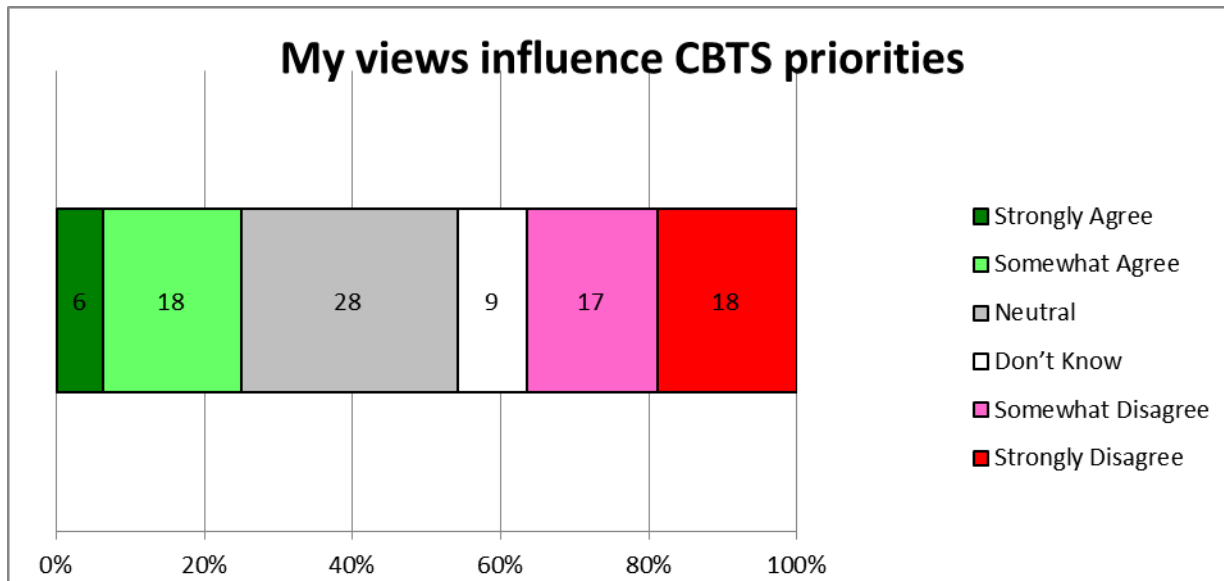


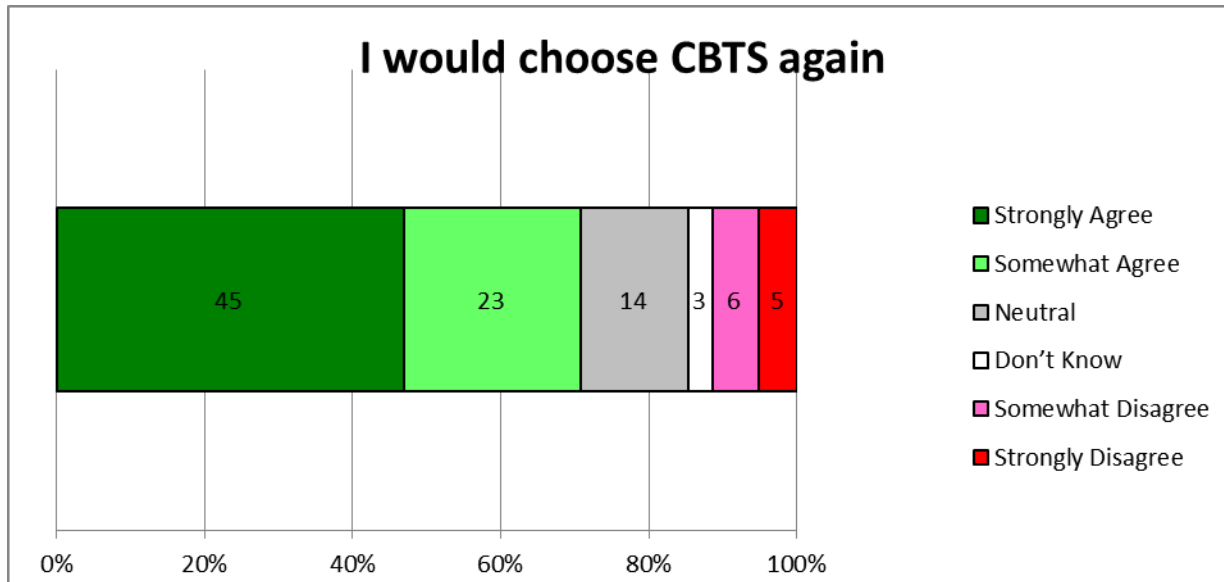
Last Year: 2010



Results are scaled here to facilitate comparison

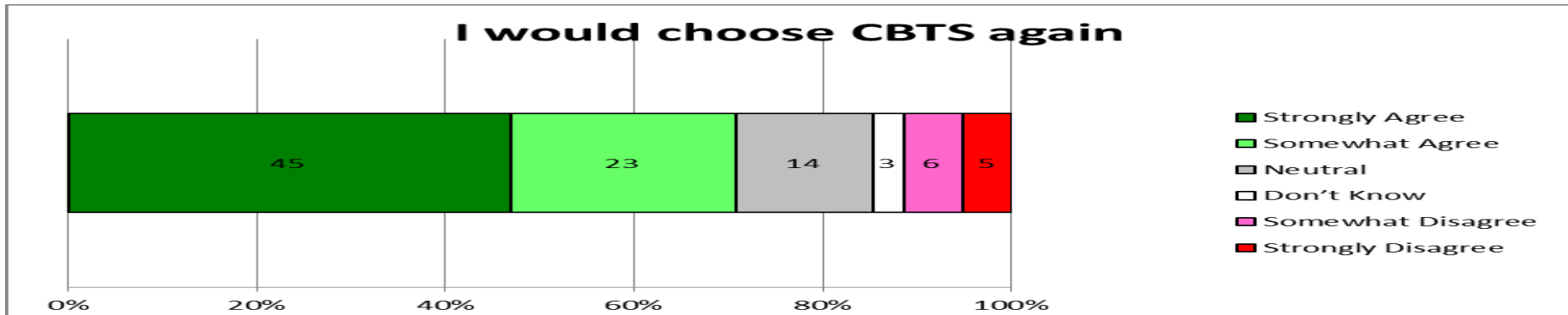






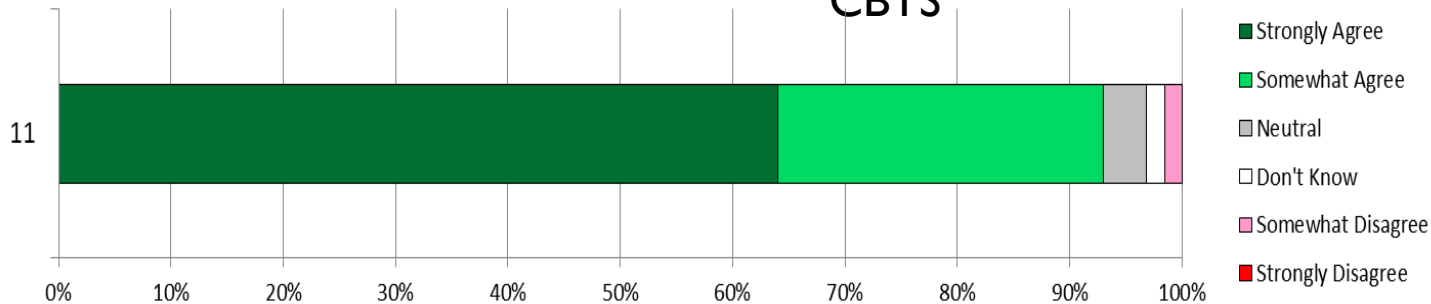
The results are different from a similar question last year

This Year: 2011



Last Year: 2010

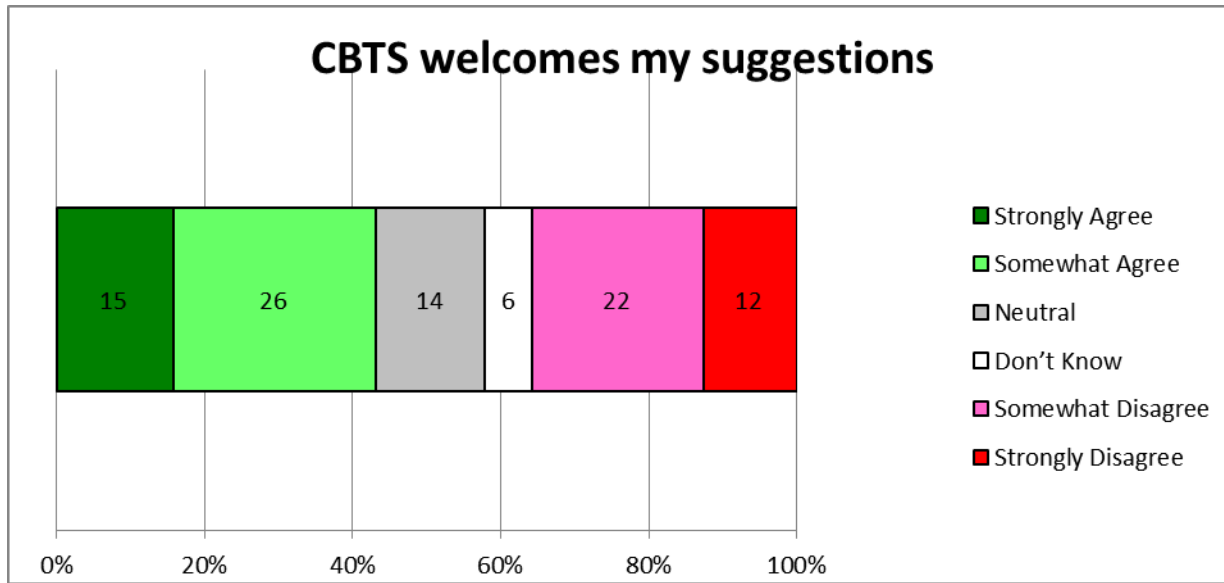
You were overwhelmingly proud to live at
CBTS



