



Resident Survey - Overview & Results

Housing the Force 2025

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Resident Survey - Overview & Results



Survey Details

Distribution:

- 78,283 surveys distributed
- 389 neighborhoods/buildings
- 43 installations

Population:

- FH and UPH Residents living on site at time of launch

100% Online Survey:

- Sent via email or Code Letter with URL and Code
- Email contained survey link
- 3 reminders (to non-responders) 7 days apart

Quality Control:

- Survey link for email and Code Letter was tied to a specific address
- One survey per home



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Survey Details Cont.

Response Rate Goal:

- 20% for Overall Post and Neighborhood

Reporting:

- 100% online
- Available 24 hours after launch
- Online access provided to; Army HDQTRS, Asset Managers, Partners and Post
- Simultaneous report delivery to all

Schedule:

- Project completed on schedule

Secondary Population Surveyed:

- Property Managers
- Garrison Commanders



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Survey Results: Response Rates

Response Rates:

2015: 25.8%

Distributed - 76,277

Received - 19,669

2016: 38.2%

Distributed – 78,283

Received – 29,360

Response Rates:

Improved 47.5%

An increase of 47.5% (12.3 percentage points) from 2015

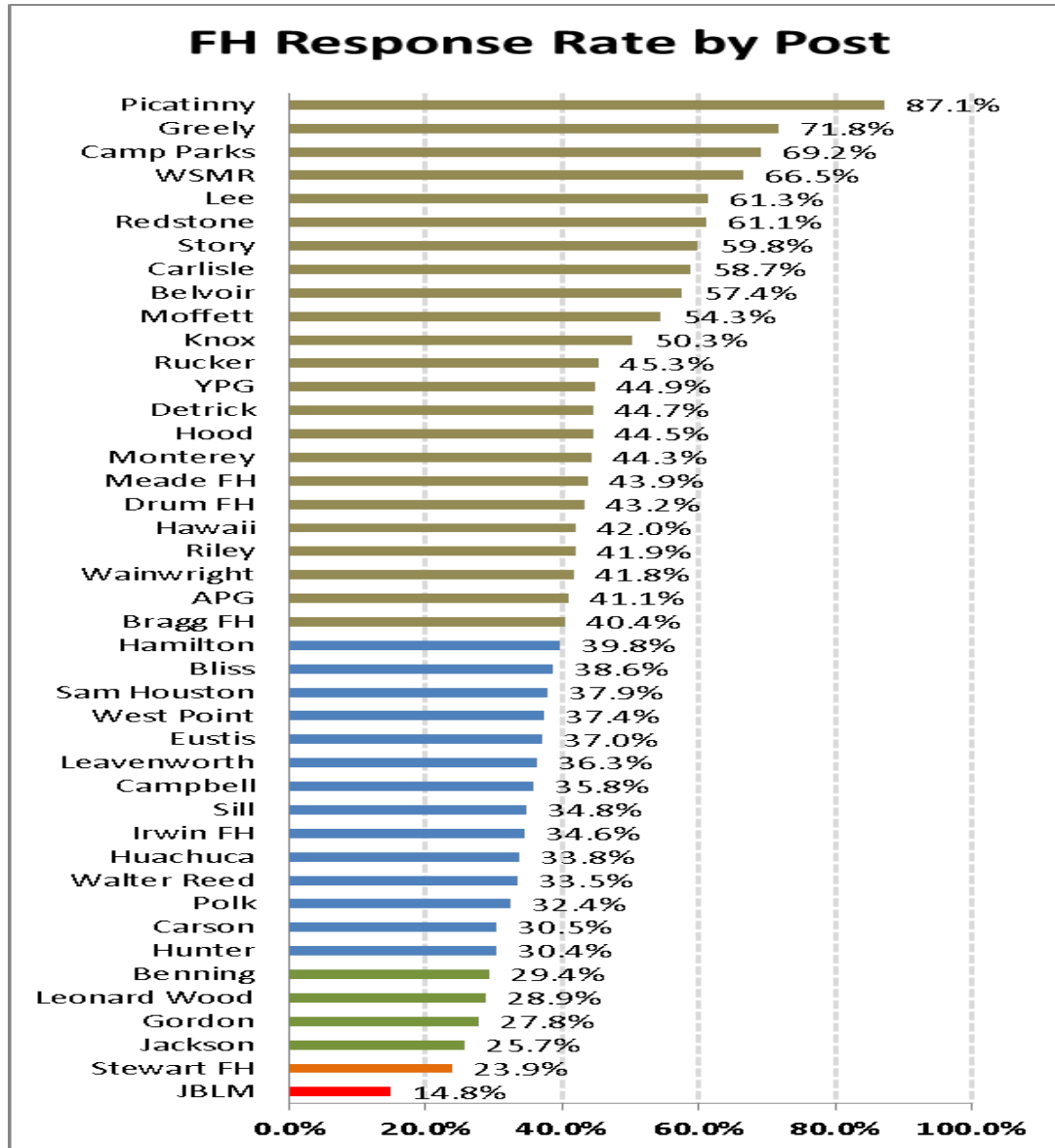
Nearly 10,000 more soldiers' opinions were heard



