

# MIAMI BEACH

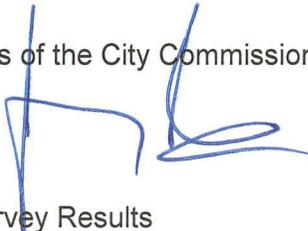
City of Miami Beach, 1700 Convention Center Drive, Miami Beach, FL 33139, [www.miamibeachfl.gov](http://www.miamibeachfl.gov)

OFFICE OF THE CITY MANAGER  
LTC NO. #

**439-2016**

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission  
FROM: Jimmy L. Morales, City Manager  
DATE: October 19, 2016  
SUBJECT: 2016 Community Satisfaction Survey Results



The purpose of this Letter to Commission is to transmit the results of the 2016 City of Miami Beach Community Satisfaction Survey Report inclusive of trends, benchmarking analysis, and strategic recommendations. The 2016 residential and business surveys, administered by ETC Institute, are the City's sixth set of comprehensive and statistically valid community satisfaction surveys conducted, since 2005.

In 2005, the City formalized the performance-based approach for allocating resources based both on the City's Strategic Plan priorities and on supporting department work plans derived from the City's Excellence Model. The City's Excellence Model is a strategic measurement-based model for continuous improvement. It is driven by the City's Vision, with priorities established at the strategic level as a result of customer input and environmental scan information.

A key component of this process is the Community Satisfaction Survey. The first sets of community surveys were conducted in 2005 and 2007. These were followed by focus groups in 2006 and 2008 to get more in-depth information on issues identified through the surveys. Additional surveys were conducted in 2009, 2012, and 2014.

The 2016 survey included many questions posed in previous surveys, but also integrated new questions based on identified areas of focus. These new areas included resiliency and sustainability, alternative modes of transportation, and an emphasis on communication tools. 1,908 residents and 1,000 businesses completed this survey via mail, phone, and through an online portal. All completed surveys were verified by ETC Institute to ensure the large random sample was statistically valid, with a 95% level of confidence. Due to the large sample size, sampling errors are minimal and thus, the results can be extrapolated to all residents and all businesses in the City of Miami Beach.

Results of the survey indicate that residents and business owners are satisfied with City government services, and the level of satisfaction with quality of life within the City continues to rank high.

- 73.3% of residents and 72.2% of business owners would recommend the City of Miami Beach
- 70.1% of residents indicated they were very satisfied and satisfied with the City of Miami Beach as a place to live
- 66.9% of residents rated the quality of life as very high

City services that **continue to receive high percentages** of positive ratings of excellent or good included:

- Quality of Fire Services (Residents: 92%, Businesses: 95%)
- Emergency Medical Services (Residents: 84%, Businesses: 91%)
- Ocean Rescue/Lifeguard/Beach Patrol (Residents: 85%, Businesses: 90%)
- Emergency/Hurricane Preparedness Efforts (Residents: 77%, Businesses: 88%)
- Appearance/Maintenance of City's Public Buildings (Residents: 79%, Businesses: 87%)
- Feeling of Safety in Neighborhoods During the Day (Residents: 90%)

Areas where the residents demonstrated a **higher level of satisfaction than in previous years**, through ratings of excellent and good included:

- Efforts to Manage Stormwater Drainage/Flooding (2016: 46%, 2014: 25%, 2012: 37%)
- Support for Spending Tax Dollars to Address Rising Sea Levels (2016: 89%, 2014: 87%)
- Perceived Availability of Bicycle Paths/Lanes throughout the City (2016: 69%, 2014: 50%, 2012: 48%)
- Usefulness of Information the City of Miami Beach Sends to Residents about City Programs, Activities, Policies, and Events (2016: 79%, 2014: 75%)

The following areas for residents declined, and indicate **areas for improvement**:

- Overall Quality of Beaches (2016: 69%, 2014: 82%, 2012: 84%)
- Garbage and Trash Collection (2016: 66%, 2014: 79%, 2012: 81%)
- The Job the City is Doing to Address Homelessness (2016: 24%, 2014: 37%, 2012: 42%)
- Feeling of Safety in Business/Commercial Areas during Evening/Night (2016: 54%, 2014: 85%, 2012: 85%)
- Quality of Local Schools within Miami Beach (2016: 48%, 2014: 75%, 2012: 90%)
- Rating of Traffic Flow as Excellent or Good (2016: 8%, 2014: 16%, 2012: 23%)

Residents and businesses were also asked to name the top five services that were most important for the City of Miami Beach to provide.

The results for residents included:

- Cleanliness of neighborhood streets
- Quality of Police Services
- Efforts to manage stormwater drainage/flooding
- Overall quality of beaches
- The job the City is doing to address homelessness

The results for businesses included:

- Quality of Police Services
- Cleanliness of Streets Near Businesses
- Emergency Medical Services
- The Job the City is Doing to Address Homelessness
- Condition of City Roads in Miami Beach

The intended purpose of the surveys is to gather general feedback and input from our residents and businesses on their level of satisfaction with the services we provide, as well as to continue

**2016 Community Survey Results**  
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to refine priority areas for our organization to focus on, and create actionable recommendations for improvements to our services.

For complete results of the survey, please go to our website:  
<http://web.miamibeachfl.gov/excellence/scroll.aspx?id=18256>

Attachment

JLM/CGR/TOS/KEG

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# 2016 City of Miami Beach Resident and Business Surveys Executive Summary

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## OVERVIEW AND METHODOLOGY

### Overview

ETC Institute administered resident and business surveys for the City of Miami Beach during the summer of 2016. The purpose of the surveys was to objectively assess satisfaction among residents and business leaders with the delivery of city services and to gather input about priorities for the City. This is the first time ETC Institute administered the surveys for the City of Miami Beach; previous surveys were conducted in 2005, 2007, 2009, 2012 and 2014.

### Methodology

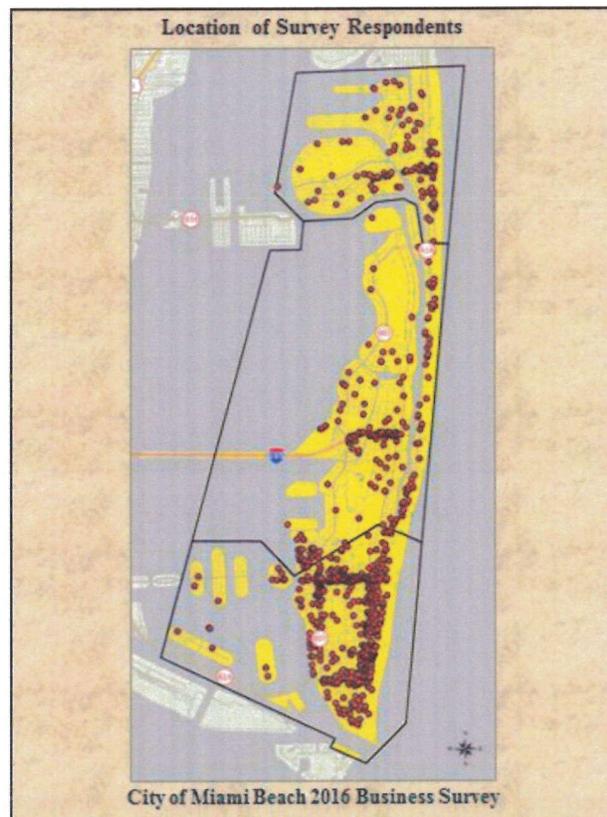
**Resident Survey.** ETC Institute selected a random sample of households for the survey. The sample was address-based, and the households were selected at random from all known residential addresses in the City of Miami Beach. This method ensured that each household in the City had an equal probability of being selected for the survey. Survey packets were then mailed to each of the households selected for the random sample. The survey packets contained a cover letter, a copy of the survey, and a postage-paid, return envelope. A few days after the surveys were mailed, ETC Institute sent emails and placed phone calls to households in the random sample to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent the responses from people who were not part of the random sample from being blended with those who were selected for the random sample, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the random sample, the on-line survey was not counted as part of the random sample. A total of 1,908 residents from the random sample completed the survey. The results for the random sample of 1,908 households have a 95% level of confidence with a precision rate of at least +/- 2.2%.

