MIAMIBEACH

2022 RESIDENT SURVEY

Findings Report

Prepared By
ETC INSTITUTE
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Presented To The
CITY OF MIAMI BEACH, FLORIDA

APRIL 2022

Table of Contents

Section 1: page i **Executive Summary**

Section 2: page 1 **Charts & Graphs: Overall Results**

Section 3: page 73 **Benchmark Analysis**

Section 4: page 82 **Importance–Satisfaction Analysis**

Section 5: page 89 **Survey Instrument**

Section 1: Executive Summary

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Purpose & Methodology

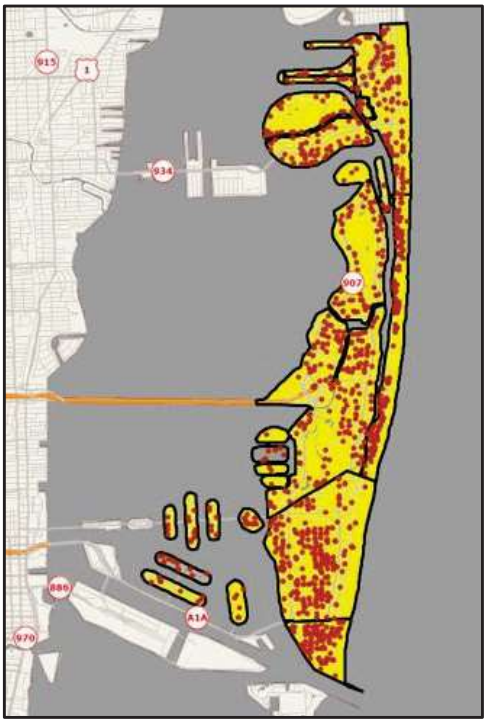
Purpose

ETC Institute administered a community satisfaction survey to residents of the City of Miami Beach, FL. The purpose of this survey was to gather input from residents to help in the City's efforts to create a resident-friendly city. Information compiled from the results will be used by City leaders in making data-driven decisions that will greatly impact priorities for the community's future.

Methodology

The survey instrument, cover letter, and postage paid return envelope were mailed to a random sample of households in the City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Approximately, ten days after the surveys were mailed, ETC Institute sent emails/text messages to the households that received the survey to encourage participation. The emails/texts contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted. The GIS map to the right shows the location of the completed surveys, indicated by a red dot.



The goal was to obtain a total of 1,200 surveys and this goal was exceeded with a total of 1,361 completed surveys. ETC Institute collected, from each Area of the City, 232 surveys from Condo Corridor, 292 surveys from Mid-Beach, 292 surveys from North Beach, 398 surveys from South Beach, and 147 surveys from South Pointe. The overall response for the sample of 1,361 completed surveys have a precision of at least +/-2.6% at the 95% level of confidence.

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Overview of the Findings Report

This report contains:

- An executive summary of the survey purpose, methodology, and major findings
- Charts and graphs showing the overall results and trend analysis (2022 results compared to 2019 results)
- Benchmark analysis charts and graphs showing how Miami Beach compares to other communities in Florida and nationally
- Importance-satisfaction analysis
- Frequency tables that show the results for each question on the survey
- A copy of the cover letters and survey instruments (Version 1 & 2 Surveys)

Major survey findings are found on the following pages.

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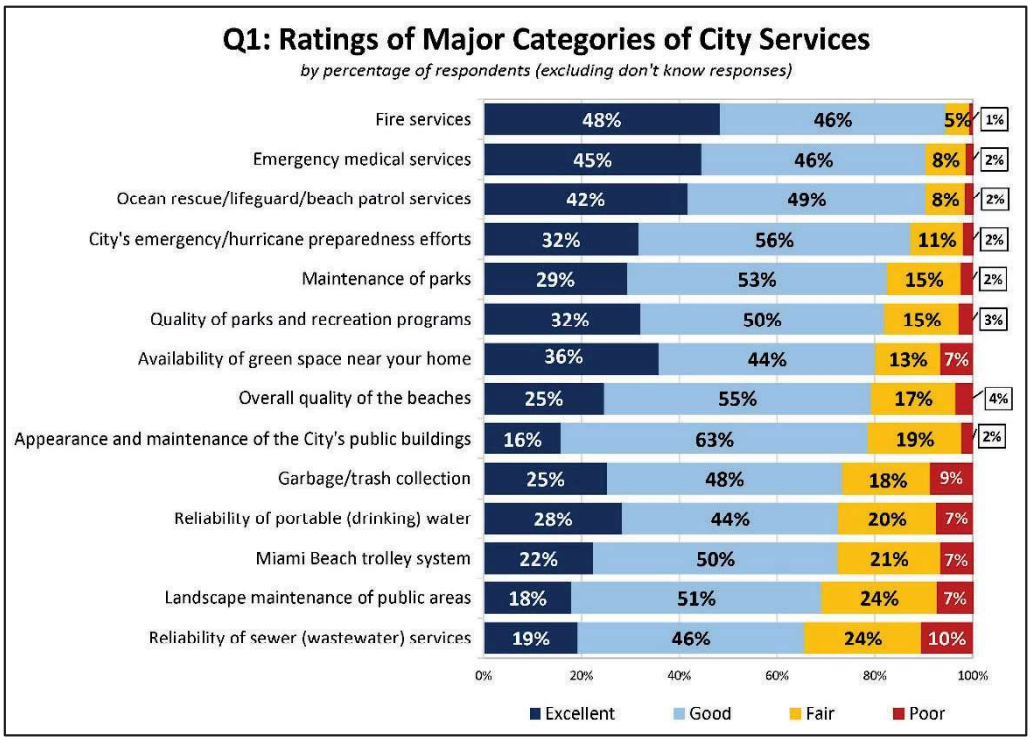
Major Findings

At least four out of five residents rated the performance of the City delivering the following seven services as either "excellent" or "good": fire services, emergency medical services, ocean rescue/lifeguard/beach patrol services, emergency/hurricane preparedness efforts, maintenance of parks, quality of parks and recreation programs, and the availability of green space near their home.

- Based on the sum of "excellent" and "good" responses, the top seven services received the highest ratings from residents (*see graph below*):
  - fire services (94.5%)
  - emergency medical services (90.4%)
  - ocean rescue/lifeguard/beach patrol services (90.4%)
  - emergency and hurricane preparedness efforts (87.3%)
  - maintenance of parks (82.5%)
  - quality of parks and recreation programs (81.9%)
  - availability of green space near residents' home (80.1%)



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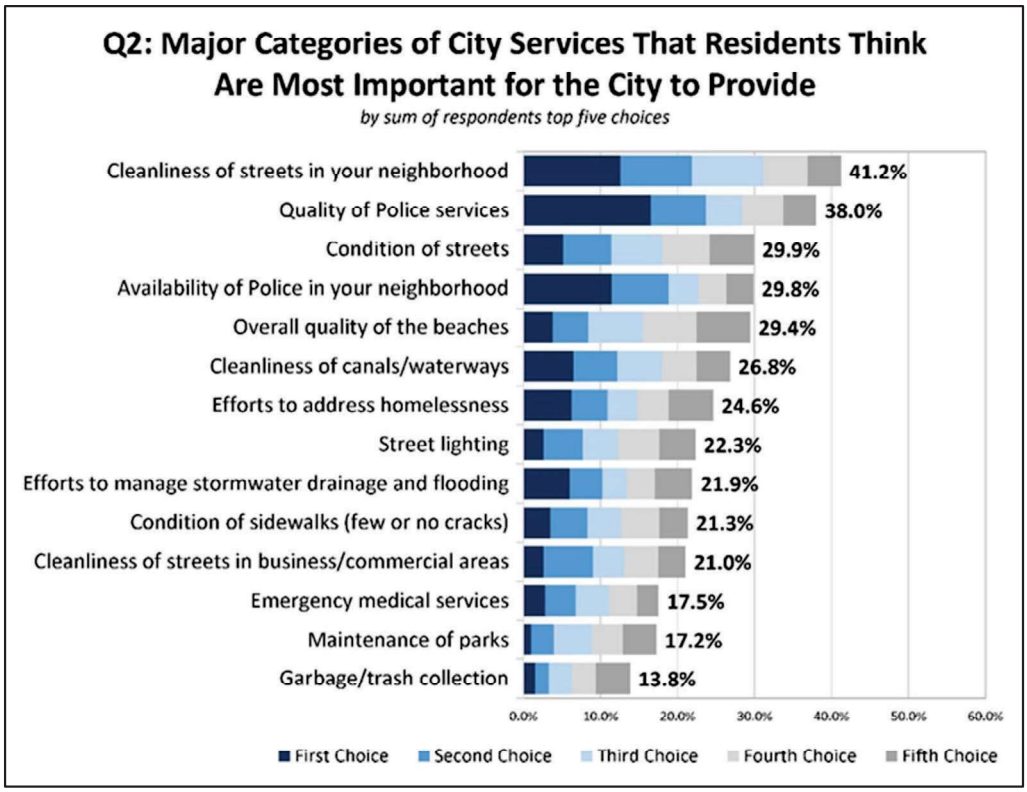
- The top six City services that residents indicated they think are the most important to them, based on the sum of their top five choices, were:
  - the cleanliness of streets in their neighborhood (41.2%)
  - quality of police services (38.0%)
  - condition of streets (29.9%)
  - availability of police in their neighborhood (29.8%)
  - quality of beaches (29.4%)
  - cleanliness of canals/waterways (26.8%)



About two-thirds of residents indicated that they are either "very satisfied" or "satisfied" with the City as a place to live and their quality of life and would either "definitely" or "probably" recommend the City to friends/family as a place to live.

- Sixty-seven percent (67.4%) of residents indicated that they were either "very satisfied" or "satisfied" with the City as a place to live; 14.9% were neither satisfied or dissatisfied and 17.8% were either "dissatisfied" or "very dissatisfied."

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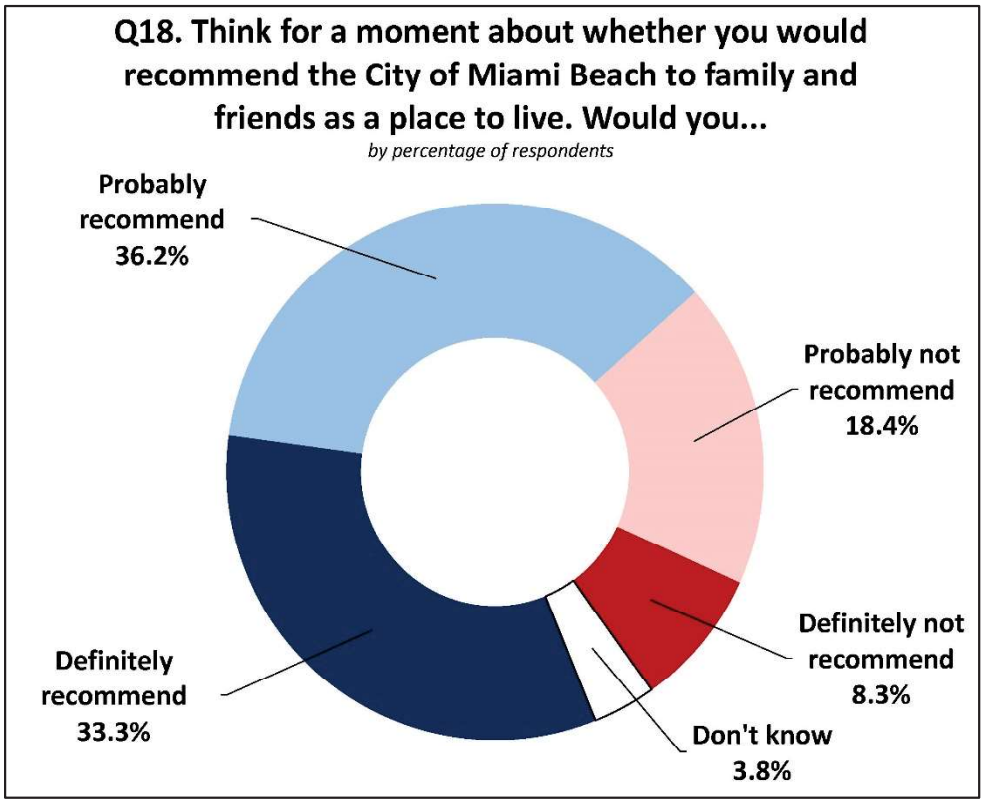
- Sixty-five percent (65.3%) of residents were either "very satisfied" or "satisfied" with their quality of life in the City; 16.7% were neither satisfied or dissatisfied and 17.9% of residents were either "dissatisfied" or "very dissatisfied."

- Eighty-seven percent (86.7%) of residents either "strongly agree" or agree" that Miami Beach free or City sponsored art and cultural activities contribute to the quality of life in Miami Beach. Sixty-four percent (64.2%) of residents either "strongly agree" or "agree" that major events contribute to the quality of life in the City.

- Over two-thirds (69.5%) of residents indicated that they would either "definitely" or "probably" recommend the City to family and friends as a place to live. *See chart below.*



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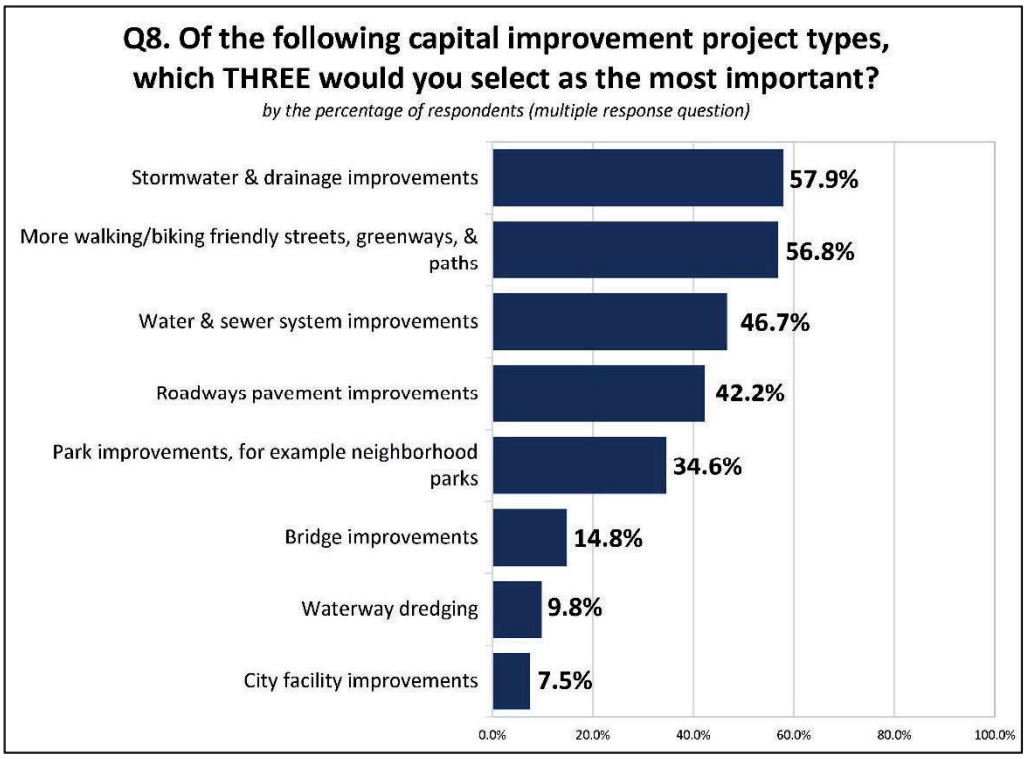
The top two capital improvement project types that are most important to residents are stormwater and drainage improvements and more walking/biking friendly streets, greenways, and paths.

- The graph below shows the level of importance, to residents, for the following capital improvement project types. The top two capital improvement projects that are most important to residents are listed below.
  - Stormwater and drainage improvements (57.9%)
  - More walking/biking friendly streets, greenways, and paths (56.8%)



The top three primary modes of transportation for trips <u>within</u> the City are by car, walking, and/or biking.

- Over three-fourths (76.9%) of residents use a car as one of their primary modes of transportation within the City, over half (56.5%) walk as one of their primary modes of transportation within the City, and over a quarter (27.8%) walk to get around within the City. Most (84.3%) of residents use a car as their primary mode of transportation for trips to the mainland.
  - Less than 10% use public transportation (7.9%), motorcycle (6.4%), City trolley service (5.7%), County transit service (1.4%), and/or carpool (0.4%) as primary modes of transportation to get around within the City.

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- At least a quarter (25%) of residents consider the following types of transportation as the top three most viable alternatives to using a car for trips within the City:
    - bicycles (37.2%)
    - trolley car (36.9%)
    - light rail/modern street car (25.9%)

- At least one-third (33%) of residents would consider light rail/modern street car (44.0%) and/or an express bus (36.0%) as the top two most viable alternatives to using a car for trips to the mainland.

Additional Findings

- The top four communication methods that residents use to obtain information about City government, issues, and events are through the MB Magazine (50.1%), City website (49.6%), City email news (37.0%), and text messages (28.1%). If a resident needed to contact the City, they would likely use the phone (60.4%) or send an email (26.4%) first.

- The majority of residents either "strongly agree" or "agree" with the following statements:
    - City employees are courteous and professional (65.2%)
    - During my most recent contact with the City, my request was processed in a timely manner (55.1%)
    - City employees possess the proper knowledge (52.0%)

- The majority (51.9%) of residents indicated, in the last year, they would visit Alton Road between 6th and 17th Street at least weekly. At least one out of three residents, in the last year, would visit 41st Street (39.5%), Lincoln Road (38.0%), Sunset Harbor (37.4%), and south of 5th Street (33.6%) at least weekly.

- Seventy-four percent (74.4%) of residents know where to get information during in an emergency and 68.1% of residents indicated their household is prepared for an emergency, such as a natural disaster.

- Over half (51.2%) of households regularly ride a bicycle.

- Most (81.0%) of residents are concerned with pedestrian safety when crossing the street.

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Conclusion

(Importance-Satisfaction Analysis)

To ensure the City continues to deliver high quality services to its residents, ETC Institute recommends the City emphasize the following areas.

Overall Priorities for the City by Major Categories of Services:

The table below shows the Importance-Satisfaction Analysis for all major services analyzed. Based on the results of this analysis, the major services that are recommended as the top opportunity for improvement over the next two years, in order to raise the City's overall satisfaction rating are listed below.

- Efforts to address homelessness (IS Rating=0.1958)
- Cleanliness of canals/waterways (IS Rating=0.1750)
- Condition of streets (IS Rating=0.1707)
- Cleanliness of streets in neighborhoods (IS Rating=0.1664)
- Efforts to manage stormwater drainage and flooding (IS Rating=0.1351)
- Condition of sidewalks (IS Rating=0.1323)
- Quality of Police services (IS Rating=0.1322)
- Availability of Police in neighborhoods (IS Rating=0.1126)
- Cleanliness of streets in business/commercial areas (IS Rating=0.1113)

Importance-Satisfaction Ratings
City of Miami Beach Resident Survey (2022)
Major Categories of City Services
Miami Beach, FL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Efforts to address homelessness	24.6%	7	20.4%	28	0.1958	1
Cleanliness of canals/waterways	26.8%	6	34.7%	27	0.1750	2
Condition of streets	29.9%	3	42.9%	23	0.1707	3
Cleanliness of streets in your neighborhood	41.2%	1	59.6%	18	0.1664	4
Efforts to manage stormwater drainage and flooding	21.9%	9	38.3%	24	0.1351	5
Condition of sidewalks (few or no cracks)	21.3%	10	37.9%	25	0.1323	6
Quality of Police services	38.0%	2	65.2%	15	0.1322	7
Availability of Police in your neighborhood	29.8%	4	62.2%	16	0.1126	8
Cleanliness of streets in business/commercial areas	21.0%	11	47.0%	22	0.1113	9

The full Importance-Satisfaction Analysis can be found in Section 4 of this report (Page 82).

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Section 2: Charts & Graphs of Overall Results

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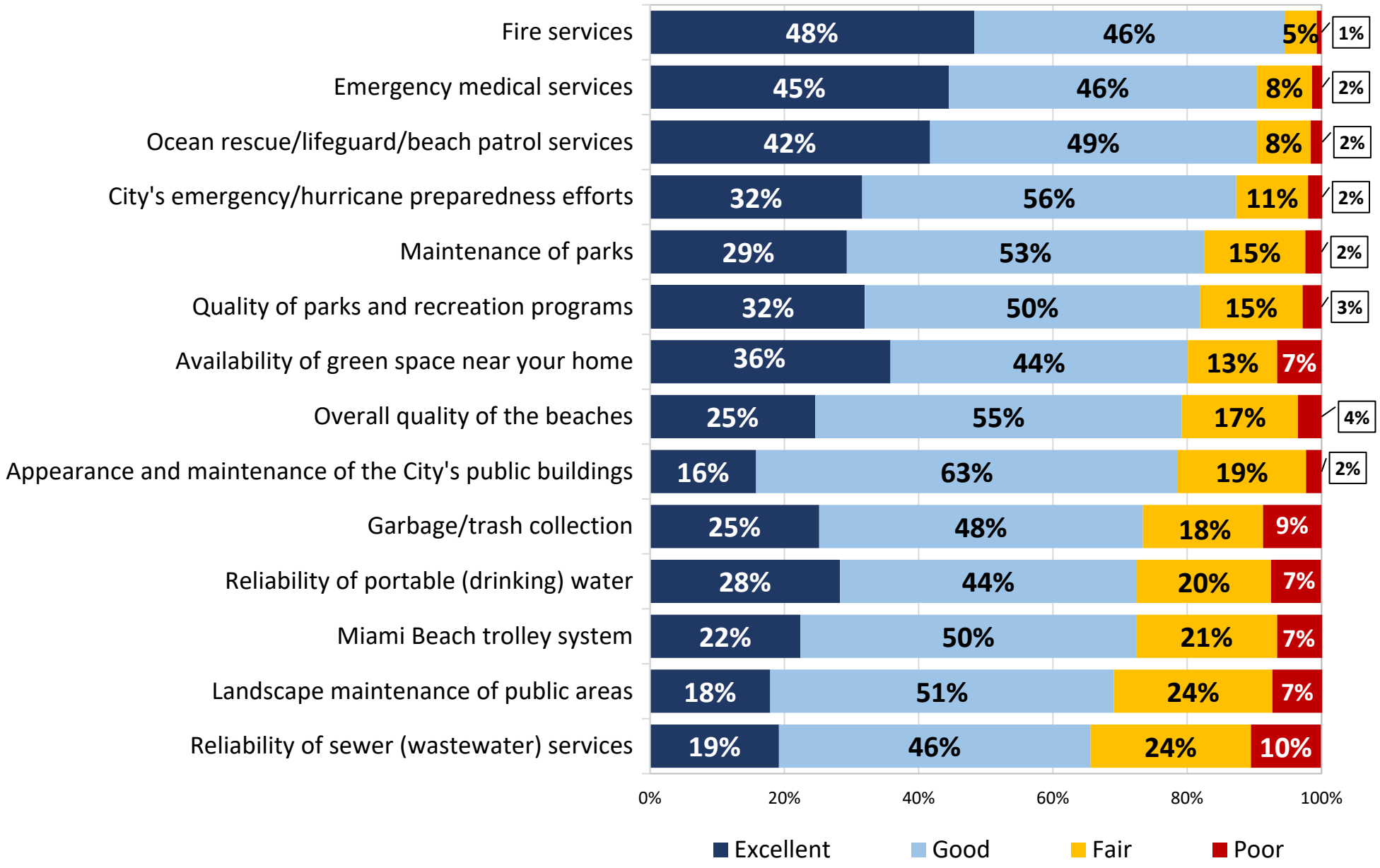
Q1: Ratings of Major Categories of City Services

by percentage of respondents (excluding don't know responses)



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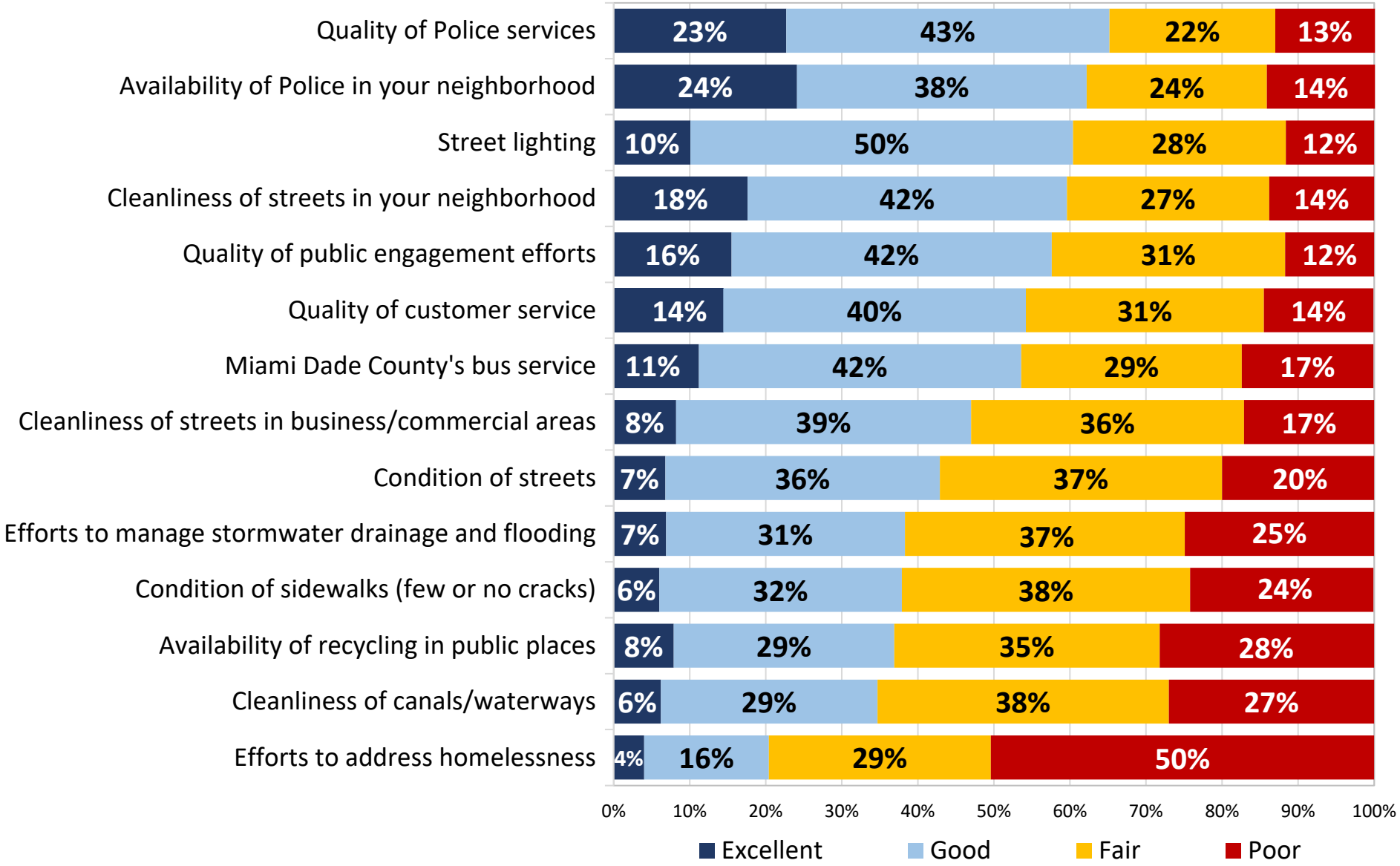
Q1: Ratings of Major Categories of City Services (Continued)

by percentage of respondents (excluding don't know responses)



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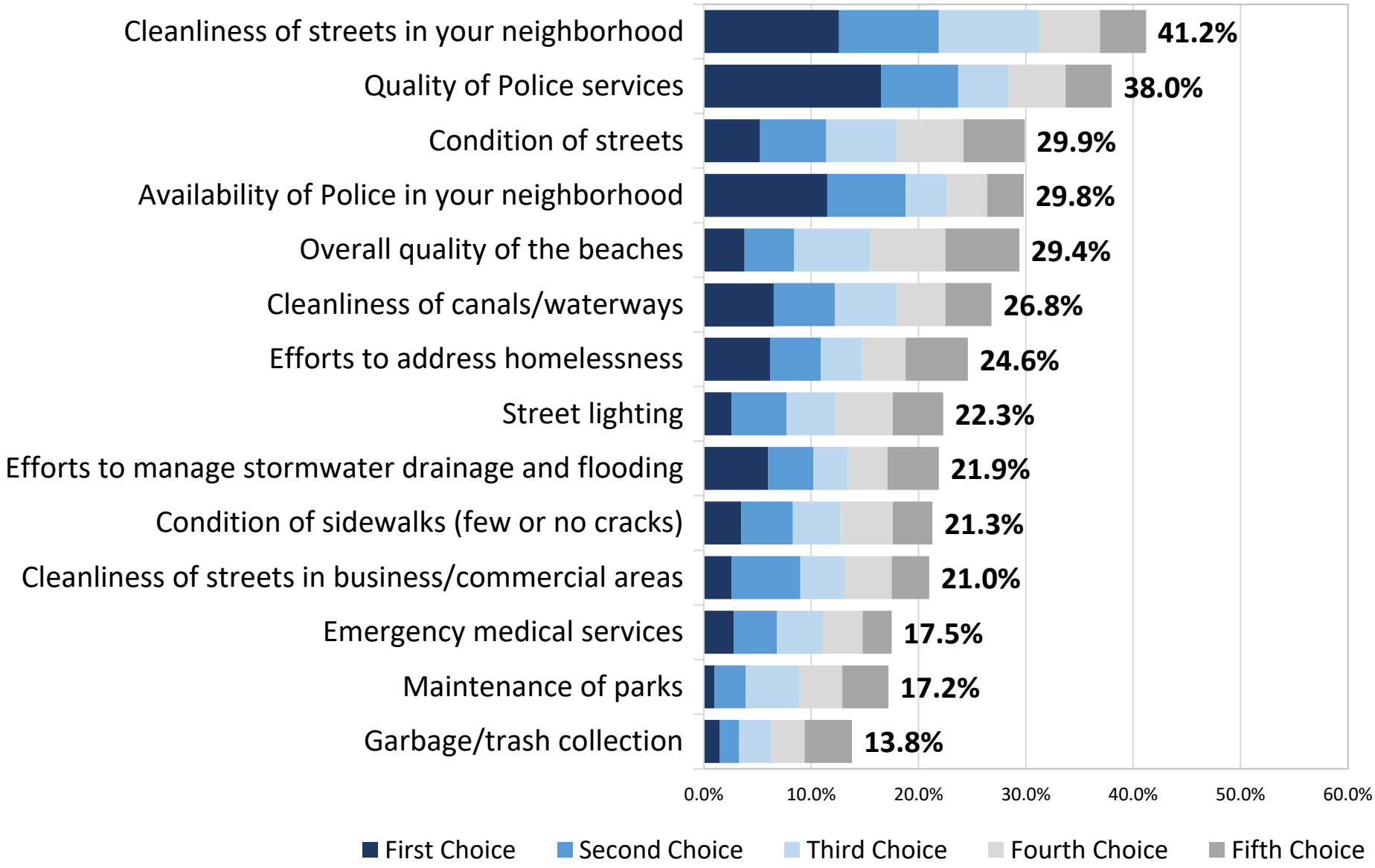
Q2: Major Categories of City Services That Residents Think Are Most Important for the City to Provide

by sum of respondents top five choices



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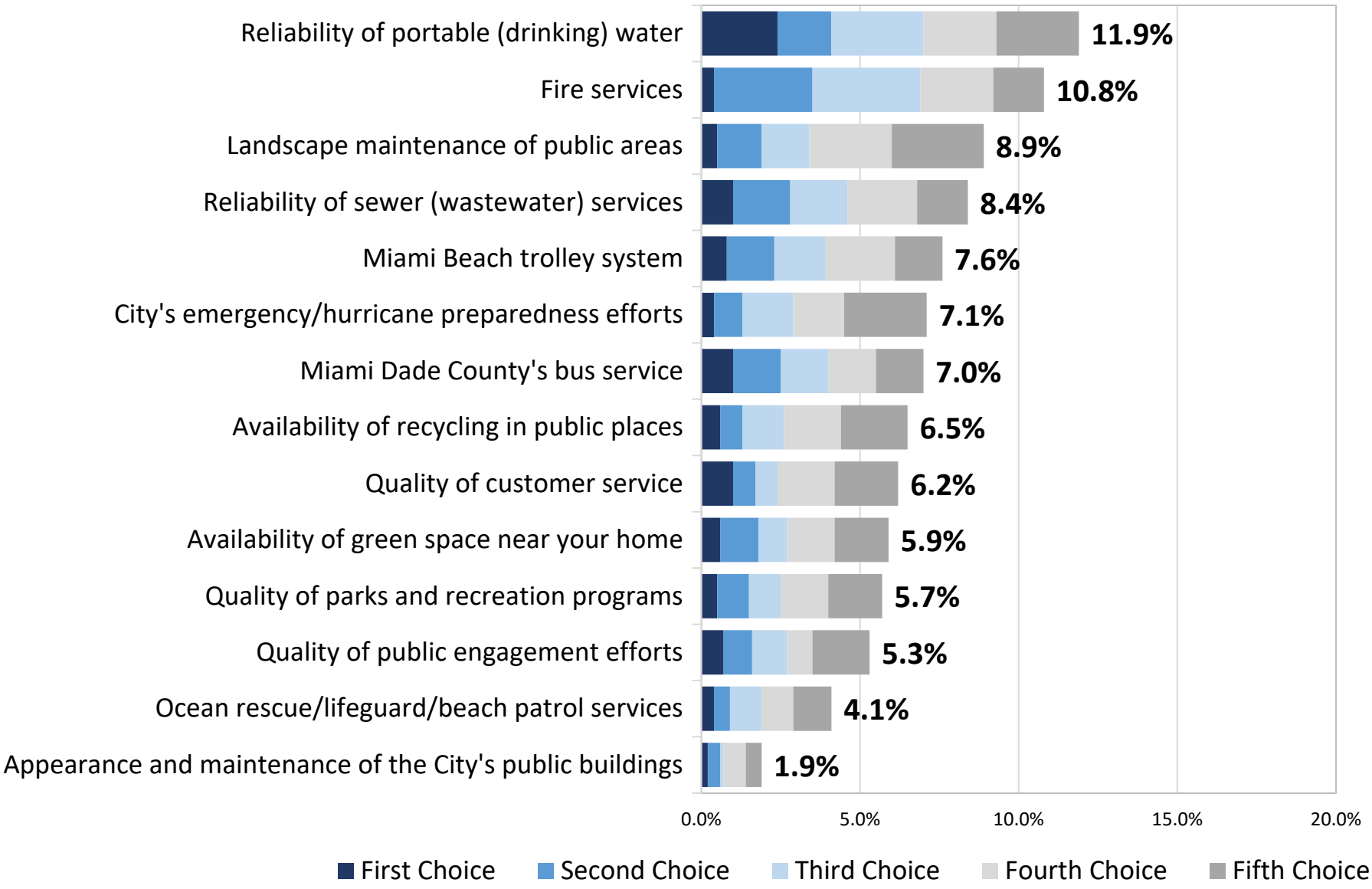
Q2: Major Categories of City Services That Residents Think Are Most Important for the City to Provide (Continued)

by sum of respondents top five choices



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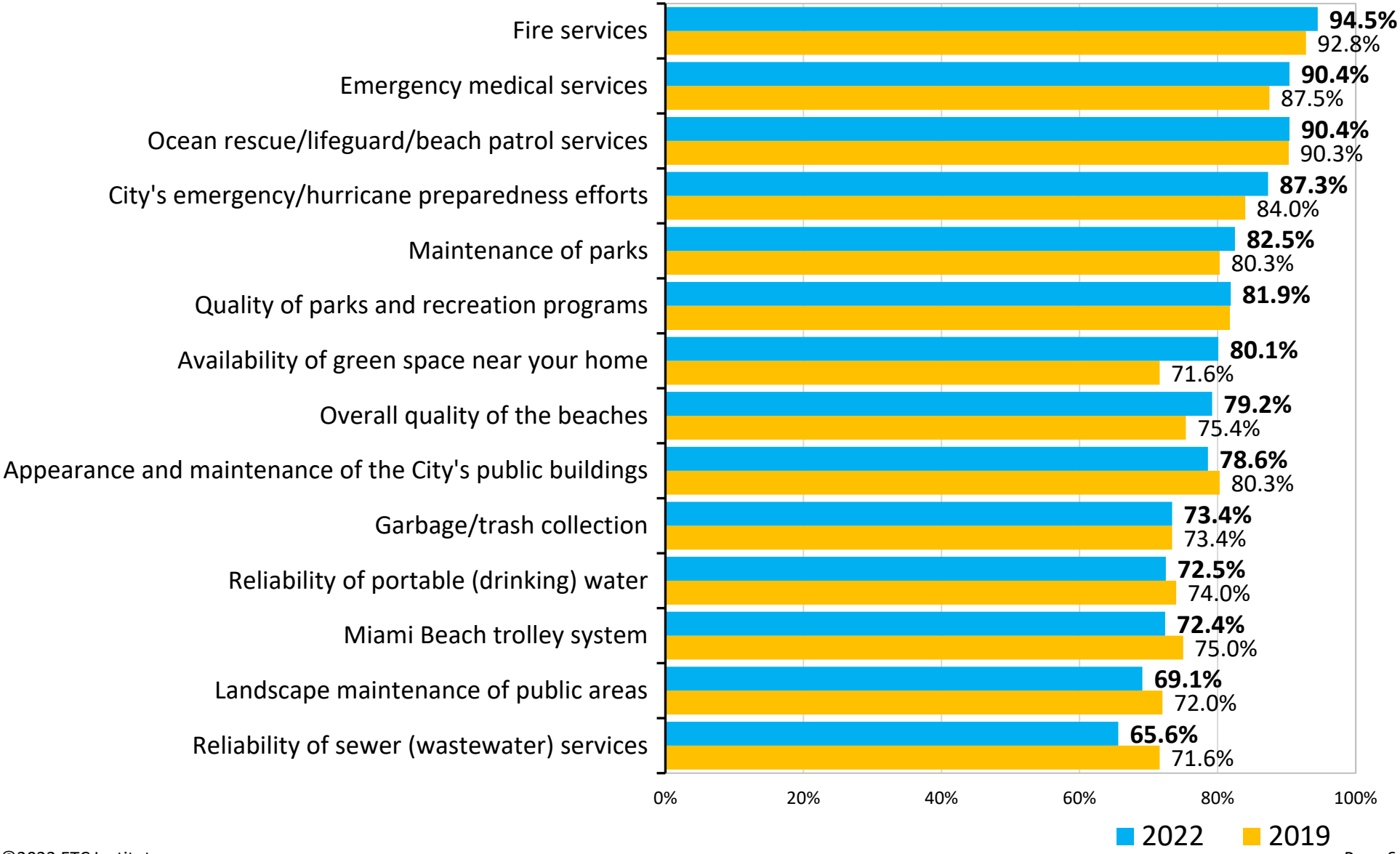
Trends: 2022 v. 2019