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Survey Results: Response Rates



More than 50% of the Posts had response rates of 40% or higher.

- Top Ten Ranking Response Rates**
- #1 Picatinny
 - #2 Greely
 - #3 Camp Parks
 - #4 WSMR
 - #5 Lee
 - #6 Redstone
 - #7 Story
 - #8 Carlisle
 - #9 Belvoir
 - #10 Moffett



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Survey Results: Survey Highlights

Army RCI Housing Posts/Partners made significant strides in 2016.

- **39** out of **43** Posts **increased Service Score**
- **All Partners** increased Service Scores for their Combined Portfolio.
- **48% reduction** in poor performers from 2015 baseline survey.
- Decrease in neighborhoods with "alert status" from 114 in 2015 to 59 in 2016.
- **65.8%** of the surveyed neighborhoods **increased scores from 2015.**
- 23.9% of the Army RCI Housing Portfolio achieved awards.

Based on the level of increases within ALL Satisfaction Indexes, residents' responses indicate an acknowledgment of service improvement.



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Survey Results: Overall Results

Metric	Overall Army RCI Housing 2016	Overall Army RCI Housing 2015	Var.	All Military (Other than Army)	Var. (Army 2016 Ver. All Military)
Overall Score	79.9	77.7	2.2	82.6	-2.7
Property Score	78.3	76.0	2.3	81.8	-3.5
Service Score	81.1	79.0	2.1	83.1	-2.0
1 - Readiness to Solve Problems	82.2	80.2	2.0	83.5	-1.3
2 - Responsiveness & Follow-Through	77.5	75.2	2.3	79.9	-2.4
3 - Property Appearance & Condition	78.8	76.7	2.1	82.2	-3.4
4 - Quality of Management Services	80.1	77.2	2.9	82.1	-2.0
5 - Quality of Leasing	86.1	84.1	2.0	87.0	-0.9
6 - Quality of Maintenance	83.8	82.3	1.5	81.0	2.8
7 - Property Rating	77.4	75.0	2.4	82.6	-5.2
8 - Relationship Rating	80.4	77.8	2.6	77.9	2.5
9 - Renewal Intention	73.2	70.2	3.0	85.7	-12.5

- Army increased in all Satisfaction Indexes
- Army exceeded “All Military” for Quality of Maintenance (2.8 points) and Relationship Rating (2.5)



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Survey Results: High and Low Scoring Questions

Top 5 Scoring Questions 2016 - 2015		
Question	2016	2015
Courtesy of maintenance personnel	91.3	90.4
Professionalism with which you were treated	89.1	87.3
Location	88.3	86.5
Courtesy and respect with which you are treated	87.2	85.0
Ease of the leasing process	87.0	85.1
Average Score for Top 5	88.6	86.9

Bottom 5 Scoring Questions 2016 - 2015		
Question	2016	2015
Size of housing compared to off post housing	72.7	69.4
Visitor parking	71.1	67.9
Landscaping (immediate area around your home)	69.8	66.9
Compared to other communities that I have lived in, this is the best managed	67.8	64.8
Value of home compared to the monthly payment	62.6	58.5
Average Score for Bottom 5	68.8	65.5