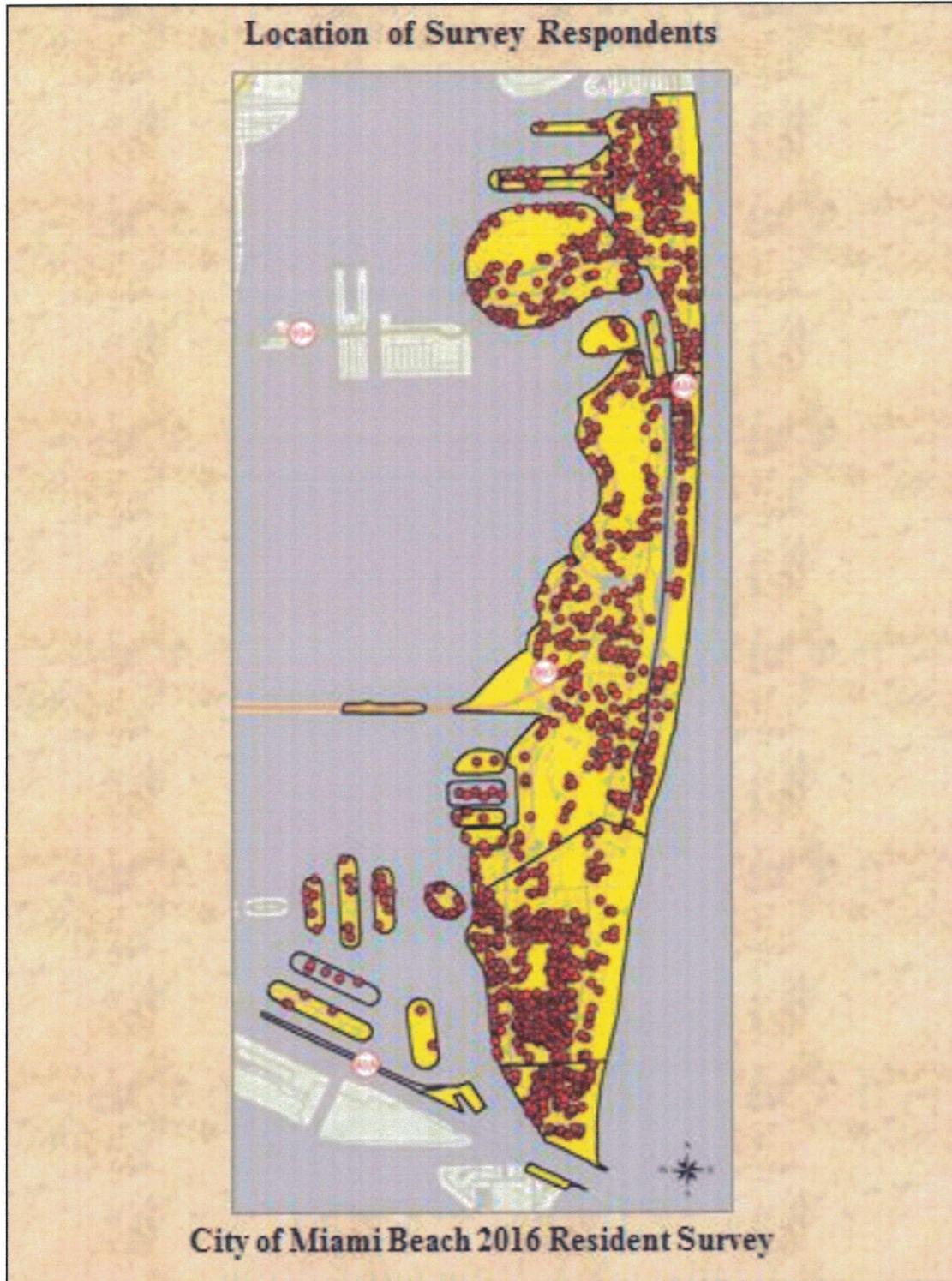
**Business Survey.** ETC Institute also selected a random sample of business leaders for the survey. The sample was address-based, and the businesses were selected at random from all known businesses in the City of Miami Beach. This method ensured that each business in the City had an equal probability of being selected for the survey. Survey packets were then mailed to each of the businesses selected for the random sample. The survey packets contained a cover letter, a copy of the survey, and a postage-paid, return envelope. The survey was addressed to the owner or manager of the business to ensure the results would reflect the opinions of business leaders in the City. A few days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the businesses that were selected for the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for business leaders to complete the survey. To prevent the responses from businesses that were not part of the random sample and/or multiple responses from the same business, everyone who completed the survey on-line was required to enter their business address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the random sample, the on-line survey was not counted as part of the random sample. If duplicate addresses were entered, only the first response was counted. A total of 1,000 businesses completed the survey. The results for the random sample of 1,000 businesses have a 95% level of confidence with a precision rate of at least +/- 3.0%.

### Location of Respondents

To better understand how well services are being delivered in different parts of the City, the home and business addresses of the respondents to the survey were geocoded.

- **Business Survey Map.** The dots on the map to the right show the distribution of business survey respondents based on the location of their business. Appendix B-1 of the report contains maps that show how respondents in different areas of the survey rated a wide range of City services.
- **Resident Survey Map.** The dots on the map on the following page show the distribution of survey respondents based on the location of their home. Appendix A-1 of the report contains maps that show how respondents in different areas of the survey rated a wide range of City services.





## “Don’t Know” Responses

The percentage of “don’t know” and “no opinion” responses has been excluded from graphs to facilitate valid comparisons to previous years and to other communities in ETC Institute’s national survey database.

This report contains:

- A summary of the methodology for administering the survey and major findings
- Resident survey findings, including charts and graphs, overall trends, Importance-Satisfaction priorities analysis, benchmarking comparisons to other communities, and the survey instrument
- Business survey findings, including charts and graphs, trends, Importance-Satisfaction priorities analysis, and the survey instrument
- Supplemental data from the resident and business surveys, including GIS maps and crosstabulations, are published separately as Appendix A and Appendix B

## MAJOR FINDINGS

**Overall Ratings for the City.** Ninety-two percent (92%) of residents and 95% of businesses rated the quality of fire services in Miami Beach as “excellent” or “good.” Other City services with combined ratings of “excellent” and “good” include: emergency medical services (84% business, 91% resident), ocean rescue/lifeguard/beach patrol (85% resident, 90% business), appearance/maintenance of the City’s public buildings (79% resident, 87% business), and emergency/hurricane preparedness efforts (77% resident, 88% business). Forty-seven percent (47%) of residents and 32% of businesses were dissatisfied with the job the City is doing to address homelessness.

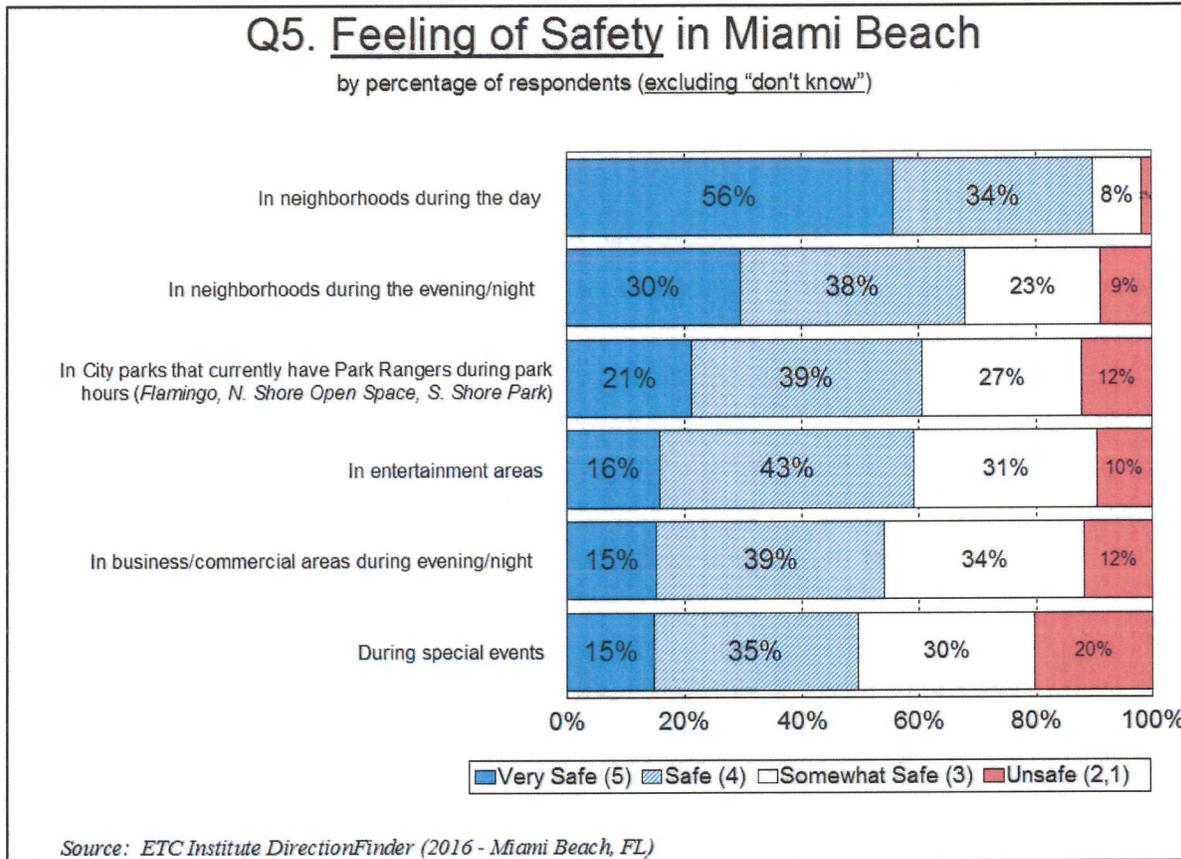
**Services That Are Most Important for the City to Provide.** When residents and businesses were asked to name the City services that were most important to provide, the sum of their top five choices included:

- Most Important Services to Residents
  - Cleanliness of neighborhood streets
  - Police services
  - Efforts to manage stormwater drainage/flooding
  - Overall quality of the beaches
  - The job the City is doing to address homelessness.