Results are scaled here to facilitate comparison

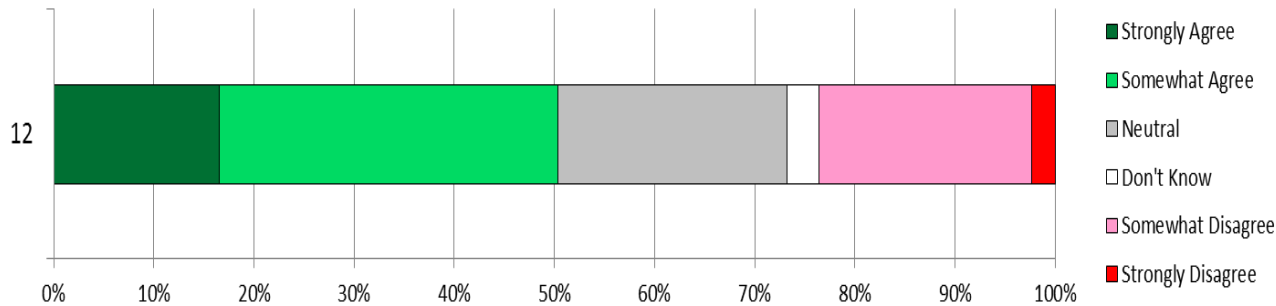


CBTS welcomes my suggestions

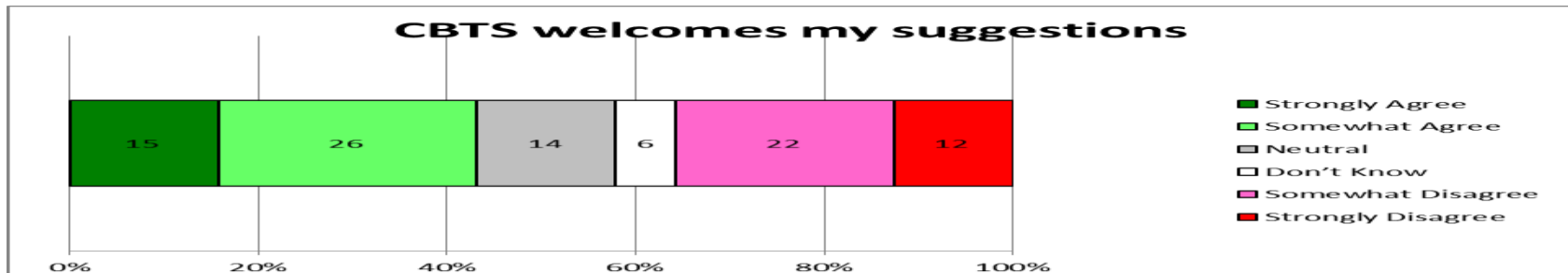
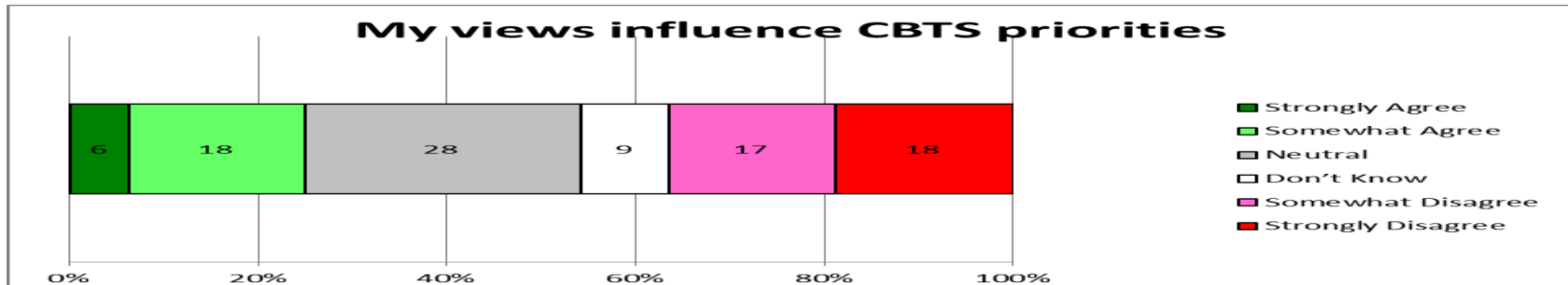


That question compares with others

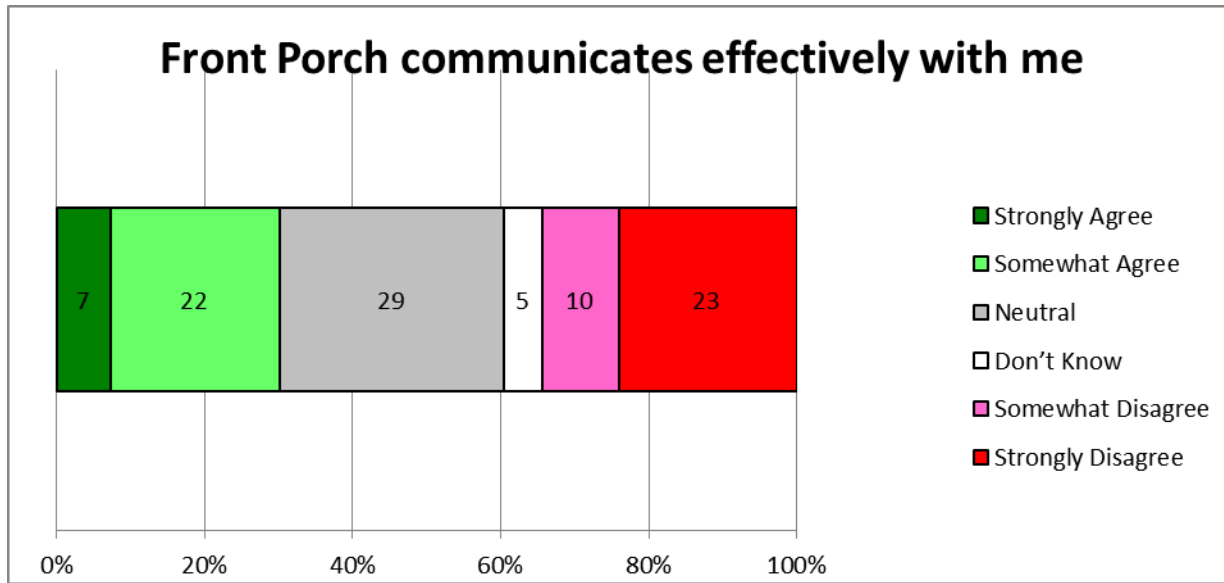
For instance last year you felt as follows about “Management responds promptly to my concerns”