Q1: Ratings of Major Categories of City Services

by the sum percentage of respondents that rated the service as either excellent or good (excluding don't know responses)



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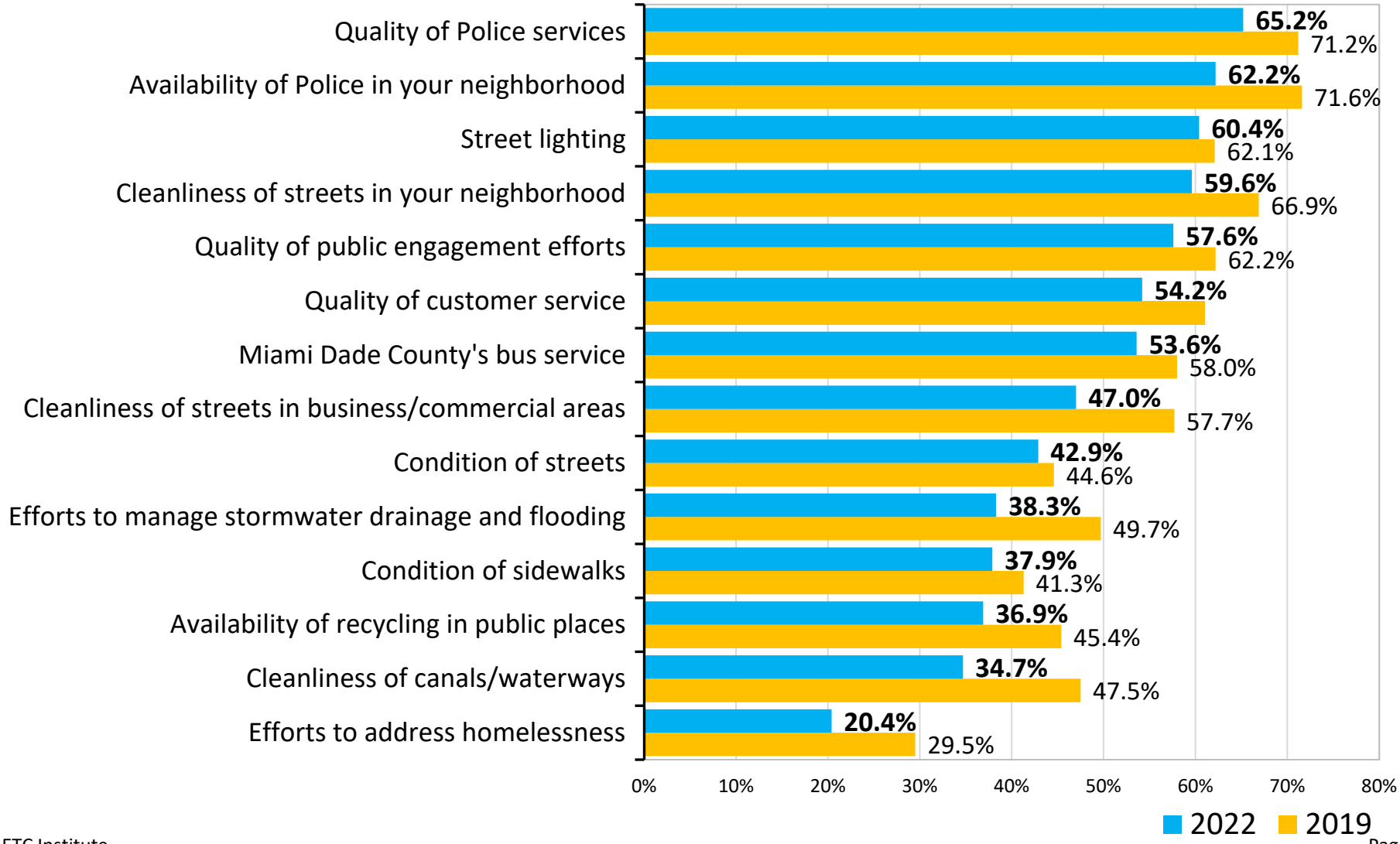
Trends: 2022 v. 2019

Q1: Ratings of Major Categories of City Services (Continued)

by the sum percentage of respondents that rated the service as either excellent or good (excluding don't know responses)



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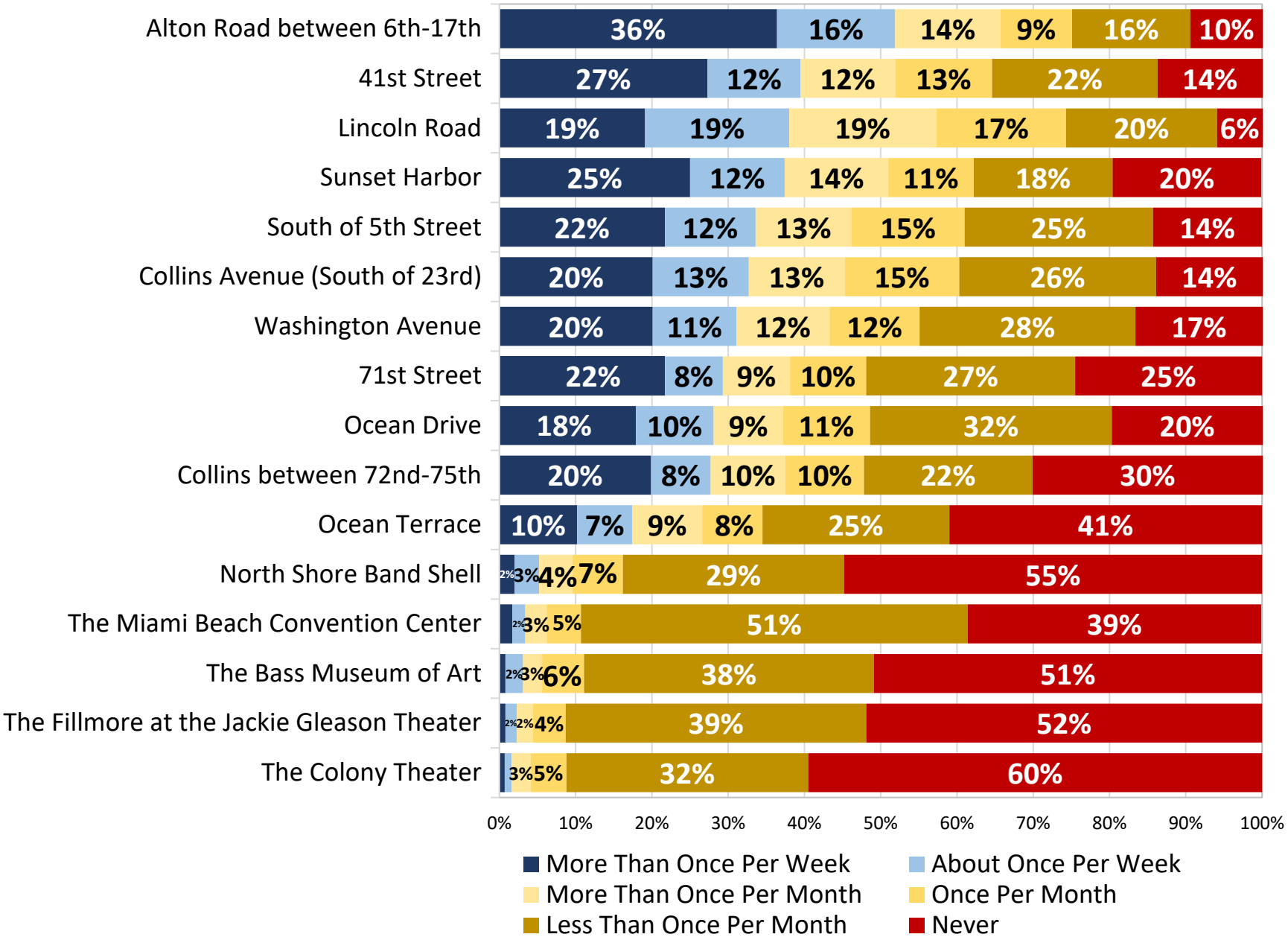
Q3(1-11): Frequency Residents Visit the Following Areas

by percentage of respondents (excluding don't know responses)



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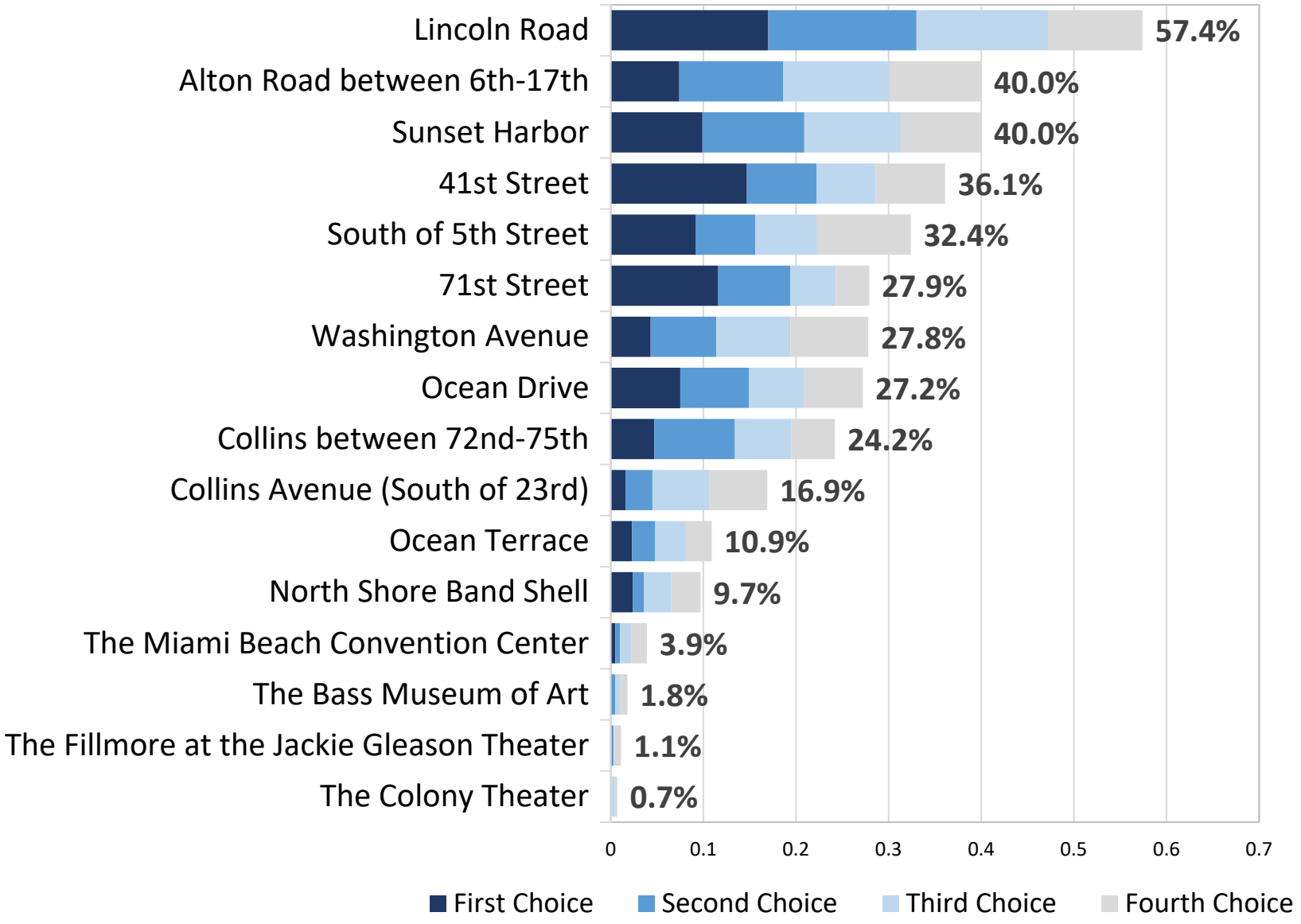
Q4: Top Choices of Places or Facilities That Residents Visit the Most

by sum of respondents top four choices



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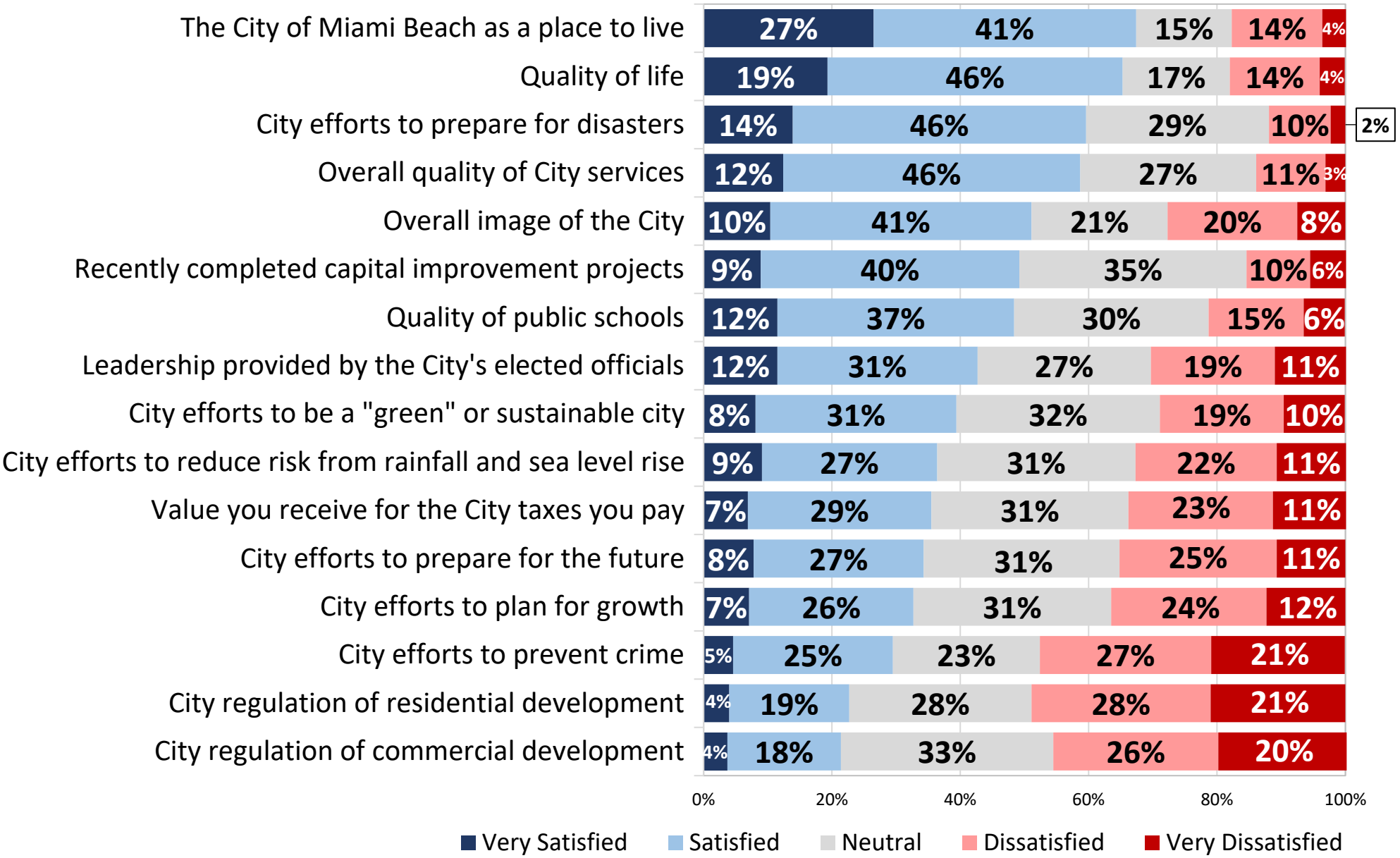
Q5: Level of Satisfaction with Perceptions of the City

by percentage of respondents (excluding don't know responses)



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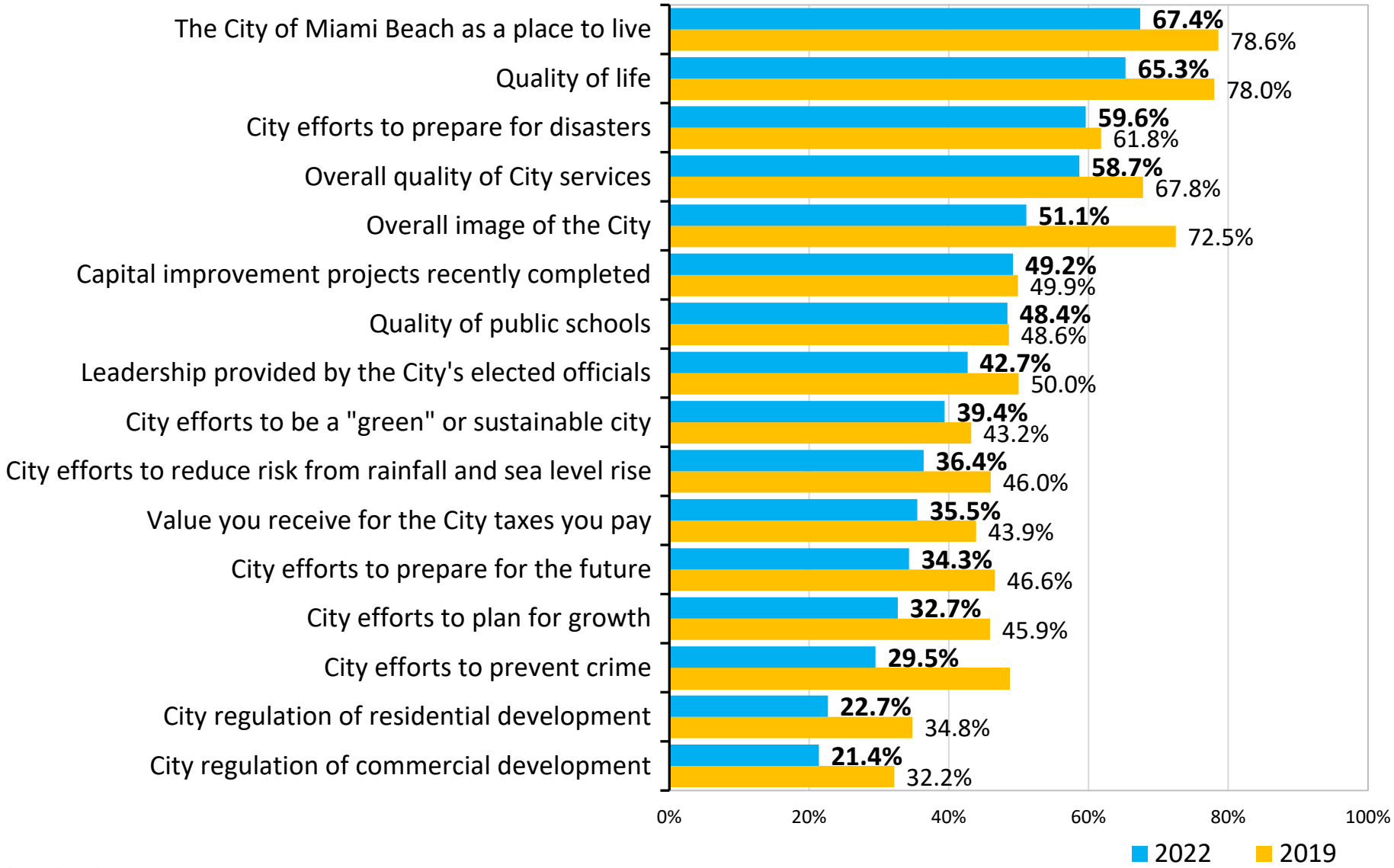
Trends: 2022 v. 2019

Q5: Satisfaction with Perceptions of the City

by the sum percentage of respondents that were either very satisfied or satisfied with the service (excluding don't know responses)



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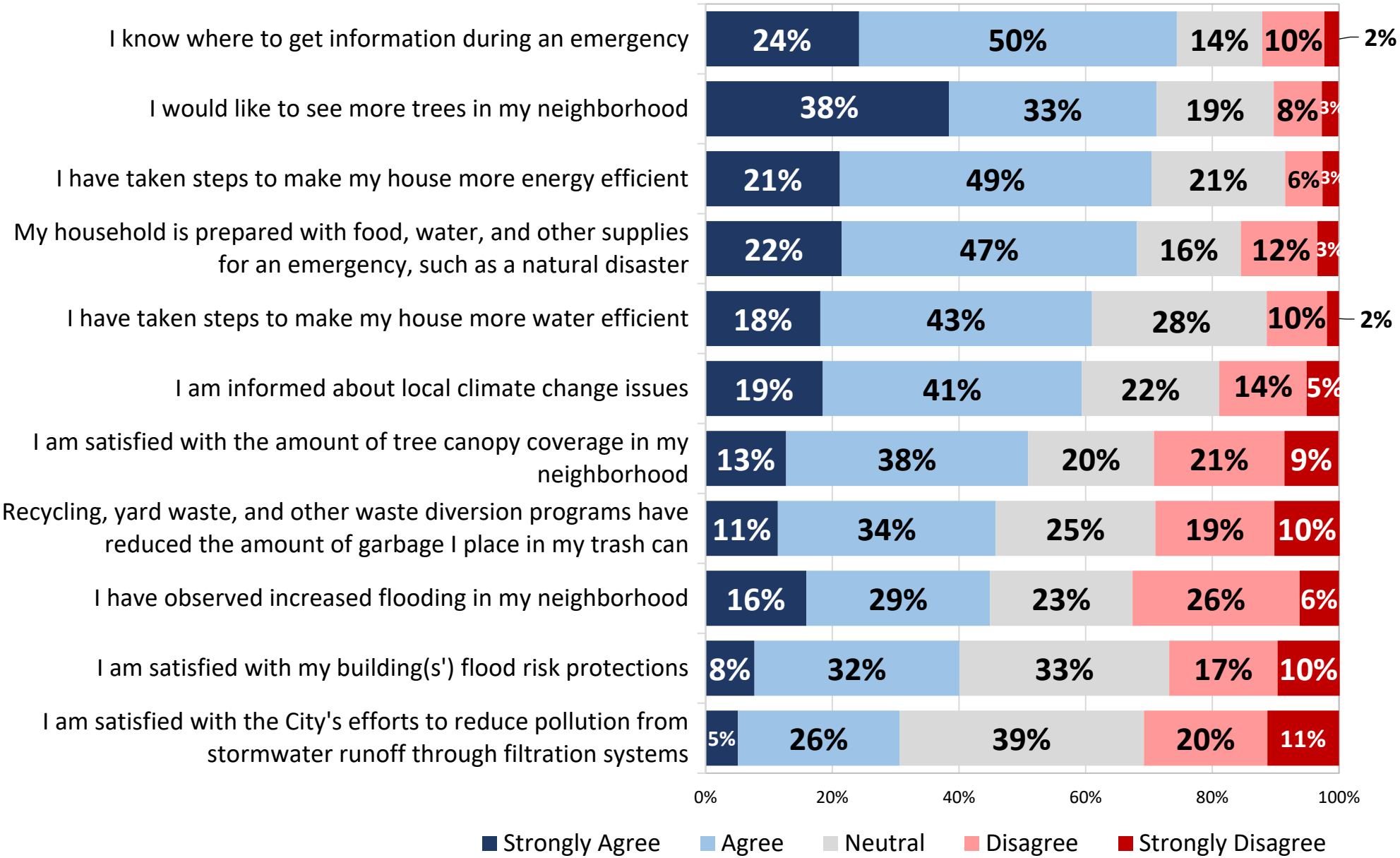
Q6: Level of Agreement with Sustainability & Resiency Statements

by percentage of respondents (excluding don't know responses)



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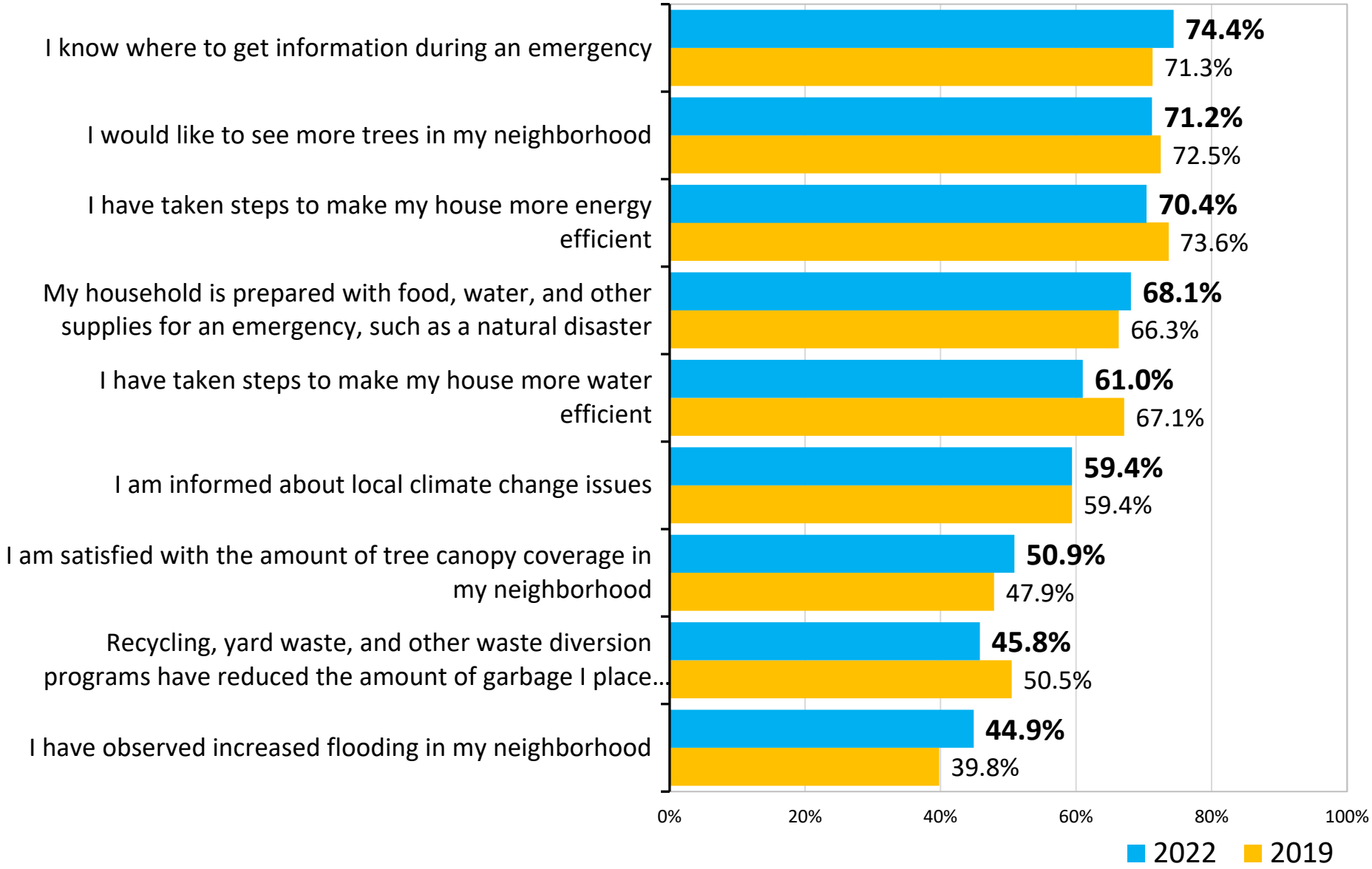
Trends: 2022 v. 2019

Q6: Agreement with Sustainability & Resiliency Statements

by the sum percentage of respondents that either strongly agree or agree with the statement (excluding don't know responses)



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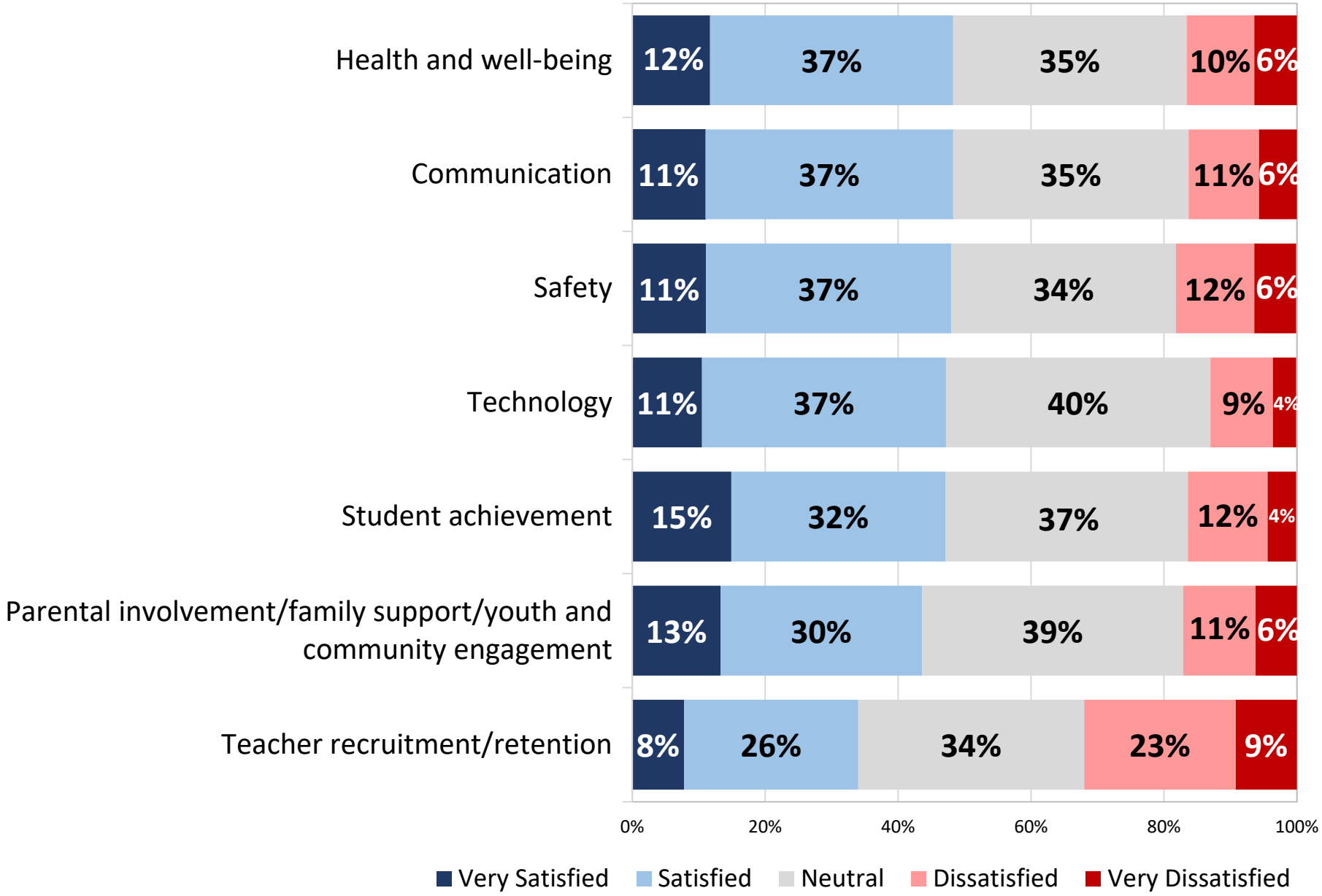
Q7: Level of Satisfaction with Public Local Schools

by percentage of respondents (excluding don't know responses)



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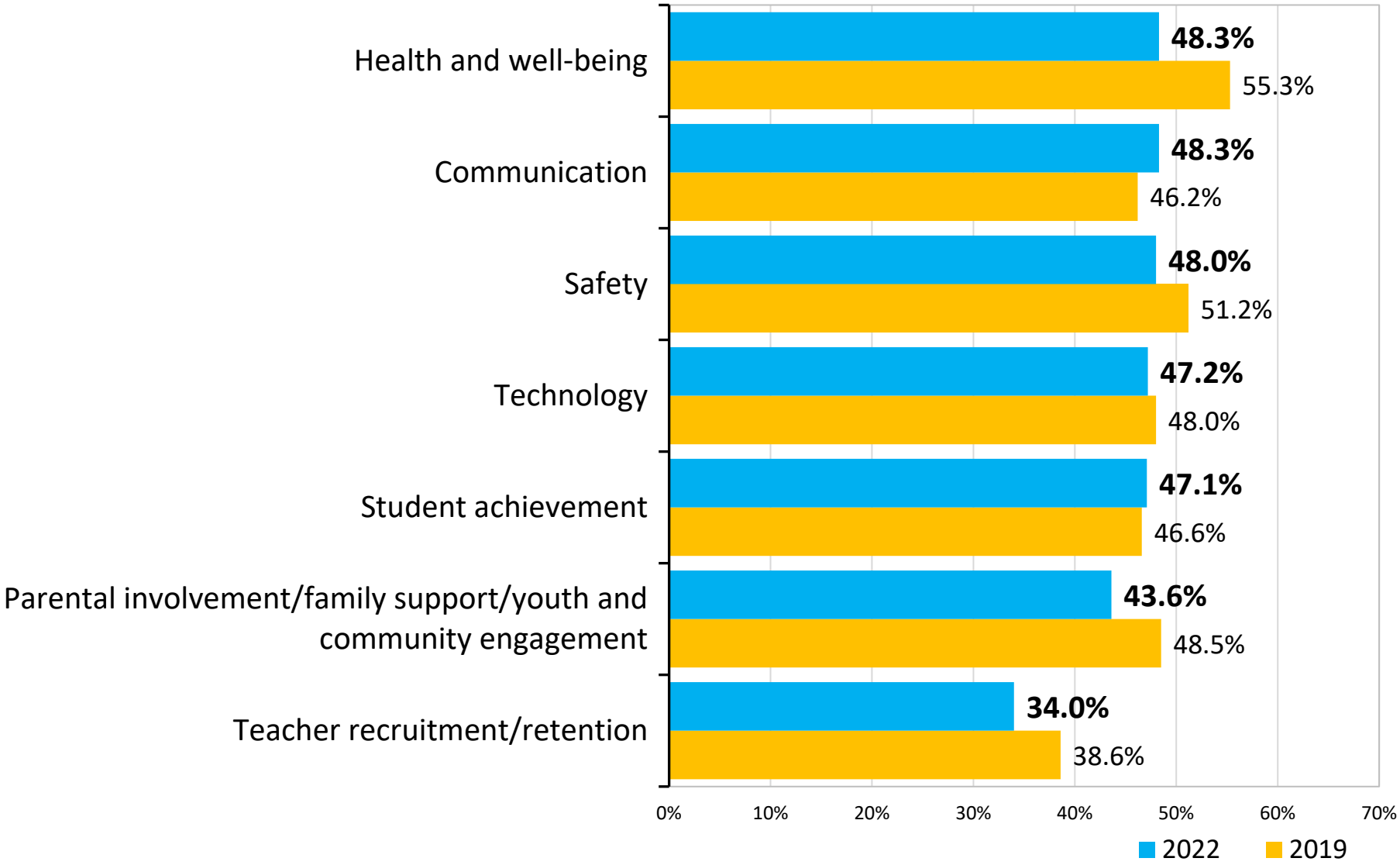
Trends: 2022 v. 2019