- Top 5 Questions were the same questions for 2015 and 2016
- Highest Question Average - Increased by 1.7
- Lowest Question Average - Increased by 3.3



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Survey Results – Top Ten Rankings

Overall	Property	Service
#1 Greely	#1 Carlisle	#1 Greely
#2 Picatinny	#2 Picatinny	#2 Picatinny
#3 Carlisle	#3 Greely	#3 Knox
#4 Rucker	#4 Redstone	#4 Yuma PG
#5 Huachuca	#5 Huachuca	#5 Rucker
#6 Yuma PG	#6 Aberdeen PG	#6 Carlisle (Tie)
#7 Redstone	#7 Riley	#6 Huachuca (Tie)
#8 Knox	#8 Rucker	#8 Drum
# 9 Sill	#9 WSMR	# 9 Sill
#10 Aberdeen PG	#10 Sill (Tie)	#10 Redstone
#10 Riley	#10 Detrick (Tie)	#13 Aberdeen PG
	#13 Knox	#14 Riley
	#14 Yuma PG	

Color Key
BBC
Corvias
Hunt
Lend Lease
Michaels



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Survey Results: Service Score Outstanding

Service Score: Rated "Outstanding" for 2016							
Post	Partner	2016 Svc	2015 Svc	Var	2016 Rating	2015 Rating	Awards
Greely	Lend Lease	92.9	84.8	8.1	Outstanding	Very Good	Award
Picatinny	BBC	89.9	77.6	12.3	Outstanding	Good	Award
Knox	Lend Lease	88.8	87.8	1.0	Outstanding	Outstanding	Award
Yuma PG	Michaels	88.7	82.7	6.0	Outstanding	Very Good	Award
Rucker	Corvias	88.5	89.3	(0.8)	Outstanding	Outstanding	Award
Carlisle Barracks	BBC	88.0	81.3	6.7	Outstanding	Very Good	Award
Huachuca	Michaels	88.0	86.8	1.2	Outstanding	Outstanding	Award
Drum FH	Lend Lease	86.0	84.0	2.0	Outstanding	Very Good	Award
Sill	Corvias	85.8	82.3	3.5	Outstanding	Very Good	Award
Redstone	Hunt	85.6	77.5	8.1	Outstanding	Good	Award
Wainwright	Lend Lease	85.5	77.9	7.6	Outstanding	Good	Award
Lee	Hunt	85.1	82.7	2.4	Outstanding	Very Good	Award

- **Picatinny** 12.3 increase. Moved from "Good" to "Outstanding."
- **Redstone** 8.1 increase. Moved from "Good" to "Outstanding."
- **Greely** 8.1 Increase. Moved from "Very Good" to "Outstanding."
- **Wainwright** 7.6 Increase. Moved from "Good" to "Outstanding."



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Survey Results: Very Good and Good

Service Score: Rated "Very Good" or "Good" for 2016						
Post	Partner	2016 Svc	2015 Svc	Var	2016 Rating	2015 Rating
APG	Corvias	84.8	79.7	5.1	Very Good	Good
Polk	Corvias	84.2	82.5	1.7	Very Good	Very Good
Riley	Corvias	84.2	82.3	1.9	Very Good	Very Good
Camp Parks	Clark	84.1	72.6	11.5	Very Good	Average
Story	BBC	84.1	78.9	5.2	Very Good	Good
WSMR	BBC	83.2	80.3	2.9	Very Good	Very Good
Hood	Lend Lease	82.3	78.8	3.5	Very Good	Good
Sam Houston	Lincoln-SH	82.0	74.3	7.7	Very Good	Average
Hawaii	Lend Lease	81.7	79.9	1.8	Very Good	Good
Bragg FH	Corvias	81.4	83.5	(2.1)	Very Good	Very Good
Benning	Clark	81.2	78.8	2.4	Very Good	Good
Jackson	BBC	81.2	79.2	2.0	Very Good	Good
Campbell	Lend Lease	81.0	81.8	(0.8)	Very Good	Very Good
Leavenworth	Michaels	81.0	77.1	3.9	Very Good	Good
Irwin FH	Clark	80.9	69.5	11.4	Very Good	Below Average
Belvoir	Clark	80.5	78.2	2.3	Very Good	Good
Monterey	Clark	80.2	77.6	2.6	Very Good	Good
Meade FH	Corvias	79.2	78.1	1.1	Good	Good
Hamilton	BBC	78.5	70.7	7.8	Good	Average
Detrick	BBC	77.5	74.7	2.8	Good	Average
JBLM	Lincoln-JBLM	77.1	76.8	0.3	Good	Good
Hunter AA	BBC	76.2	73.9	2.3	Good	Average
Leonard Wood	BBC	75.8	76.4	(0.6)	Good	Good