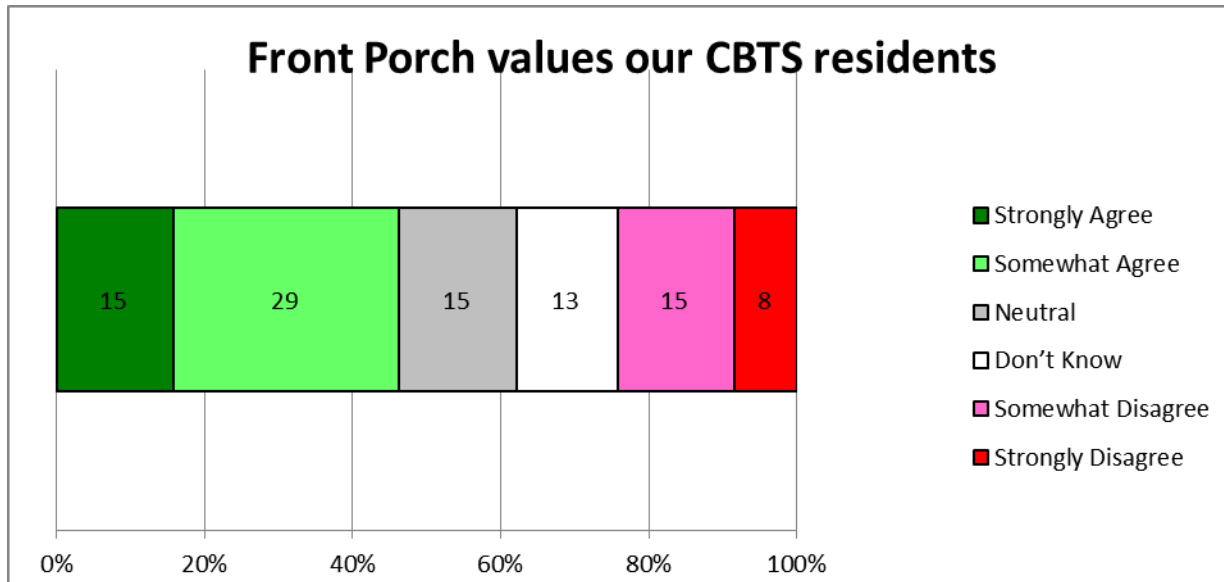


Results are scaled here to facilitate comparison

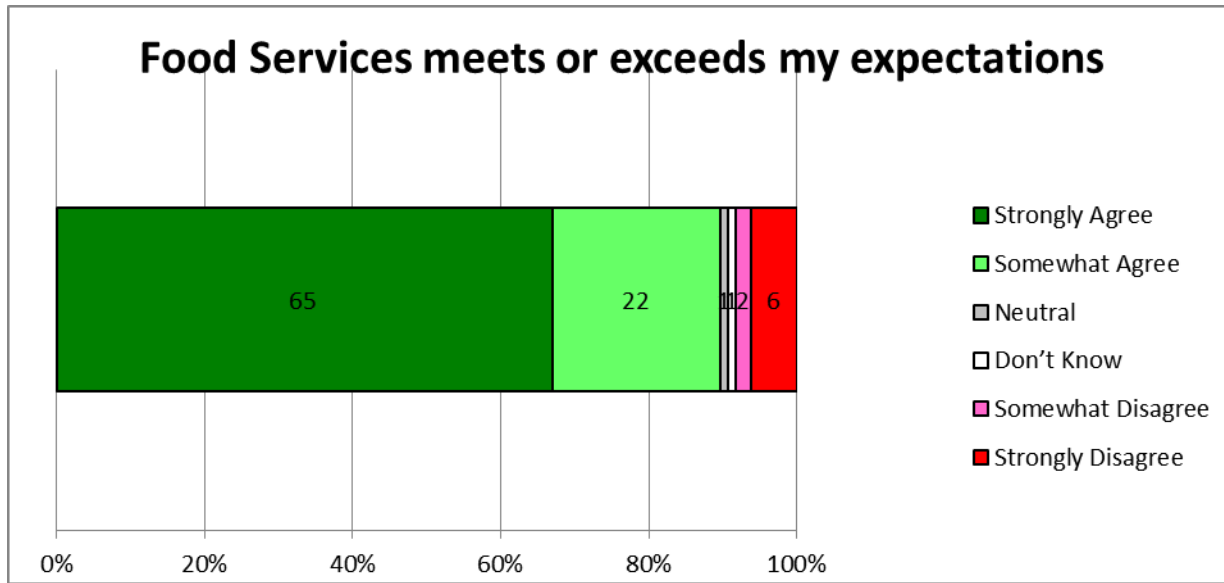


Front Porch communicates effectively with me





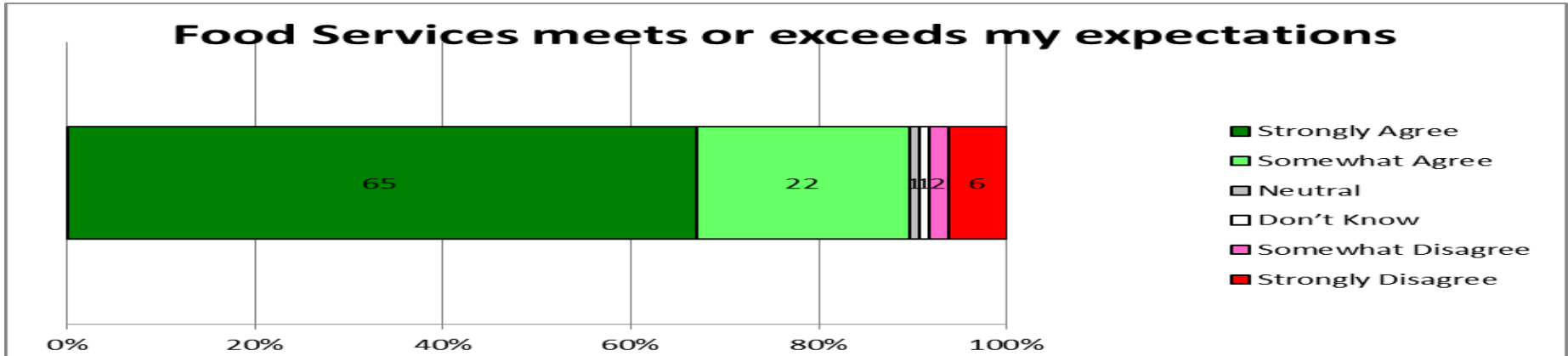
Food Services meets or exceeds my expectations



Let's see how food services compares with last year

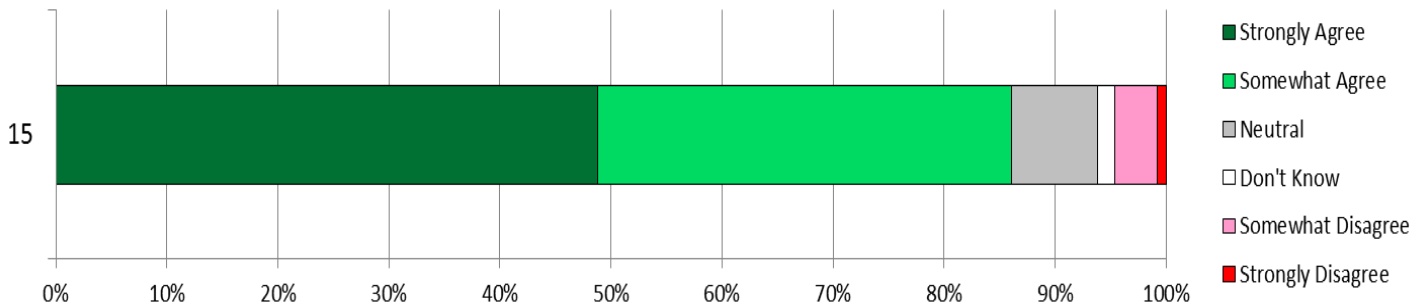
This Year: 2011

Food Services meets or exceeds my expectations



Last Year: 2010

You felt that food services is responsive to residents



Results are scaled here to facilitate comparison



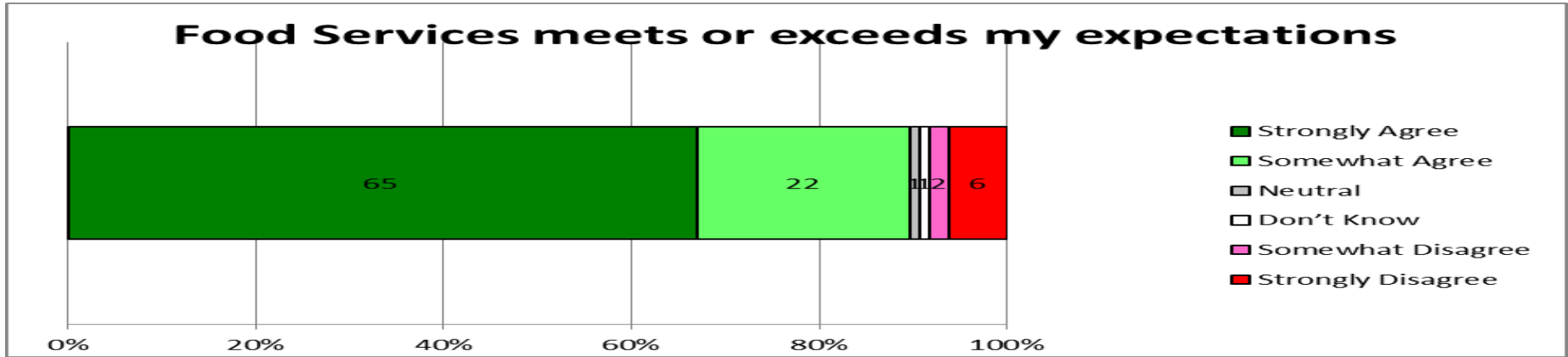
That last slide, the Food Services slide, is indicative of how you feel about CBTS. You like living here even while there are things that you would like to see improved and refined and you think things are getting better.