Q7: Level of Satisfaction with Public Local Schools

by the sum percentage of respondents that were either very satisfied or satisfied with the service (excluding don't know responses)



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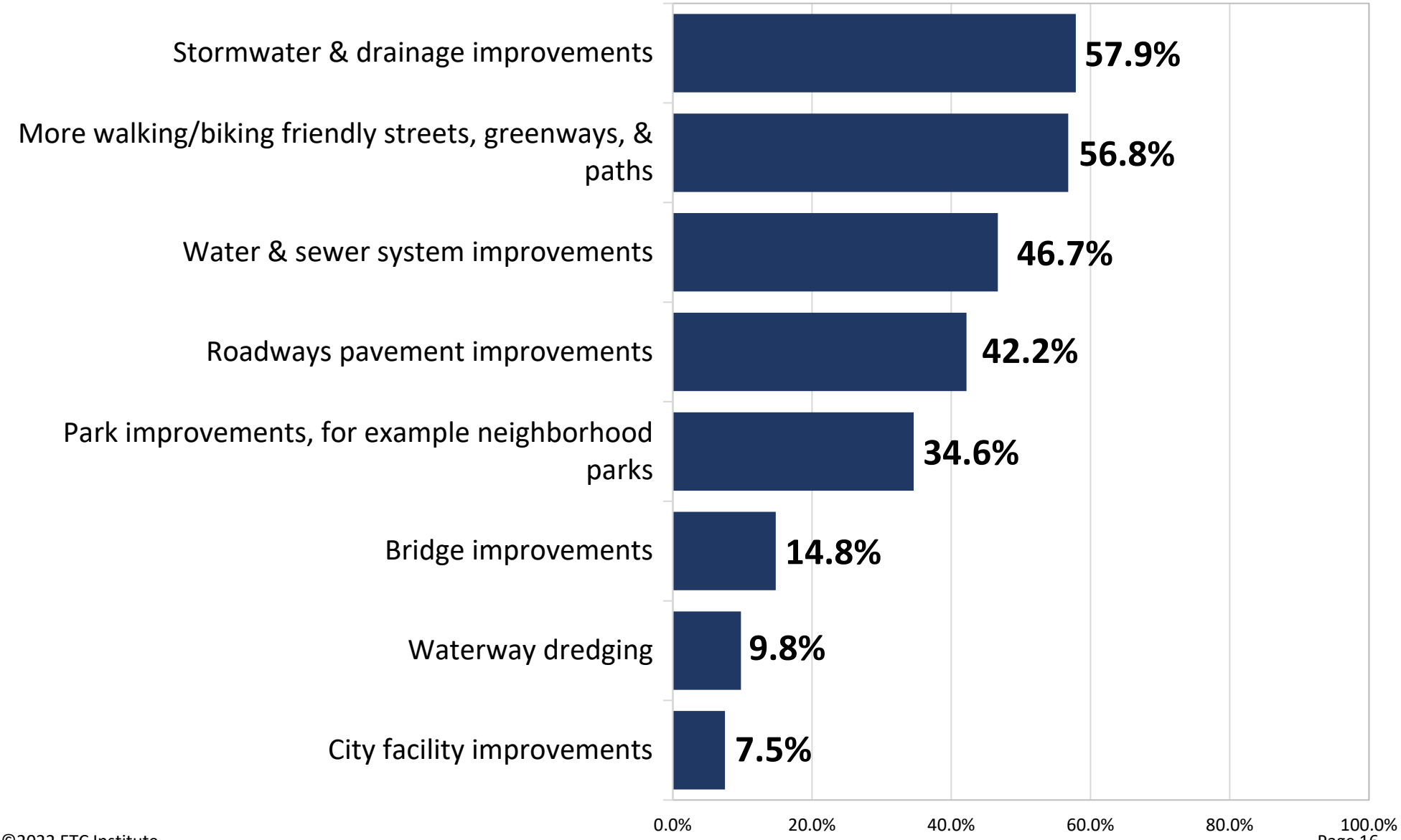
Q8. Of the following capital improvement project types, which THREE would you select as the most important?

by the percentage of respondents (multiple response question)



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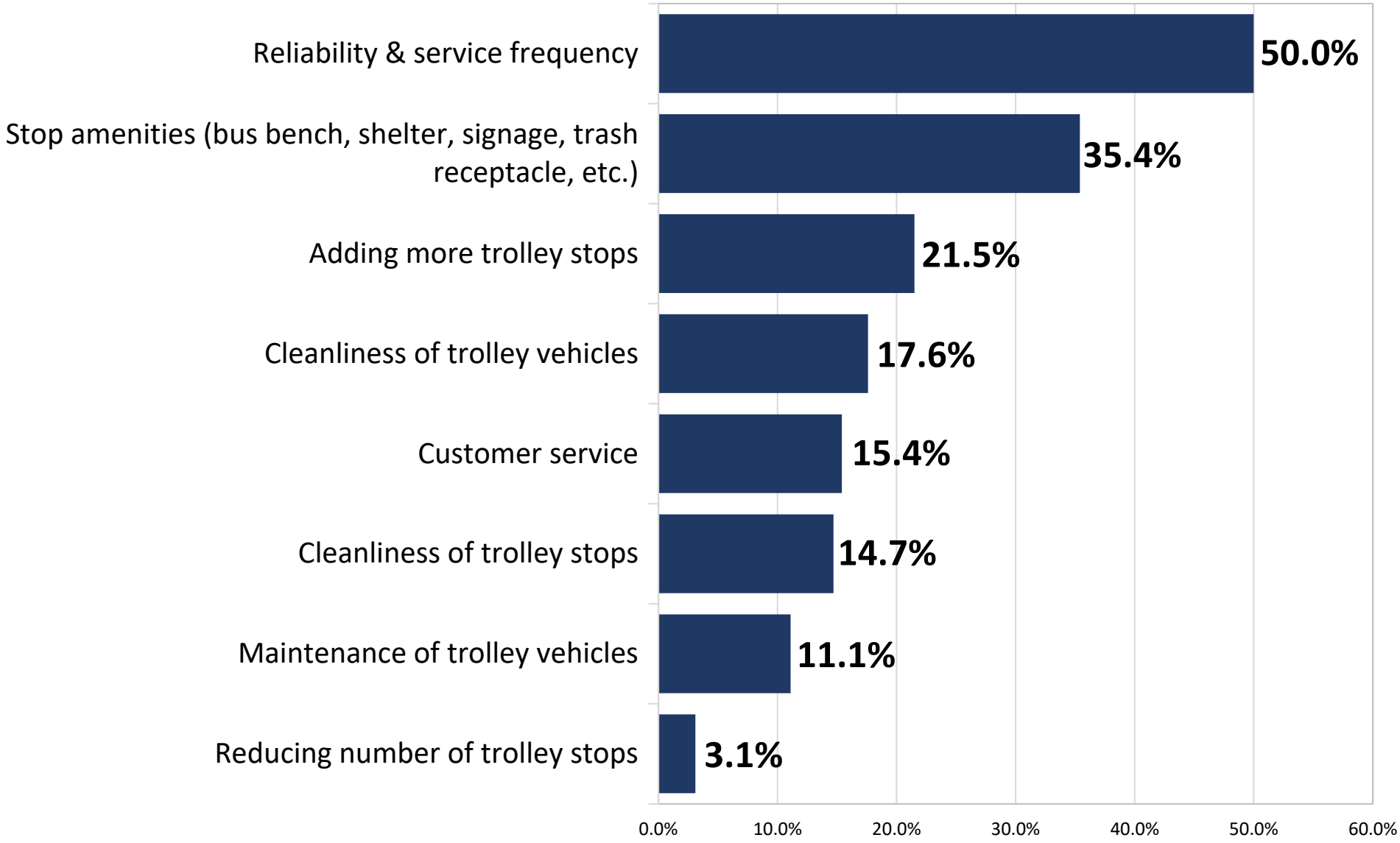
Q9. Which of the following public transportation improvements are needed most in Miami Beach?

by the percentage of respondents (multiple response question)



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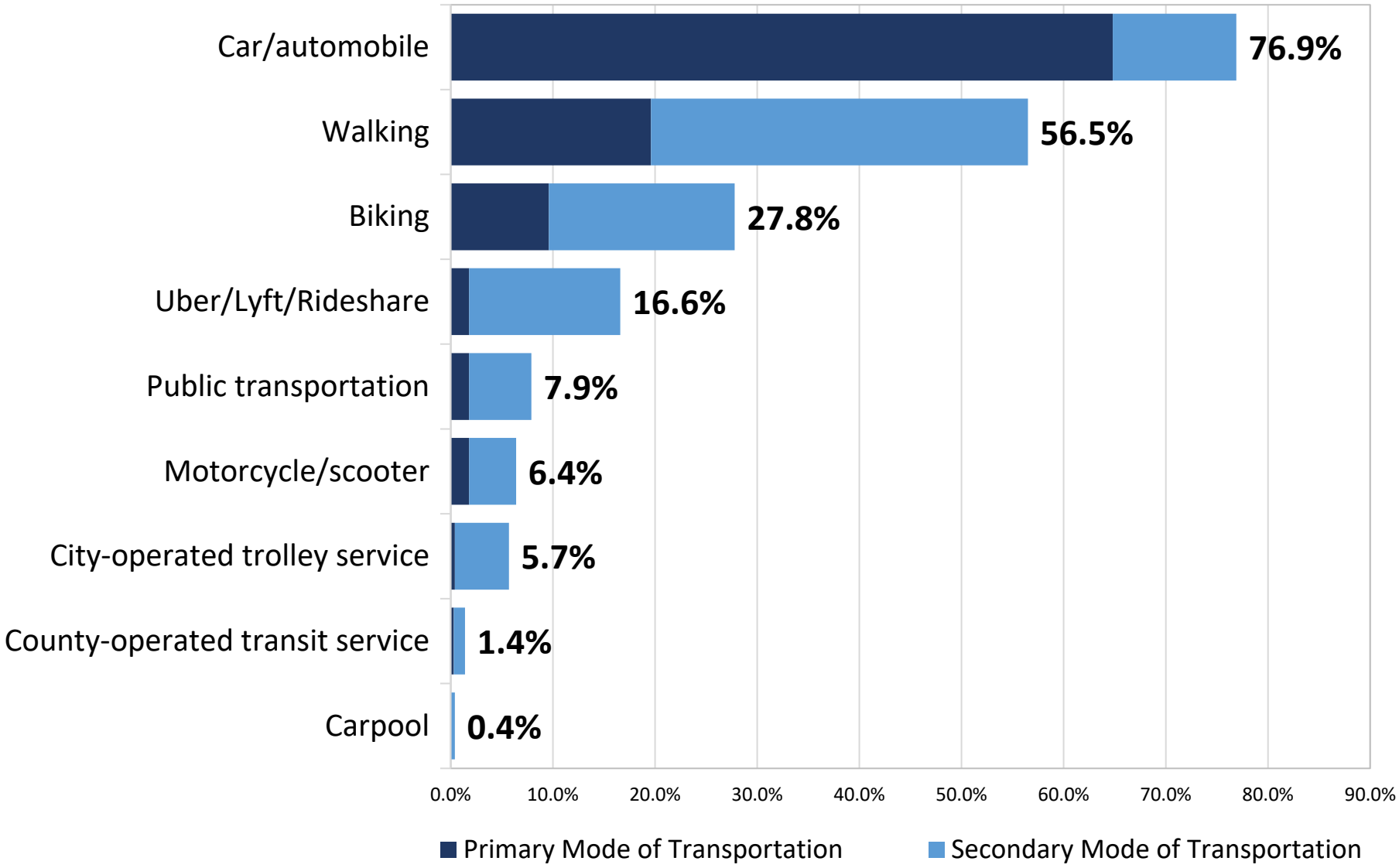
Q10. Which of the following is your PRIMARY mode of transportation for trips within Miami Beach?

by sum of respondents two choices



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Trends: 2022 v. 2019

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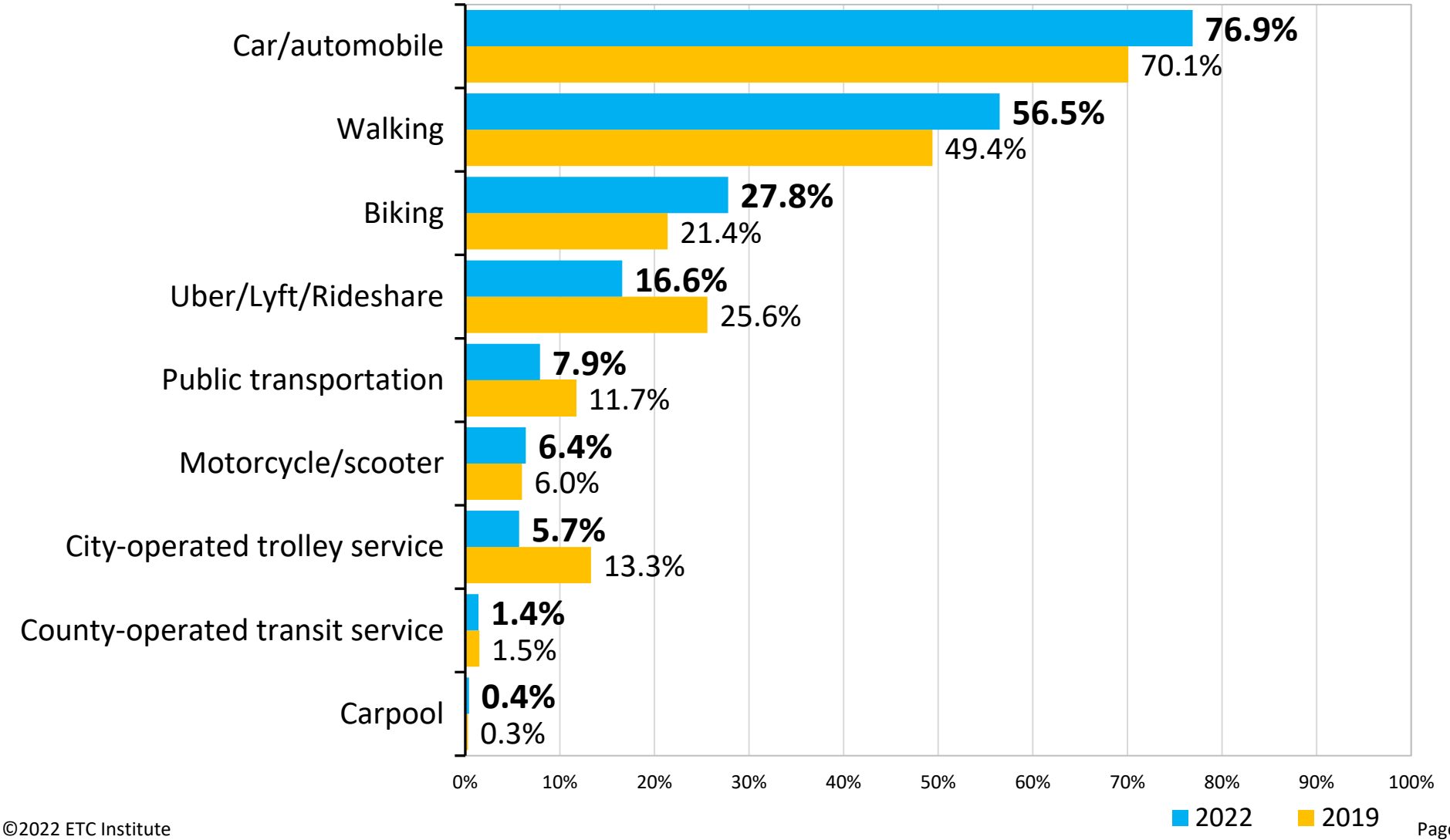
by sum of respondents two choices



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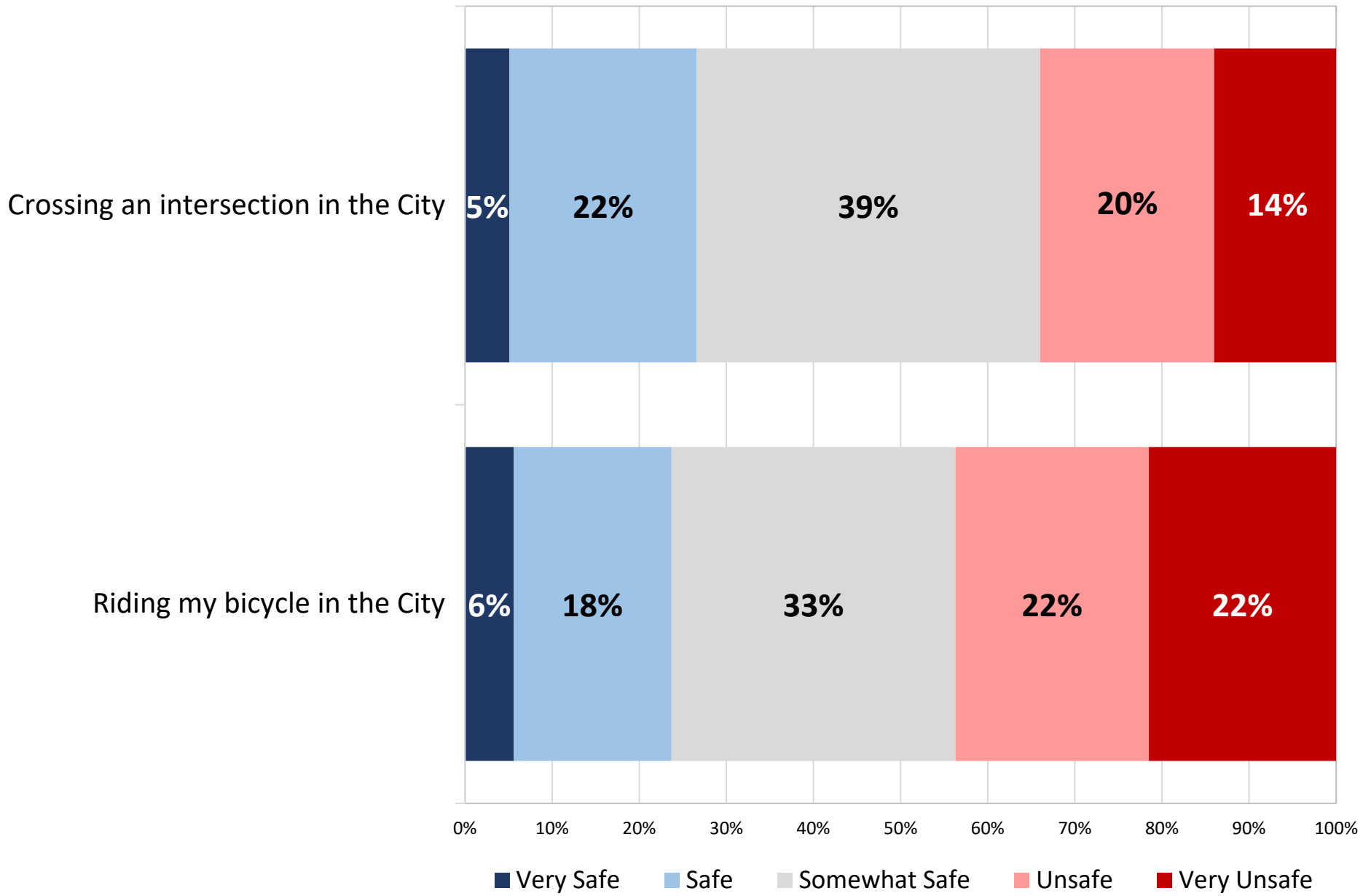
Q11. Feeling of Safety Doing the Following in Miami Beach

by percentage of respondents that felt either very safe or safe (excluding don't know responses)



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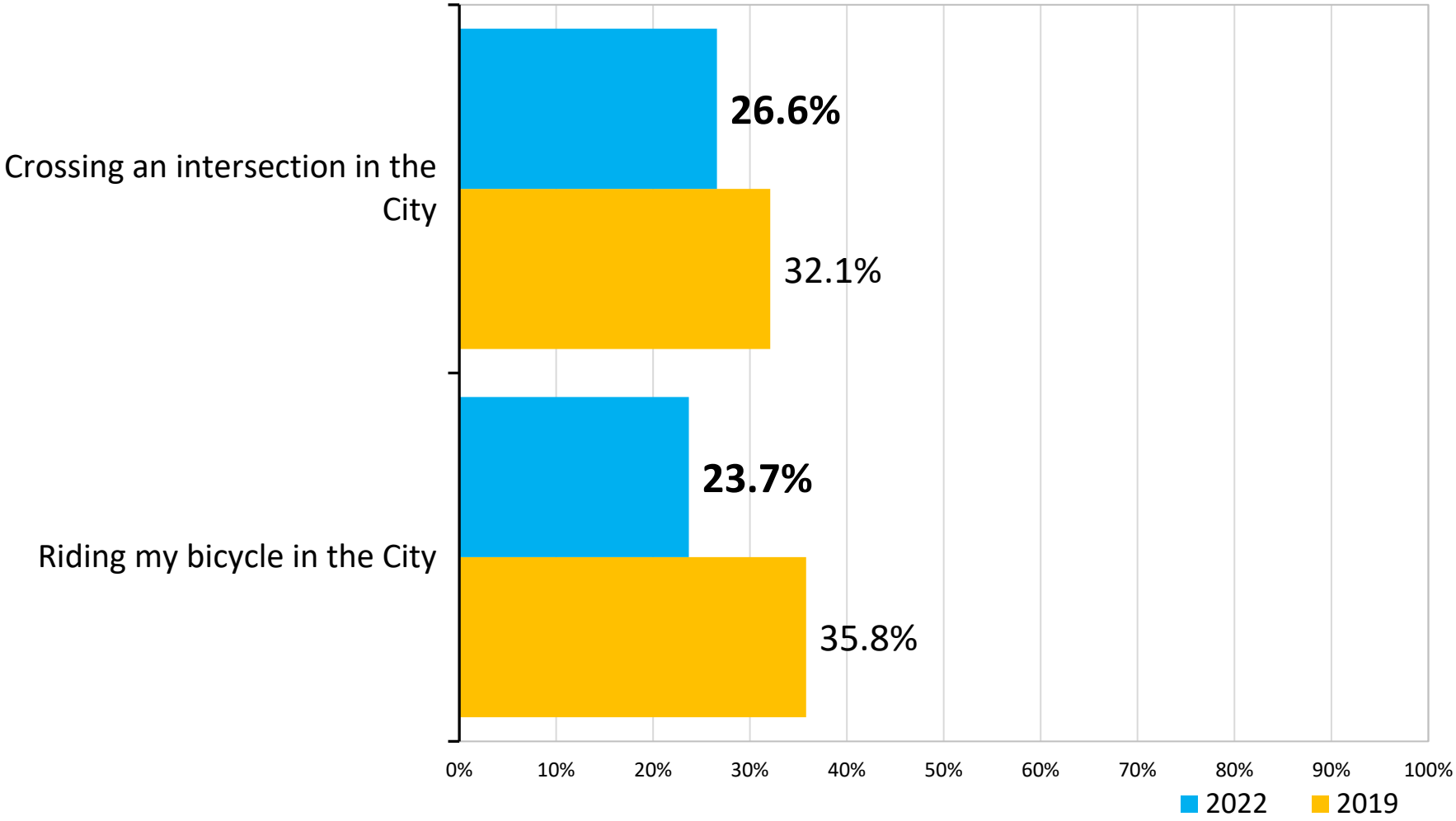
Trends: 2022 v. 2019

Q11. Feeling of Safety Doing the Following in Miami Beach

by percentage of respondents that felt either very safe or safe (excluding don't know responses)



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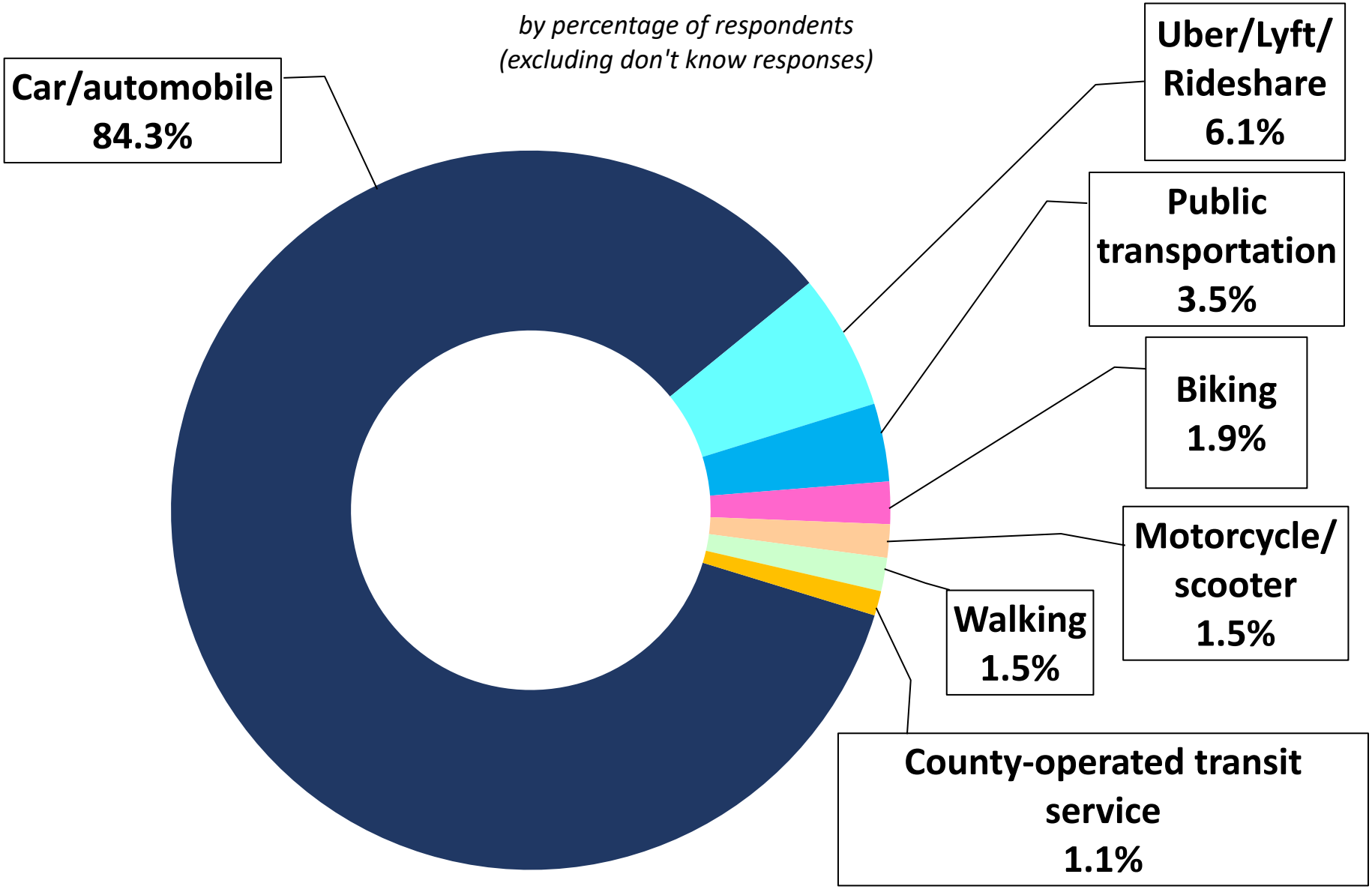
Q12. Which ONE of the following is your PRIMARY mode of transportation for cross-causeway trips to the mainland?

by percentage of respondents (excluding don't know responses)



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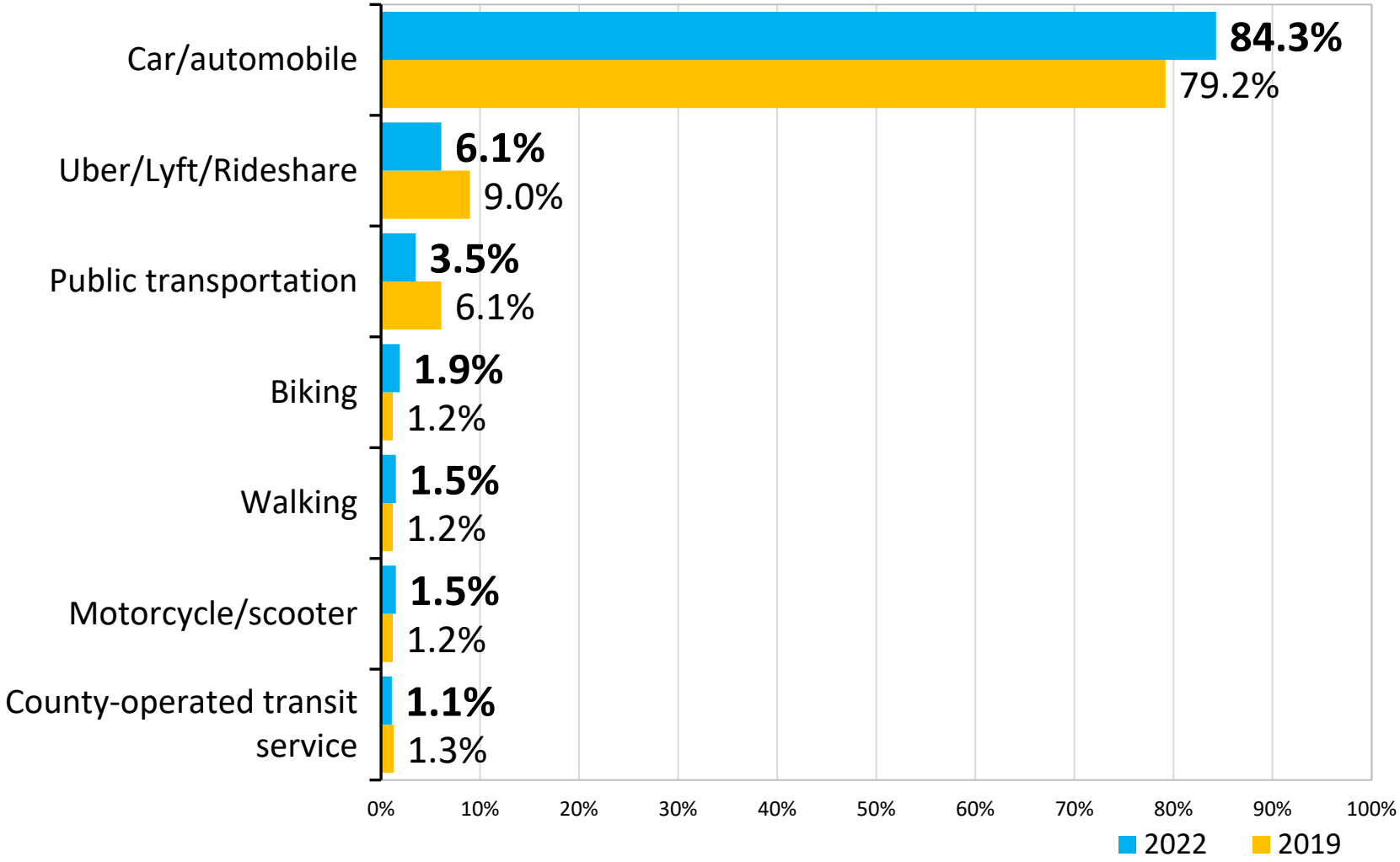
Trends: 2022 v. 2019

Q12. Which ONE of the following is your PRIMARY mode of transportation for cross-causeway trips to the mainland?

by percentage of respondents (excluding don't know responses)



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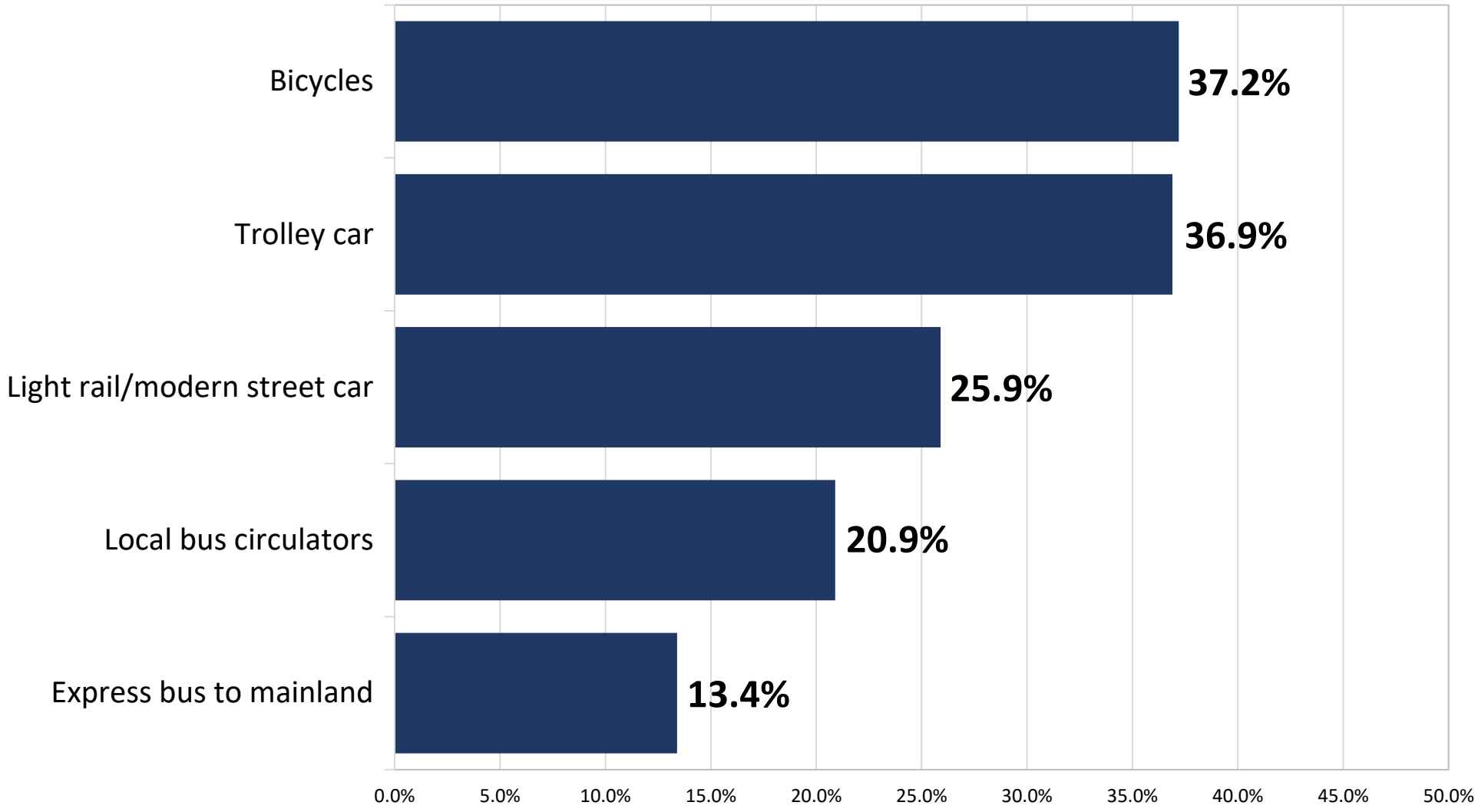
Q13. Which of the following types of transportation would you consider most viable as an alternative to using a car for trips within Miami Beach?

by the percentage of respondents (multiple response question)