- **Camp Parks** 11.5 increase. Moved from "Average" to "Very Good."
- **Irwin** 11.4 increase. Moved from "Below Average" to "Very Good."
- **Hamilton** 7.8 increase. Moved from "Average" to "Good."
- **Sam Houston** 7.7 increase. Moved from "Average" to "Very Good."



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Survey Results: Average or Below

Service Score: Rated "Average" or below for 2016	
Post	Var
Gordon	6.6
Bliss	2.6
Carson	3.9
Moffett	1.4
Stewart FH	3.9
West Point	1.0
Walter Reed	10.4
Eustis	2.1

- Service Score improved in 100% of these Posts.
- **Walter Reed** 10.4 increase
- **Gordon** 6.6 increase
- **Carson** 3.9 increase

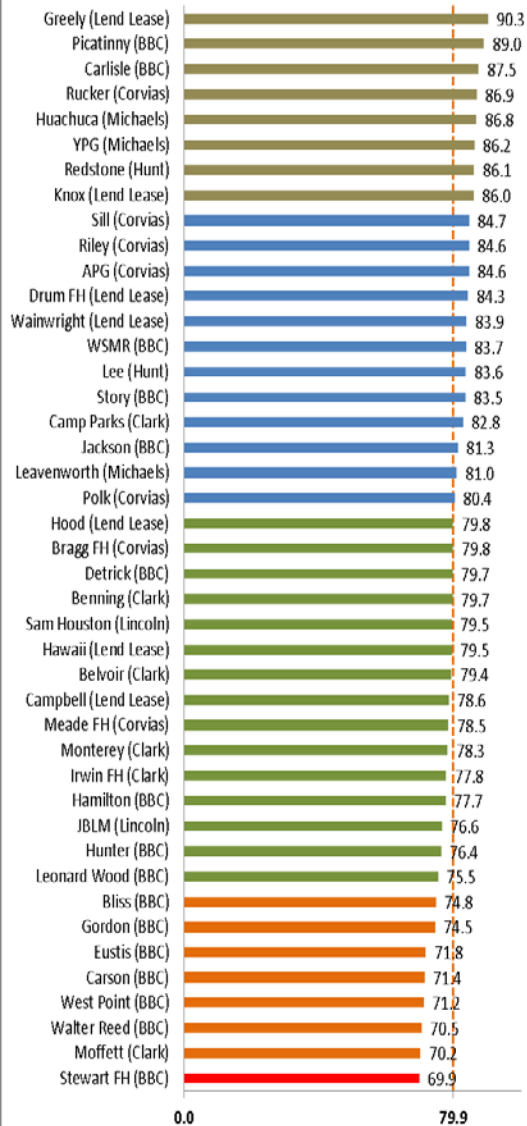