You like the food and that bears repeating; Notice the improvement from 2010

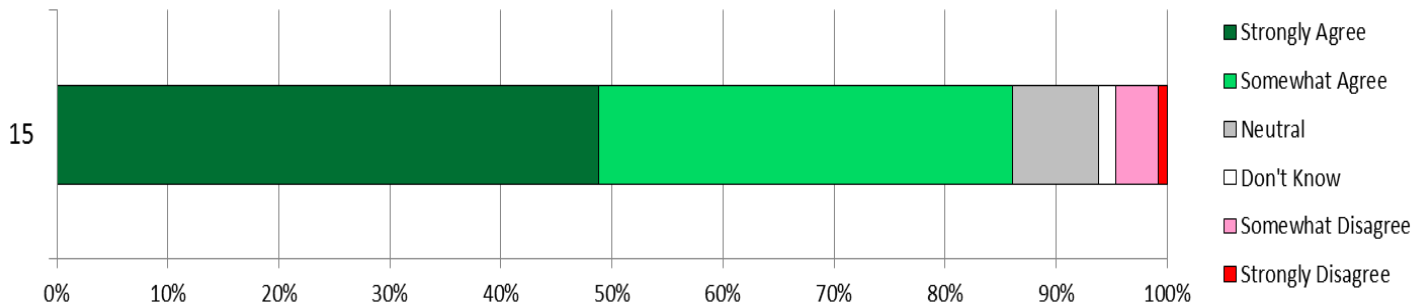
This Year: 2011

Food Services meets or exceeds my expectations



Last Year: 2010

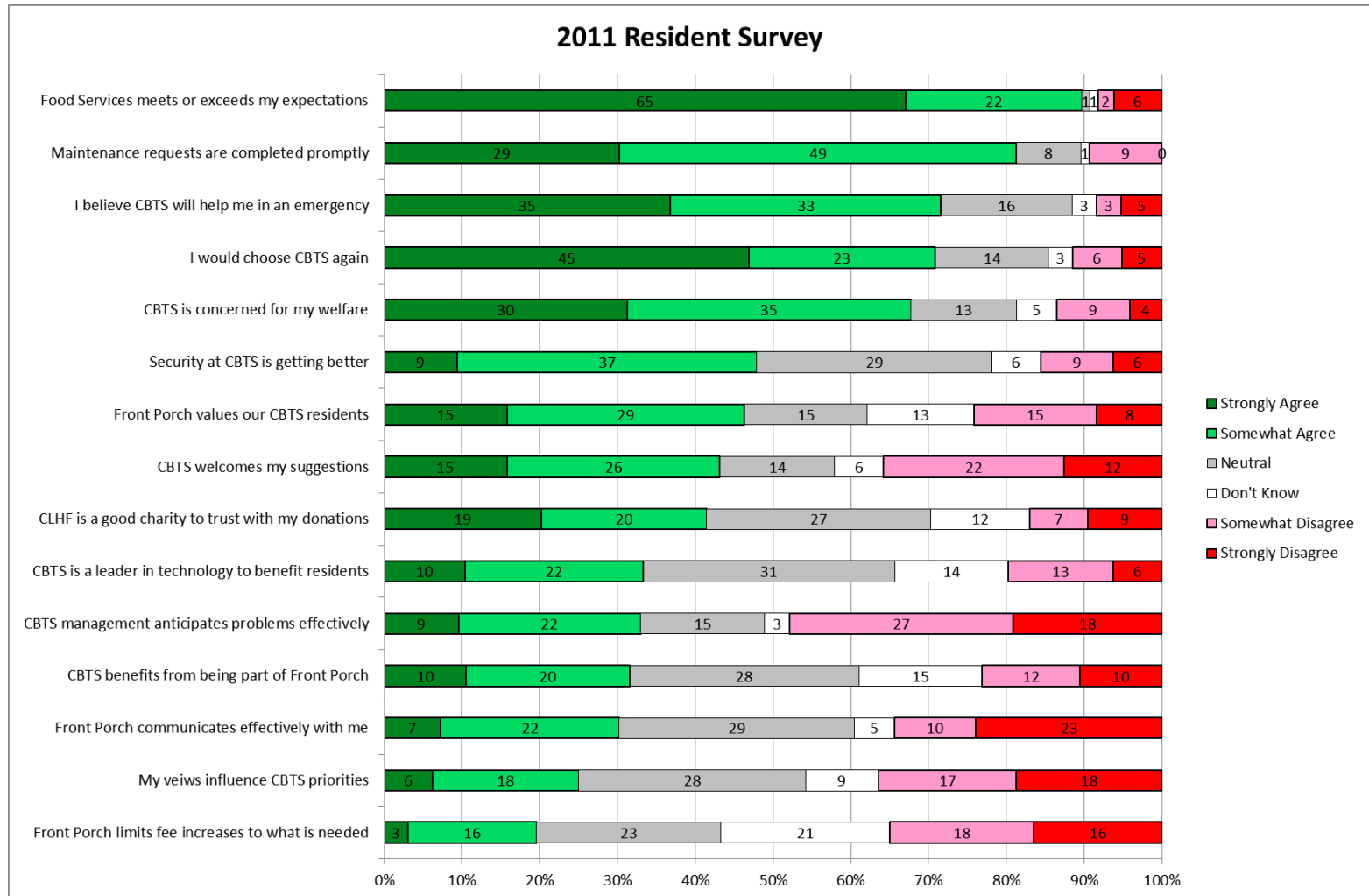
You felt that food services is responsive to residents



Results are scaled here to facilitate comparison



Let's take a last look at the overall picture before we move on



It's mostly green; you like living at CBTS; life here is good and getting better.

We asked about experience

Why?

We asked about experience. Why?

- ▶ Some residents felt that there were untapped resident talents that could help CBTS



We asked about experience. Why?

- ▶ Some residents felt that there were untapped resident talents that could help CBTS
- ▶ It's been unclear how many residents want to be involved as advisors even if they have talent or experience

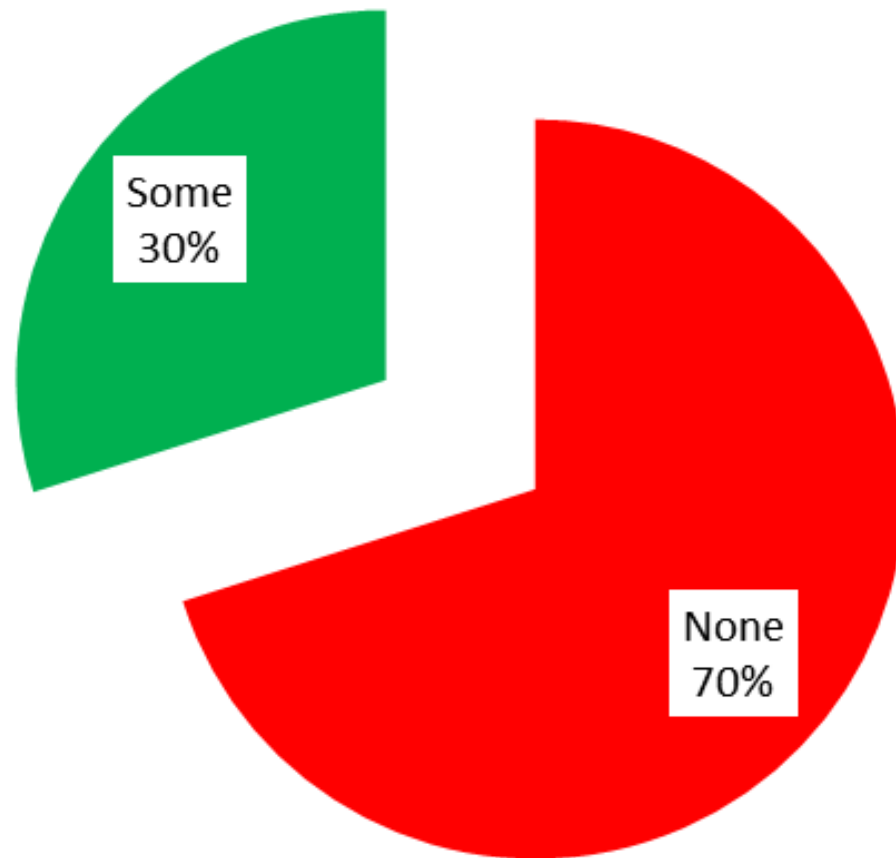


We asked about experience. Why?

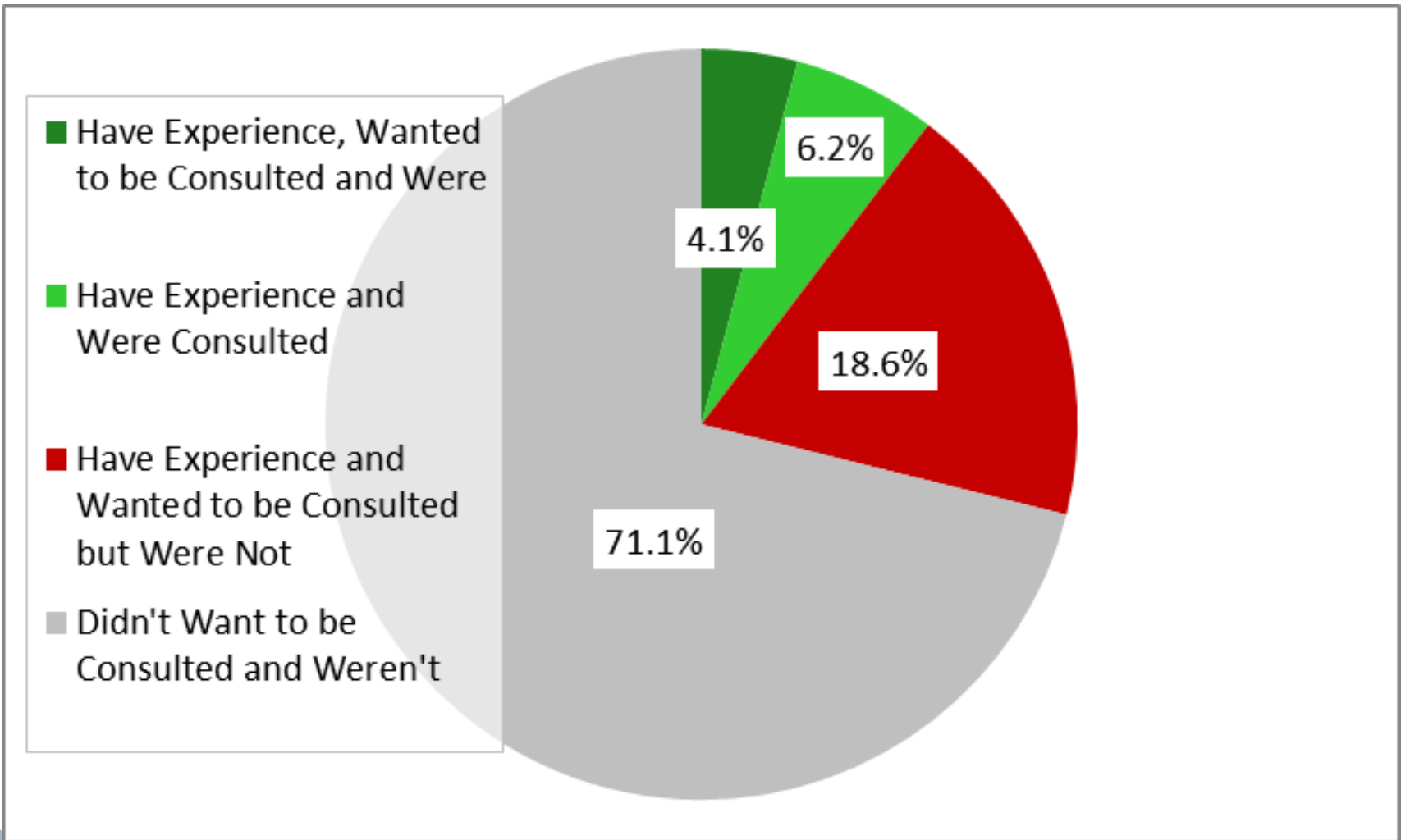
- ▶ Some residents felt that there were untapped resident talents that could help CBTS
- ▶ It's been unclear how many residents want to be involved as advisors even if they have talent or experience
- ▶ We decided we should find out what you think