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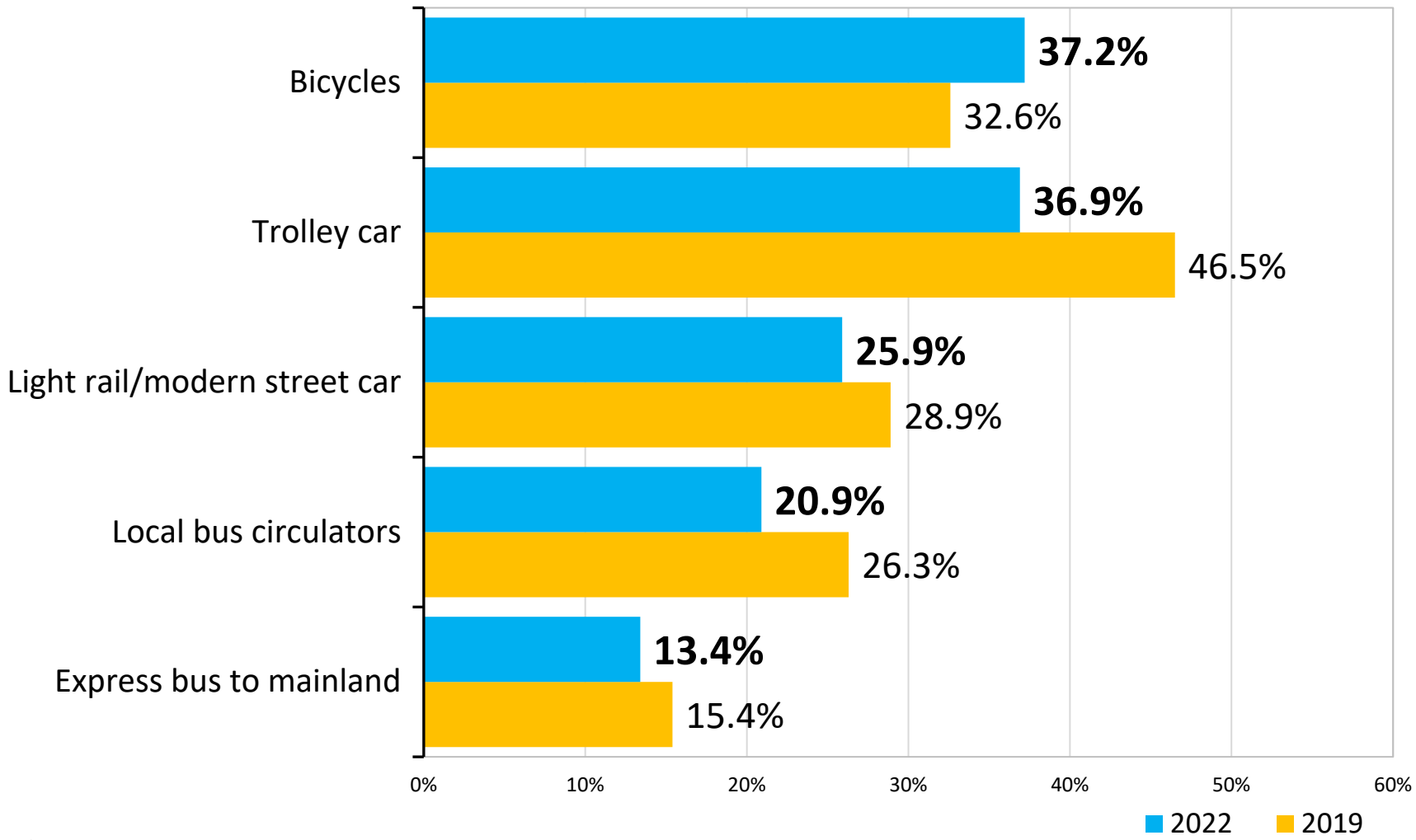
Trends: 2022 v. 2019

Q13. Which of the following types of transportation would you consider most viable as an alternative to using a car for trips within Miami Beach?

by percentage of respondents (excluding don't know responses)



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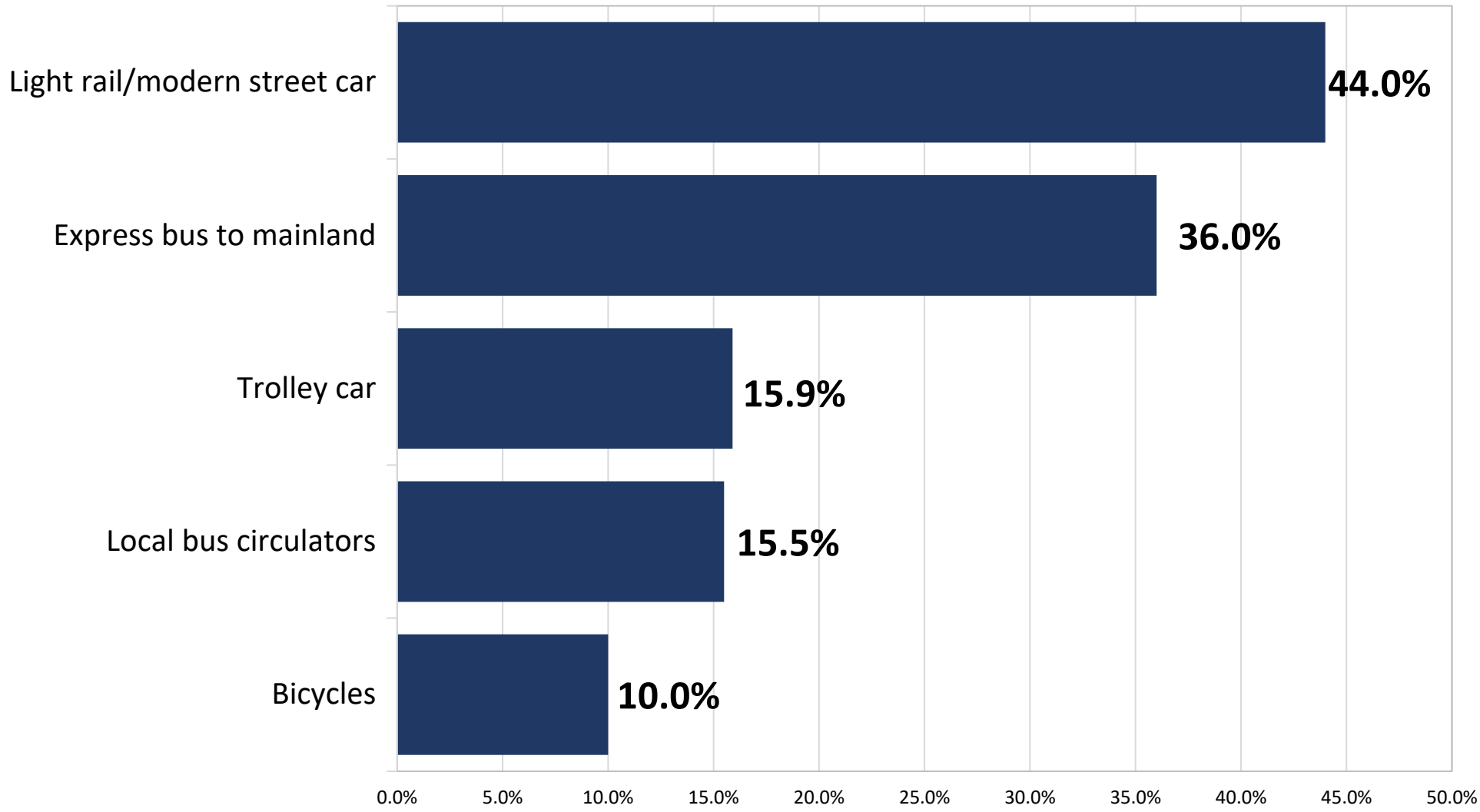
Q14. Which of the following types of transportation would you consider most viable as an alternative to using a car for cross-causeway trips to the mainland?

by the percentage of respondents (multiple response question)



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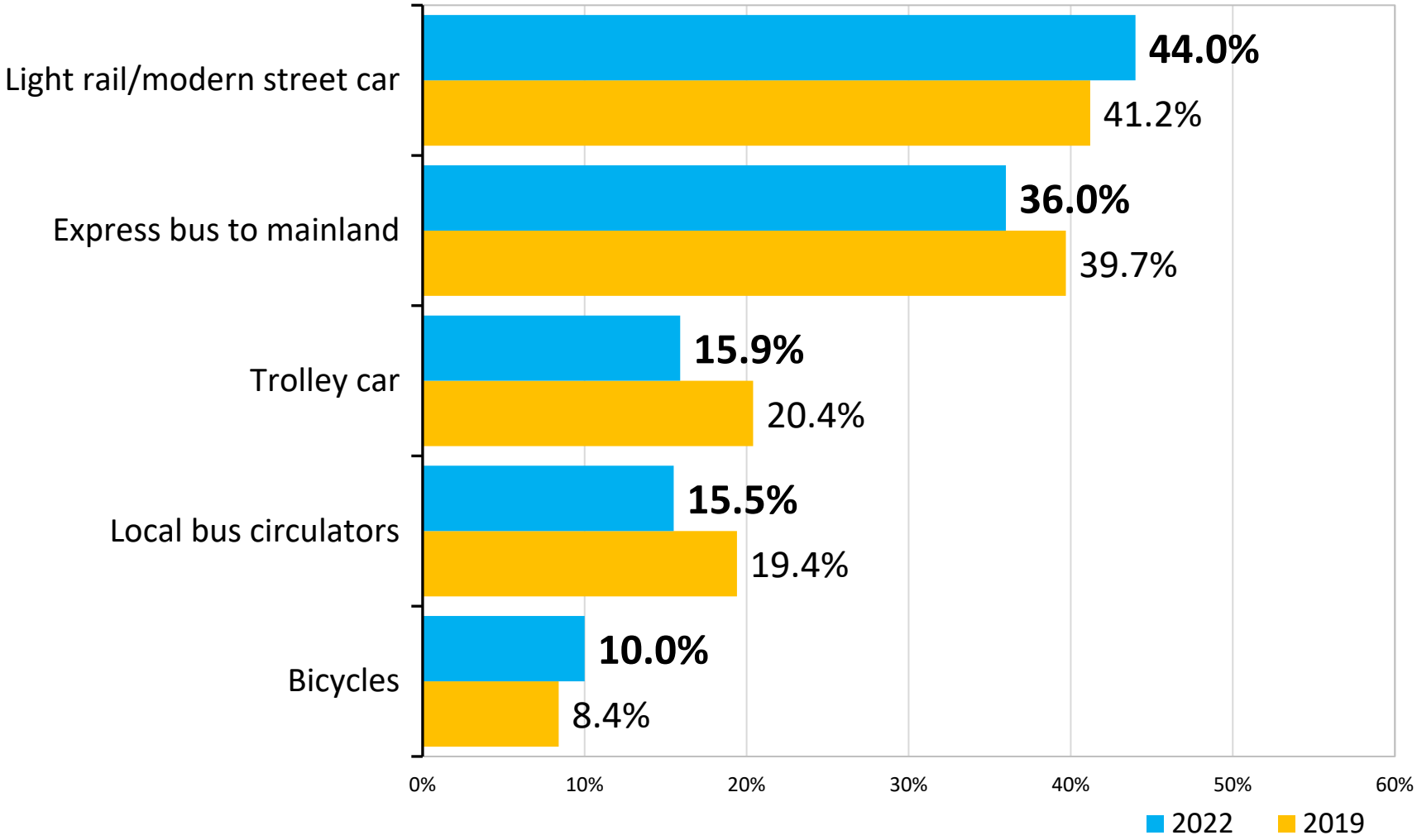
Trends: 2022 v. 2019

Q14. Which of the following types of transportation would you consider most viable as an alternative to using a car for cross-causeway trips to the mainland?

by percentage of respondents (excluding don't know responses)



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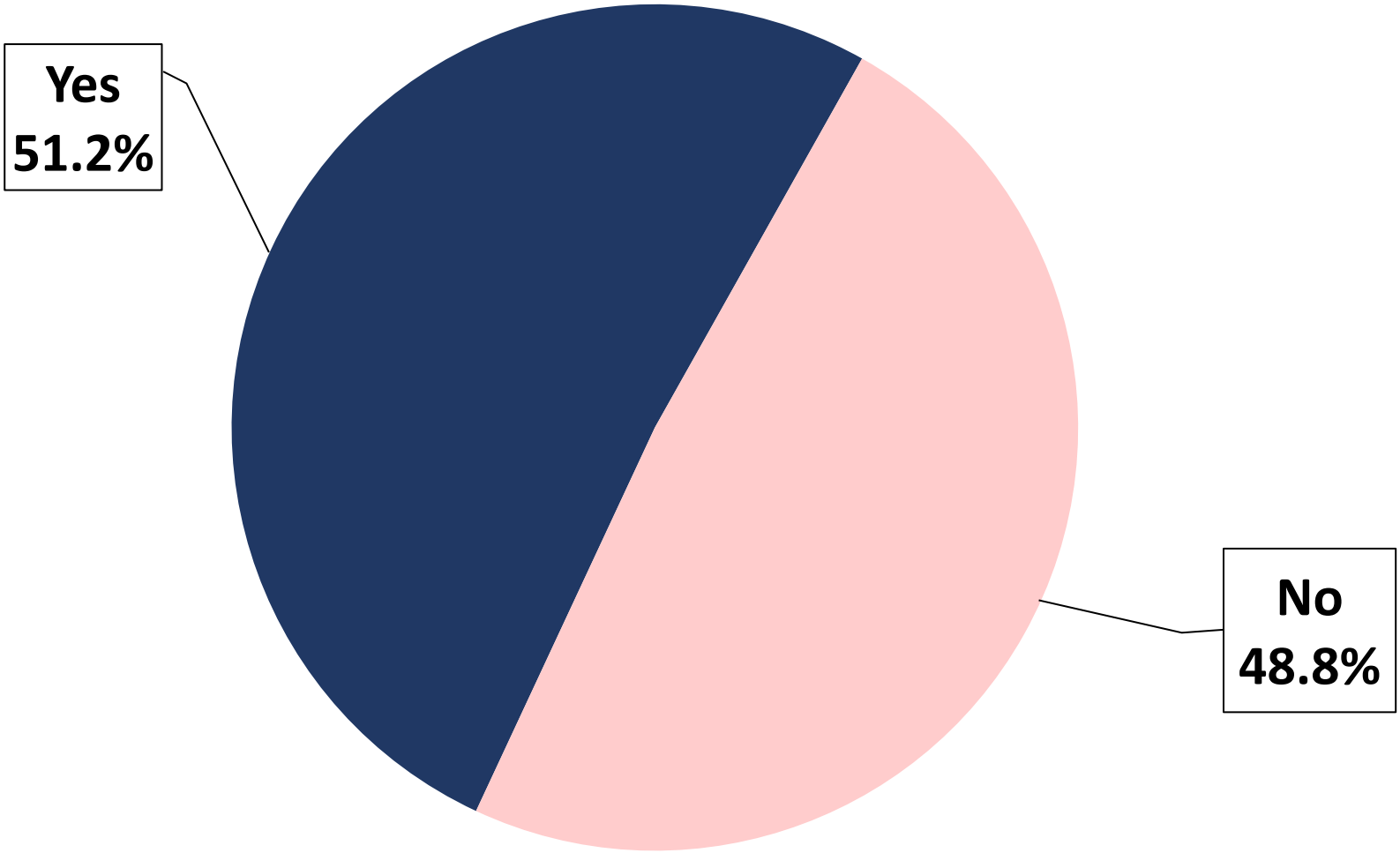
Q15. Does anyone in your household regularly ride a bicycle?

by percentage of respondents



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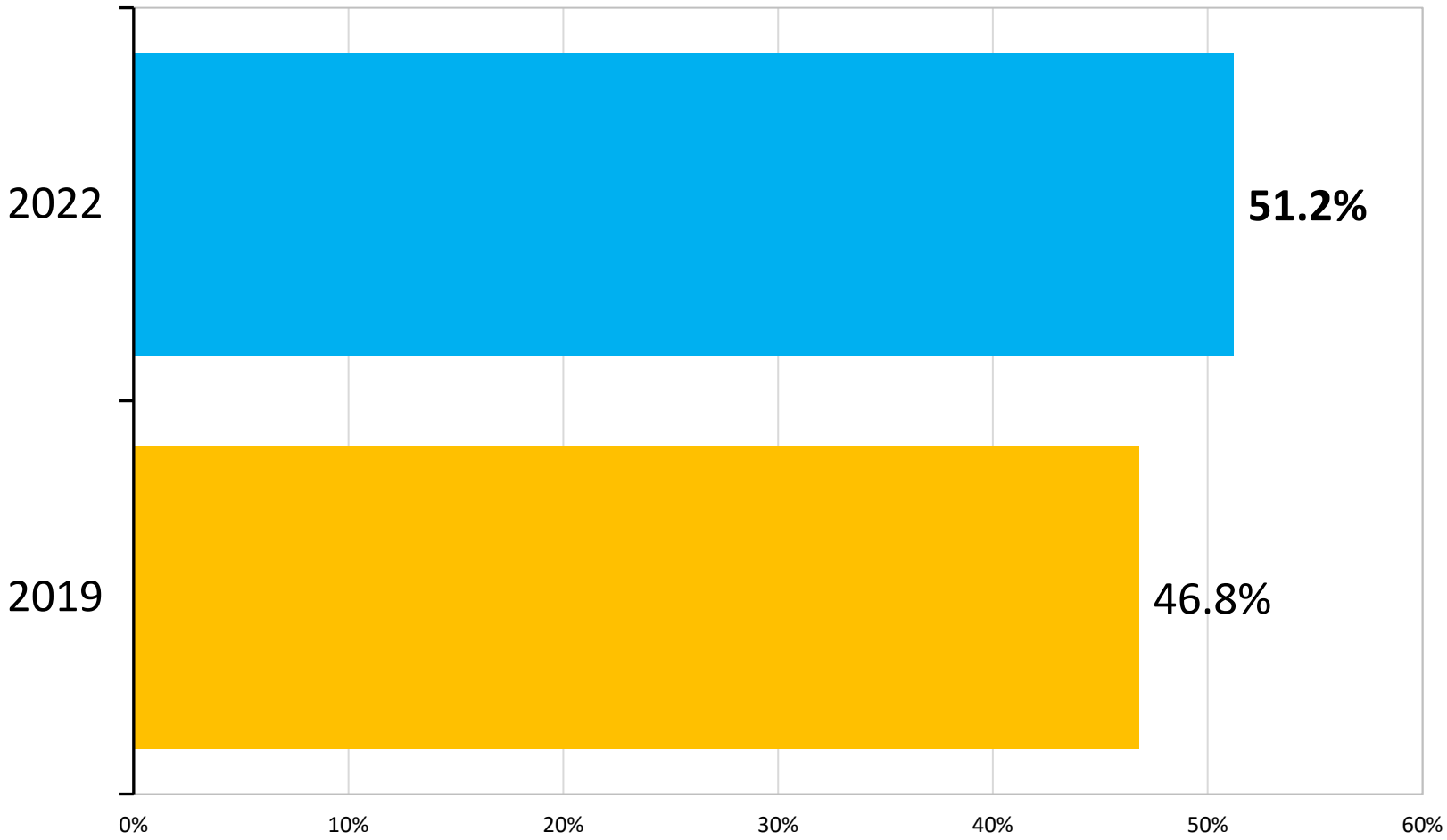
Trends: 2022 v. 2019

Q15. Does anyone in your household regularly ride a bicycle?

by percentage of respondents (excluding don't know responses)



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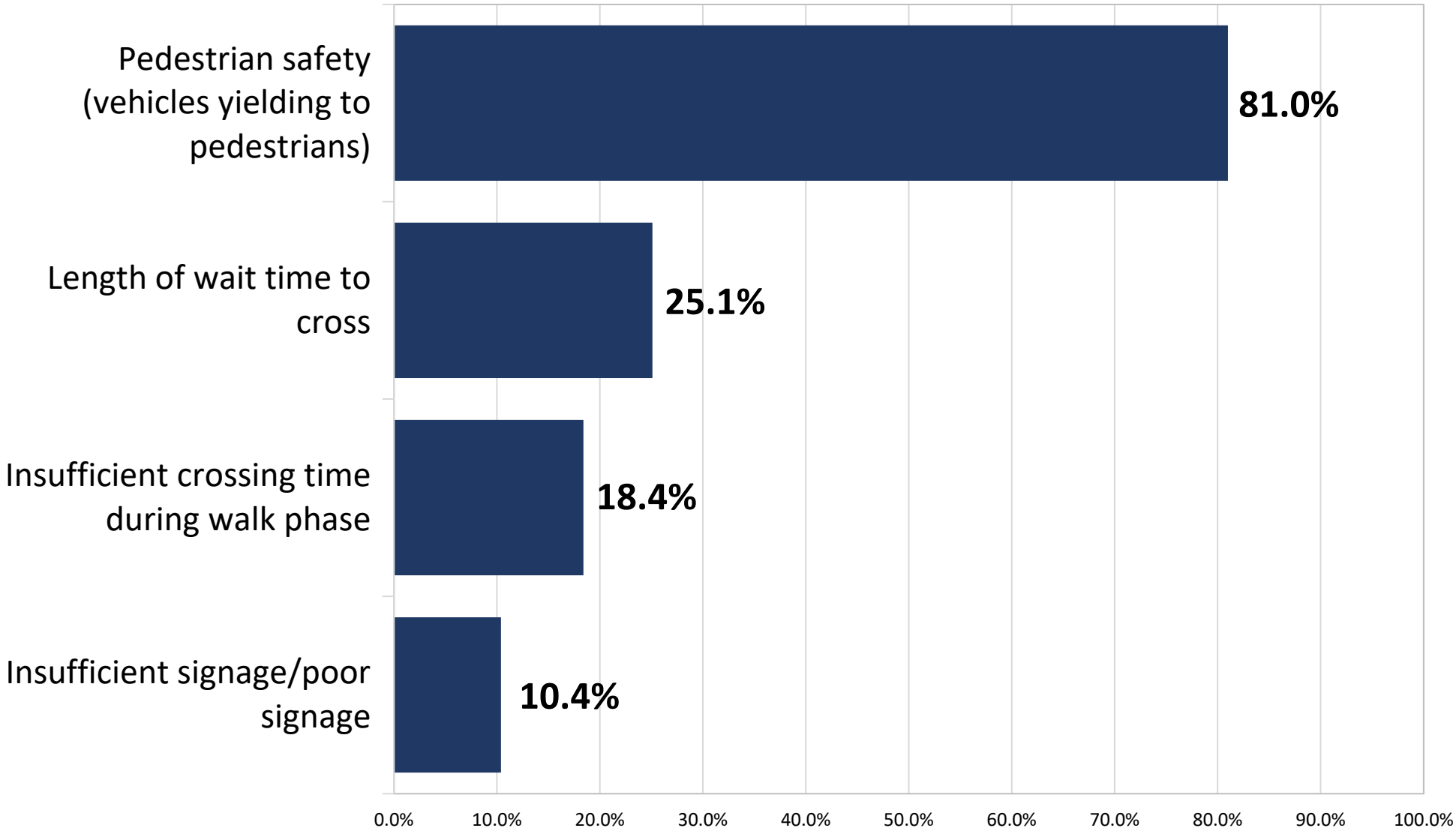
Q16. When crossing the street at an intersection what are you concerned or dissatisfied with?

by the percentage of respondents (multiple response question)



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Trends: 2022 v. 2019

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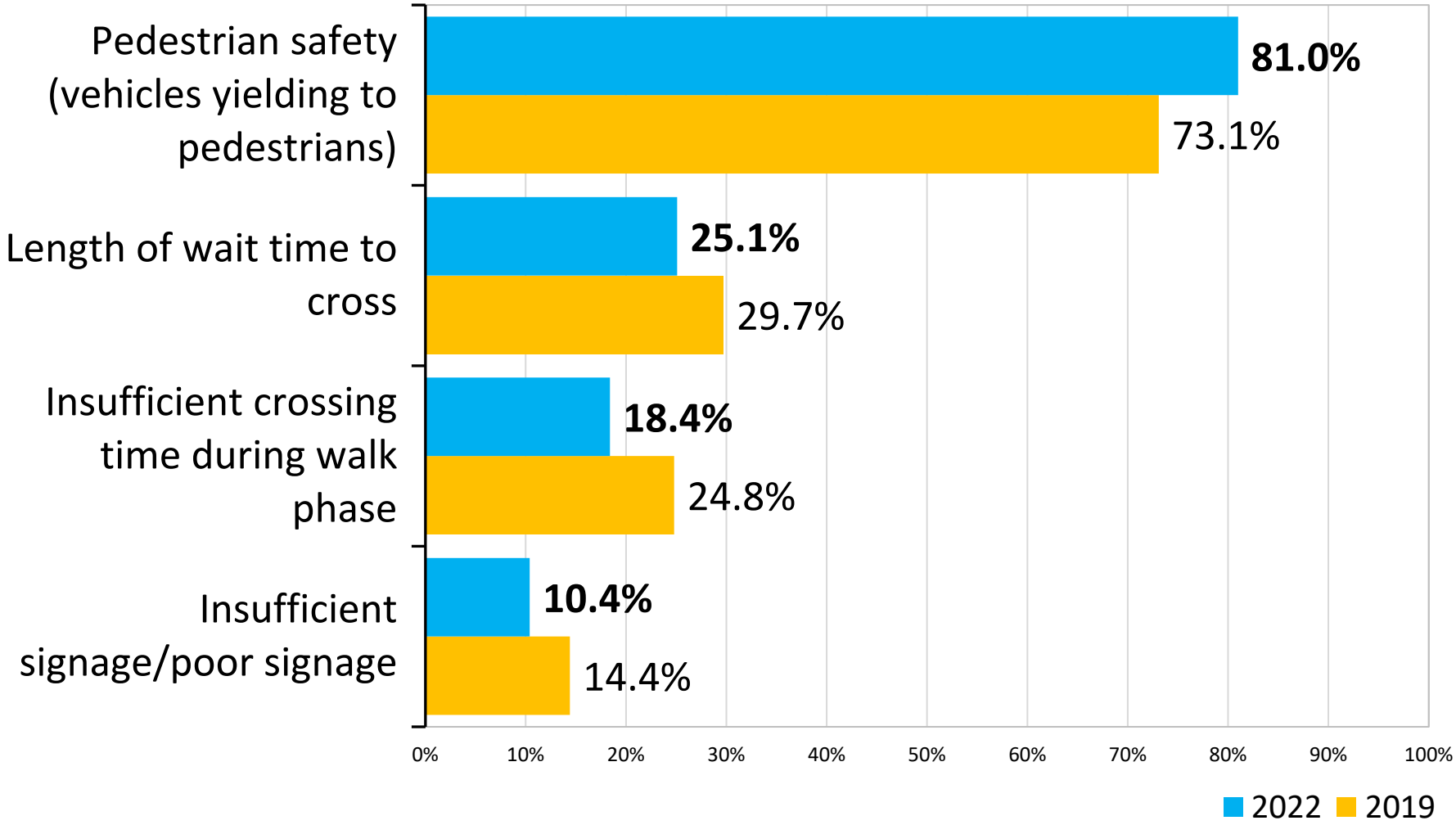
by percentage of respondents (excluding don't know responses)



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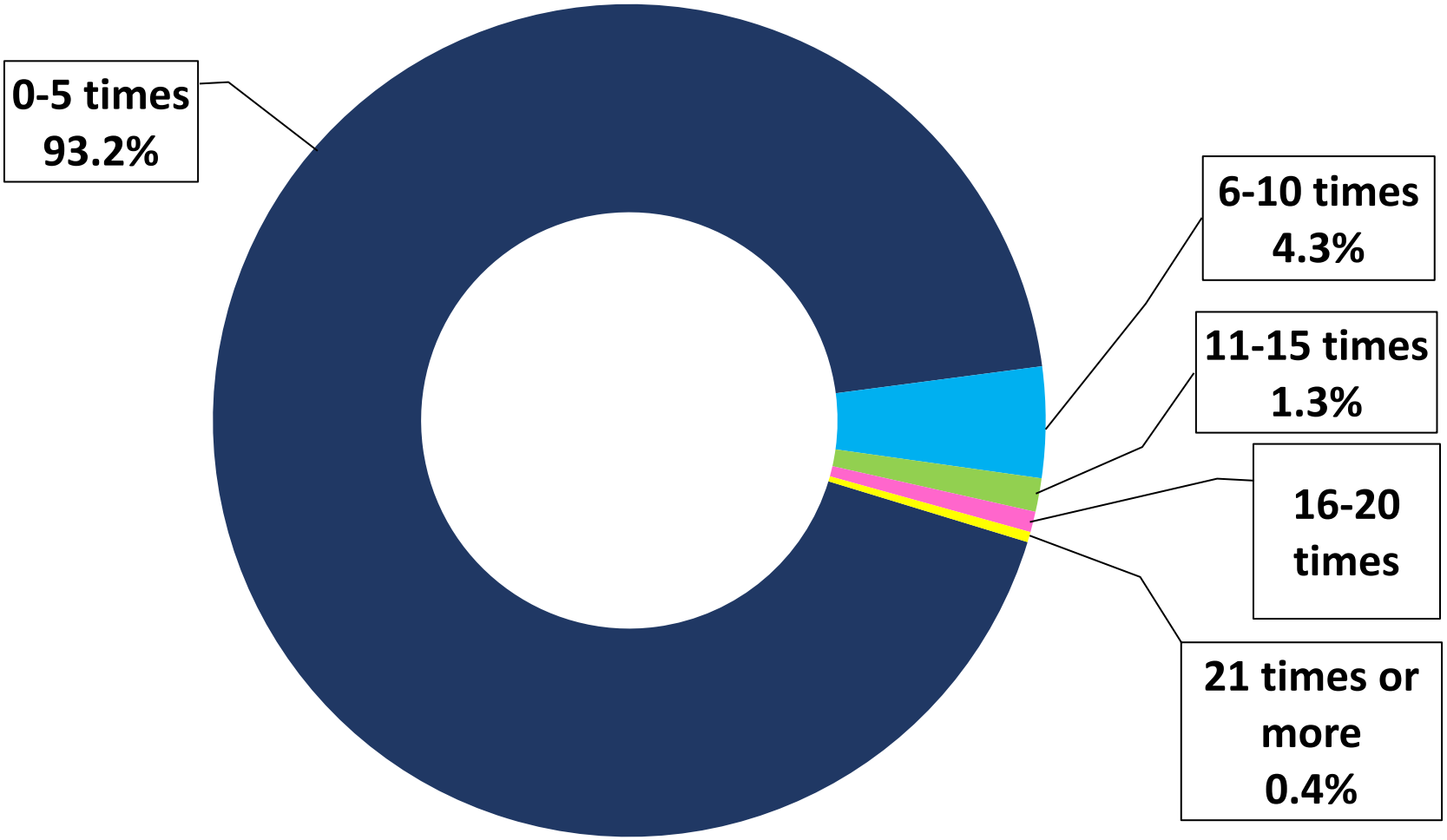
Q17. During the last 12 months, how many times have you personally contacted (either by phone, in-person, or electronically) the City of Miami Beach government with a question, service request, or complaint?

by percentage of respondents (excluding don't kn



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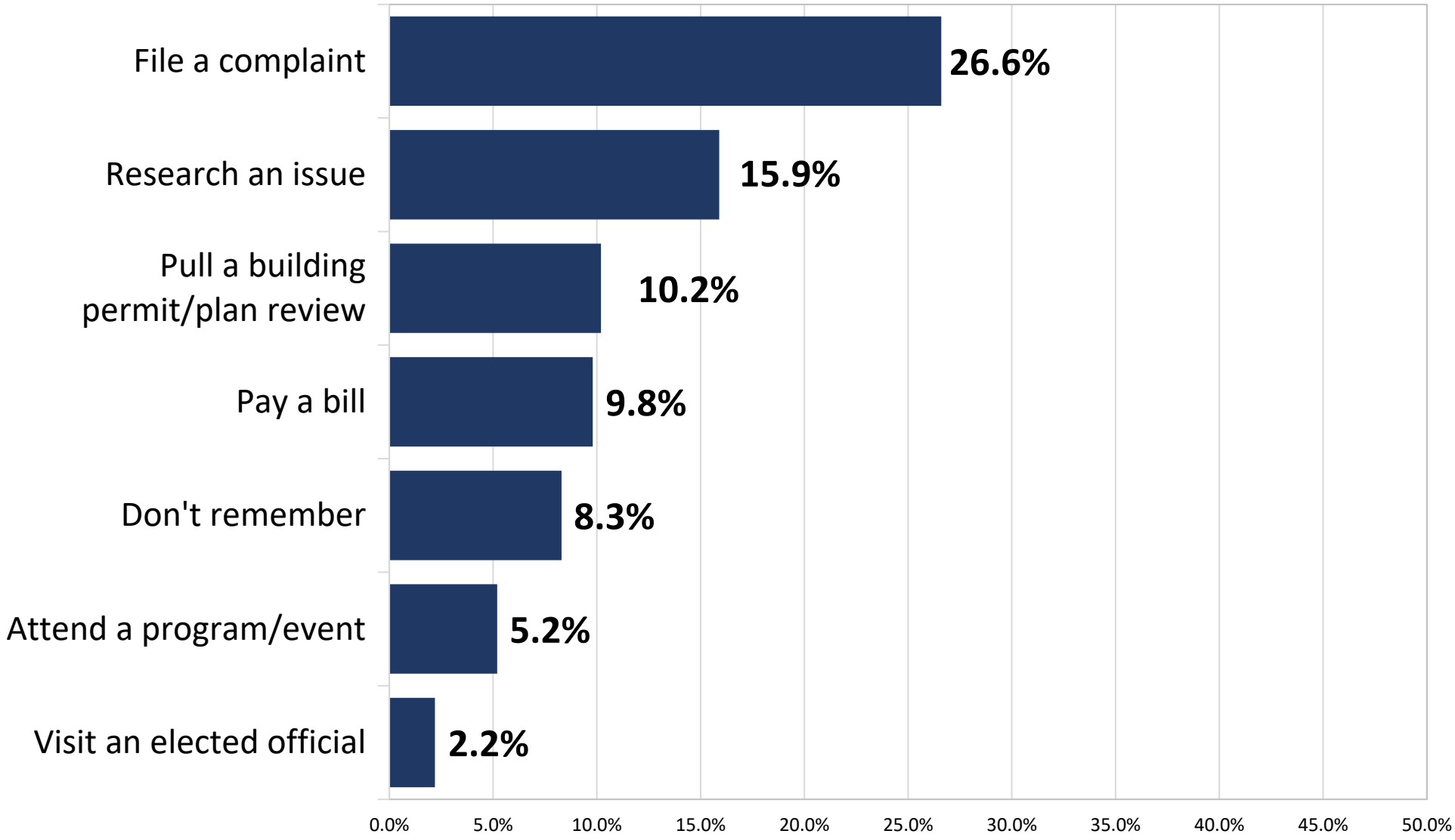
Q17a. What was the reason for your most recent contact?