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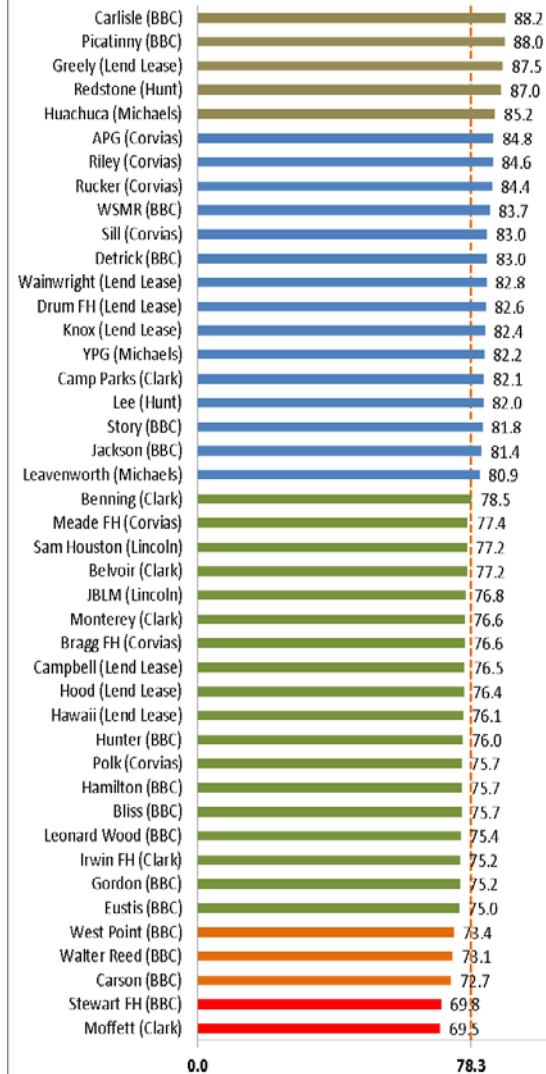


Survey Results: Ranked by Post

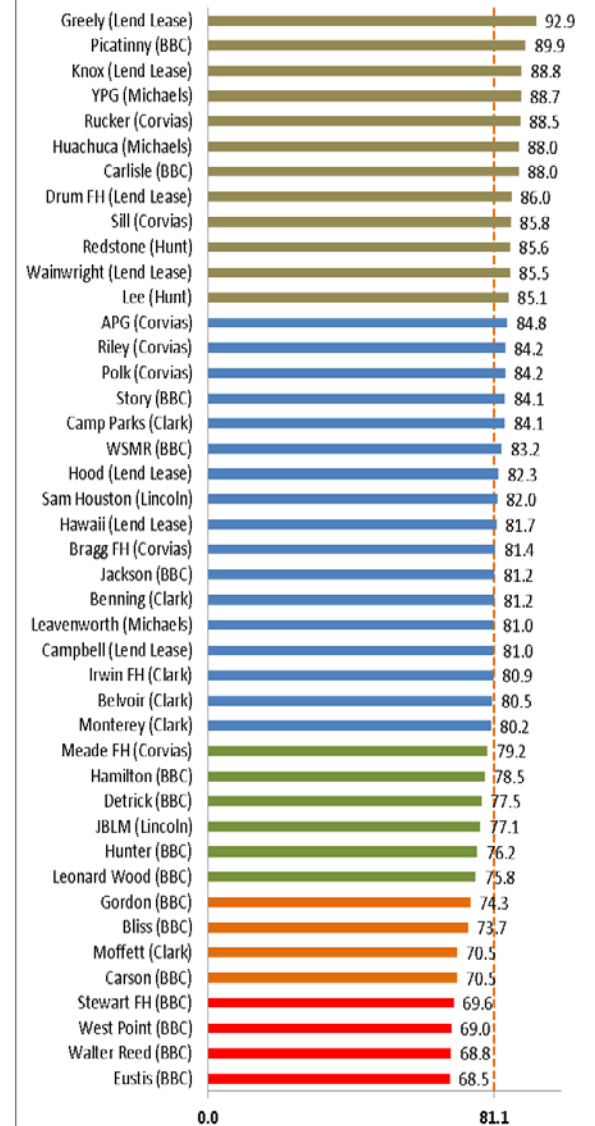
FH Overall Score by Post



FH Property Score by Post



FH Service Score by Post



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Survey Results: UPH

- Response rate nearly doubled, from 19.5% in 2015 to 38.6% in 2016.
- 3 out of 5 Buildings increased Service Score.
- 4 out of 5 Buildings achieved awards.
- Fort Irwin UH increased Service Score by 13 points, a remarkable improvement within one year.
- Posts that did not show Service Score increases all have Service Scores above 85.