Most Respondents Left Their Experience Blank

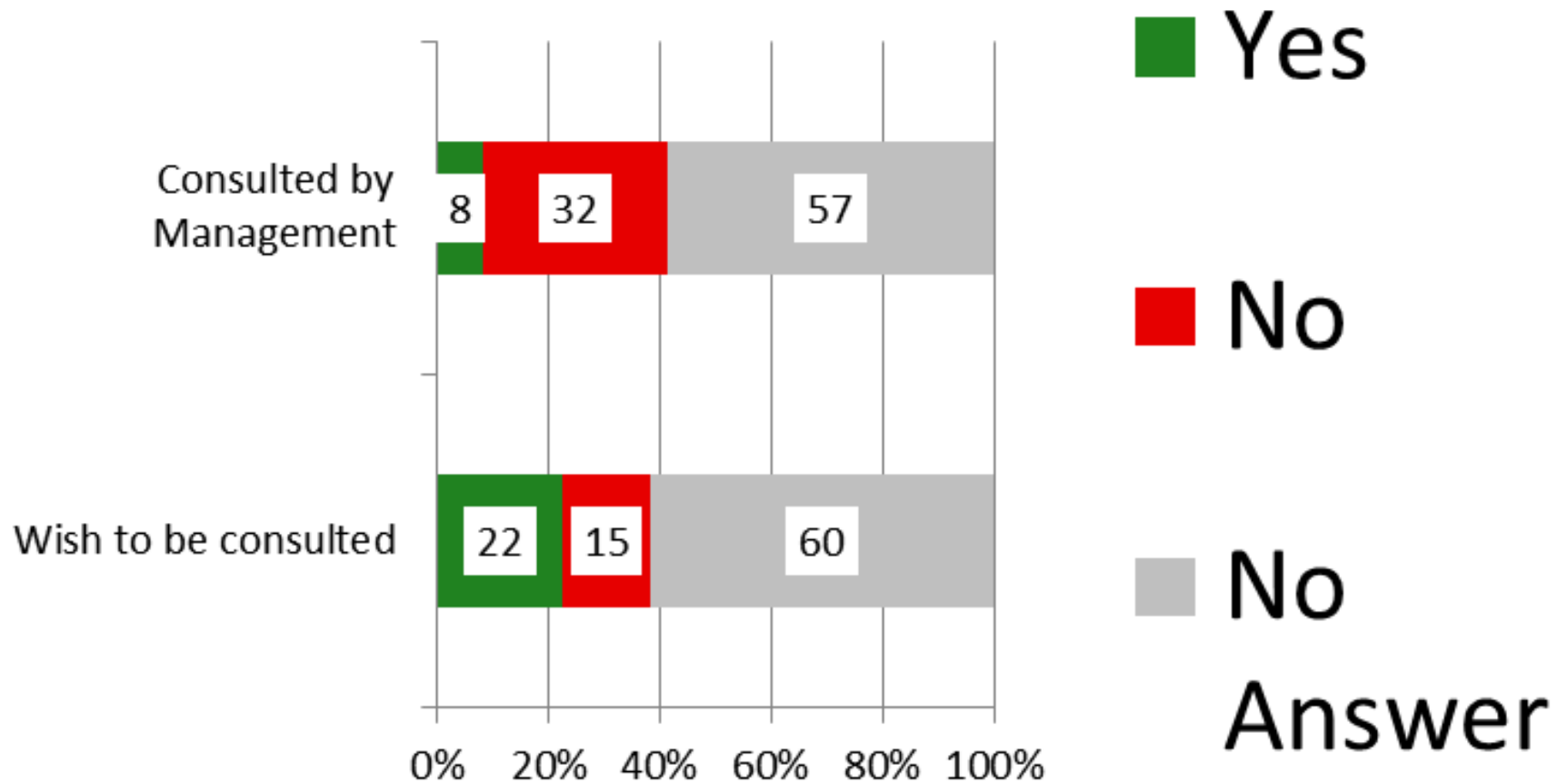


Few Wanted to be Consulted and Few Were Consulted



Here's another way of looking at the comparison

Resident consultation



None of those who did not wish to be consulted listed an experience field



Here are the experiences listed by those who were consulted

- ▶ management, leadership, + Social Services
- ▶ Emergency response

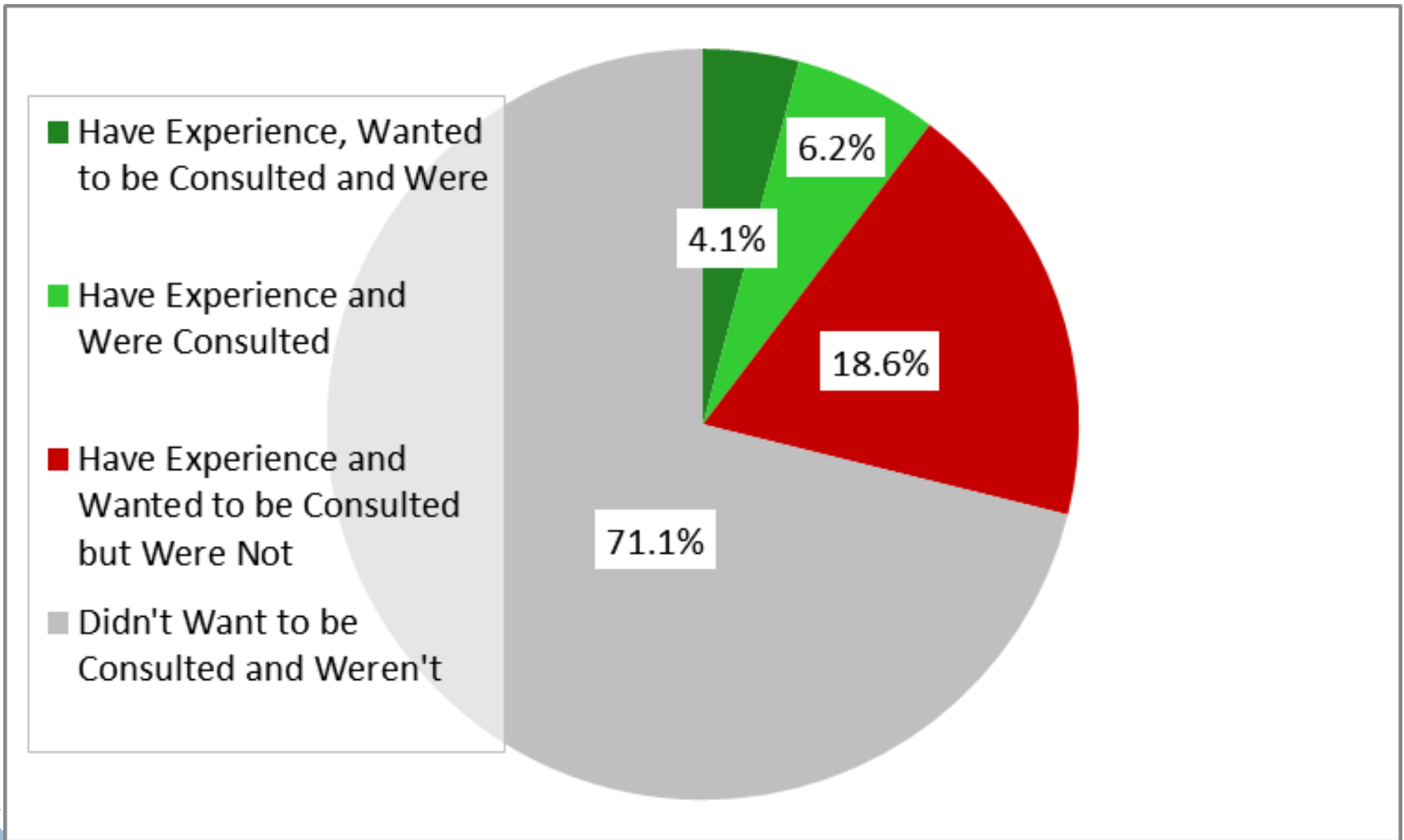


Here are the experiences listed by those who wanted to be consulted but were not

- ▶ business management -photo-framing + art gallery
- ▶ financial
- ▶ analytic/clerical
- ▶ varied
- ▶ new ideas
- ▶ health
- ▶ management of large business
- ▶ investments
- ▶ retail store management
- ▶ Safety