by the percentage of respondents who contacted the City



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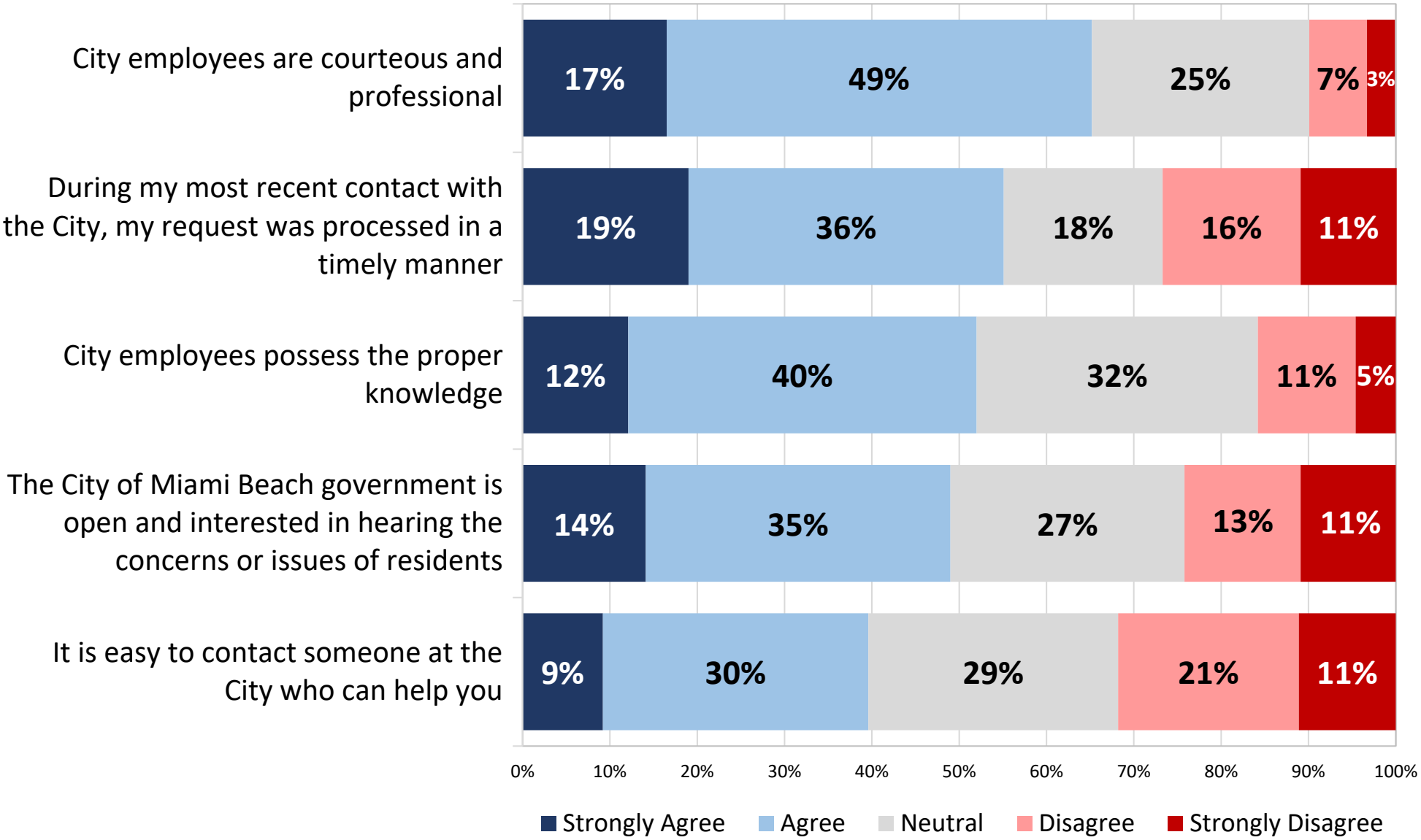
Q17b. Level of Agreement with Customer Service of City Employees

by percentage of respondents who contacted the City (excluding don't know responses)



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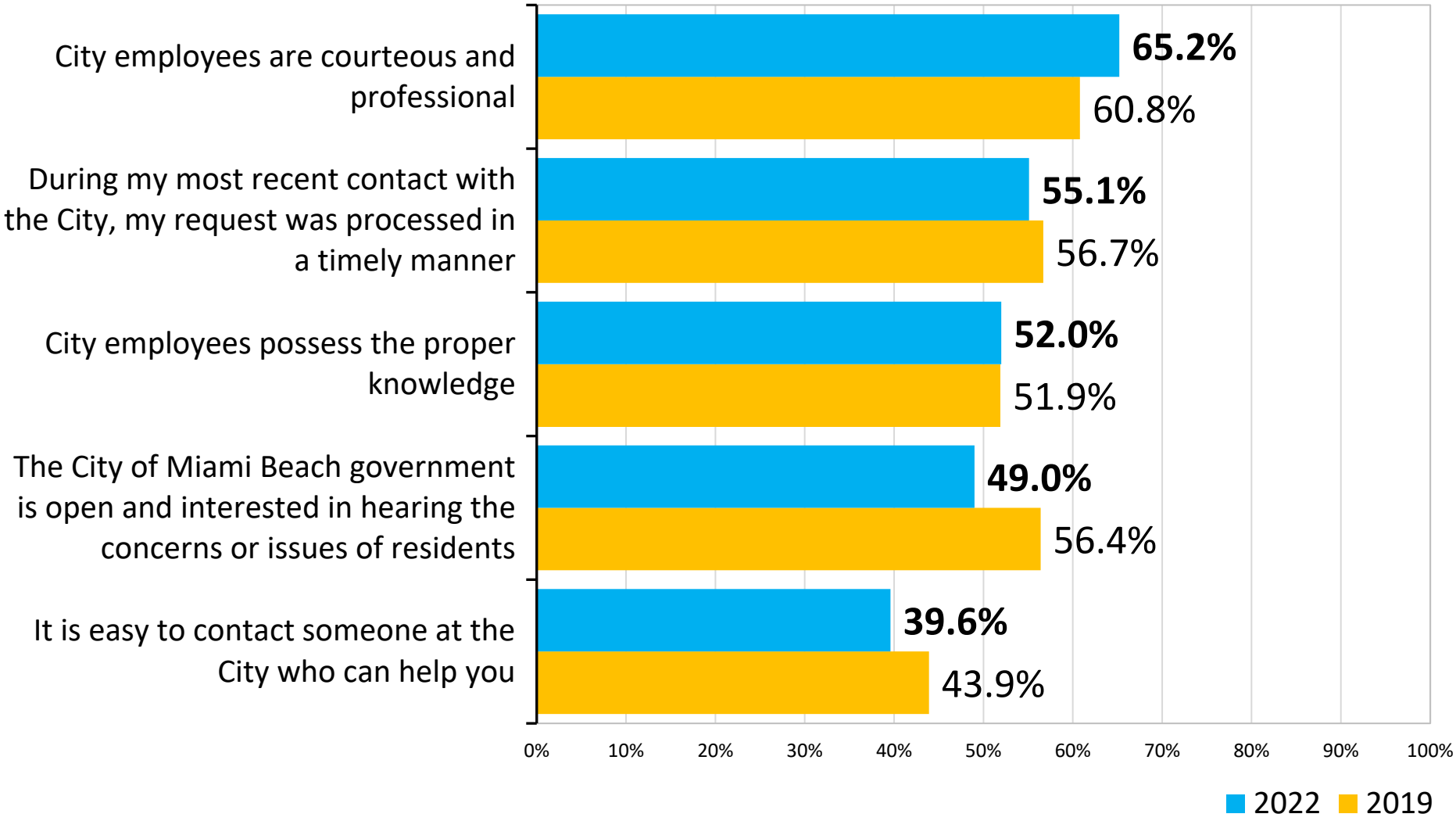
Trends: 2022 v. 2019

Q17b. Level of Agreement with Customer Service of City Employees

by percentage of respondents who contacted the City and either strongly agree or agree with the statement (excluding don't know responses)



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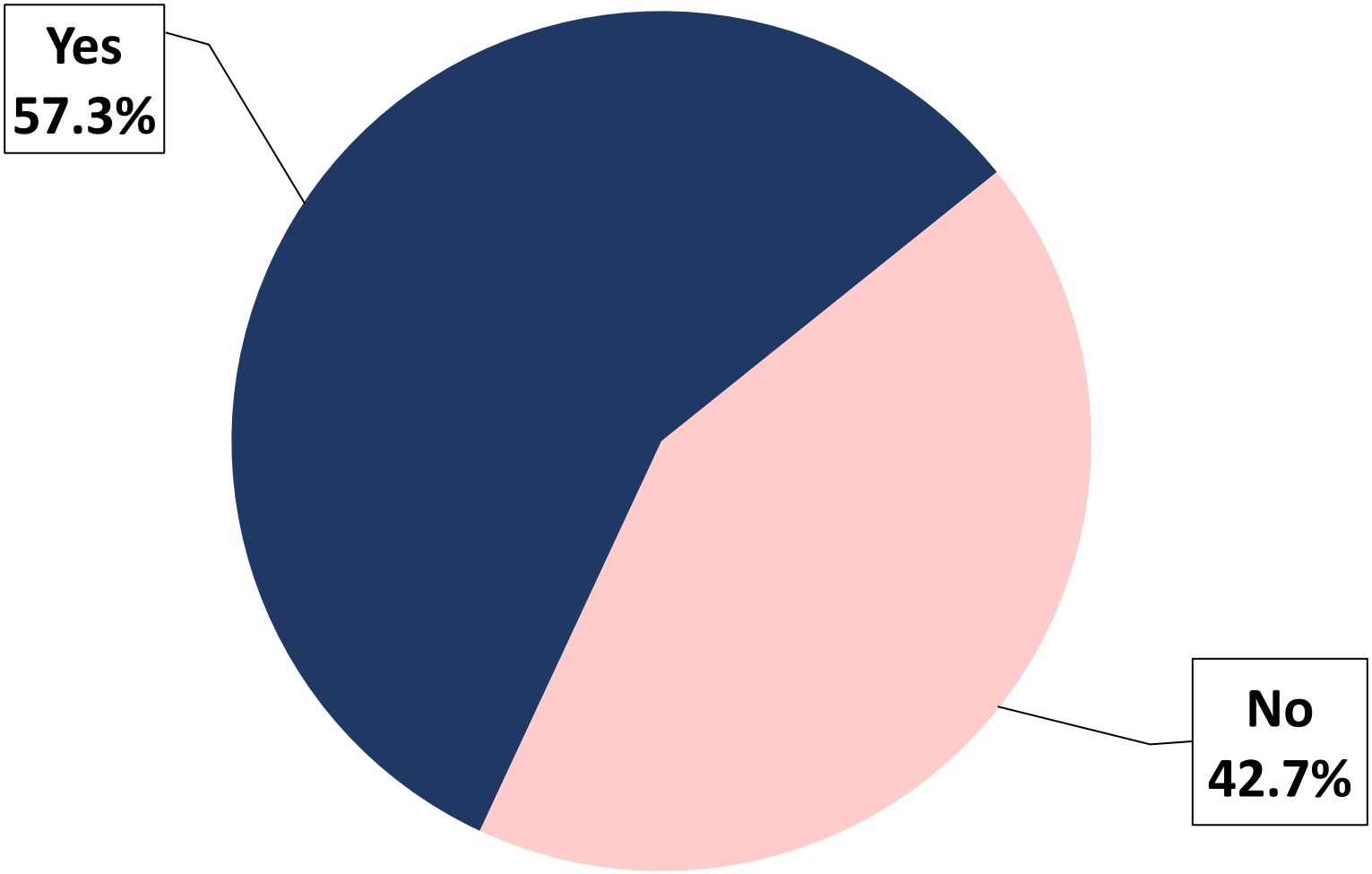
Q18. Are you of Hispanic origin?

by percentage of respondents (excluding not provided responses)



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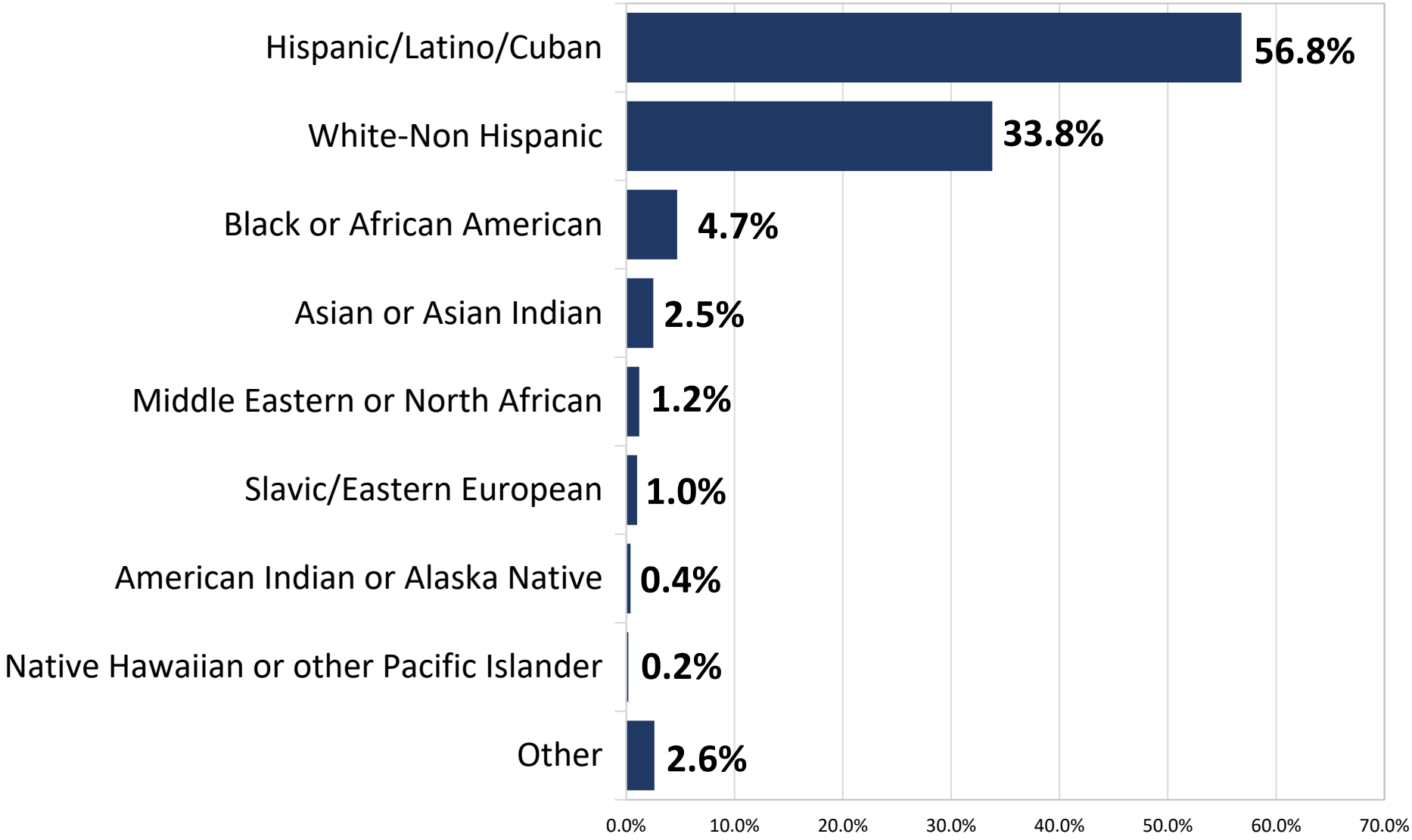
Q19. Which of the following best describes your race?

by the percentage of respondents (excluding not provided responses)



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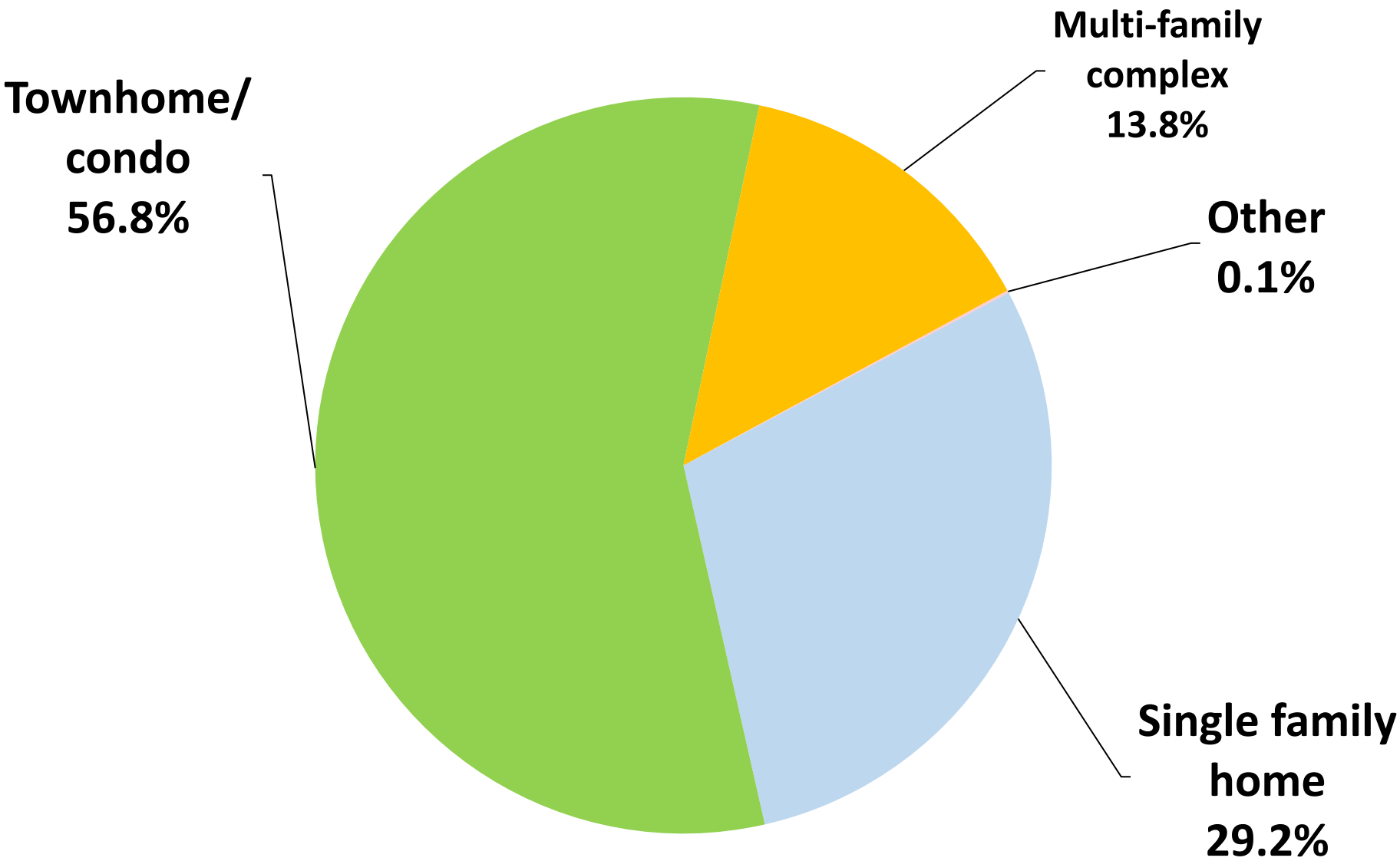
Q20. In what type of residence do you live?

by percentage of respondents (excluding not provided responses)



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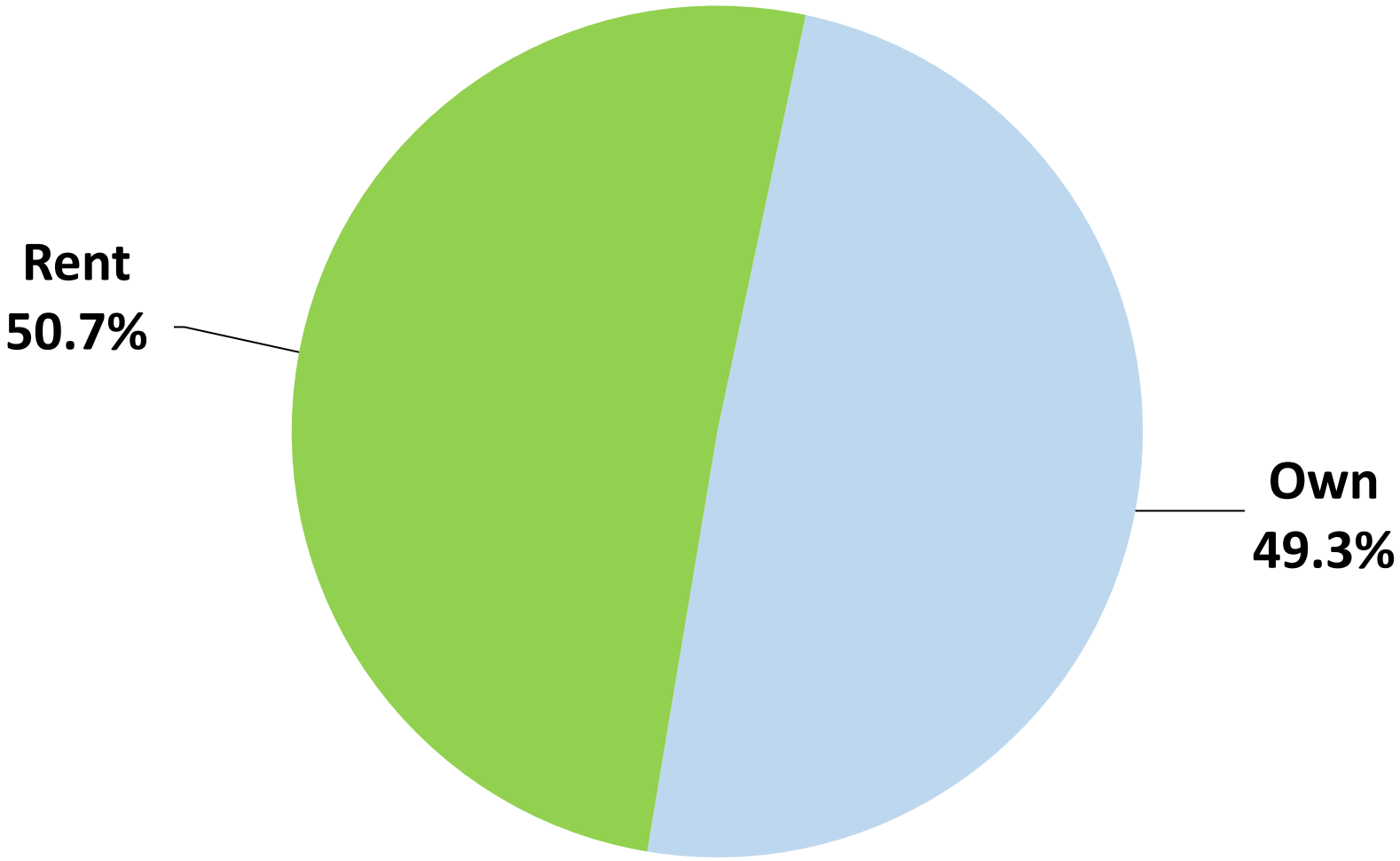
Q21. Do you own or rent your current residence?

by percentage of respondents (excluding not provided responses)



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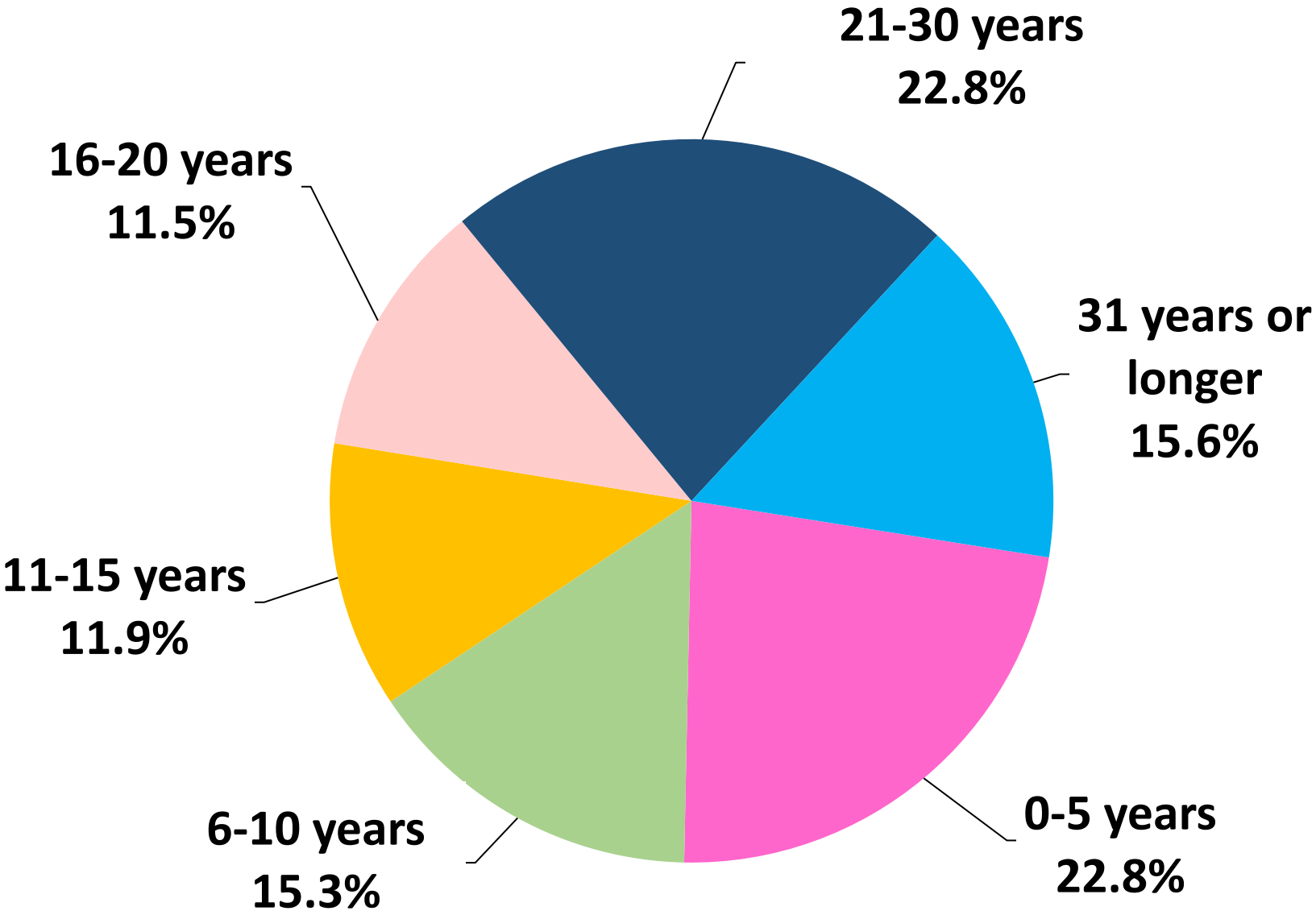
Q22. Approximately how many years have you lived in the City of Miami Beach?

by percentage of respondents (excluding not provided responses)



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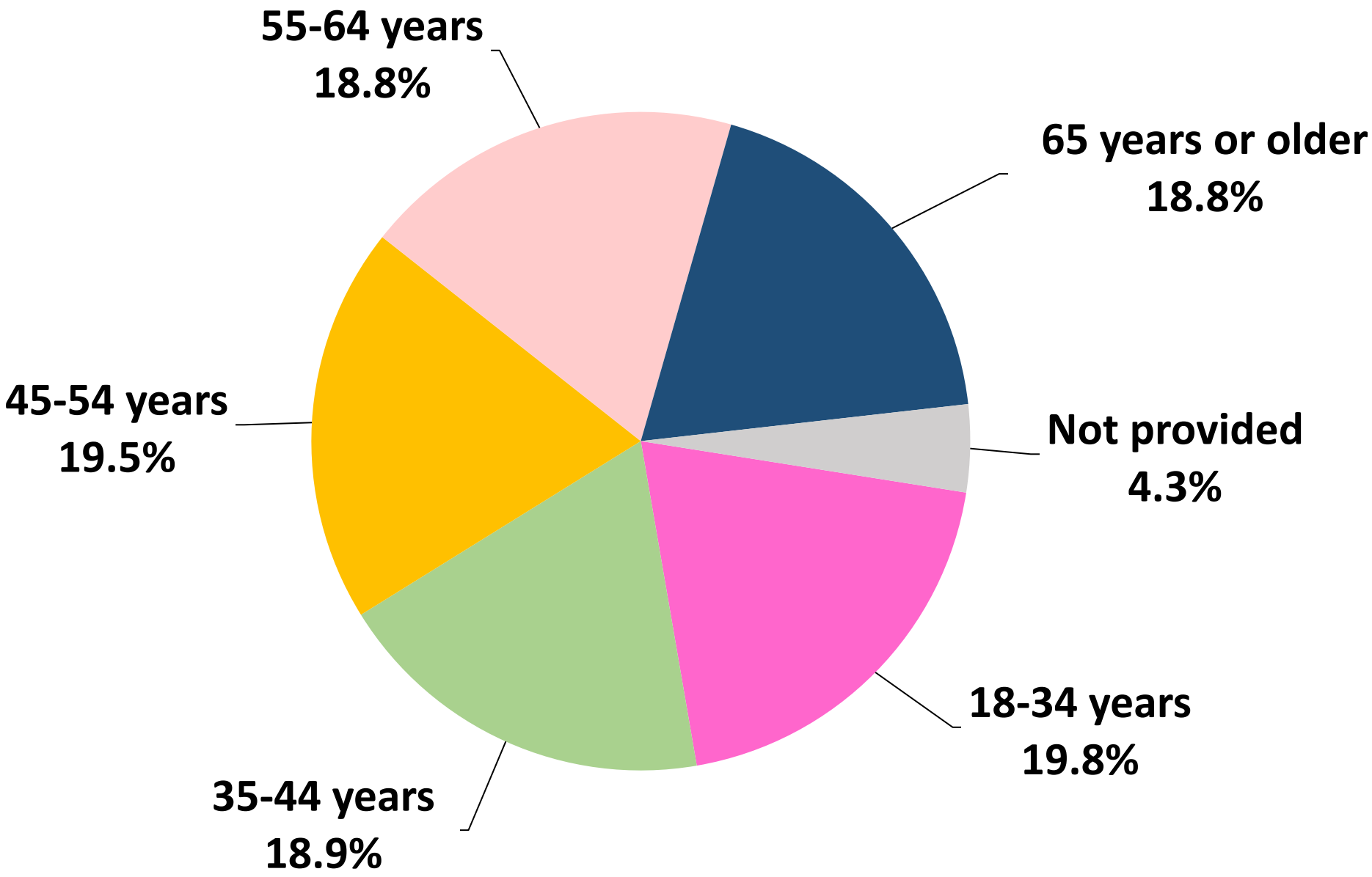
Q23. What is your age?

by percentage of respondents



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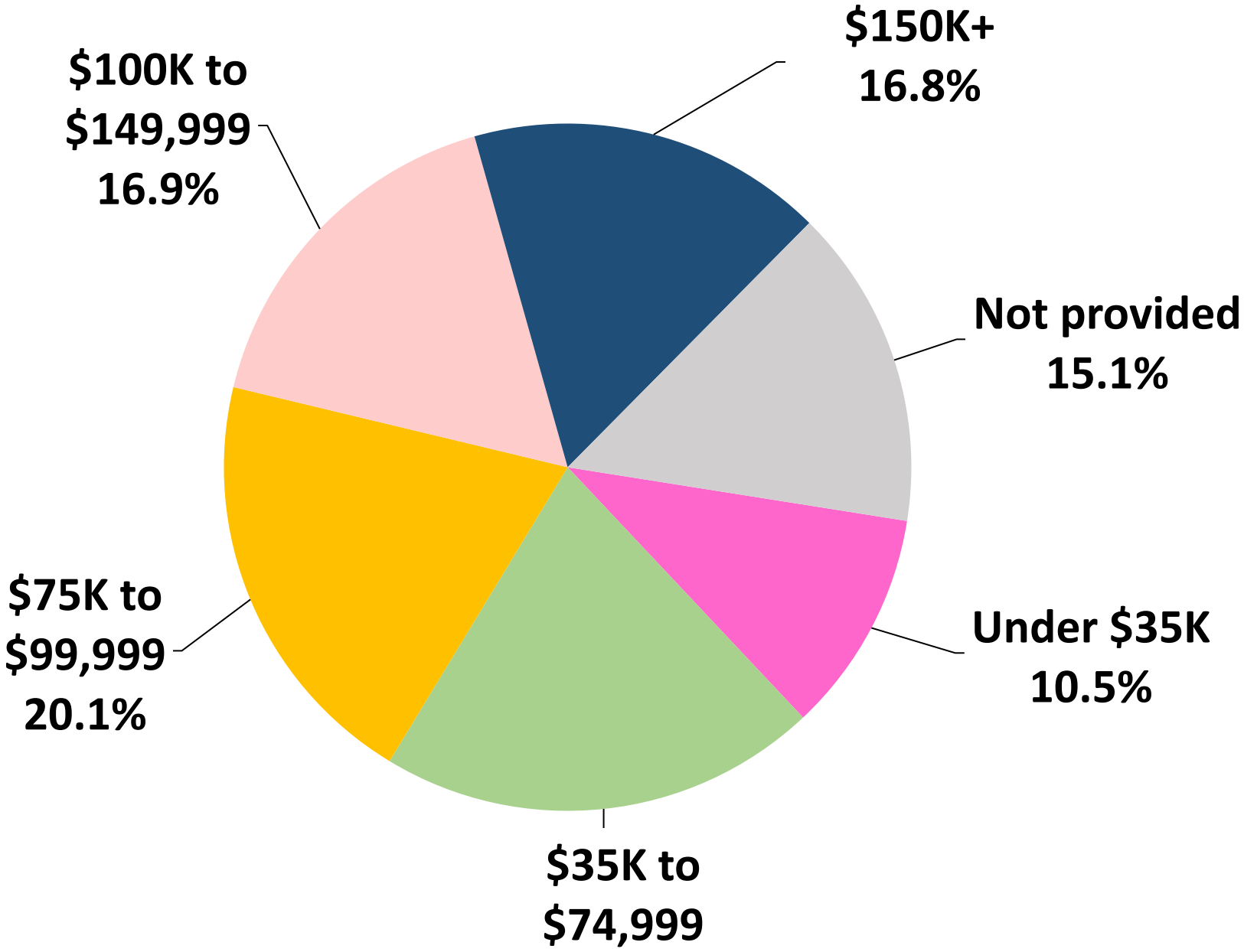
Q23. What is your age?

by percentage of respondents



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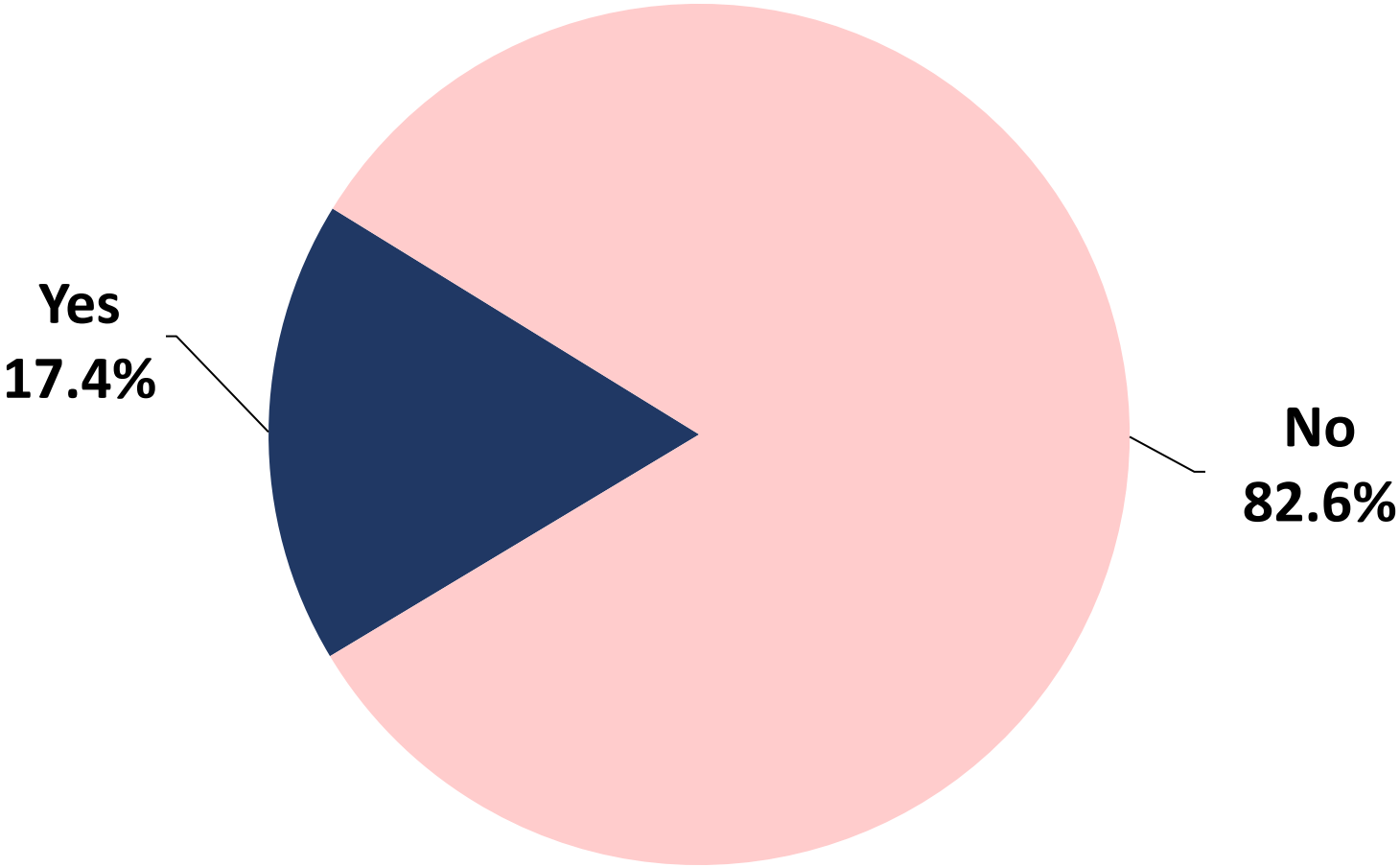
Q25. Do you have children in public school (grades K-12)?