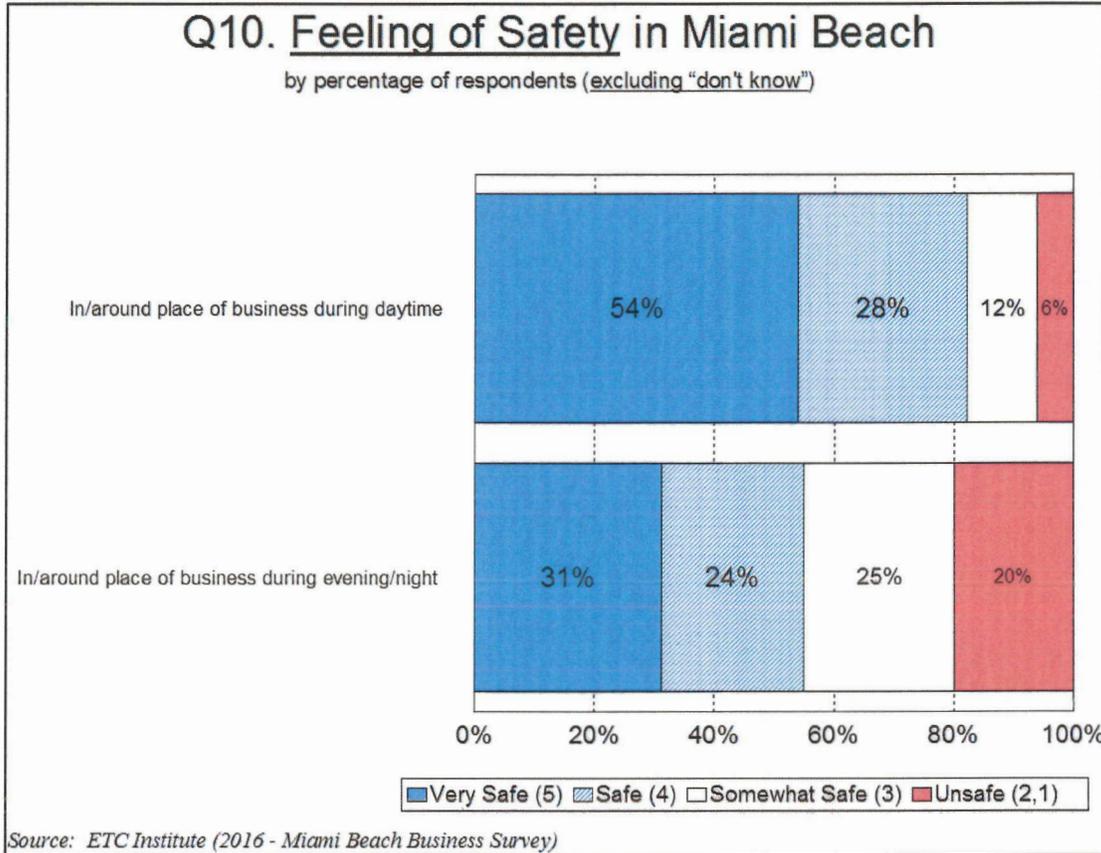
- Most Important Services to Businesses
  - Police services
  - Cleanliness of streets near businesses
  - Emergency medical services
  - The job the City is doing to address homelessness
  - Condition of City roads in Miami Beach.

**Feeling of Safety in Miami Beach**

- **Residents.** Nearly all (98%) of the residents surveyed indicated they feel “very safe,” “safe” or “somewhat safe” in their neighborhood during the day; 91% feel “very safe,” “safe” or “somewhat safe” in their neighborhood during the evening/night, and 90% feel “very safe,” “safe” or “somewhat safe” in entertainment areas.



- Businesses.** Ninety-four percent (94%) of business respondents indicated they feel “very safe,” “safe” or “somewhat safe” in and around their place of business during the daytime, and 80% feel “very safe,” “safe” or “somewhat safe” in and around their place of business during evening/night.

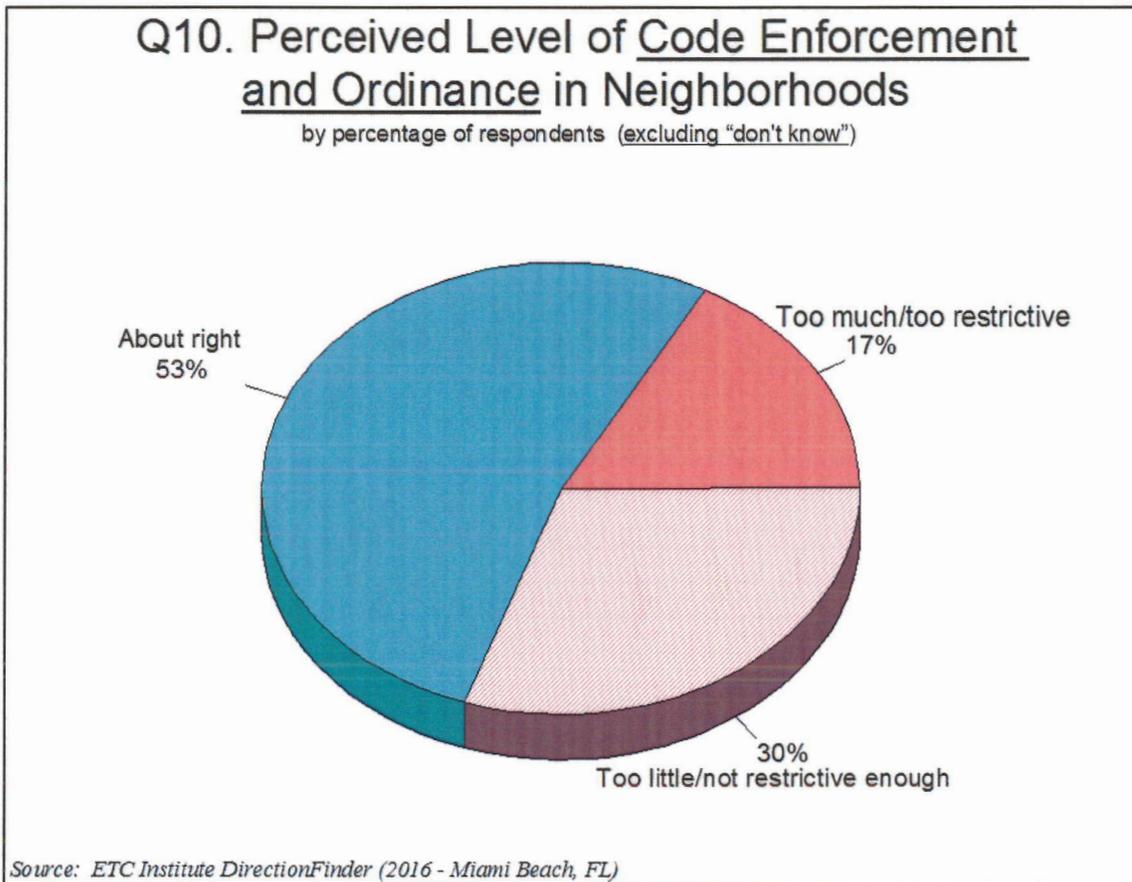


**Perceptions of the City**

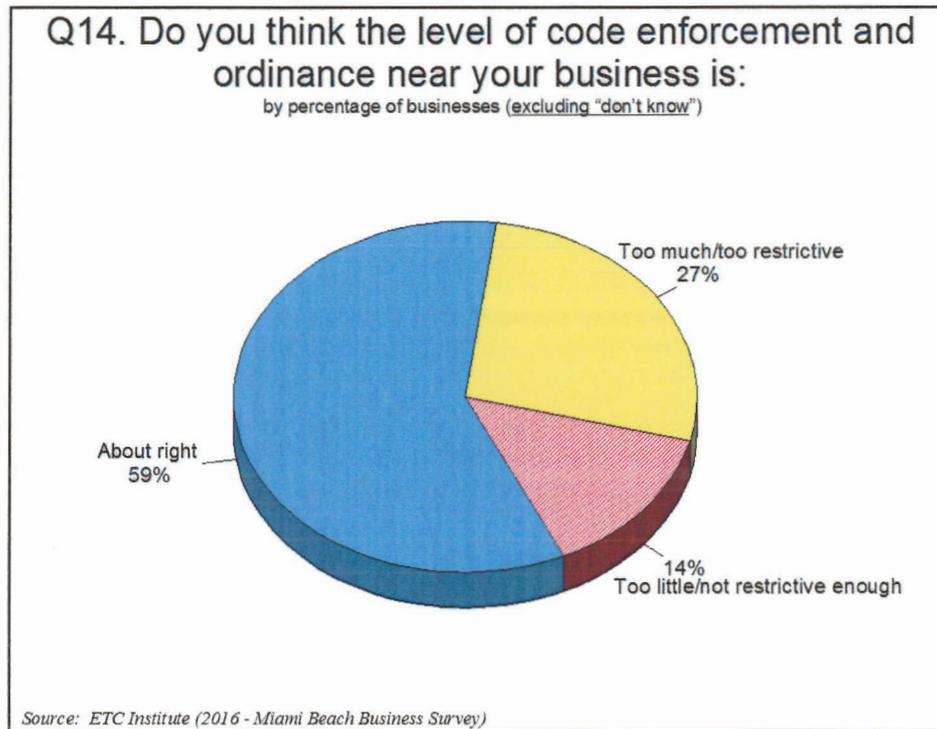
- Residents** Seventy percent (70%) of the residents surveyed were “very satisfied” or “satisfied” with the City of Miami Beach as a place to live; 67% were “very satisfied” or “satisfied” with the quality of life within the City, and 66% were “very satisfied” or “satisfied” with the overall image of the City. Residents were least satisfied with City regulation of commercial development (28% “very satisfied” or “satisfied”).
- Businesses** Sixty percent (60%) of business respondents surveyed were “very satisfied” or “satisfied” with the overall quality of services provided; 59% were “very satisfied” or “satisfied” with the City meeting expectations with services provided, and 45% were “very satisfied” or “satisfied” with the City’s efforts to be a “green” or sustainable city. Business respondents were least satisfied with stormwater drainage (28% “very satisfied” or “satisfied”).