Here's the summary again





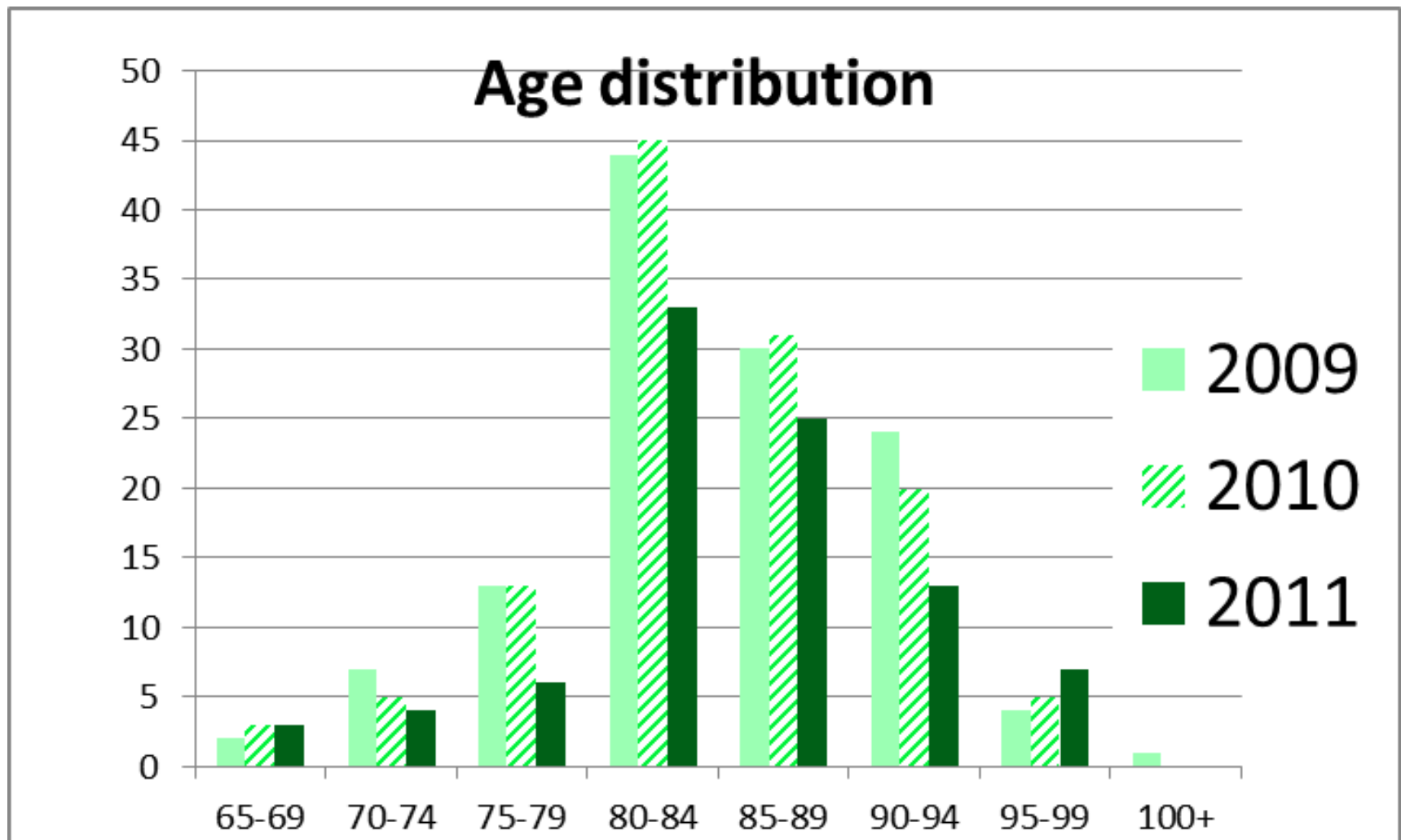
Demographics



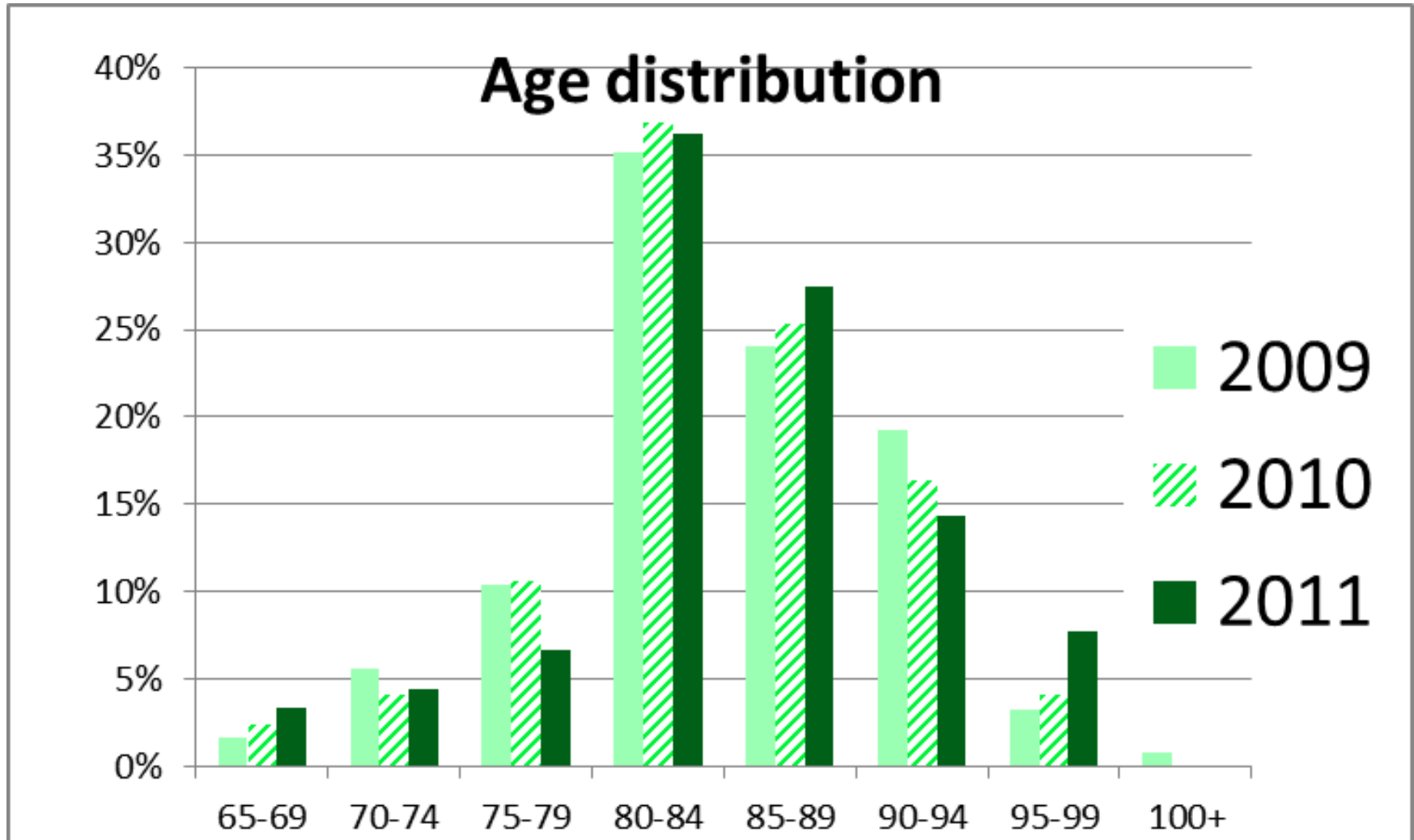
Who are we?

Demographics

Note the drop in all age groups except 95-99 because of the low response rate this year

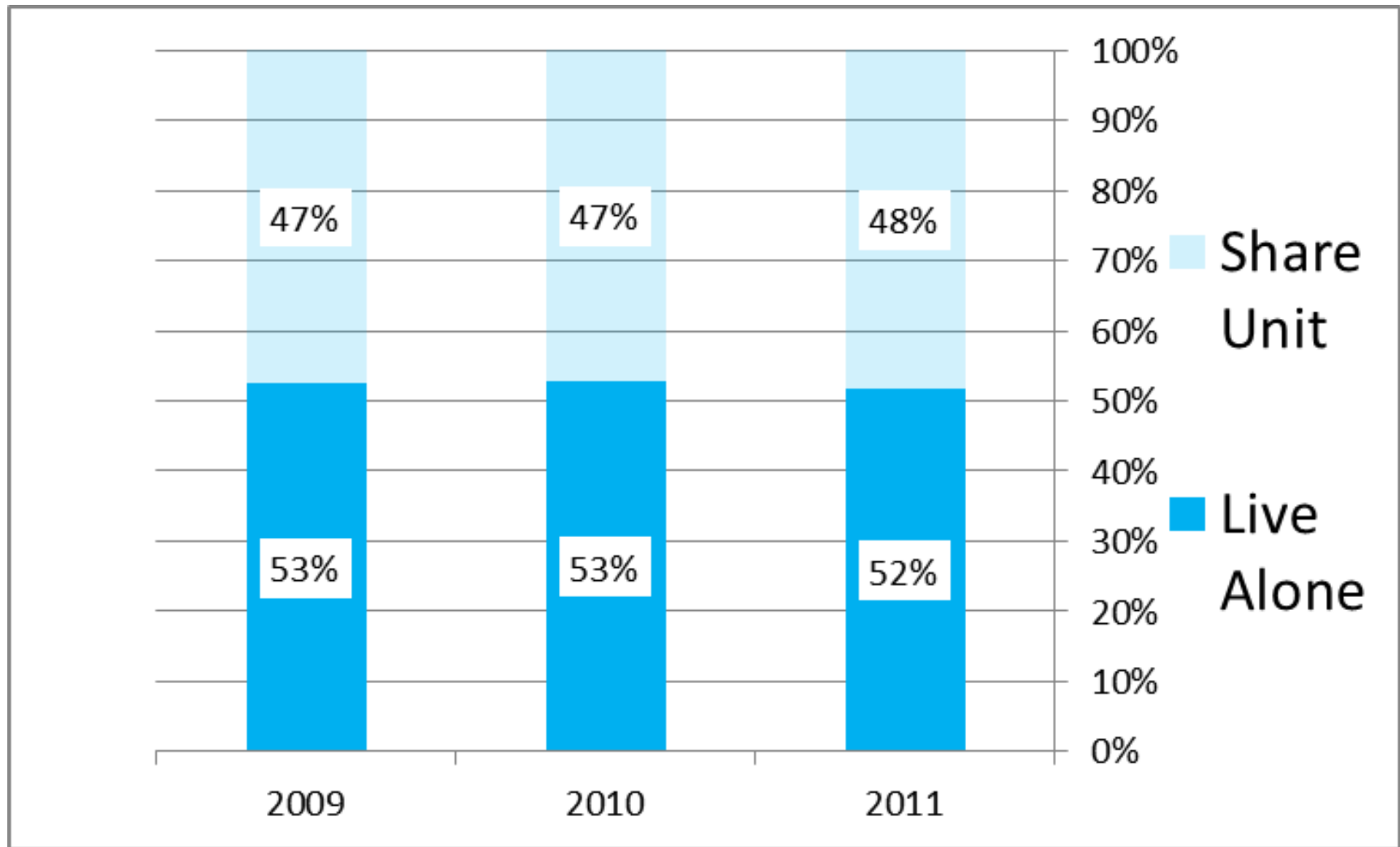


Here is the same distribution, normalized by percentages to eliminate the response rate factor