by percentage of respondents (excluding not provided responses)



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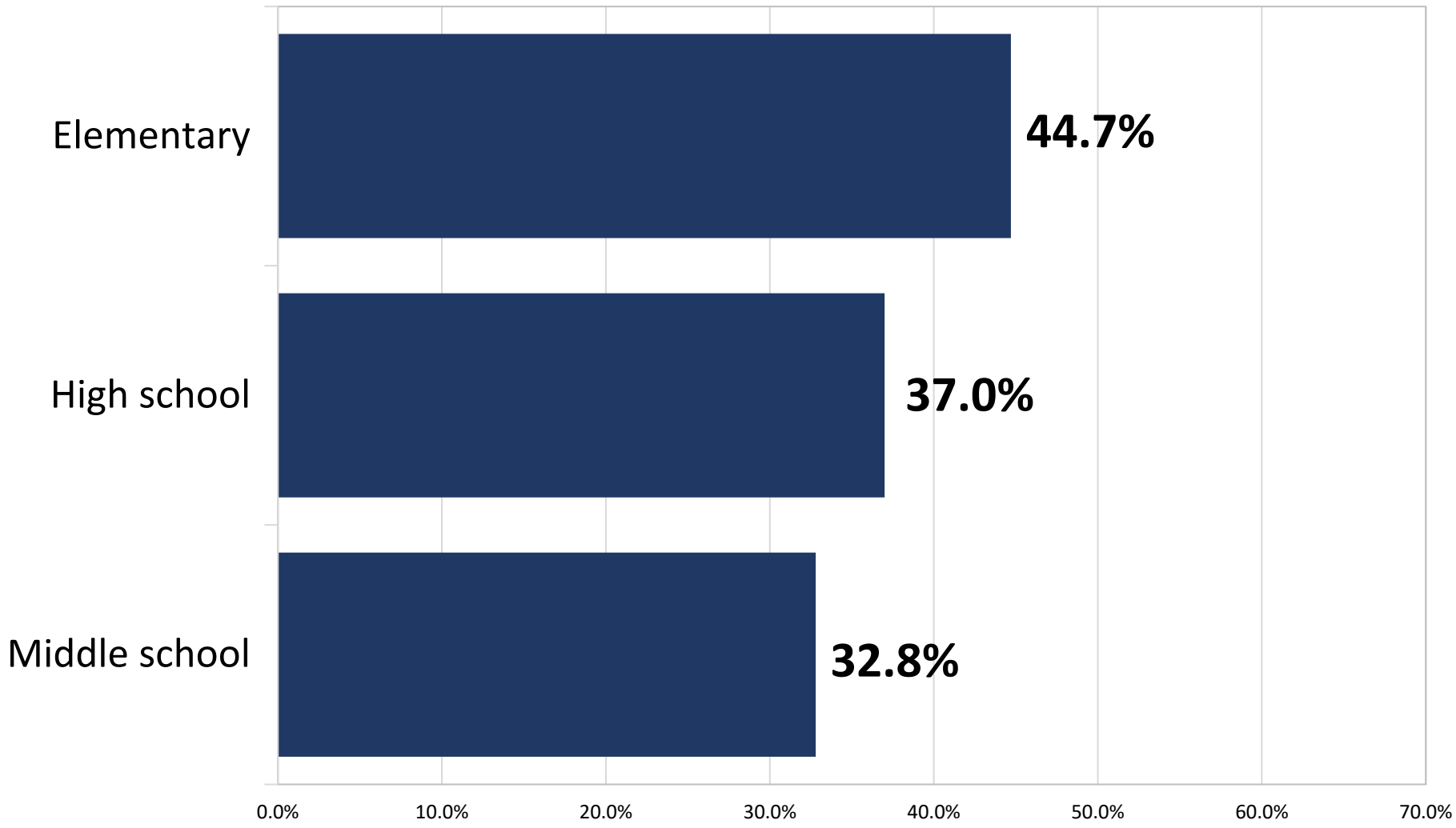
Q25a. What level of public school does your child/children attend?

by the percentage of respondents that have children in public school (excluding not provided responses)



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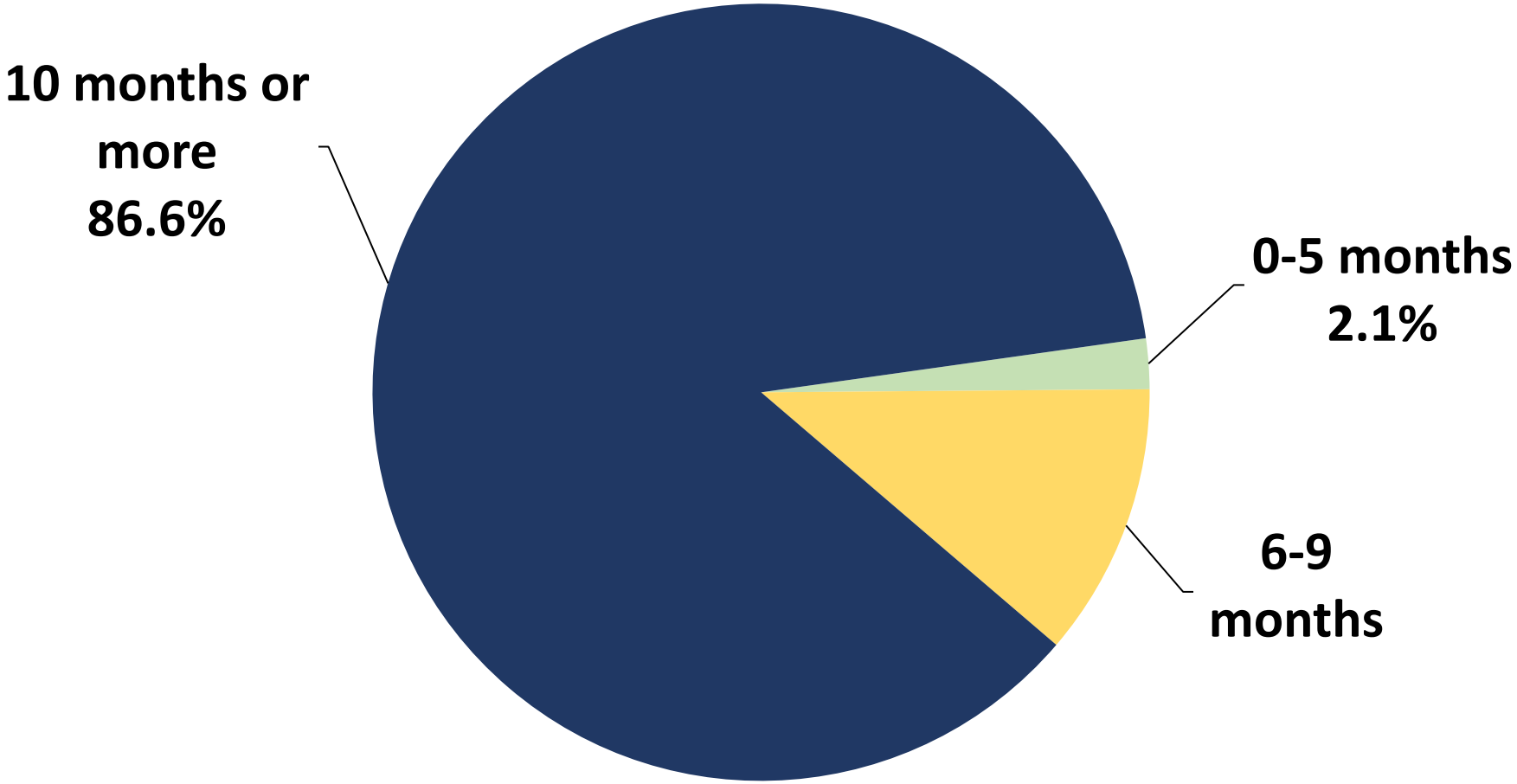
Q26. On average, how many months per year do you live in Miami Beach?

by percentage of respondents



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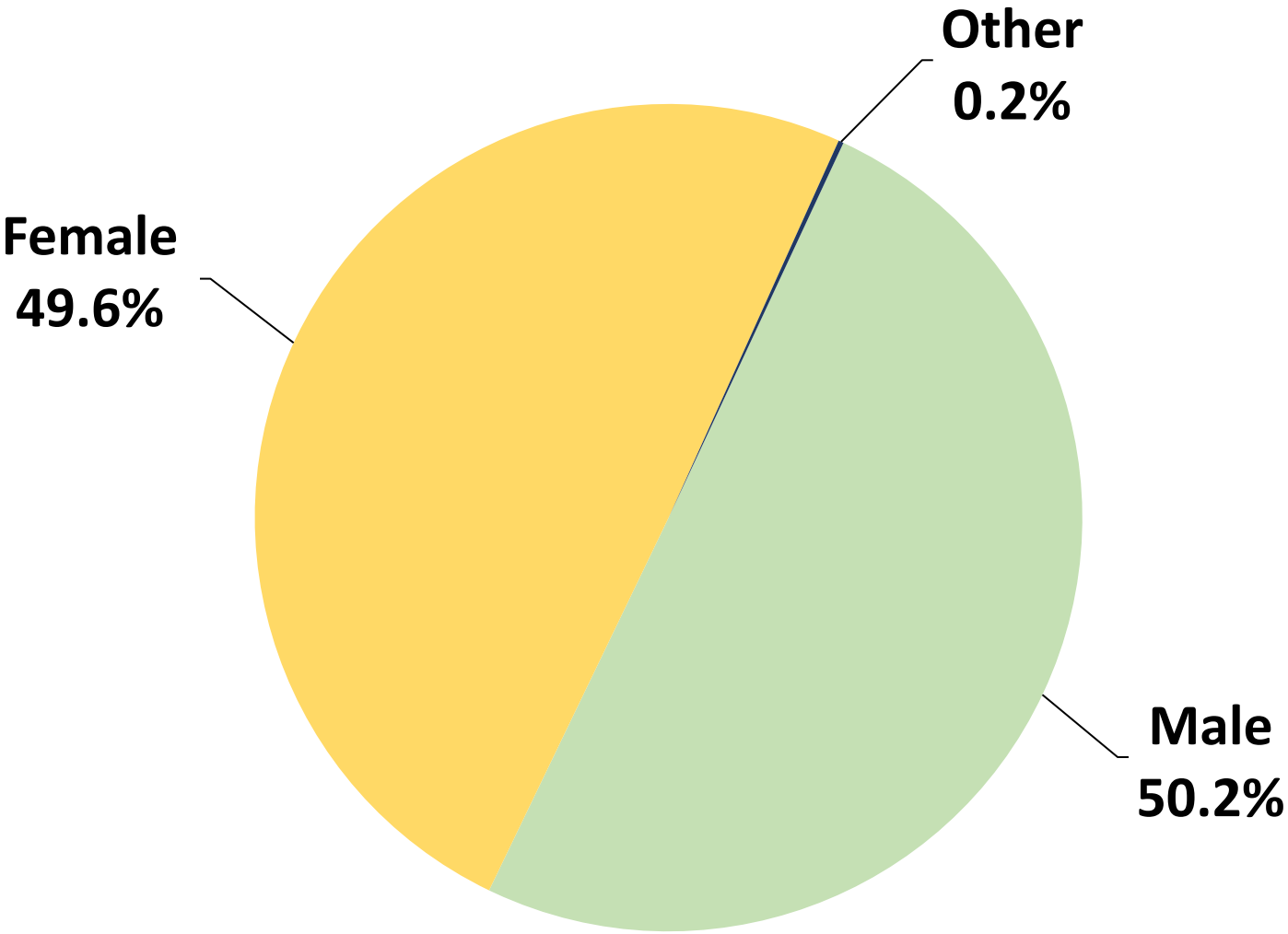
Q27. Your gender:

by percentage of respondents (excluding prefer not to answer responses)



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2022 Miami Beach Resident Survey Results
Version 2

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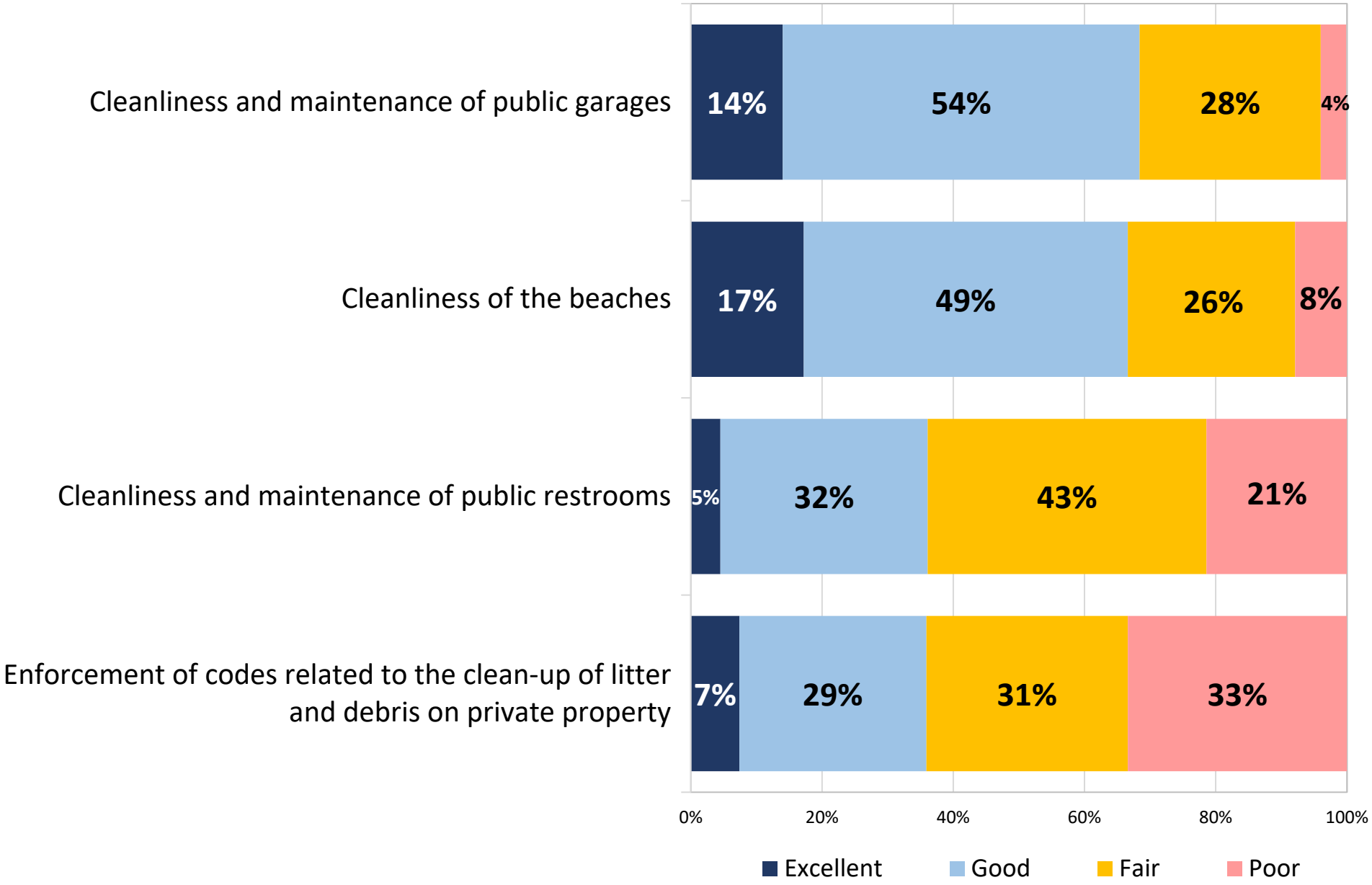
Q3: Ratings of the Cleanliness of the City

by percentage of respondents (excluding don't know responses)



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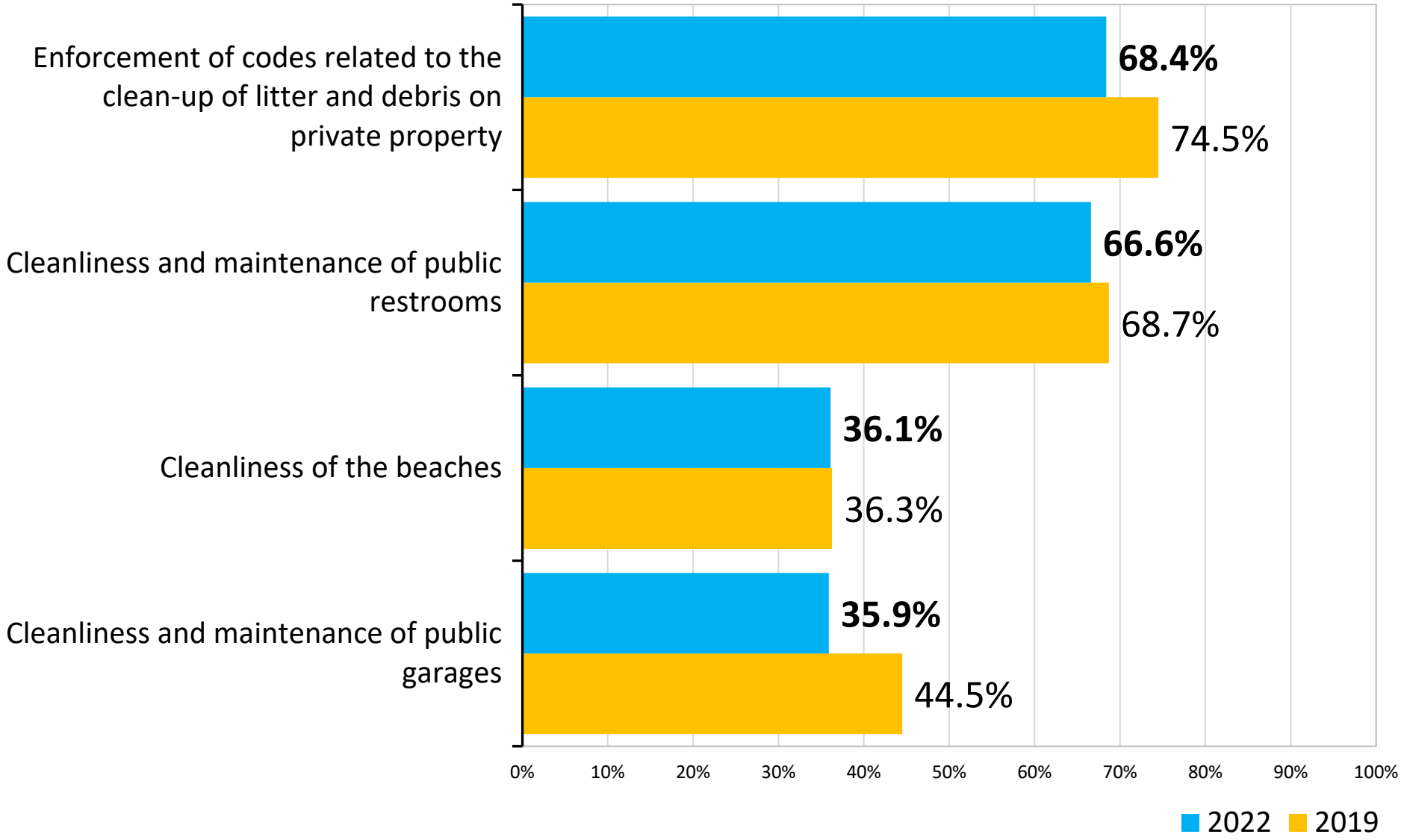
Trends: 2022 v. 2019

Q3: Ratings of the Cleanliness of the City

by percentage of respondents who gave an excellent or good rating (excluding don't know responses)



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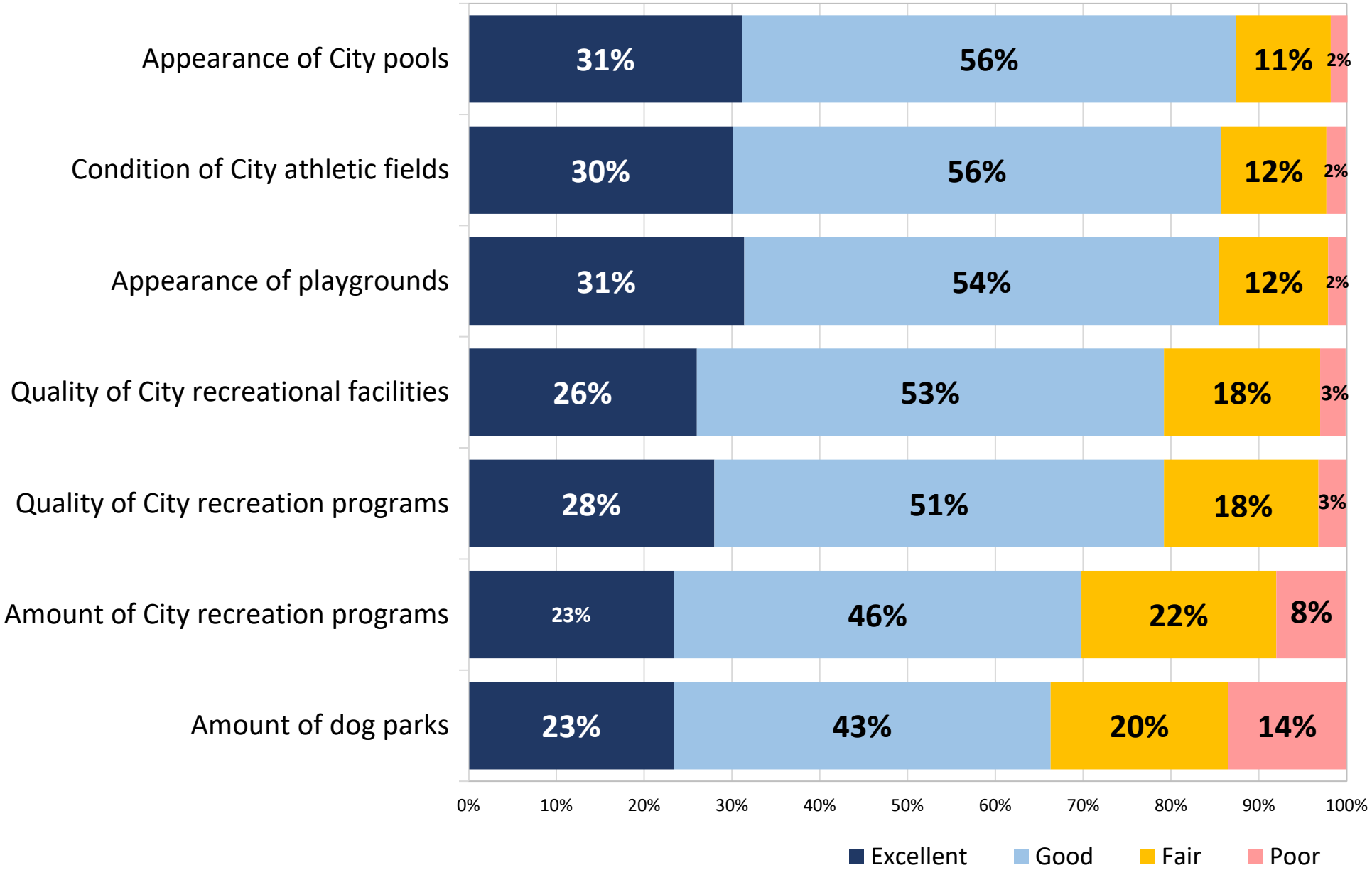
Q4. Ratings of Parks & Recreation Services

by percentage of respondents (excluding don't know responses)



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Trends: 2022 v. 2019

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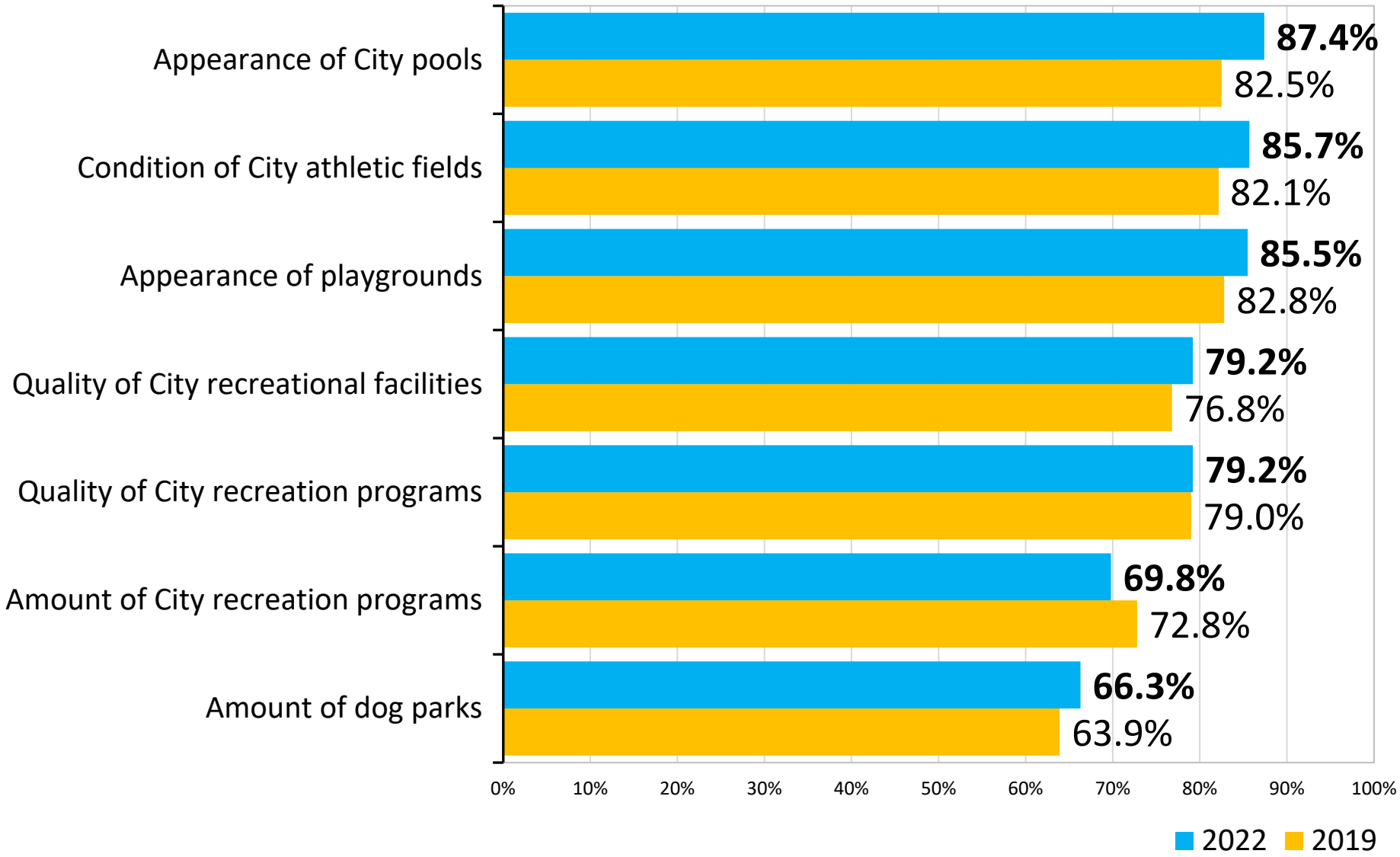
by percentage of respondents who gave an excellent or good rating (excluding don't know responses)



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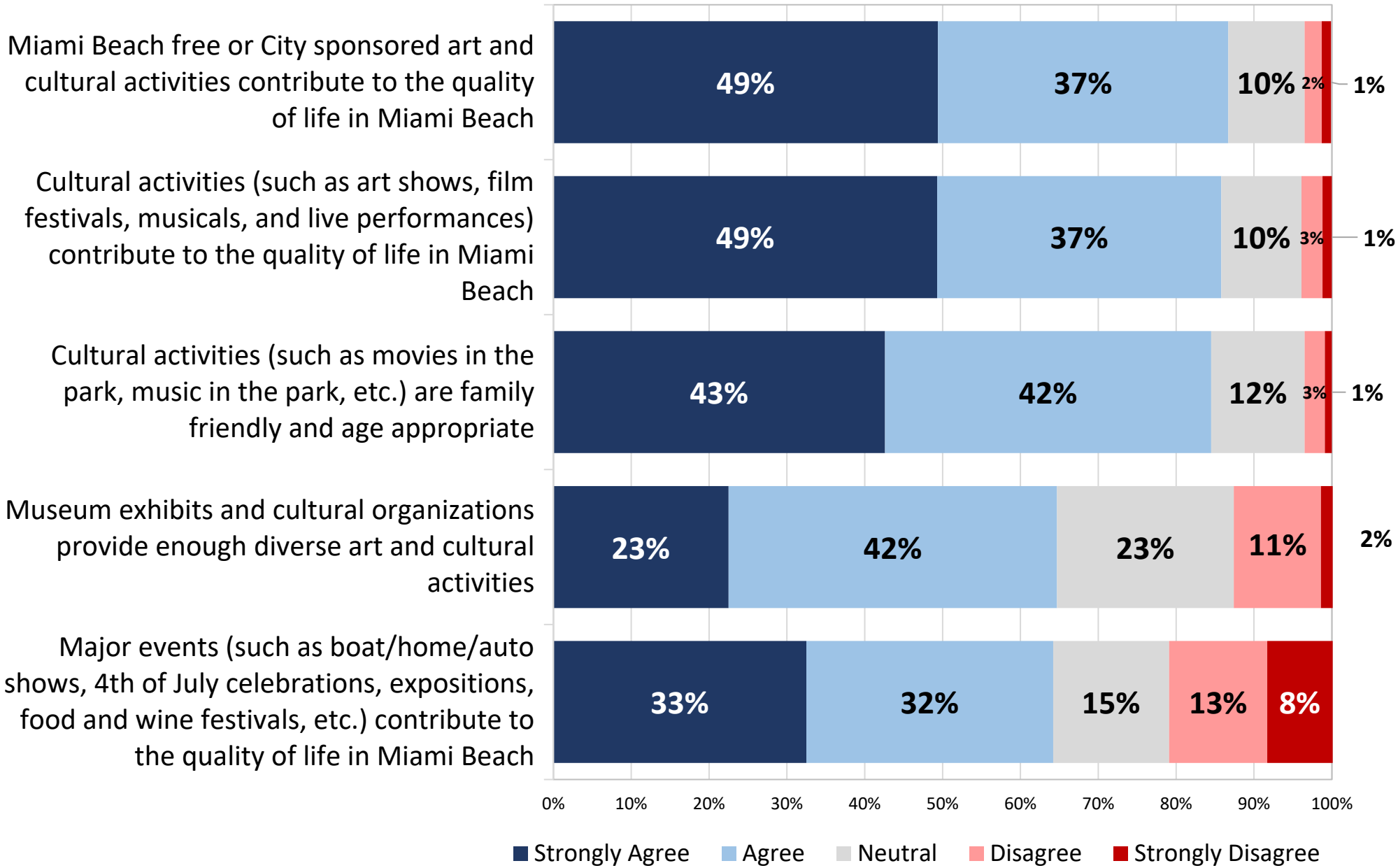
Q5. Level of Agreement with Statements About Culture

by percentage of respondents (excluding don't know responses)



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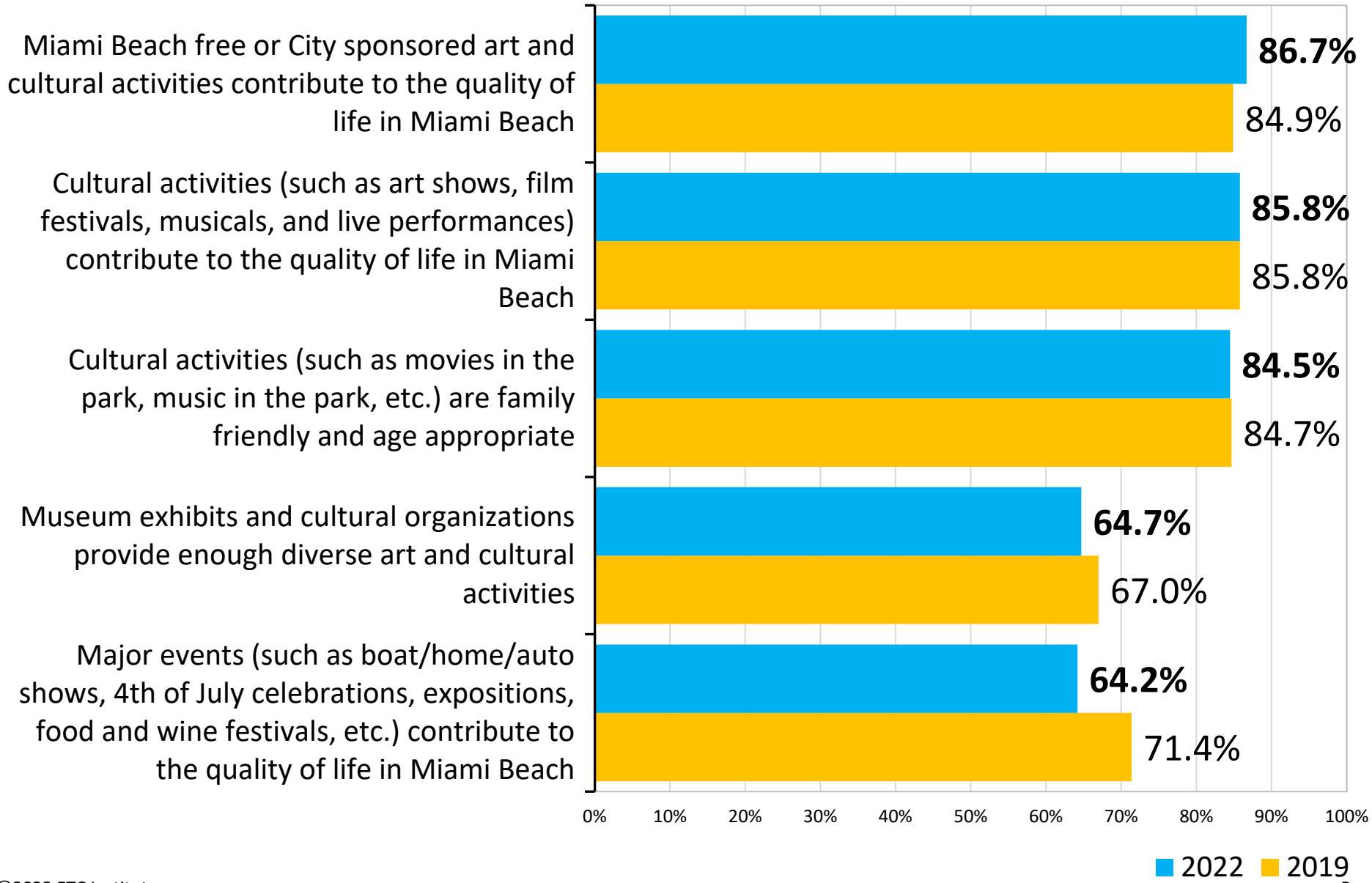
Trends: 2022 v. 2019

Q5. Level of Agreement with Statements About Culture

by percentage of respondents who either strongly agree or agree (excluding don't know responses)