**Code Enforcement**

- **Residents.** More than half (53%) of the residents surveyed feel the level of code enforcement and ordinance in neighborhoods is “about right”; 17% feel the level of code enforcement is “too much/too restrictive” and 30% indicated the level is “too little/not restrictive enough.”

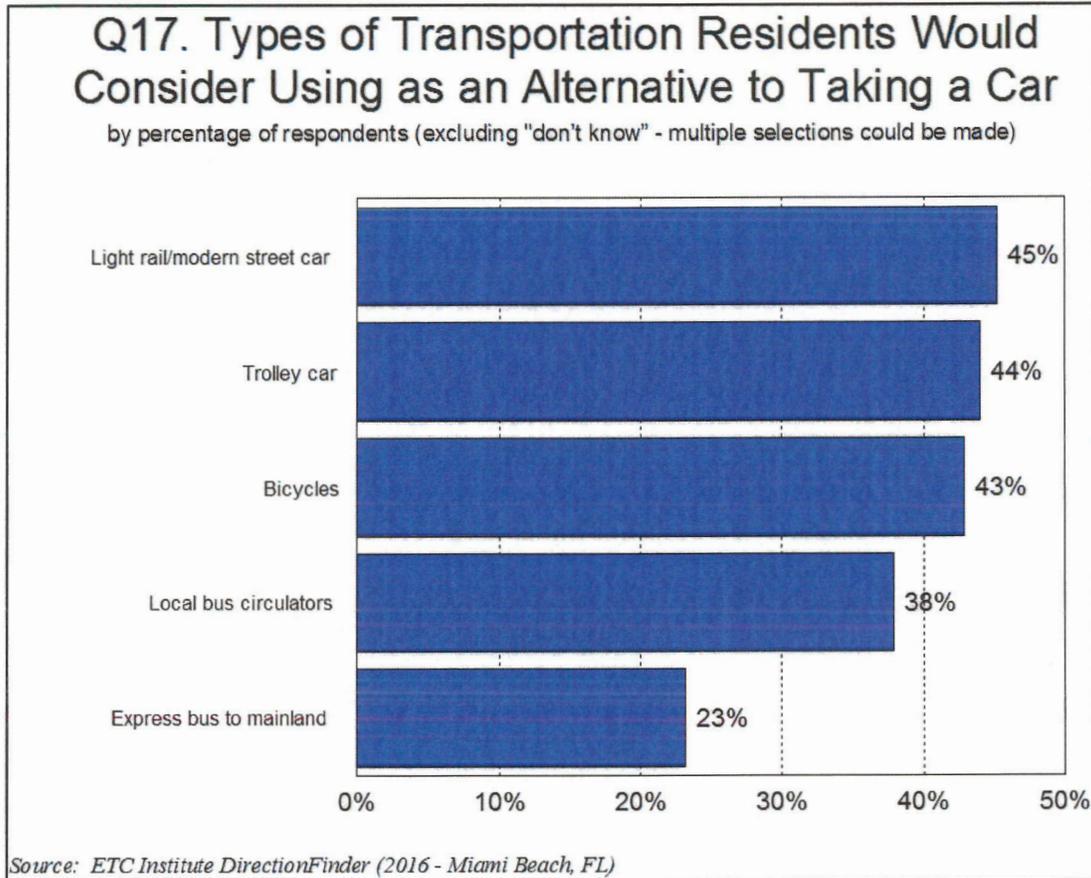


- **Businesses.** Fifty-nine percent (59%) of the business respondents feel the level of code enforcement and ordinance near their business is “about right”; 27% feel the level of code enforcement is “too much/too restrictive” and 14% indicated the level is “too little/not restrictive enough.”



**Transportation and Parking Issues for Residents**

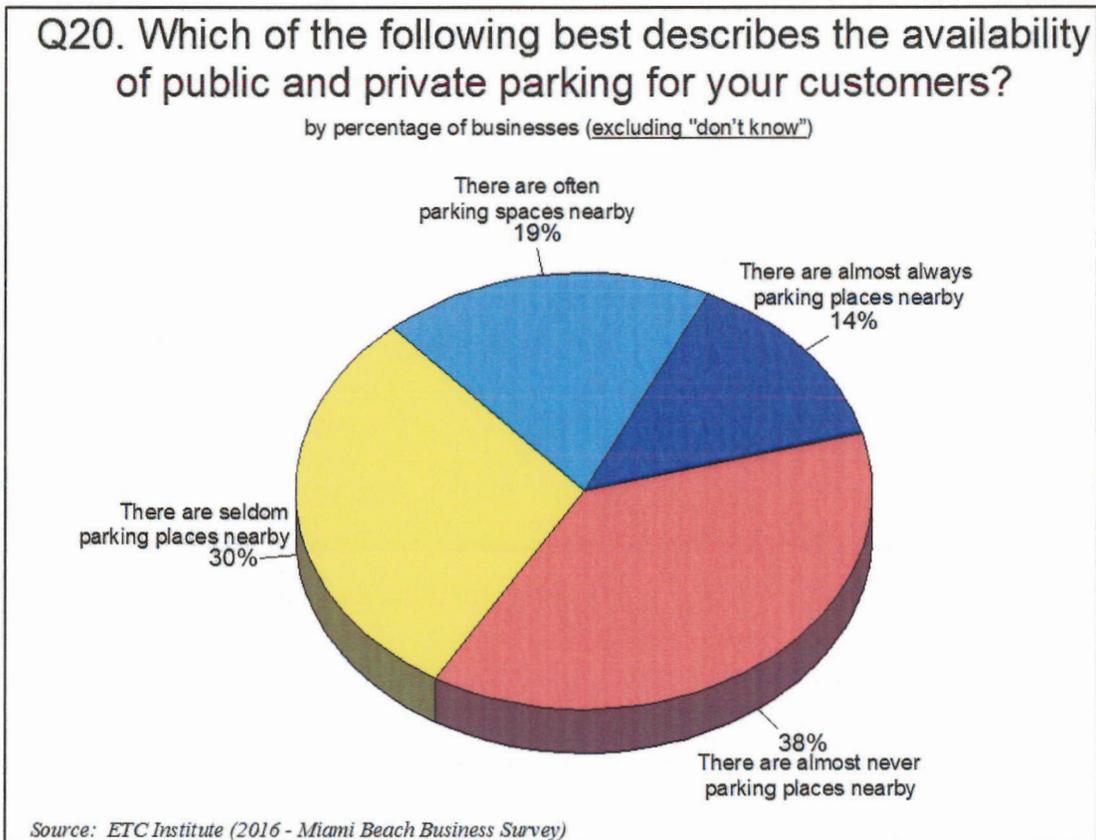
- More than two-thirds (69%) of the residents surveyed indicated their primary mode of transportation in Miami Beach is an automobile; 14% primarily walk, 7% bike, 7% use public transportation, and 3% use a motorcycle or scooter as their primary mode of transportation.
- Sixty-nine percent (69%) of the residents surveyed feel there is “too little” parking available in the City; 30% feel the availability of parking is “about right” and 1% indicated there is “too much” parking available.
- Eight percent (8%) of residents feel the flow of traffic in Miami Beach is “excellent” or “good”; 33% indicated it is “fair,” and 59% feel the flow of traffic in the City is “poor.”
- When asked what types of transportation residents would consider using as an alternative to taking a car, nearly half (45%) indicated they would consider light rail or a modern street car; 44% would consider a trolley car, 43% would consider bicycles, and 38% would consider local bus circulators. Less than one-fourth (23%) would consider using an express bus to the mainland (*multiple answers could be selected for this question*).