Satisfaction Index Score & Survey Response Detail, Sorted by Overall Score							
Property Name	OA Score	Prop Score	Svc Score	Surveys Distr.	Surveys Rec'd	Resp. Rate	Awd
DRUM,THE TIMBERS	96.0	95.7	95.9	169	72	42.6%	
BRAGG,RANDOLPH POINTE	94.8	93.8	95.3	400	161	40.3%	
MEADE,REECE CROSSINGS	88.1	87.4	88.1	544	209	38.4%	
STEWART,MARNE POINT	86.4	87.7	85.4	231	66	28.6%	
IRWIN,TOWN CENTER TERRACE	81.0	81.7	81.4	119	57	47.9%	

Scores by Property				
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio
DRUM,THE TIMBERS	95.9	94.4	1.5	5.7
BRAGG,RANDOLPH POINTE	95.3	96.2	(0.9)	5.1
MEADE,REECE CROSSINGS	88.1	91.8	(3.7)	(2.1)
STEWART,MARNE POINT	85.4	83.0	2.4	(4.8)
IRWIN,TOWN CENTER TERRACE	81.4	68.3	13.1	(8.8)



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Survey Results: Ranked by Post

	Overall			Property			Service			Response Rate		
	2016	2015	Var.	2016	2015	Var.	2016	2015	Var.	2016	2015	Var.
BBC	74.9	72.3	2.6	75.7	73.5	2.2	74.1	70.9	3.2	33.7%	22.7%	11.0%
Clark	78.6	75.6	3.0	76.8	74.4	2.4	80.3	76.9	3.4	40.9%	29.6%	11.3%
Corvias	81.9	80.9	1.0	79.7	78.3	1.4	83.1	82.8	0.3	39.7%	25.3%	14.4%
Hunt	84.1	79.8	4.3	82.9	78.0	4.9	85.2	81.3	3.9	61.3%	19.1%	42.2%
Lend Lease	81.2	79.2	2.0	78.4	76.4	2.0	83.4	81.5	1.9	42.5%	30.4%	12.1%
Lincoln-JBLM	76.6	76.4	0.2	76.8	76.6	0.2	77.1	76.8	0.3	14.8%	14.8%	0.0%
Lincoln-SH	79.5	72.1	7.4	77.2	69.8	7.4	82.0	74.3	7.7	37.9%	26.6%	11.3%
Michaels	83.4	80.0	3.4	82.5	78.8	3.7	84.1	80.8	3.3	35.9%	19.1%	16.8%

All Partners increased all 2016 Indexes, demonstrating a renewed commitment to improve the Quality of Life for residents by providing a higher level of service.



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Survey Results: Take Away

Top Resident Issues

1. Service drives overall resident satisfaction.
2. Communication is the most critical component to improving service; specifically follow-up by management and maintenance.
3. Residents will overlook some property-related issues when service scores are in the range of “Very Good” or “Outstanding.”

Continuing Improvement

1. Partners/Posts made significant strides in 2016, but additional work is required. Each Post should continue to complete and implement Action Plans with a focus on Service.
2. Awards motivate on-site staff and create a year long focus. Awards should be celebrated and recipients acknowledged to encourage others to improve.
3. Army should continue to monitor and measure resident satisfaction.



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Awards

Awards by Neighborhood and Base:

- FH: 93 A List & Platinum Awards (72% increase)
- UH: Twice as many award winners in 2016; 4 out of 5 buildings received A List & Platinum awards
- By Post: 12 Crystal Awards (500% increase). 2 in 2015.

Award Criteria

Installation/Post Award:

- **Crystal Installation Award** - Consolidated Post Service Satisfaction score of at least 85 and a Response Rate of at least 20%.

Neighborhood Awards:

- **A List Award** - Service Satisfaction Score of at least 85, and Response Rate of at least 20%.
- **A List Platinum Award** - Service Satisfaction Score of at least 93.9, and Response Rate of at least 20%.