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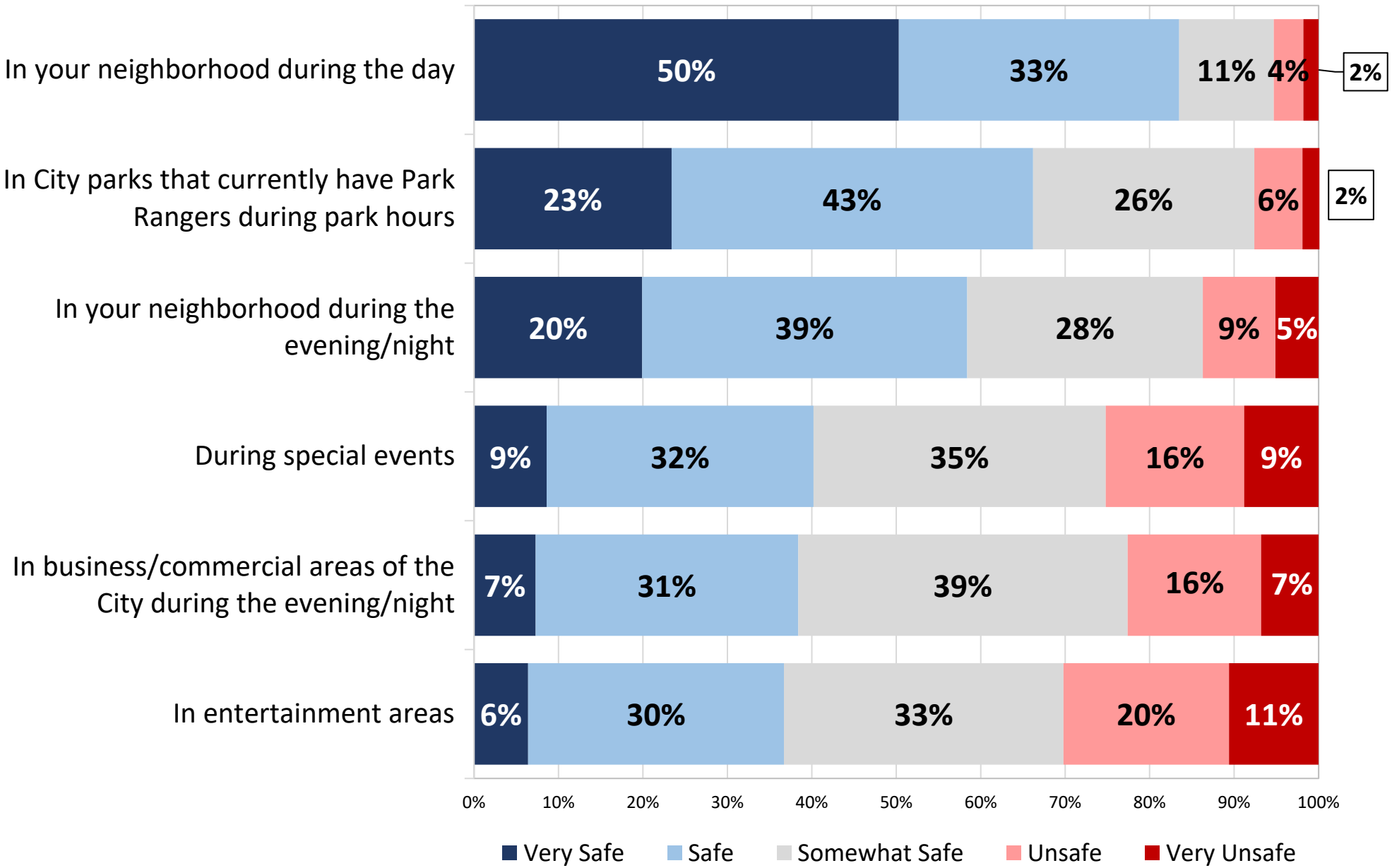
Q6. Feeling of Safety Doing the Following in Miami Beach

by percentage of respondents that felt either very safe or safe (excluding don't know responses)



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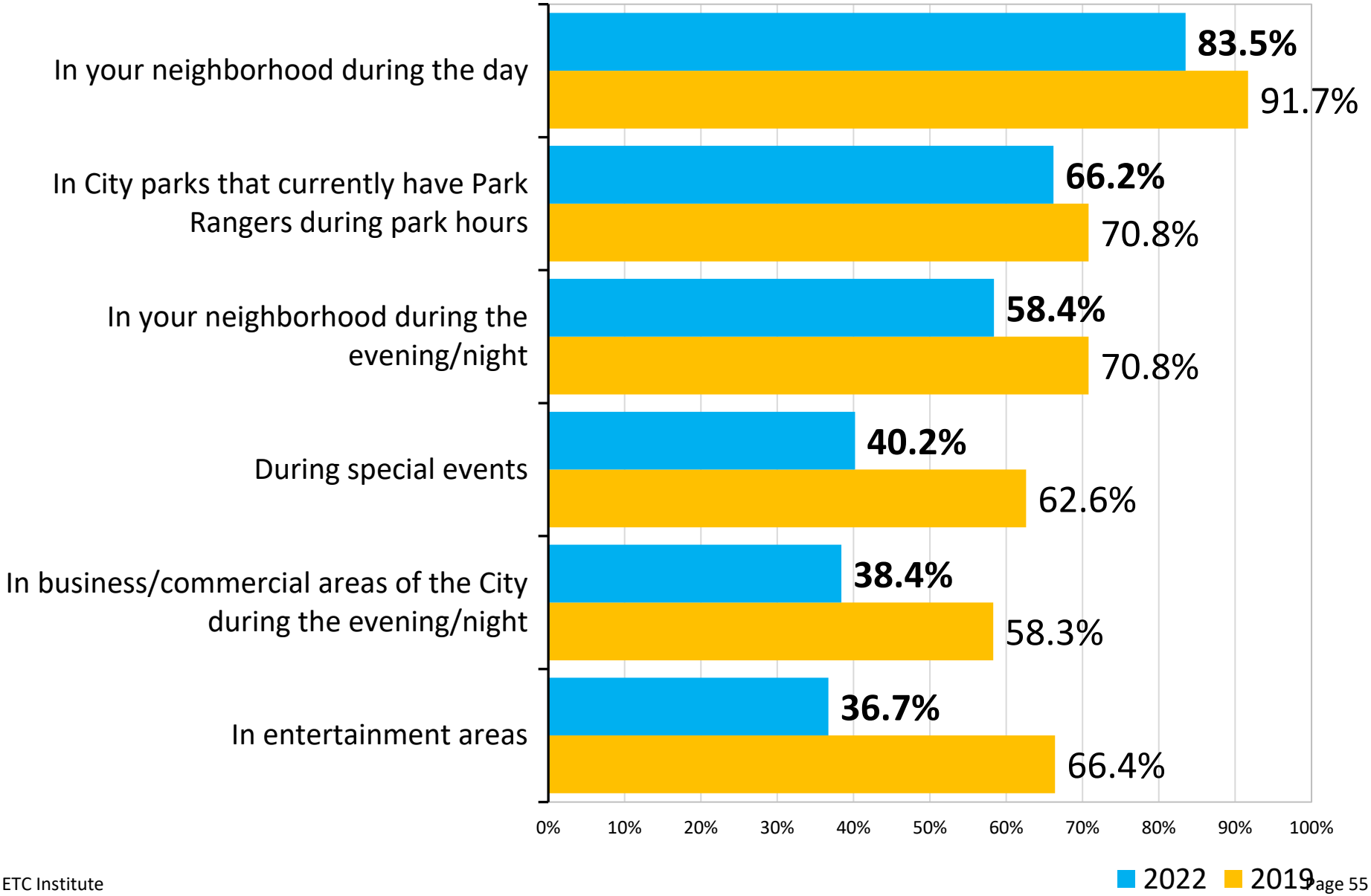

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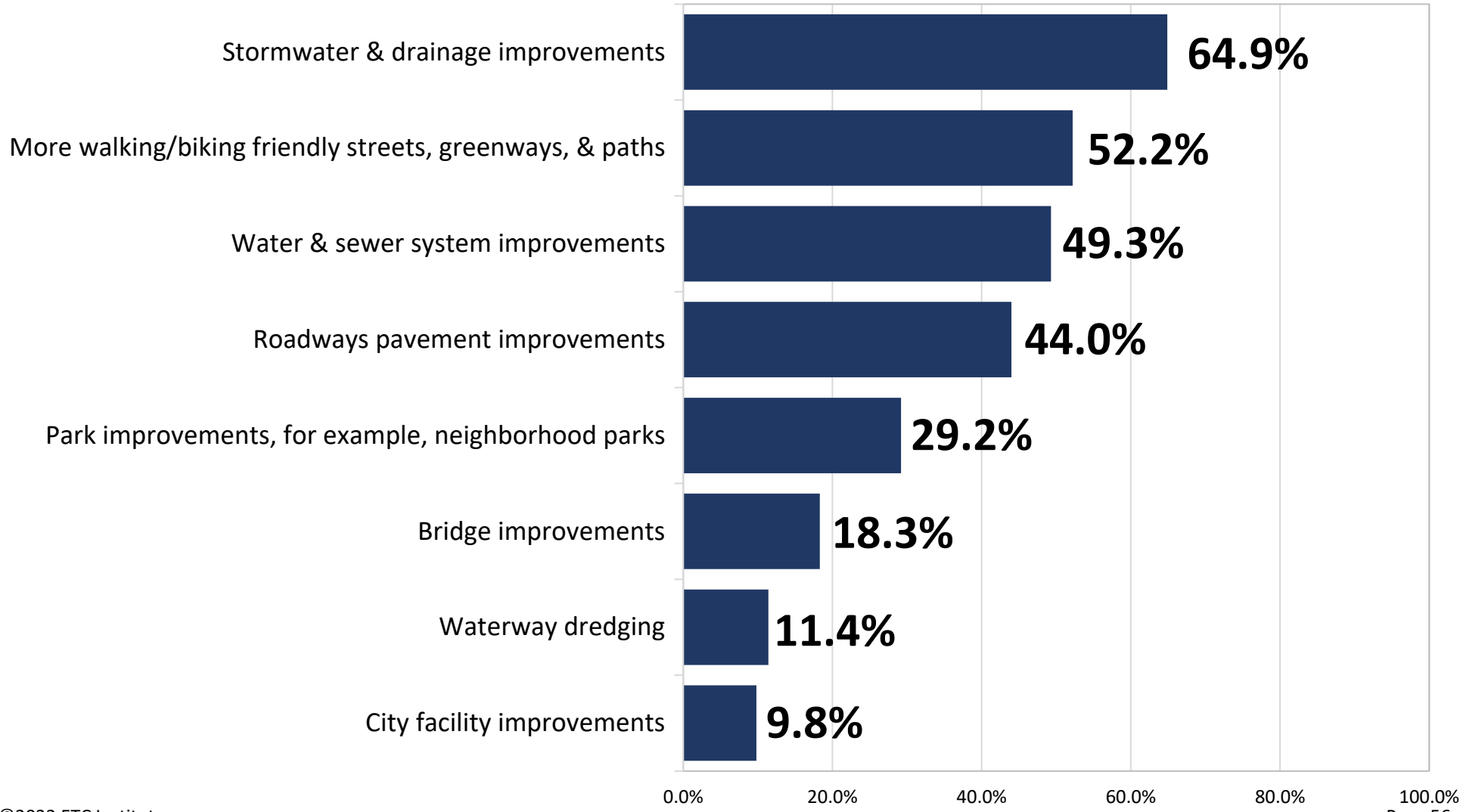
Q8. Of the following capital improvement project types, which THREE would you select as the most important?

by the percentage of respondents (multiple choice question)



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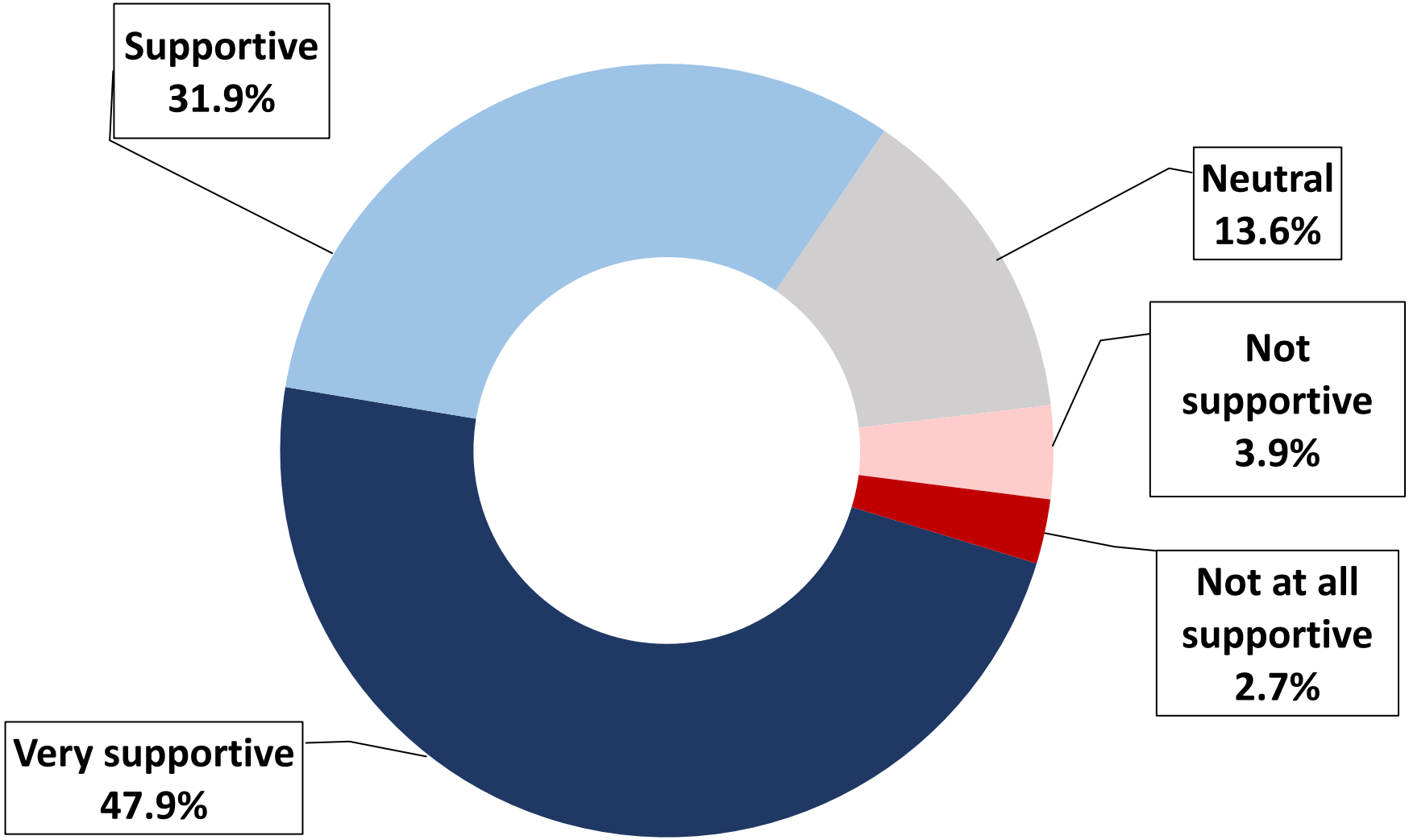
Q9. How supportive are you of the City of Miami Beach spending tax dollars to address sea-level rise?

by percentage of respondents (excluding don't know responses)



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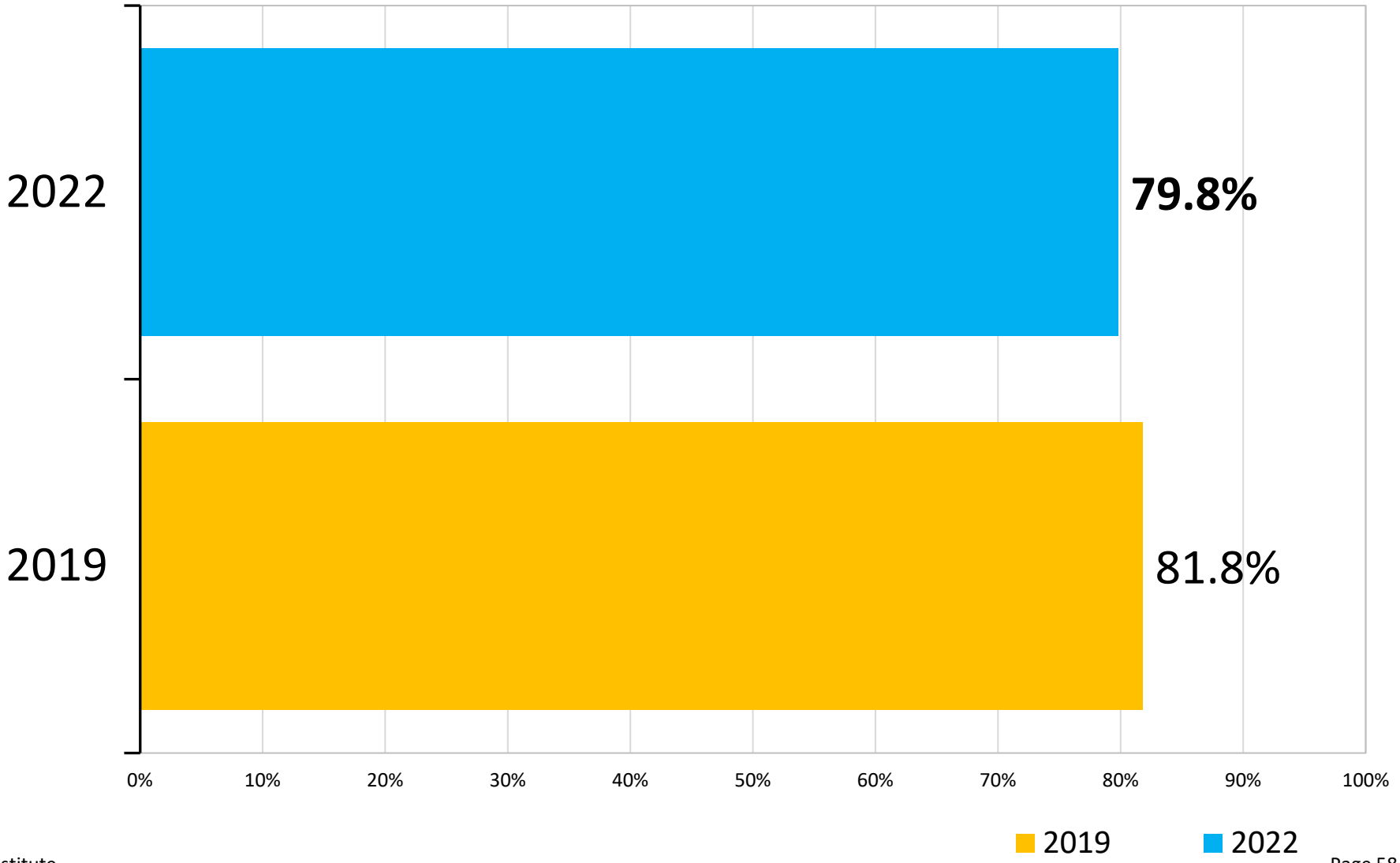
Trends: 2022 v. 2019

Q9. How supportive are you of the City of Miami Beach spending tax dollars to address sea-level rise?

by the sum percentage of respondents that are either very supportive or supportive (excluding don't know responses)



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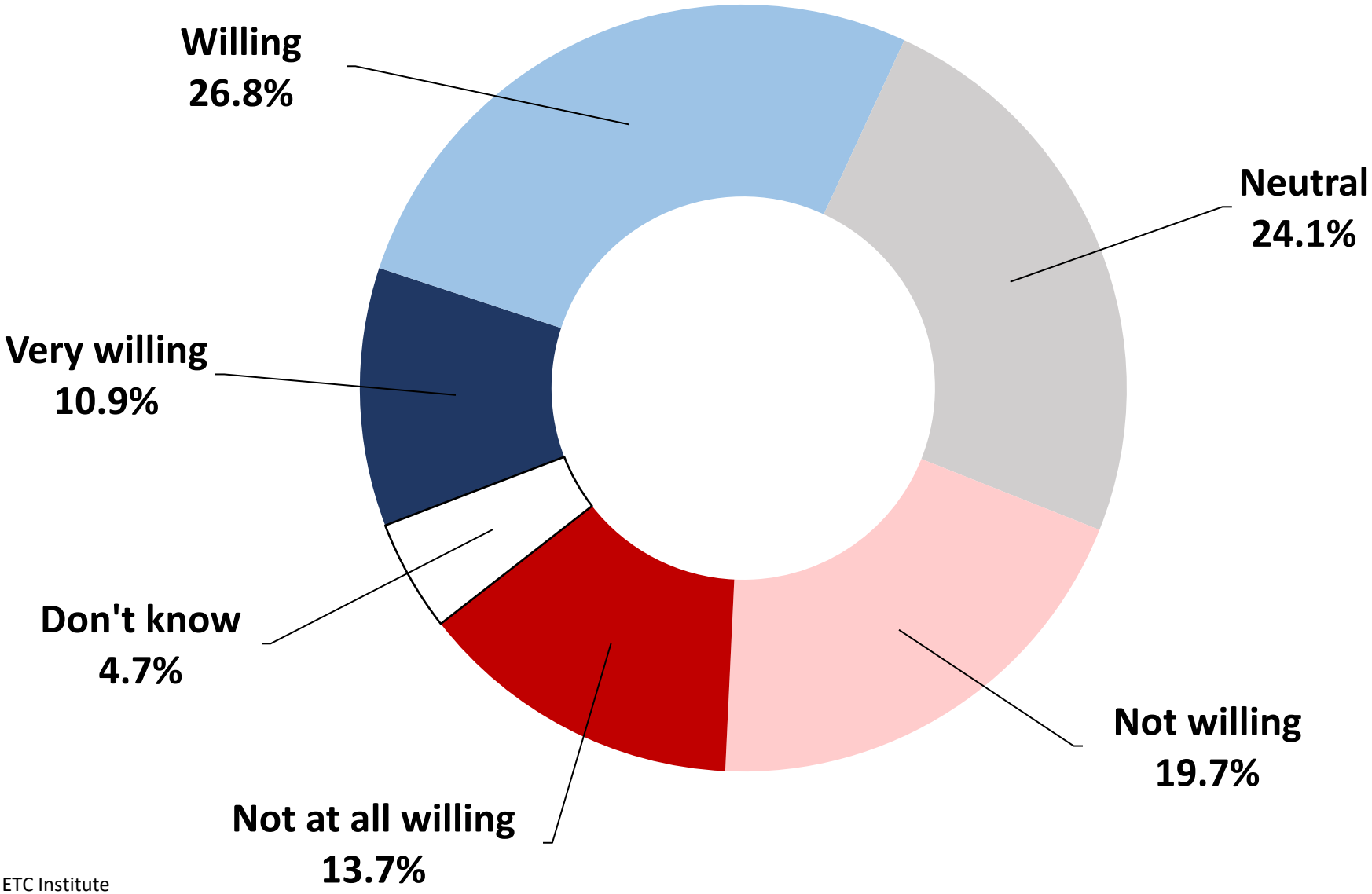
Q10. How willing would you be to pay more taxes for the City to set aside funding to maintain assets such as buildings, roads, streets, sidewalks, and vehicles?

by percentage of respondents (excluding don't know responses)



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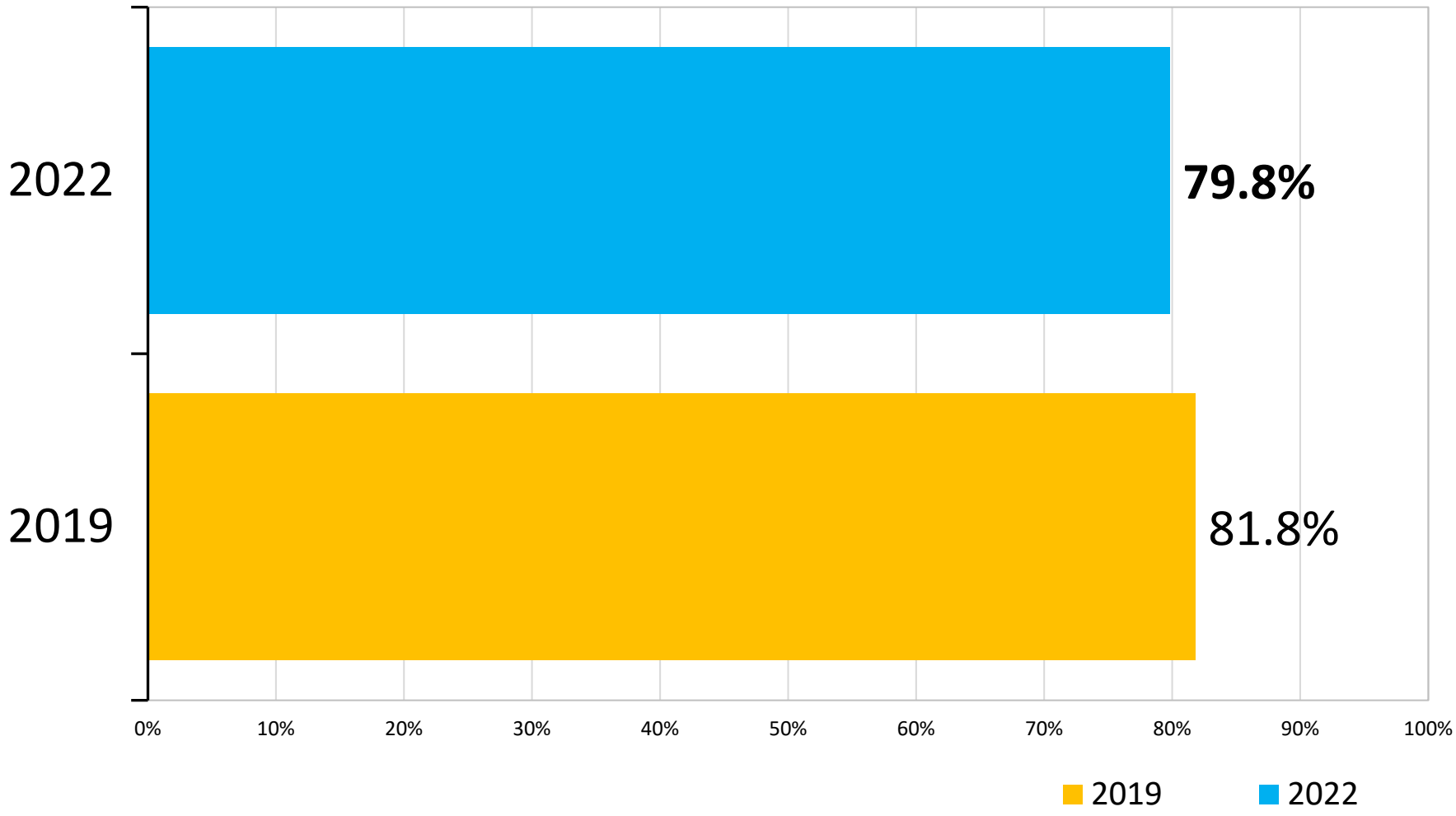
Trends: 2022 v. 2019

Q10. How willing would you be to pay more taxes for the City to set aside funding to maintain assets such as buildings, roads, streets, sidewalks, and vehicles?

by the sum percentage of respondents that are either very willing or willing (excluding don't k



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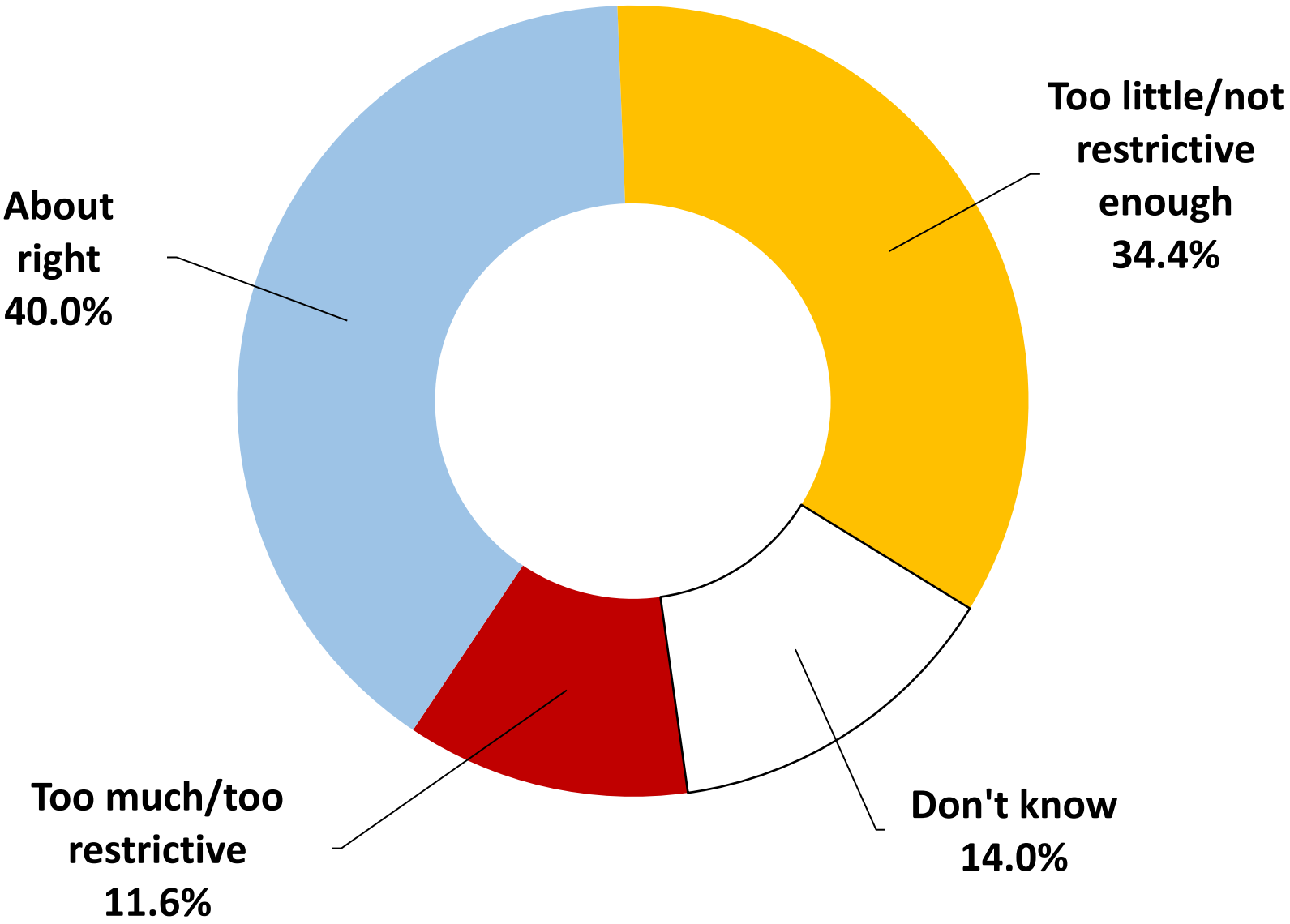
Q11. Code Enforcement. Do you think the level of code enforcement in your neighborhood is...

by percentage of respondents



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Trends: 2022 v. 2019

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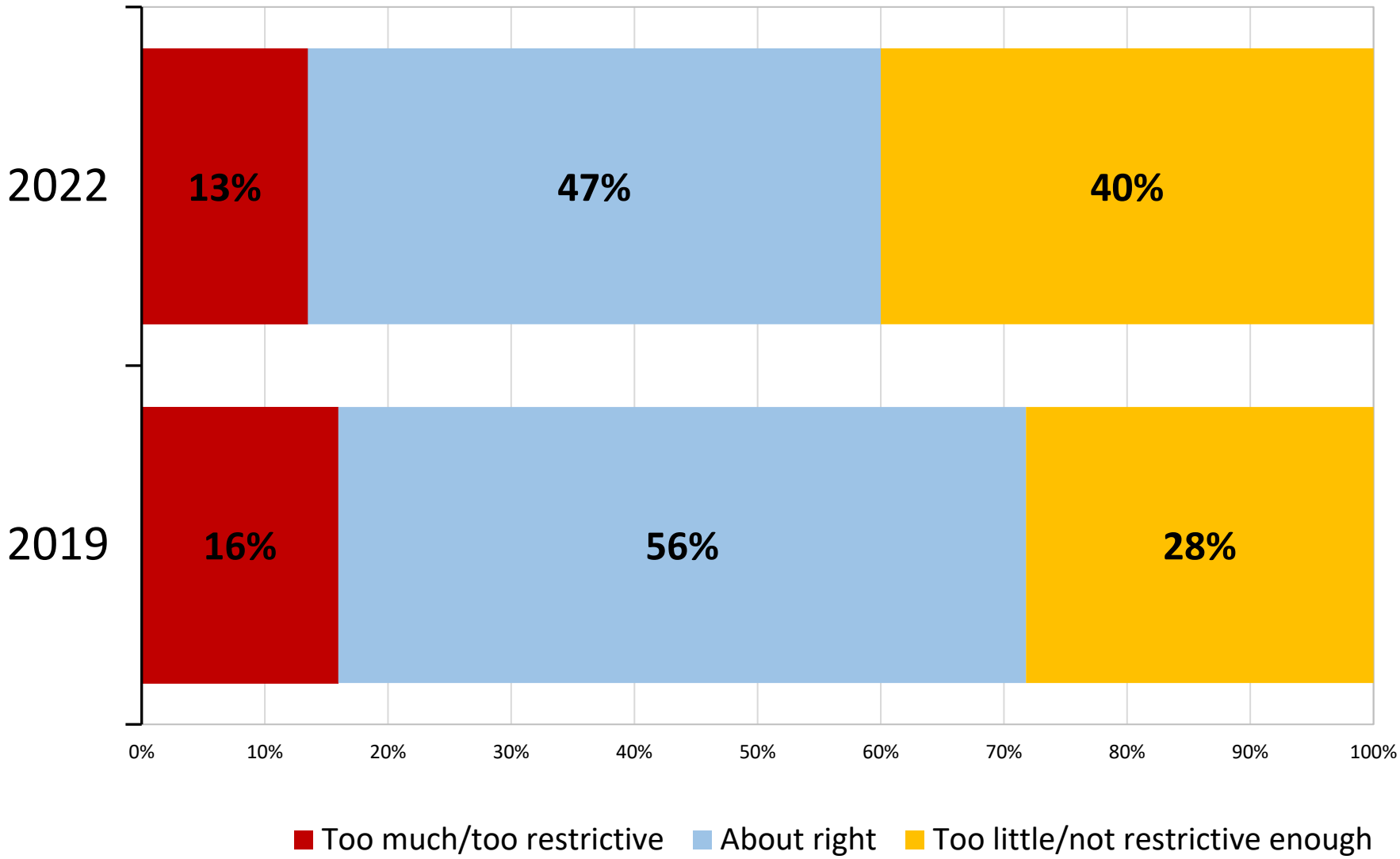
by percentage of respondents



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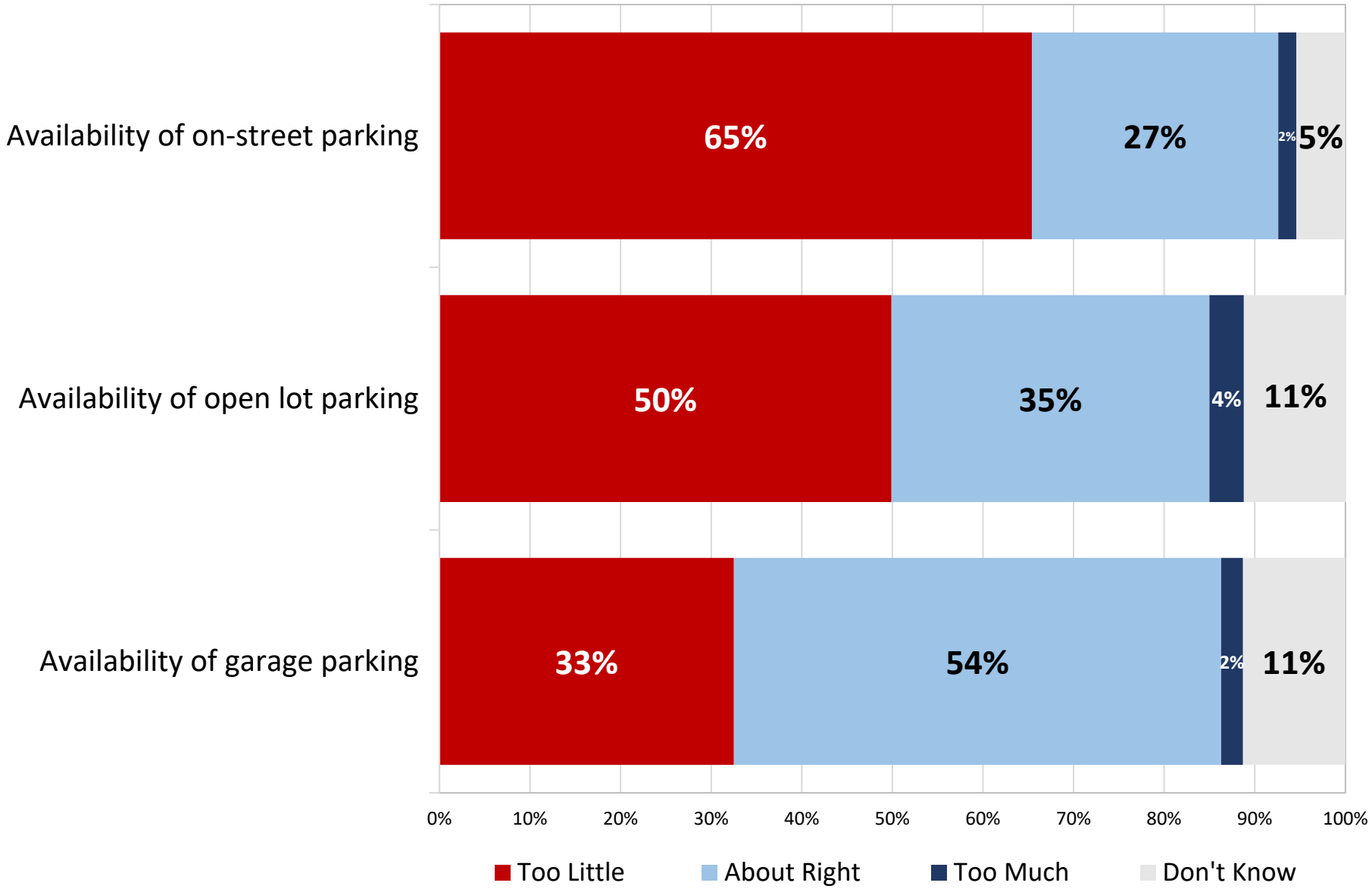
Q12. Please rate the availability of parking in Miami Beach...