- Nearly half (47%) of the residents surveyed indicated they regularly ride a bicycle. When asked about the level of bicycle safety in the City, 30% feel the City is “very safe” or “safe”; 46% indicated it is “unsafe” and 25% feel the level of bicycle safety in Miami Beach is “very unsafe.” In addition, more than two-thirds (69%) believe there are “too few” bicycle paths and lanes throughout the City; 25% feel the number is “about right” and 7% feel there are “too many” bicycle paths and lanes.
- Forty-nine percent (49%) of residents are willing to support the development of bike lanes as a way to significantly reduce the number of on-street parking spaces on main streets in Miami Beach. Other types of development that residents are willing to support include: more shade trees/landscaping (47%), rapid transit or express train (44%), and trolley cars (32%). Residents least support the development of bus lanes (17%) (*multiple answers could be selected for this question*).

**Public Transit and Parking Issues for Businesses**

- More than half (52%) of the business respondents indicated the overall effectiveness of the public transit system that serves the City is “excellent” or “good”; 28% believe it is “fair,” and 20% believe the overall effectiveness is “poor.” In addition, 43% of businesses indicated the overall effectiveness of bringing employees to the City is “excellent” or “good”; 31% think it is “fair,” and 27% believe the overall effectiveness of bringing employees to the City is “poor.”
- Twenty-eight percent (28%) of businesses indicated they have provided free or subsidized parking spots as a way of providing additional transit options for their employees. Other ways include: encouraging public transit use (14%) and coordinate carpool(s) (*multiple answers could be selected for this question*). Fifty-seven percent (57%) of business respondents indicated they currently do not provide additional transit options for their employees.
- One-third (33%) of the businesses surveyed indicated “there are often” or “there are almost always” public and private parking spaces nearby for their customers; 30% feel there are “seldom” parking places nearby, and 38% indicated there are “almost never” parking places nearby for customers.



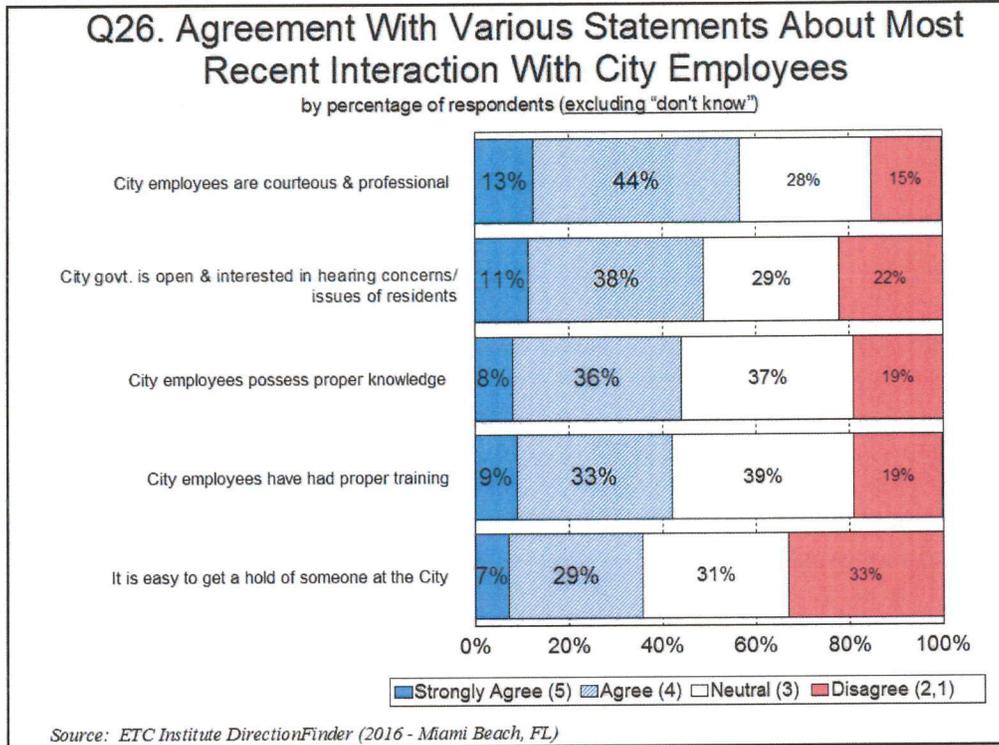
## Communication

- When residents and businesses were asked which sources they utilized to obtain information about City government, issues and events, 46% of residents and 54% of businesses indicated they use the City website ([www.miamibeachfl.gov](http://www.miamibeachfl.gov)). Other sources include: MB Magazine (53% resident, 38% business), City e-mail news (24% resident, 22% business), and Facebook (20% resident, 24% business).
- When asked to rate the usefulness of information that the City sends about programs, activities, policies and events, 91% of residents and 93% of businesses indicated the information was “very useful” or somewhat useful.” In addition, when asked to rate the usefulness of information provided on the Miami Beach Police Department’s social media platforms, 90% of residents and 89% of businesses indicated the information was “very useful” or somewhat useful.”
- Seventy-four percent (74%) of residents and 72% of businesses were “very satisfied” or “satisfied” with MB Magazine was a source of City communication. Other sources with which respondents were “very satisfied” or “satisfied” include: e-mail news (61% resident, 73% business), City website (58% resident, 70% business), and social media engagement (49% resident, 64% business). Respondents were least satisfied with the E-Gov app (38% resident, 50% business).

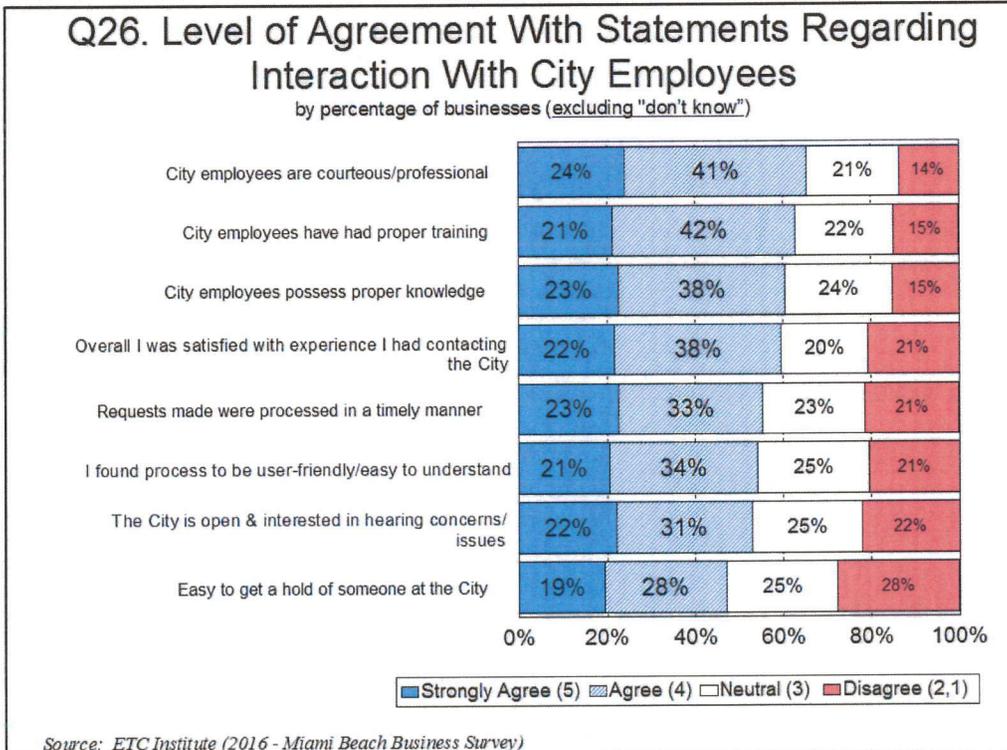
## Customer Service

- The residents and business respondents who indicated they had interacted with a City employee during the previous 12 months were asked to provide their level of agreement with various statements regarding their interaction. Fifty-seven percent (57%) of residents and 65% of businesses “strongly agreed” or “agreed” that City employees were courteous and professional. Other statements regarding customer service with which respondents “strongly agreed” or “agreed” include: City is open and interested in hearing concerns/issues (49% resident, 53% business), City employees possess proper knowledge (44% resident, 61% business), and City employees have had proper training (42% resident, 63% business). Respondents agreed least with the statement “it is easy to get a hold of someone at the City” (36% resident, 47% business).