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Neighborhood Level Awards

APG,PATRIOT VILLAGE
BELVOIR,CEDAR GROVE
BELVOIR,FAIRFAX
BELVOIR,LEWIS VILLAGE
BENNING,DAVIS RENOVATED
BENNING,DOANE LOOP
BENNING,INDIANHEAD HISTORICS
BENNING,UPATOI
CAMPBELL,COLE PARK
CAMPBELL,DRENNAN PARK
CAMPBELL,STRYKER VILLAGE
CAMPBELL,TAYLOR EAST
CAMPBELL,TURNER LOOP
CARLISLE BRK,COREN APARTMENTS-LOVELLE
CARLISLE BRK,FORBES AVENUE-PRATT
CARLISLE BRK,MARSHALL RIDGE
CARLISLE BRK,THE MEADOWS
CARLISLE BRK,YOUNG HALL
DETRICK,MONOCACY MEADOWS-NALLIN FARM
DRUM,ADIRONDACK CREEK
DRUM,CRESCENT WOODS
DRUM,CRESCENT WOODS NEW
DRUM,MONUMENT RIDGE NEW
DRUM,RHICARD HILLS
DRUM,RHICARD HILLS NEW
GORDON,BOARDMAN LAKE
GORDON,MAGLIN TERRACE
GREELY,ALL
HAWAII,FT SHAFTER,FUNSTON
HAWAII,FT SHAFTER,PALM-PARKS
HAWAII,FT SHAFTER,SHAFTER

HAWAII,SB HAMILTON II
HAWAII,TRIPLER,CRAIG
HAWAII,TRIPLER,RAINBOW
HOOD,COMANCHE I
HOOD,COMANCHE II B
HOOD,FORT HOOD UPH Neighborhood
HOOD,PATTON B
HOOD,WAINWRIGHT HEIGHTS B
HUACHUCA,CAVALRY PARK, Historical
HUACHUCA,CAVALRY PARK CAPEHART
HUACHUCA,CAVALRY PARK
HUACHUCA,DEANZA VILLAGE
HUACHUCA,GATEWOOD
HUACHUCA,GATEWOOD BERNARD
HUACHUCA,MILES MANOR
HUACHUCA,PERSHING PLAZA EAST
HUACHUCA,PERSHING PLAZA WEST
HUACHUCA,SIGNAL VILLAGE
IRWIN,DOVE GULCH
IRWIN,SANDY BASIN III
IRWIN,SLEEPY HOLLOW
JACKSON,PIERCE TERRACE 5
KNOX,HISTORIC DISTRICT
KNOX,NORTH & SOUTH DIETZ
KNOX,OAK PARK
LEAVENWORTH,EAST CHEYENNE
LEAVENWORTH,KICKAPOO
LEAVENWORTH,NORMANDY
LEE,JACKSON CIRCLE
LEE,JEFFERSON TERRACE
LEE,WASHINGTON GROVE

LEWIS-MCCHORD,WESTCOTT HILL
PICATINNY,FARLEY
PICATINNY,LENAPE
PICATINNY,MIDDLE FORGE
PICATINNY,SPICER EAST-SPICER
POLK,CAMELLIA TERRACE
POLK,PALMETTO TERRACE
REDSTONE,REDSTONE
RILEY,ELLIS HEIGHTS
RILEY,MCCLELLAN PLACE
RUCKER,ALLEN HEIGHTS
RUCKER,BOWDEN TERRACE
RUCKER,MUNSON HEIGHTS
SAM HOUSTON,ARTILLERY POST
SAM HOUSTON,HARRIS HEIGHTS
SAM HOUSTON,STAFF POST
SILL,SOUTHERN PLAINS
STEWART,NEW MARNE
STORY,BLUFFS
STORY,CAPE HENRY POINT
WAINWRIGHT,DENALI VILLAGE
WAINWRIGHT,NORTH TOWN
WAINWRIGHT,SOUTHERN CROSS
WAINWRIGHT,TAKU GARDENS
WSMR,PATRIOT NEIGHBORHOOD
WSMR,TRINITY NEIGHBORHOOD
YUMA PG,COLORADO HOUSING CIV
YUMA PG,COLORADO HOUSING CIV
YUMA PG,COLORADO HOUSING MIL
YUMA PG,IRONWOOD HOUSING CIV
YUMA PG,IRONWOOD HOUSING MIL



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Post Level Awards

Post	Service Score	Response Rate
Carlisle	88.0	58.7%
Drum	86.0	43.2%
Greely	92.9	71.8%
Huachuca	88.0	33.8%
Knox	88.8	50.3%
Lee	85.1	61.3%

Post	Service Score	Response Rate
Picatinny	89.9	87.1%
Redstone	85.6	61.1%
Rucker	88.5	45.3%
Sill	85.8	34.8%
Wainwright	85.5	41.8%
Yuma	88.7	44.9%