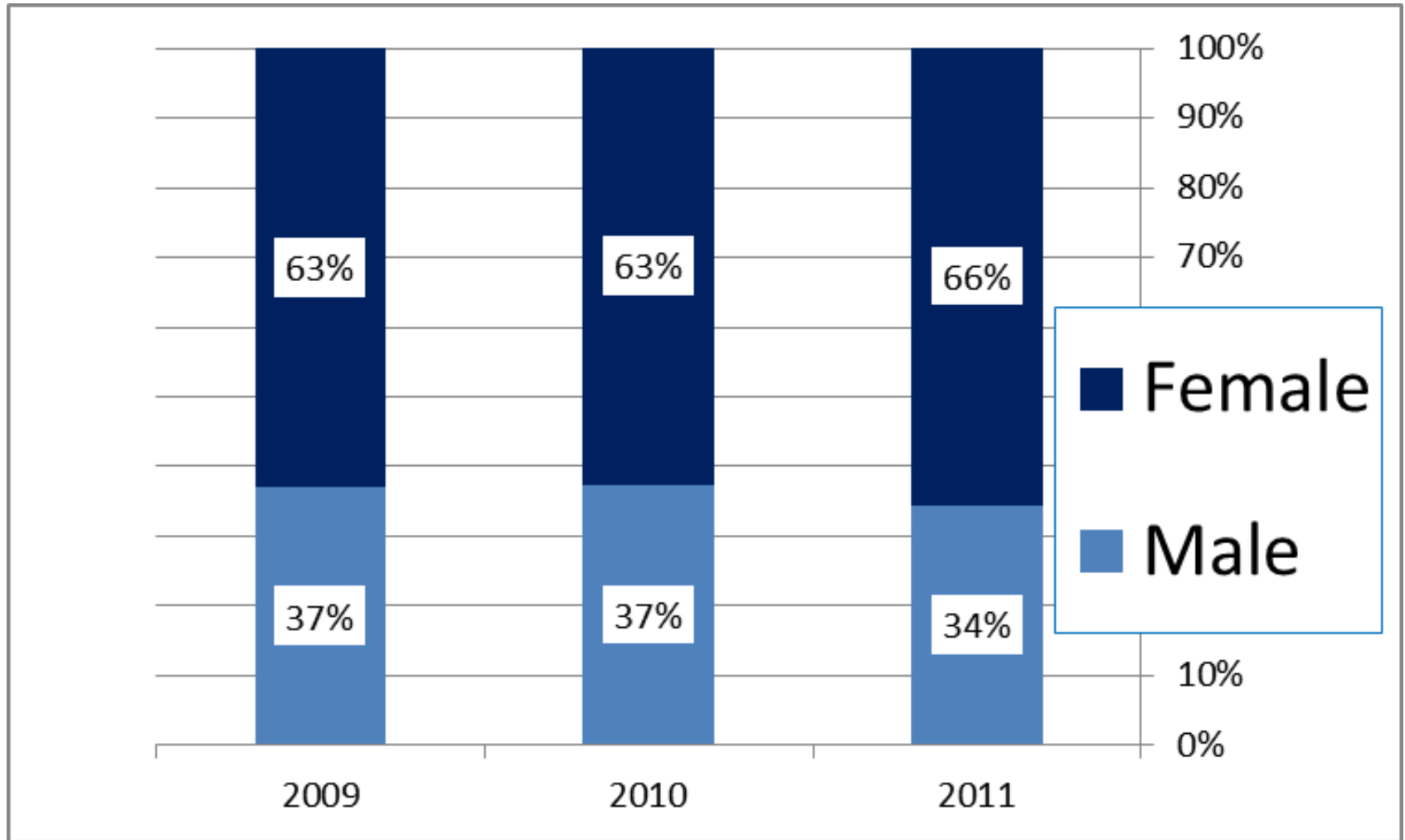


The 95 to 99 age category and the 65 to 69 category are growing

There is little change in the proportion sharing a unit



Women Outnumber Men



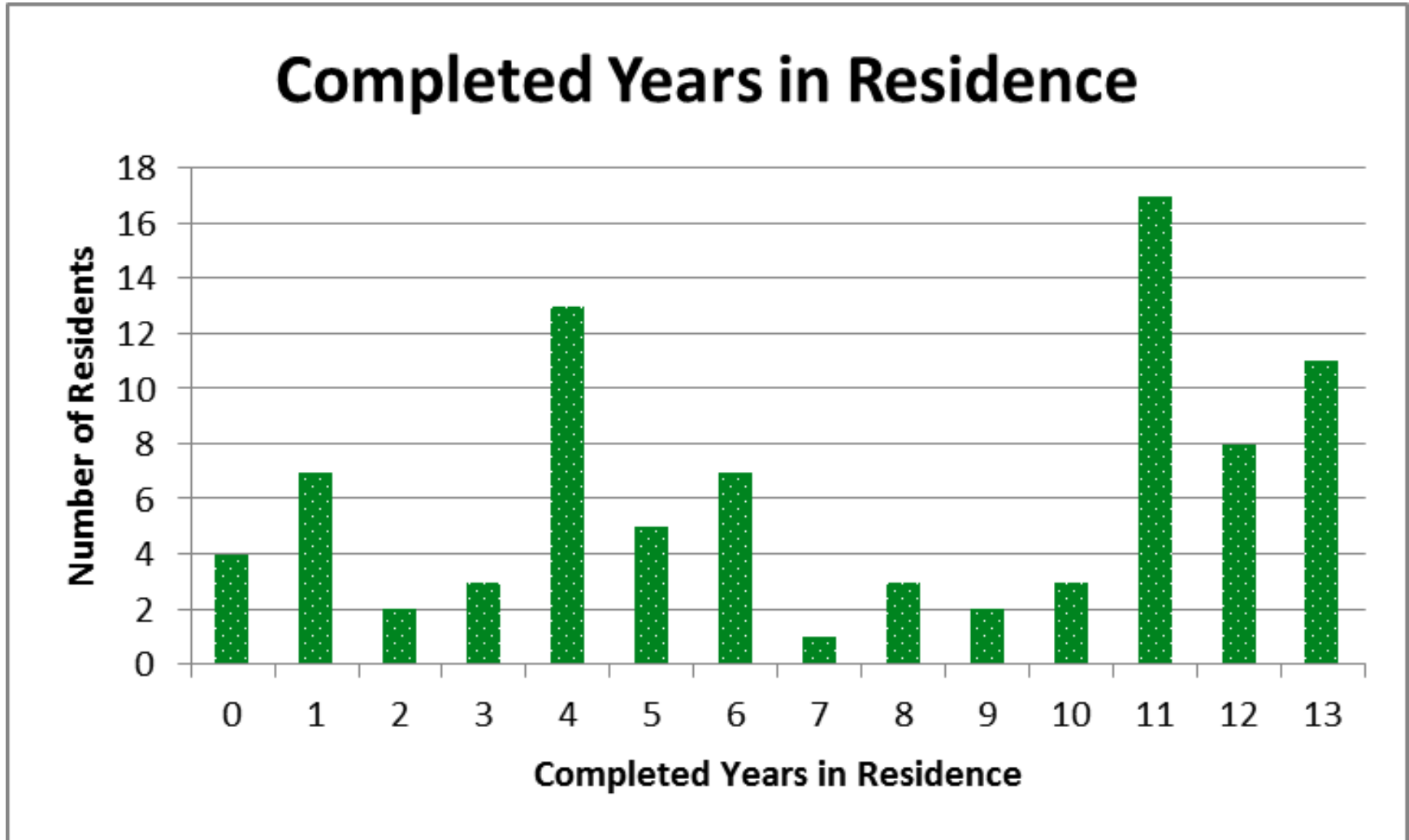


Years in Residence

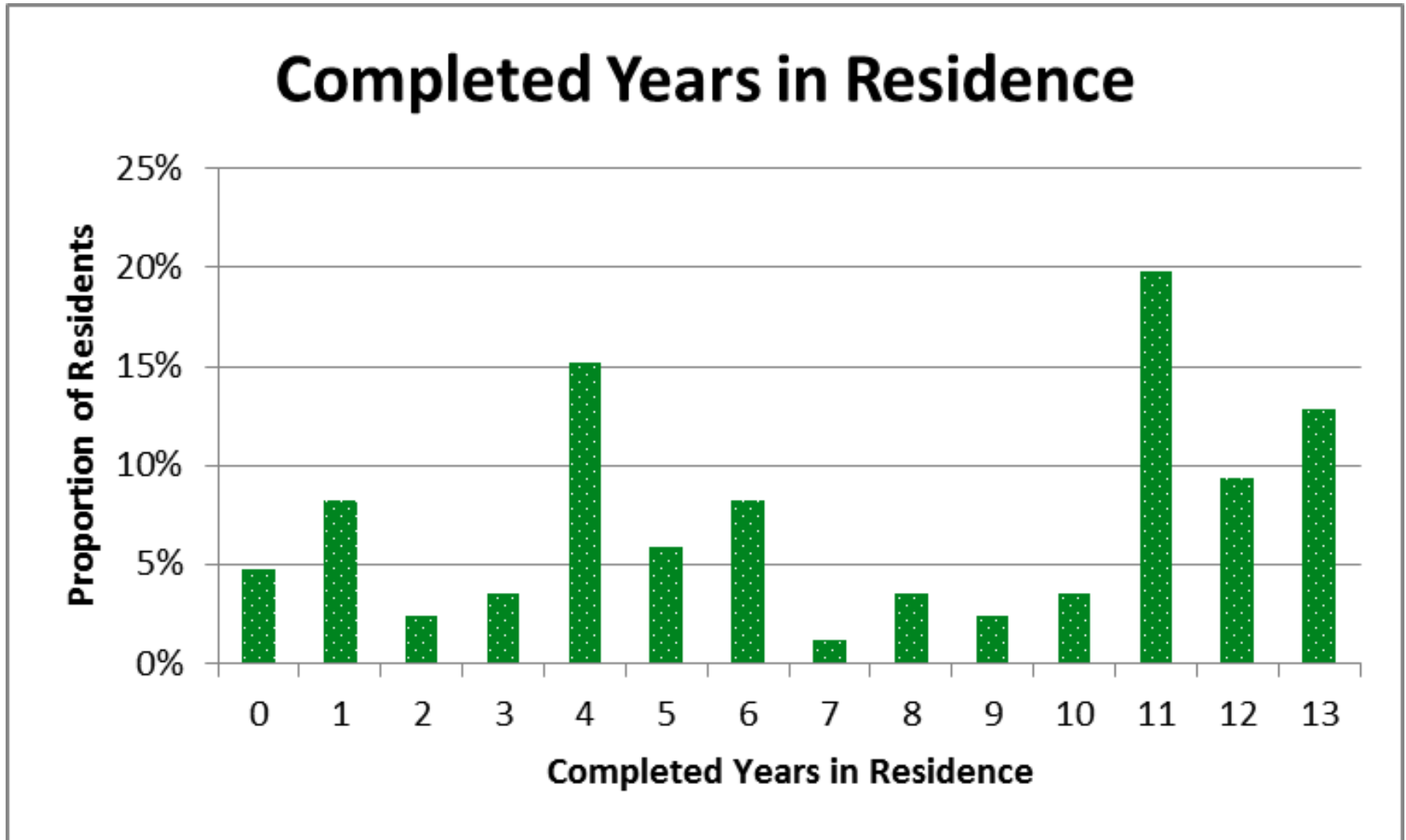


How long have we lived here?