**RESIDENT RATINGS OF CUSTOMER SERVICE**



**BUSINESS RATINGS OF CUSTOMER SERVICE**



## OTHER FINDINGS: RESIDENT SURVEY

### Frequency That Residents Visit Areas or Facilities

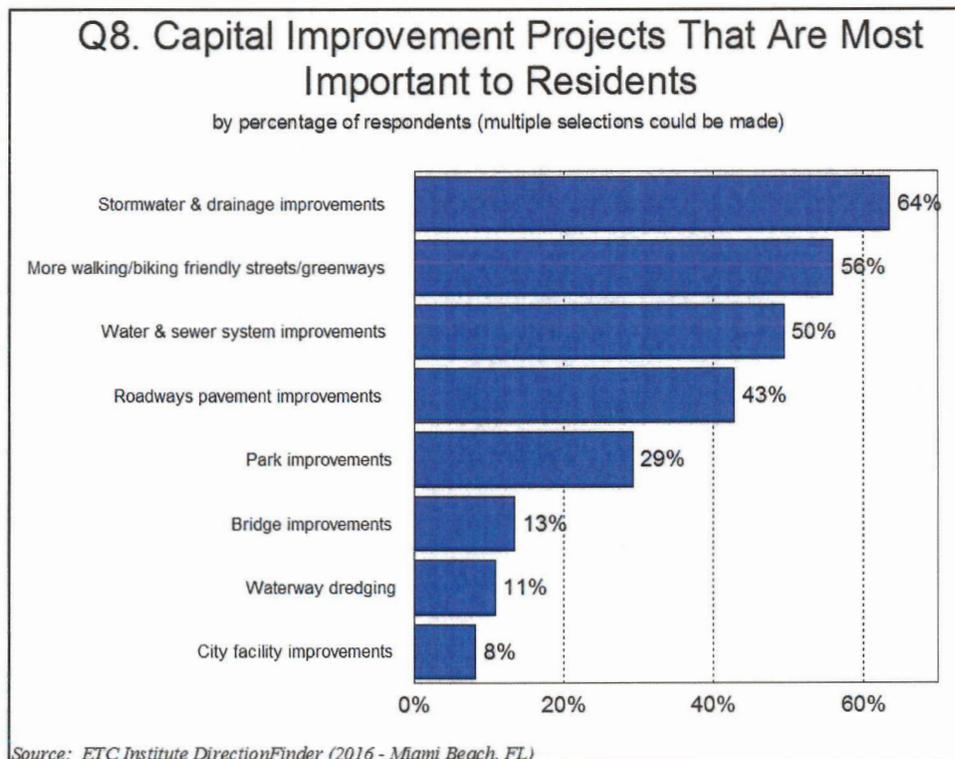
- The areas or facilities in Miami Beach that residents visit most often include: Collins Avenue, Alton Road between 6<sup>th</sup> – 17<sup>th</sup>, Lincoln Road, 41<sup>st</sup> Street, and Washington Avenue. The areas or facilities residents visit least often are the Byron Carlye Theater and The Colony Theater.

### How Residents Feel About the Number of Amenities in the City

- More than one-third (37%) of residents feel there are too many bars and nightclubs in Miami Beach, while 41% believe there are too few family friendly activities in the City. Sixty-eight percent (68%) of residents feel there is the right amount of restaurants in Miami Beach.

### Capital Improvement Projects That Are Most Important to Residents

- Sixty-four percent (64%) of residents indicated that the most important capital improvement project is stormwater and drainage improvements; 56% feel more walking/biking friendly streets and greenways are needed, and 50% believe water and sewer system improvements are important. The least important capital improvement project is City facility improvements (8%) (*multiple answers could be selected for this question*).



### Support for Spending Tax Dollars to Address Rising Sea Levels

- Eighty-nine percent of residents support spending tax dollars to address rising sea levels in the City, while 11% oppose the spending.

### Amount of Noise in Neighborhoods

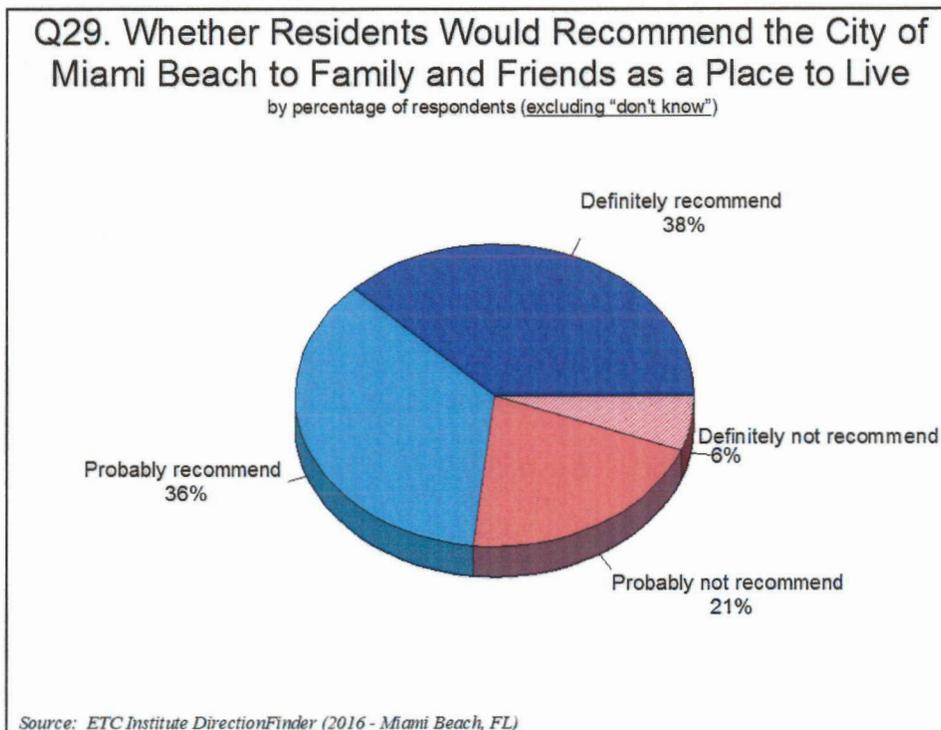
- Two-thirds (66%) of residents believe the amount of noise in their neighborhood is “acceptable/not a problem;” 20% feel there is “a bit too much” noise, and 14% think there is “way too much” noise in their neighborhood.

### Historic Preservation Efforts in Miami Beach

- Sixty-eight percent (68%) of residents think historic preservation efforts in the City of Miami Beach have been “very effective” or “somewhat effective;” 11% think efforts have been “neither effective nor ineffective,” and 22% think historic preservation efforts in the City have been “somewhat ineffective” or “very ineffective.”

### Whether Residents Would Recommend the City to Family and Friends

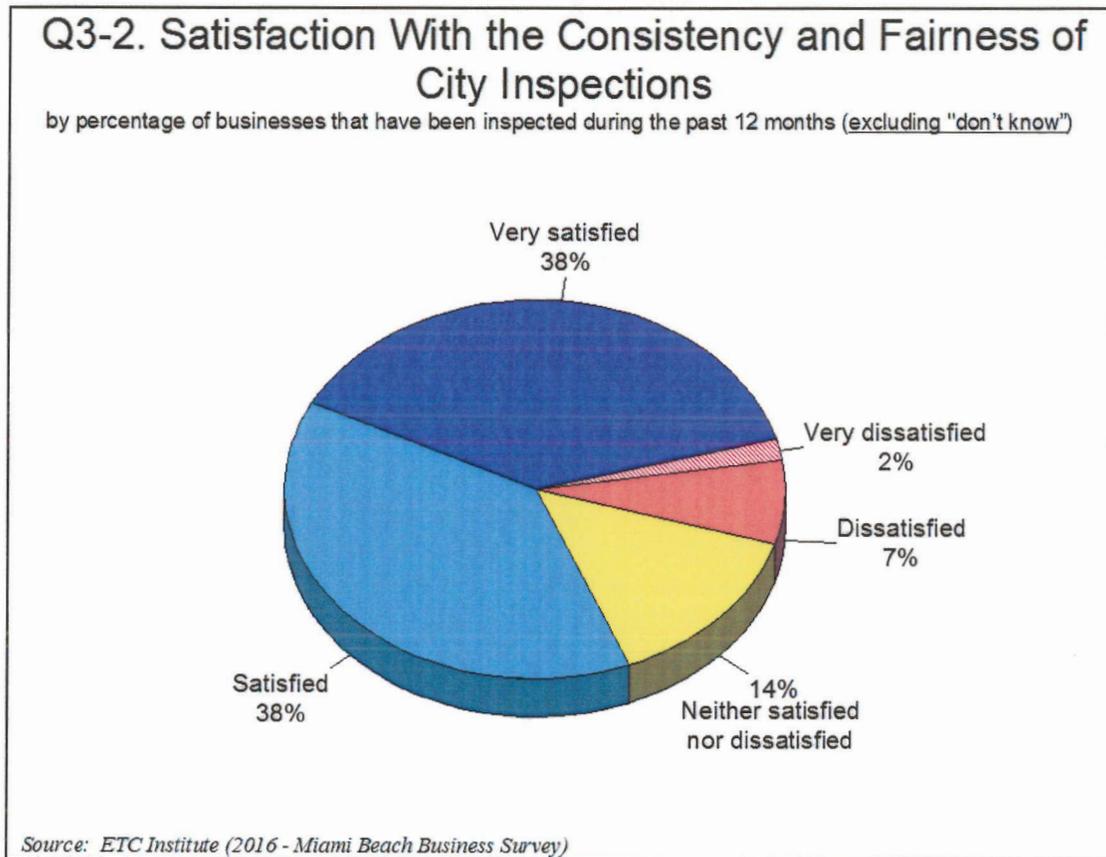
- Nearly three-fourths (74%) of residents indicated they would “probably recommend” or “definitely recommend” the City of Miami Beach to family and friends as a place to live; 21% would “probably not recommend” the City, and 6% indicated they would “definitely not recommend” the City as a place to live.



