

October 12, 2008

Ladies and Gentlemen:

The attached indicate results of a survey conducted between August 28, 2008 and October 3, 2008 by Judy Williams, 341-F Ave. Sevilla, LWV. The survey was announced thru the *Laguna Woods Globe* Letters to the Editor page. The *Laguna Woods Globe* claims a distribution of 11,500.

Judy has experience as an efficiency expert to large corporations, a writer and researcher for the Community Development Council of Orange County, a business administrator for several non-profit organizations, as well as being employed in the sales marketing & research departments of Ford Aerospace/Newport Beach and McGaw Labs/Newport Beach. She was president of Let's Trade, Inc. a national barter organization and Environments For You, an interior design firm.

She has been a school secretary, a construction secretary and also sales secretary for Sylvania Electronic Components in Los Angeles. She has served on a local school site council, was co-founder of Capistrano Valley Voters Political Action Committee, and former president of the Saddleback Valley Lioness Club. She is a trained para-legal, and a trained para-professional psychologist. She is a trained Citizens Emergency Response Team volunteer for the City of Anaheim and a former volunteer with the local Trauma Intervention Program.

The survey is the result of 155 responses, 17 anonymous letters, 18 signed letters, one letter with 100 signatures regarding various termite issues, and 20 verbal responses. Compared to a survey conducted in the city of Dublin, Ohio with a population of 40,500, the number of responses to the LWV Survey is considered excellent. Dublin received 176 responses. Generally, every response stands for 100 unexpressed opinions.

The results show 593 particular responses from the 155 responders. They include 12 statements from residents expressing thanks, and 3 statements questioning the respondents "anonymity" of the survey. In other words, 1200 residents expressed thanks, while 300 expressed that they were dubious about the results that would come out. Another 300 hoped the results would be printed in the *Laguna Woods Globe*.

The numbers in parentheses are the numbers of persons expressing the sentiment in each statement. Once again, that number should be multiplied by 100 to get real survey results. In summary, the 593 particular comments equal a response of 5,930 residents.

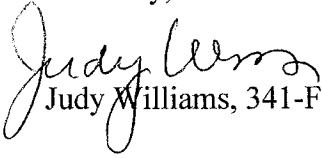
The letters are available to be viewed by Board members of any of the Mutuals and GRF. Upon request, I will arrange a day to make them available for your perusal. I will keep them for 30 days. This survey was conducted as a help to Board members in assessing

the quality of the service being provided by PCM, so that improvements can be made as the Board members decide.

It has been my privilege to spend 10 hours in total on this matter. Because it is my belief that this survey is very reflective of our residents' experiences, it is my recommendation that PCM be instructed to cancel the contract with the new survey company. It is a total waste of dollars.

Please contact me at P.O. Box 2142, Laguna Woods Village, CA 92654.

Sincerely,


Judy Williams, 341-F