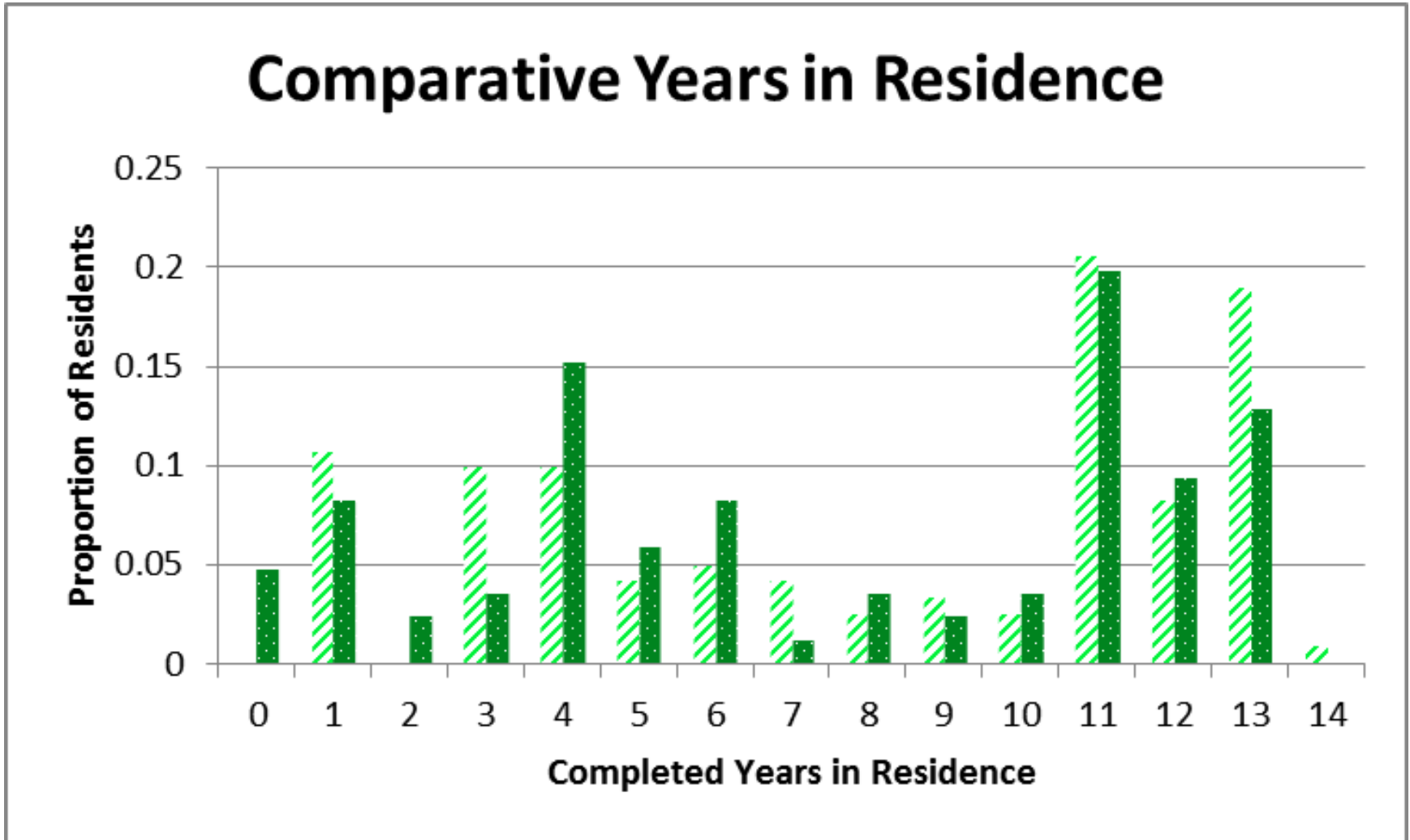
The class of 2007 was a large one and they are well represented among our respondents



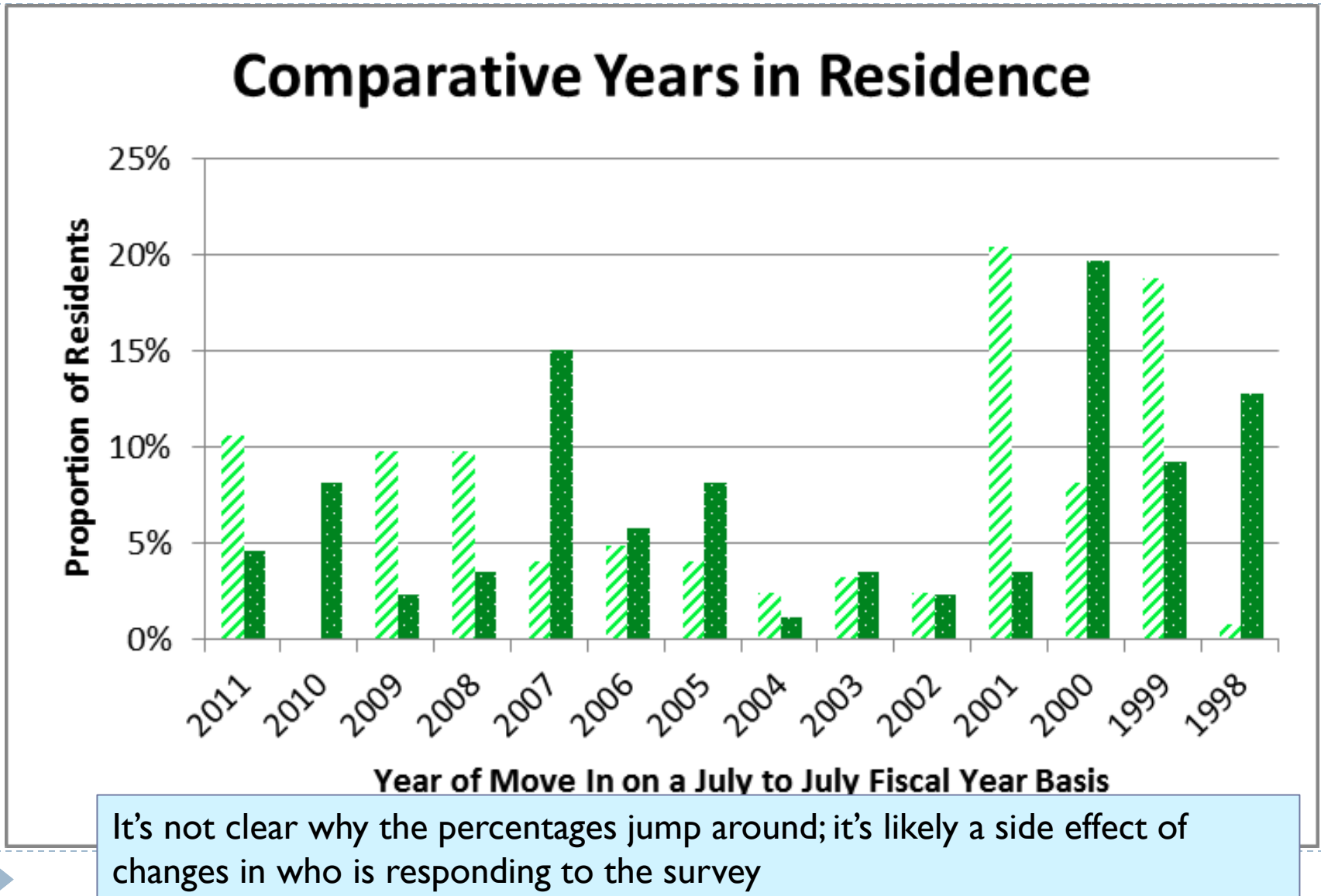
Here's the same data on a percentage basis



Percentage data allow year to year comparisons



But the comparisons are misleading unless we compare by year of move in





Comments



What you said

Some residents wrote in comments

- ▶ One comment makes clear the confusion we caused with the years in residence question... the resident wrote, “resident since opening, 1998 assumed.” We’ll work on that
- ▶ Many comments related to personalities and we have intentionally avoided anything that pointed
- ▶ One resident questioned the diversion of Front Porch funds derived from resident fees to ventures not directly benefiting residents, viz. the Luma venture in Mexico
- ▶ One resident mused, “what would they do without us?”
- ▶ There were several positive comments concerning transportation: “Transportation is very good - drivers are very helpful!” and “The transportation provided is VERY good.”





Conclusions



Food for thought

What Can We Conclude

- ▶ You can draw your own conclusions; this is just to help the thought process



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- ▶ We are happy living at CBTS and want our community to be all that it can be



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- ▶ There remains confusion about the role of Front Porch



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- ▶ We are happy living at CBTS and want our community to be all that it can be
- ▶ There remains confusion about the role of Front Porch
- ▶ A minority of residents would like to be engaged with management and to be consulted on decisions affecting them



What Can We Conclude

- ▶ You can draw your own conclusions; this is just to help the thought process
- ▶ We are happy living at CBTS and want our community to be all that it can be
- ▶ There remains confusion about the role of Front Porch
- ▶ A minority of residents would like to be engaged with management and to be consulted on decisions affecting them
- ▶ Our demographics have stayed the same except that more and more of us are living active, vital lives to advanced ages reaching 95 to 99 and beyond





The End





▶ <http://www.cbtsresidents.com/>