## OTHER FINDINGS: BUSINESS SURVEY

### Satisfaction Among Businesses with City Inspections

- Seventy-six percent (76%) of respondents who indicated their business had been inspected during the previous 12 months were “very satisfied” or “satisfied” with the consistency and fairness of City inspections; 14% were “neither satisfied nor dissatisfied,” and 9% were “dissatisfied” or “very dissatisfied.”



### Satisfaction Among Businesses with the City’s Planning Department

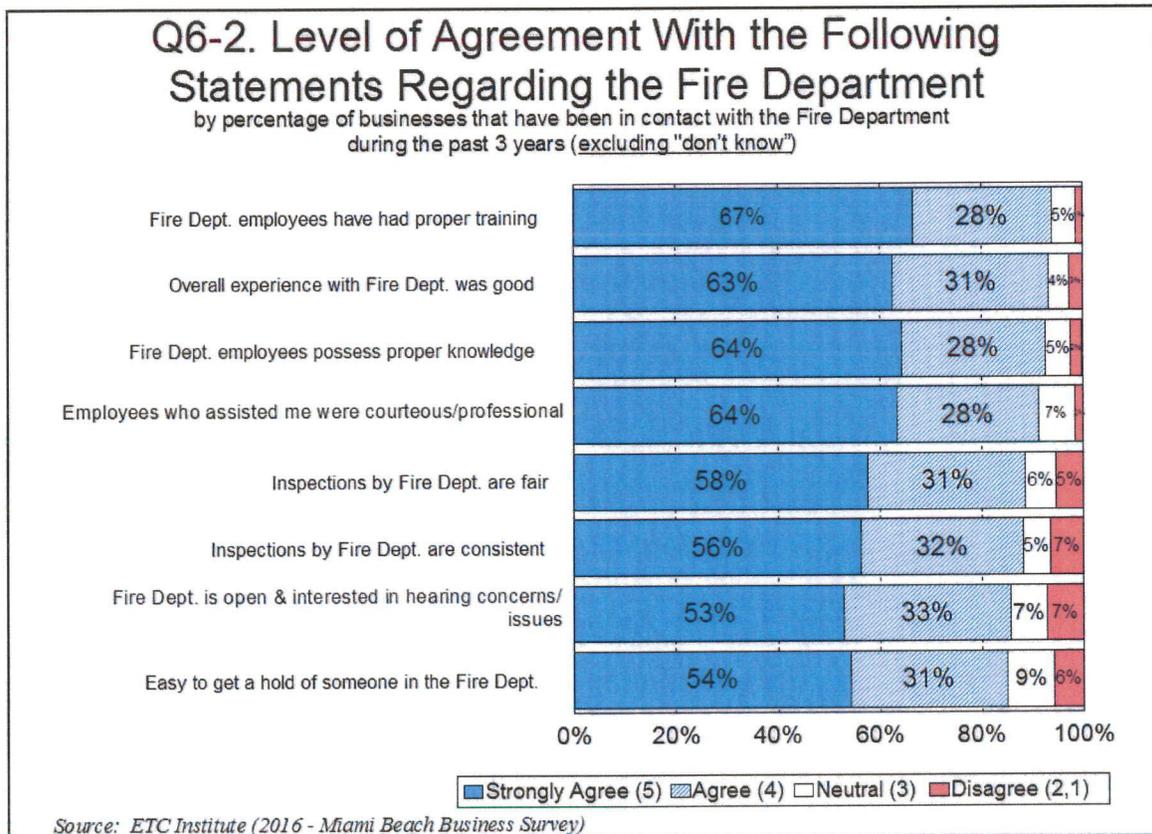
- Seventy percent (70%) of business respondents who had been in contact with the Planning Department during the past 3 years “strongly agreed” or “agreed” that the employees who provided assistance were courteous and professional; 65% “strongly agreed” or “agreed” that employees have had proper training, and 63% “strongly agreed” or “agreed” that Planning Department employees possess proper knowledge. The statement that business respondents agreed with the least was “it is easy to get a hold of someone in the Planning Department” (46% “strongly agreed” or “agreed”).

### Satisfaction Among Businesses with the City's Building Department

- Sixty-nine percent (69%) of business respondents who had been in contact with the Building Department during the past 3 years “strongly agreed” or “agreed” that the employees who provided assistance were courteous and professional; 62% “strongly agreed” or “agreed” that employees have had proper training, and 60% “strongly agreed” or “agreed” that Building Department employees possess proper knowledge. The statement that business respondents agreed with the least was “I was served in a timely manner” (40% “strongly agreed” or “agreed”).

### Satisfaction Among Businesses with the City's Fire Department

- Ninety-five percent (95%) of business respondents who had been in contact with the Fire Department during the past 3 years “strongly agreed” or “agreed” that the employees have had proper training; 94% “strongly agreed” or “agreed” that their overall experience with the Fire Department was good, and 92% “strongly agreed” or “agreed” that Fire Department employees possess proper knowledge. The statement that business respondents agreed with the least was “it is easy to get a hold of someone in the Fire Department” (85% “strongly agreed” or “agreed”).



**How Businesses Feel About the Number of Amenities in the City**

- Thirty-seven percent (37%) of business respondents feel there are too many bars and nightclubs in Miami Beach, while 46% believe there are too few museums in the City. Sixty-seven percent (67%) of business respondents feel there is the right amount of major events in Miami Beach.

**Perceived Impact of the Miami Beach Convention Center and Tourism Industry on Businesses**

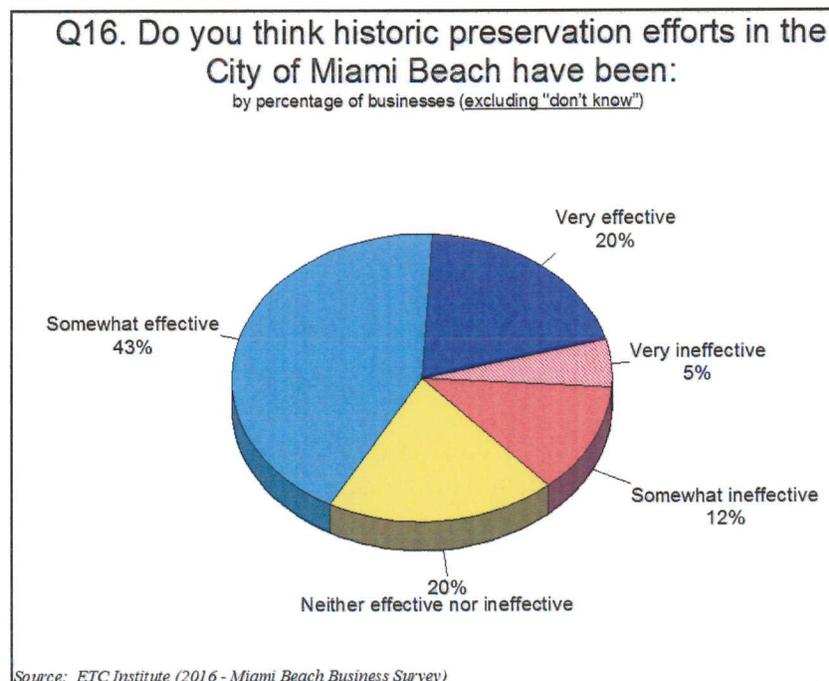
- Fifty-four percent (54%) of business respondents think the Miami Beach Convention Center adds to the success of their business, while 72% think the tourism industry in the City adds to the success of their business.

**Support for Spending Tax Dollars to Address Rising Sea Levels**

- Eighty-nine percent of businesses support spending tax dollars to address rising sea levels in the City, while 11% oppose the spending.

**Perceived Effectiveness of Historic Preservation Efforts in Miami Beach**

- Sixty-three percent (63%) of business respondents think historic preservation efforts in the City of Miami Beach have been “very effective” or “somewhat effective;” 20% think efforts have been “neither effective nor ineffective,” and 17% of business respondents think historic preservation efforts in the City have been “somewhat ineffective” or “very ineffective.”



**How Operating a Business in Miami Beach Compares to Other Cities**

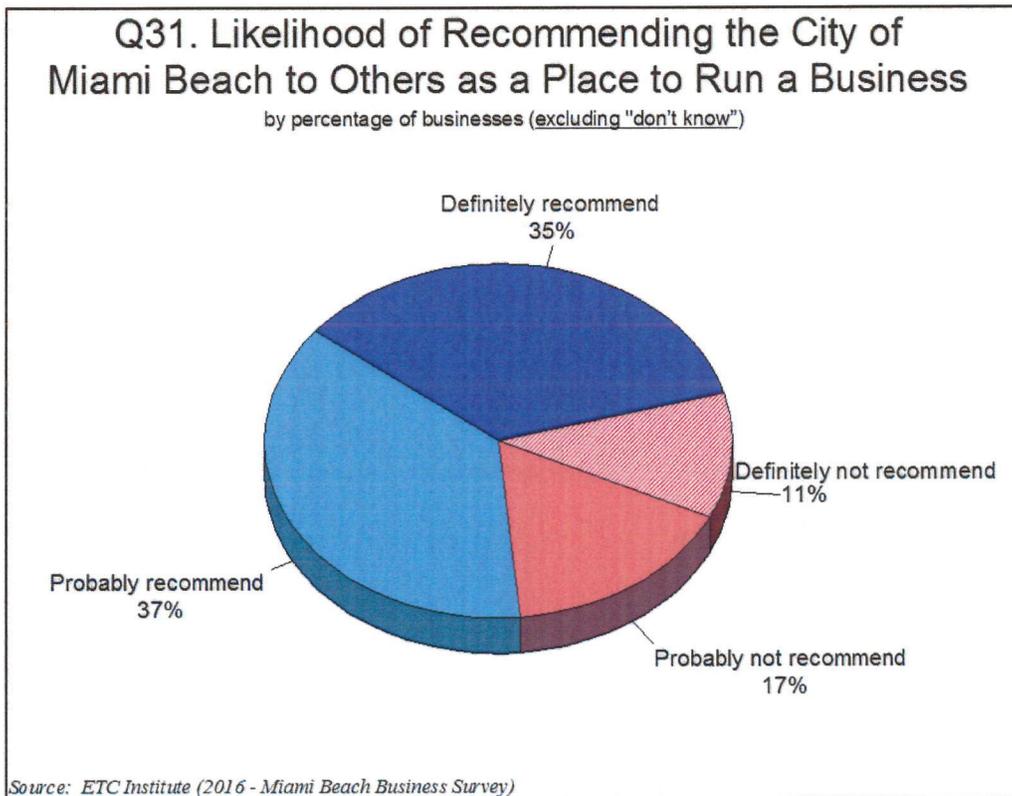
- Thirty-one percent (31%) of business respondents think operating a business in the City of Miami Beach is “better” compared to other cities; 42% believe it is “about the same” and 27% think operating a business in Miami Beach is “worse” compared to other cities.

**How Businesses Rate Miami Beach as a Place to do Business**

- Twenty-nine percent (29%) of business respondents think the City has “gotten better” as a place to do business compared to previous years; 48% believe it is “about the same” and 23% feel operating a business in Miami Beach has “gotten worse” compared to previous years.

**How Likely Business Leaders Are to Recommending the City of Miami Beach as a Place to Run a Business**

- Nearly three-fourths (72%) of business respondents would “definitely recommend” or “probably recommend” the City of Miami Beach as a place to run a business; 17% would “probably not recommend” the City, and 11% would “definitely not recommend” the City of Miami Beach as a place to run a business.



## How Miami Beach Compares to Other Communities

**Overall Satisfaction with Quality of Life.** Residents of Miami Beach are generally satisfied with quality of life in the City: 67% were either “very satisfied” or “satisfied.” However, satisfaction among residents is 10 points below the Florida average (77%) and 8 points below the national average (75%).

**Satisfaction with Specific Areas.** The City of Miami Beach rated at or above the Florida averages in 4 of the 12 areas that were assessed on the survey, and rated at or above the national average in 5 areas. The individual areas where Miami Beach ranked above the Florida average among other **Florida communities** are listed below:

- Fire services (+4%)
- City recreation programs (+1%)
- How well the City is planning for the future (+1%)

The individual areas where Miami Beach ranked above the national average among other **U.S. communities** are listed below:

- Fire services (+5%)
- City recreation programs (+3%)
- Codes and ordinances (+2%)
- Stormwater drainage (+1%)
- City’s website (+1%)

## OPPORTUNITIES FOR IMPROVEMENT

In order to help the City identify opportunities for improvement, ETC Institute conducted an Importance-Satisfaction (I-S) Priorities Analysis. This analysis examined the importance that residents and businesses placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services in the future. If the City wants to improve its overall satisfaction rating, the City should prioritize improvements in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Importance-Satisfaction section of this report.

Based on the results of the Importance-Satisfaction (I-S) Priorities Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City - RESIDENTS.** This analysis reviewed the importance of and satisfaction with major categories of City services, and was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended by residents as the top opportunities for improvement in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
  - The job the City is doing to address homelessness
  - Cleanliness of neighborhood streets
  - Efforts to manage stormwater drainage and flooding
  - Cleanliness of canals/waterways
  - Performance in addressing needs of residents
  - Quality of Police services

<b>Importance-Satisfaction Rating</b>						
<b>City of Miami Beach Resident Survey</b>						
<b><u>OVERALL</u></b>						
<b>Category of Service</b>	<b>Most Important %</b>	<b>Most Important Rank</b>	<b>Satisfaction %</b>	<b>Satisfaction Rank</b>	<b>Importance-Satisfaction Rating</b>	<b>I-S Rating Rank</b>
<b><i>High Priority (IS .10-.20)</i></b>						
The job City is doing to address homelessness	24%	5	24%	31	0.1832	1
Cleanliness of streets in your neighborhood	39%	1	61%	19	0.1517	2
Efforts to manage stormwater drainage/flooding	28%	3	46%	26	0.1496	3
Cleanliness of canals/waterways	20%	6	40%	28	0.1188	4
Performance in addressing needs of residents	20%	7	41%	27	0.1156	5
Quality of Police services	33%	2	66%	14	0.1112	6
<b><i>Medium Priority (IS &lt; .10)</i></b>						
Condition of sidewalks	15%	11	38%	29	0.0955	7
Cleanliness of streets in business/commercial areas	18%	10	51%	24	0.0858	8
Overall quality of the beaches	27%	4	69%	12	0.0837	9
Availability of Police in your neighborhood	18%	8	69%	11	0.0558	10
Clean-up of litter/debris on private property	11%	15	47%	25	0.0557	11
Cleanliness/maintenance of public beach restrooms	7%	19	24%	32	0.0494	12
Garbage/trash collection	14%	12	66%	15	0.0476	13
Cleanliness and maintenance of public restrooms	6%	20	27%	30	0.0445	14
Adequacy of street lighting in neighborhood	12%	13	64%	17	0.0443	15
Quality of customer service provided by the City	8%	16	54%	22	0.0386	16
Maintenance of rights of way along City streets	7%	17	57%	21	0.0297	17
Quality of Emergency Medical Services	18%	9	84%	3	0.0283	18
City meeting expectations with services provided	5%	23	52%	23	0.0226	19
How easy it is to get info about City services	4%	24	58%	20	0.0160	20
Emergency/Hurricane Preparedness efforts	7%	18	77%	5	0.0152	21
Quality of City recreation programs	5%	22	72%	9	0.0137	22
Variety of City recreation programs	3%	25	64%	16	0.0119	23
Quality of Fire services	12%	14	92%	1	0.0097	24
Cleanliness/maintenance of public garages	3%	27	63%	18	0.0093	25
Quality of City recreational facilities	3%	26	70%	10	0.0090	26
Ocean Rescue/Lifeguard/Beach Patrol services	5%	21	85%	2	0.0077	27
Amount of City recreation programs	2%	29	66%	13	0.0068	28
Appearance of playgrounds	2%	28	76%	7	0.0058	29
Appearance/maintenance of City's public buildings	2%	30	79%	4	0.0036	30
Condition of City athletic fields	1%	31	77%	6	0.0023	31
Appearance of City pools	1%	32	74%	8	0.0021	32

- **Overall Priorities for the City - BUSINESSES.** This analysis reviewed the importance of and satisfaction with major categories of City services, and was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended by businesses as the top opportunities for improvement in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
  - The job the City is doing to address homelessness
  - Condition of City roads in Miami Beach
  - Cleanliness of streets near business
  - City's efforts to manage stormwater

<b>Importance-Satisfaction Rating</b>						
<b>City of Miami Beach Business Survey</b>						
<b>OVERALL</b>						
<b>Category of Service</b>	<b>Most Important %</b>	<b>Most Important Rank</b>	<b>Satisfaction %</b>	<b>Satisfaction Rank</b>	<b>Importance-Satisfaction Rating</b>	<b>I-S Rating Rank</b>
<b><i>High Priority (IS .10-.20)</i></b>						
The job City is doing to address homelessness	30%	4	35%	19	0.1944	1
Condition of City roads in Miami Beach	28%	5	51%	18	0.1392	2
Cleanliness of streets near your business	34%	2	68%	13	0.1101	3
City's efforts to manage stormwater	24%	7	54%	17	0.1099	4
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Police services	47%	1	79%	9	0.0995	5
Condition of sidewalks (few or no cracks)	16%	10	62%	15	0.0593	6
Cleanliness of canals/waterways	12%	14	57%	16	0.0499	7
Cleanliness of streets in business/commercial areas	20%	9	75%	10	0.0495	8
City efforts to keep businesses informed	14%	11	65%	14	0.0476	9
Overall quality of the beaches	22%	8	82%	7	0.0394	10
Garbage/trash collection	13%	12	71%	12	0.0368	11
Overall quality of customer service	12%	13	71%	11	0.0345	12
Emergency medical services	33%	3	91%	2	0.0293	13
Fire services	25%	6	95%	1	0.0123	14
Landscape maintenance in right of way	6%	17	80%	8	0.0114	15
Maintenance of parks	8%	15	87%	5	0.0107	16
City's emergency/hurricane preparedness	7%	16	88%	4	0.0088	17
Ocean rescue/lifeguard/beach patrol	5%	18	90%	3	0.0049	18
Appearance/maintenance of City's public bldgs	3%	19	87%	6	0.0035	19