by percentage of respondents



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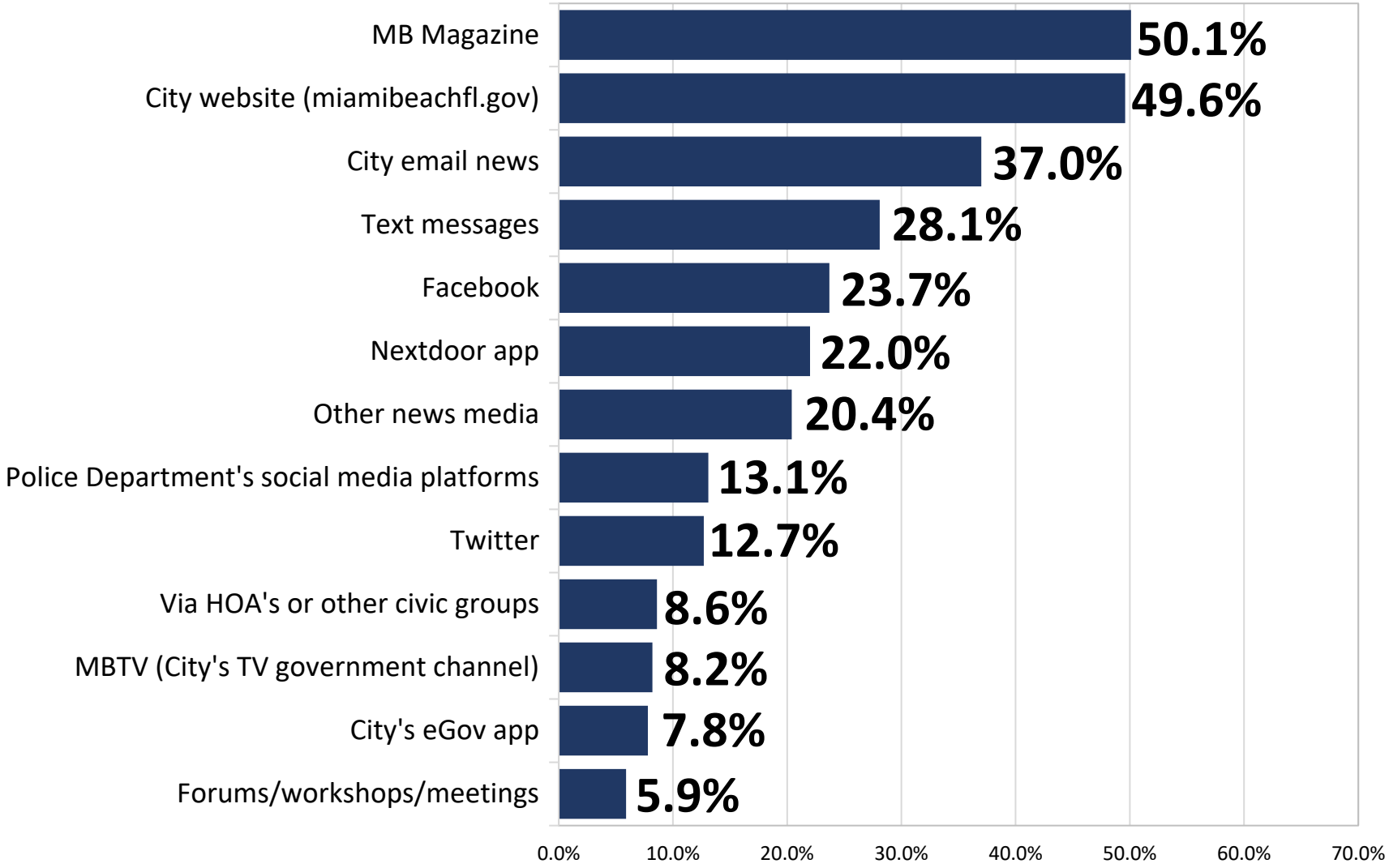
Q13. Communication. Which sources do you utilize to obtain information about City government, issues, and events?

by the percentage of respondents (multiple choice question)



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Trends: 2022 v. 2019

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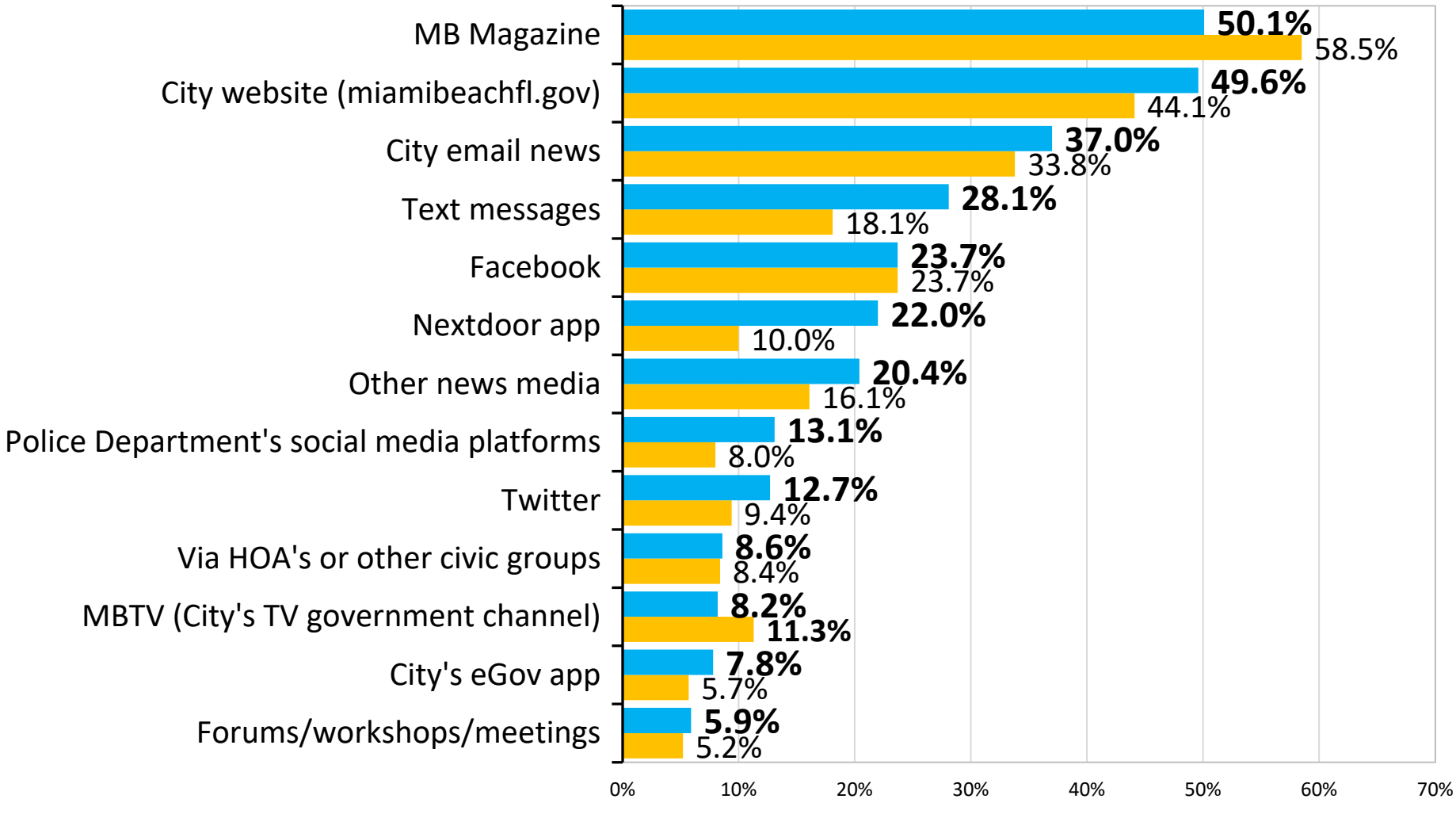
by the percentage of respondents (multiple choice question)



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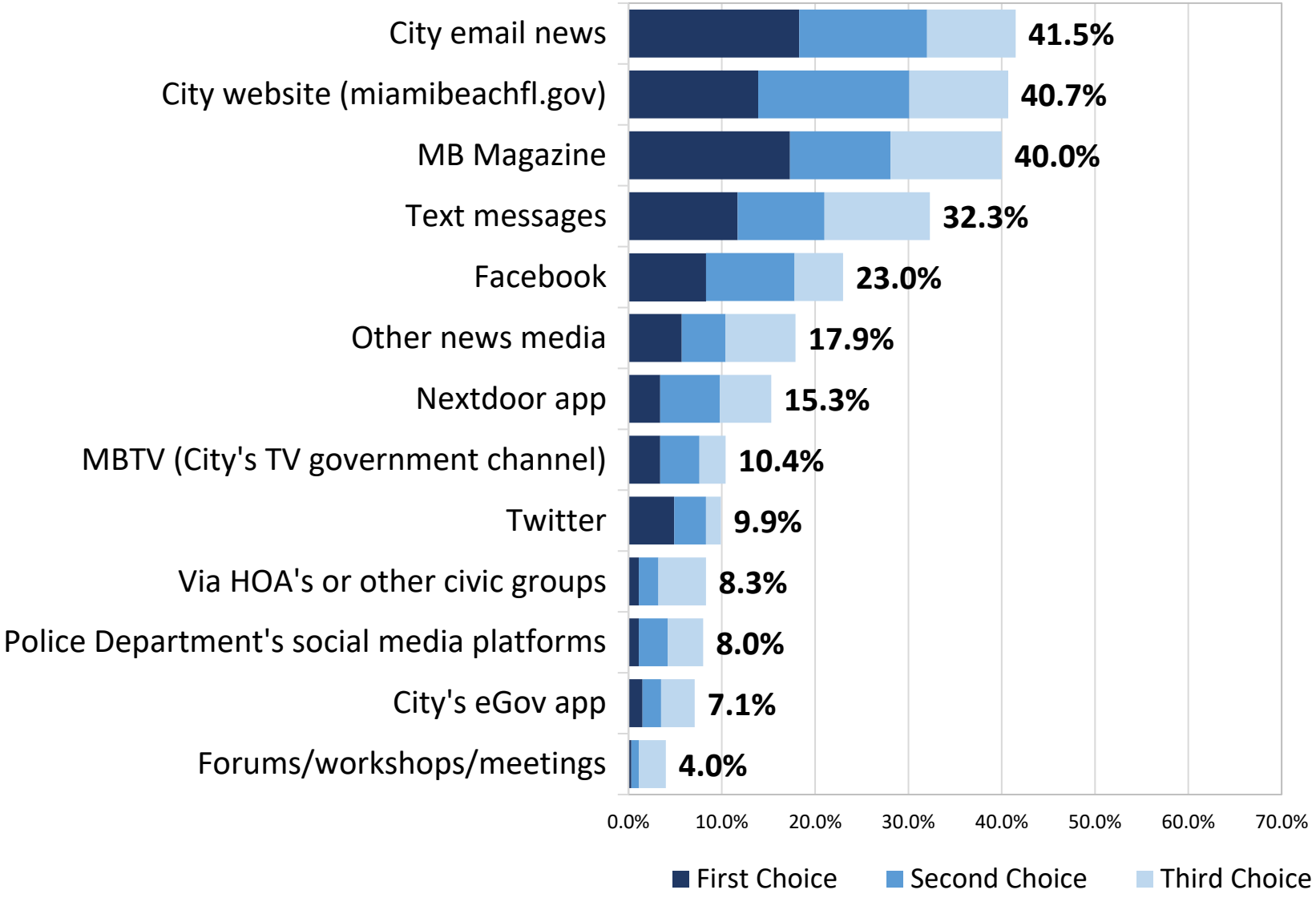
Q14: Which THREE of the communication channels listed in Question 13 do you prefer?

by sum of respondents top three choices



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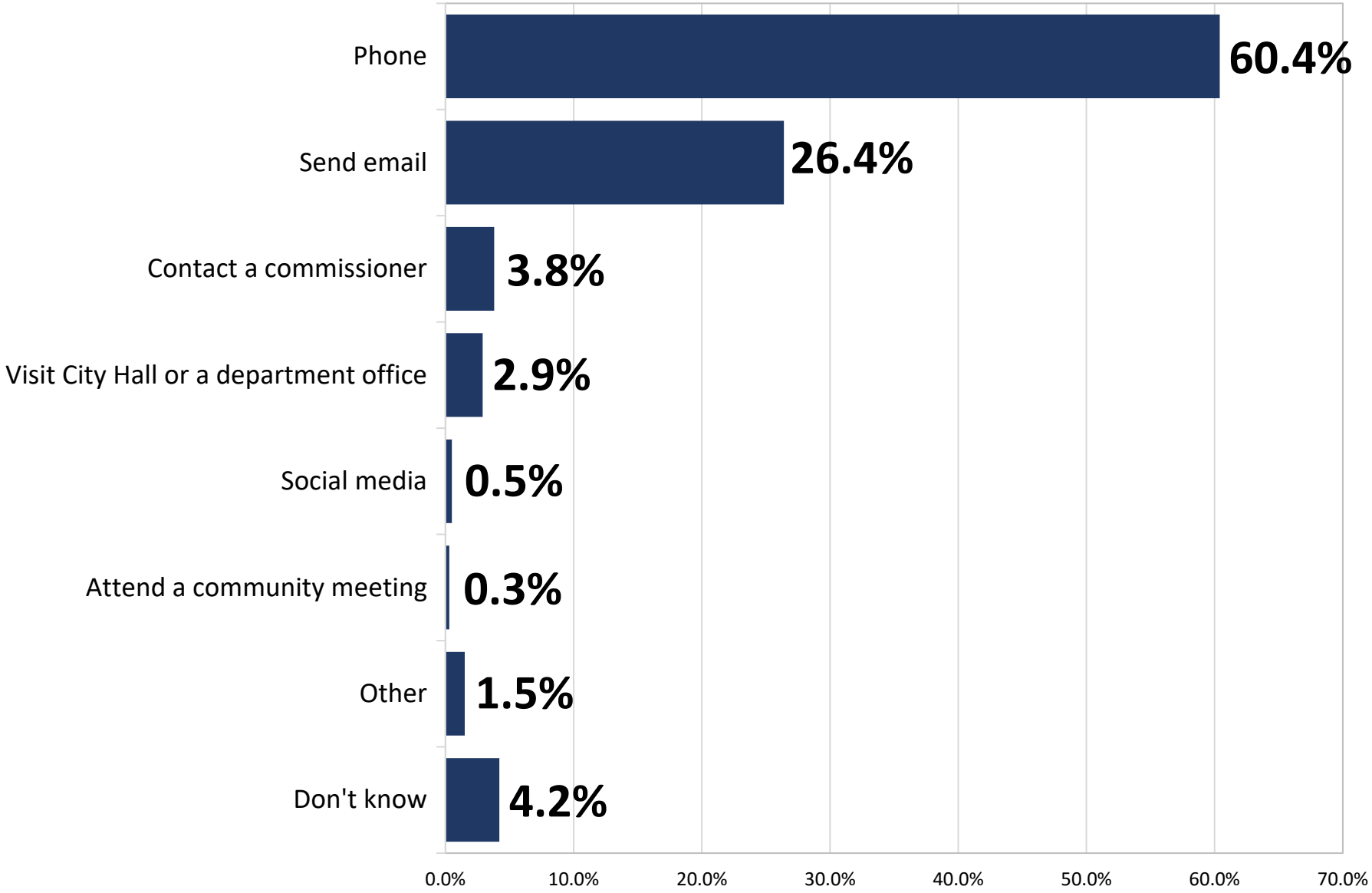
Q16. If you needed to contact the City, which of the following methods would you likely use first?

by the percentage of respondents



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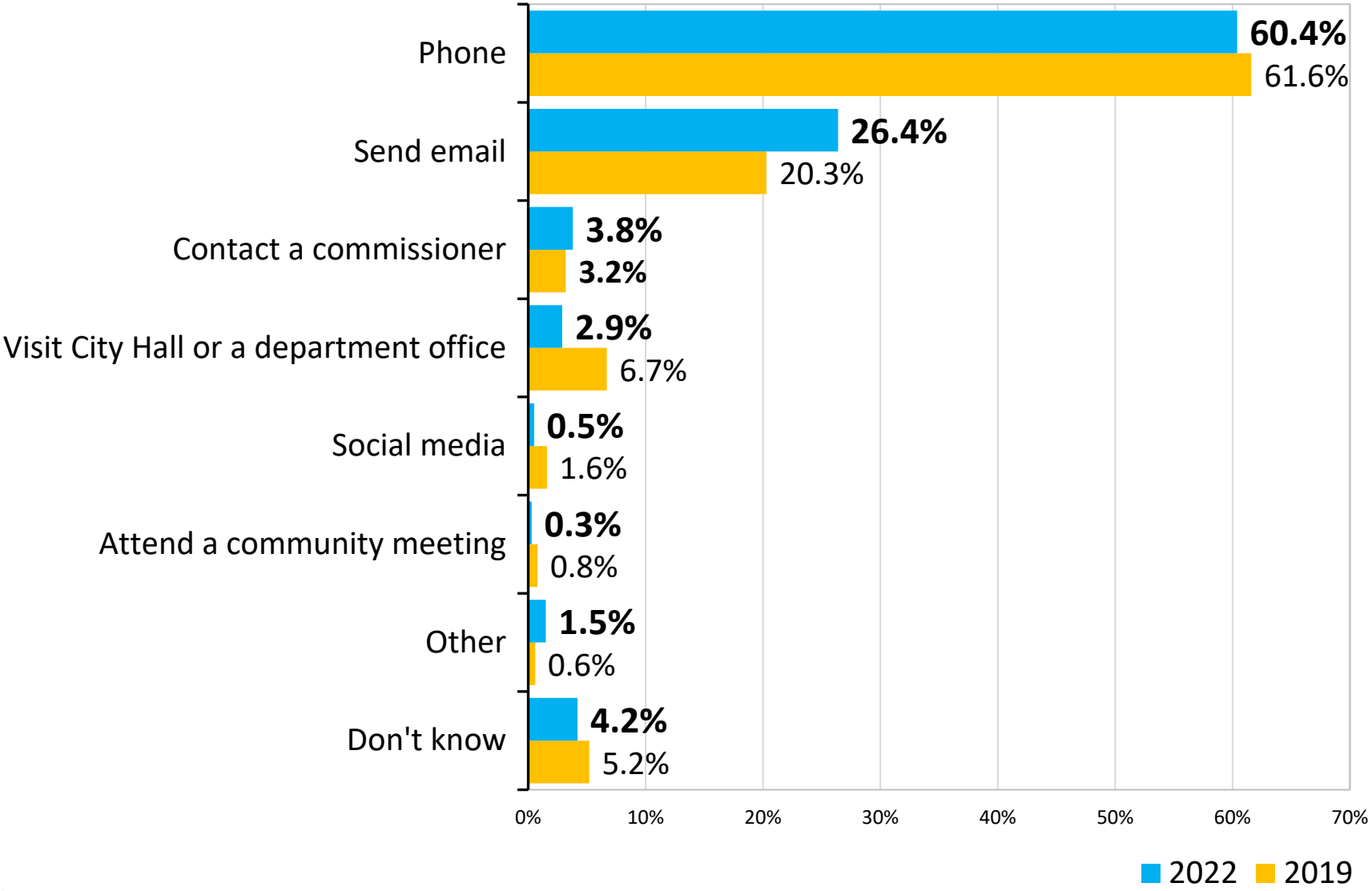
Q16. If you needed to contact the City, which of the following methods would you likely use first?

by the percentage of respondents



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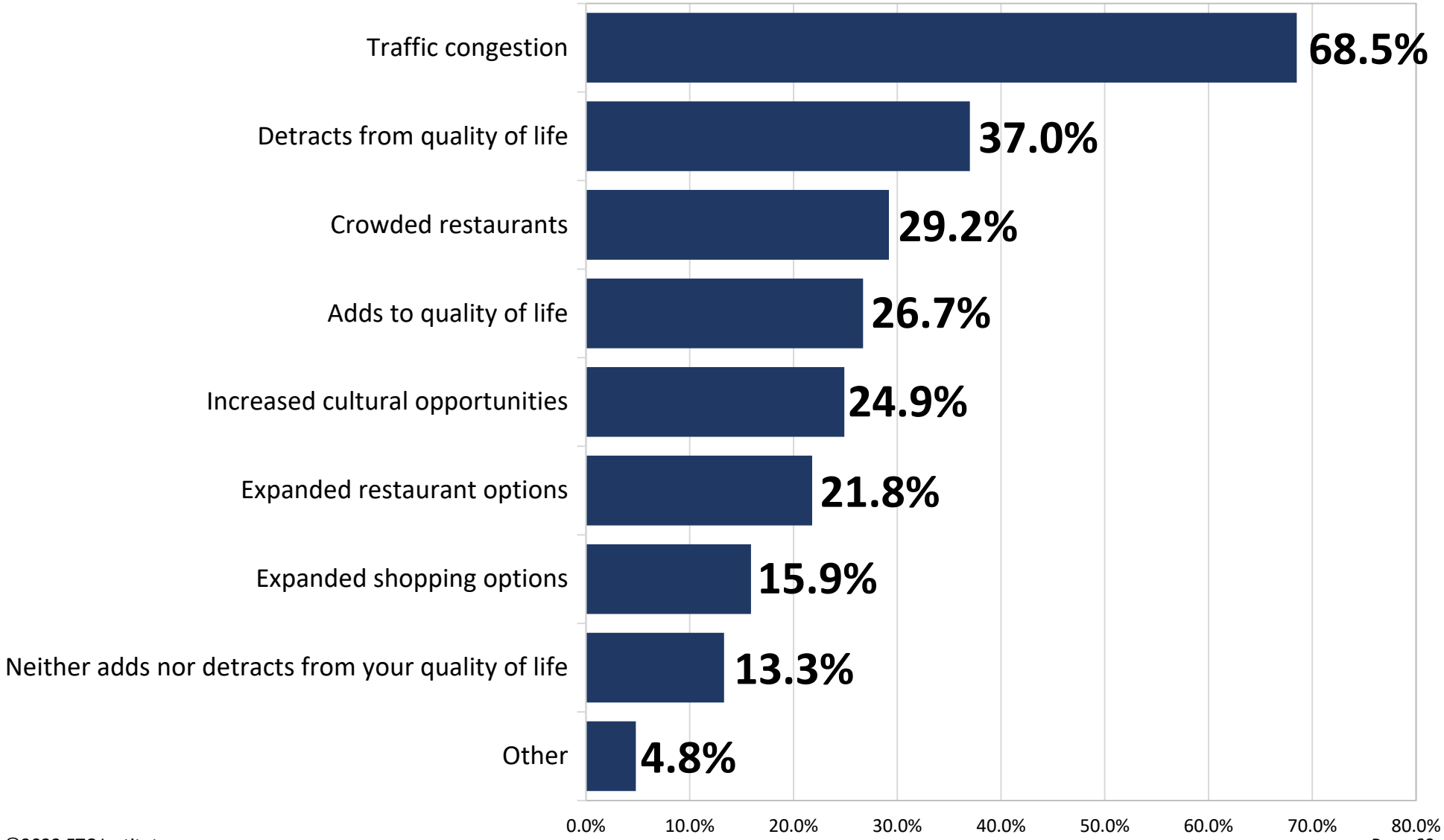
Q17. Additional Questions. Which of the following best describes the way that tourism affects the quality of life for residents?

by the percentage of respondents (excluding don't know responses)



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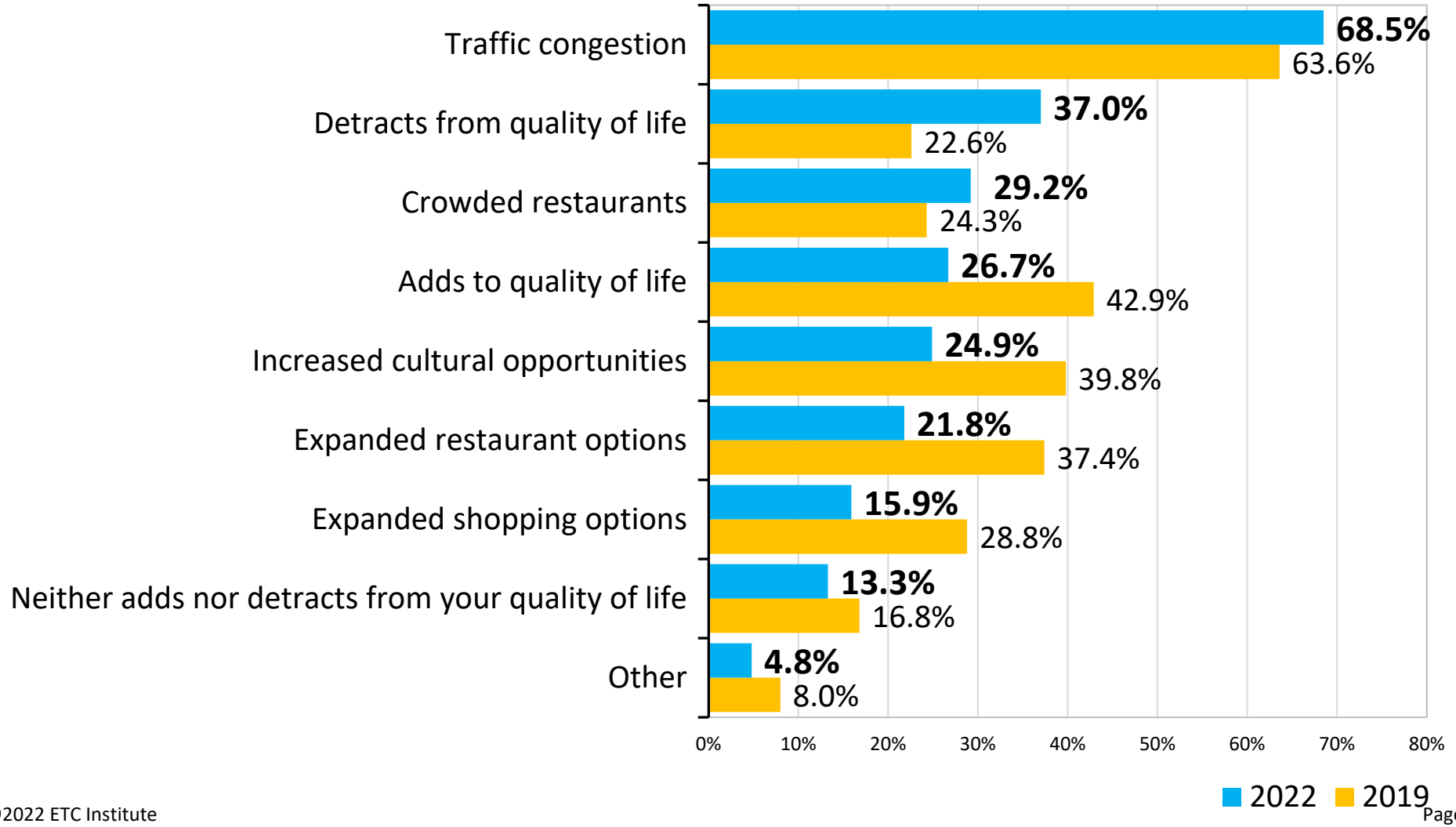
Q17. Additional Questions. Which of the following best describes the way that tourism affects the quality of life for residents?

by the percentage of respondents (excluding don't know responses)



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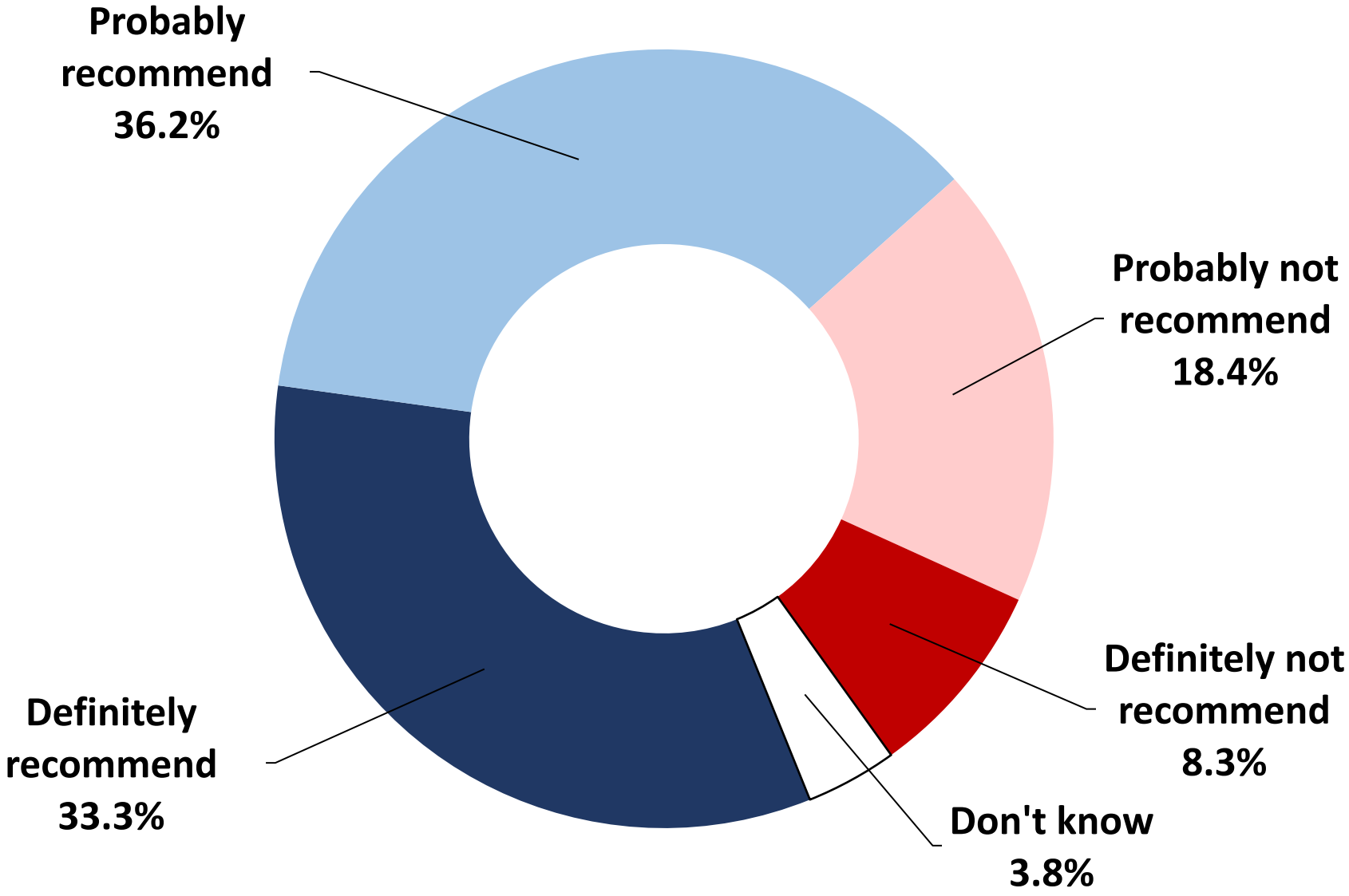
Q18. Think for a moment about whether you would recommend the City of Miami Beach to family and friends as a place to live. Would you...

by percentage of respondents



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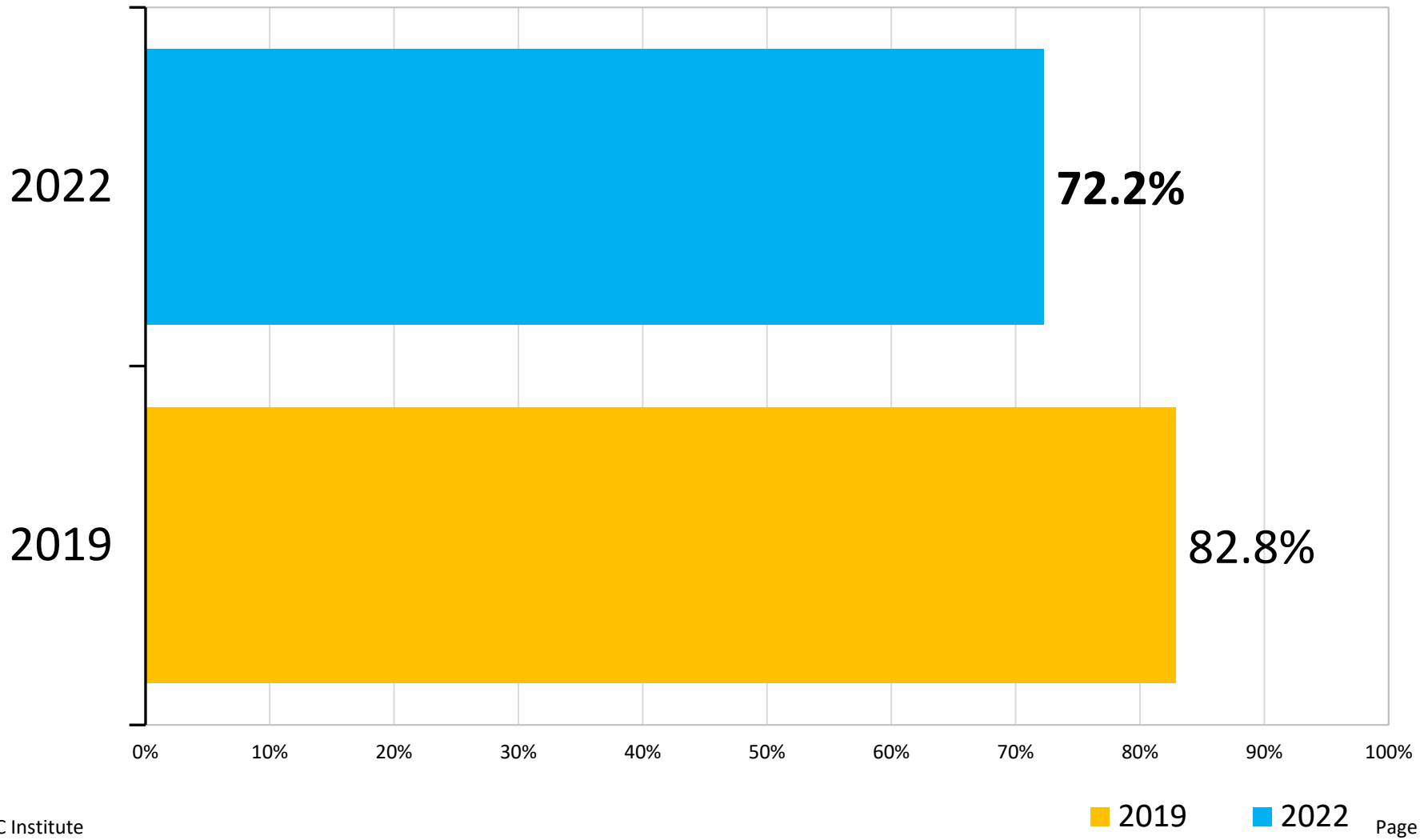
Trends: 2022 v. 2019

Q18. Think for a moment about whether you would recommend the City of Miami Beach to family and friends as a place to live. Would you...

by the sum percentage of respondents that would definitely or probably recommend the City



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Section 3: Benchmarking Analysis

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Benchmark Analysis

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 1,200 cities and counties in 43 states.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the winter of 2022 to a random sample of more than 9,000 residents living in United States' communities.

The benchmarking charts provided show how the results from the 2022 City of Miami Beach Resident Survey compare to the averages of:

- communities across the State of Florida and
- communities nationally in the services analyzed.

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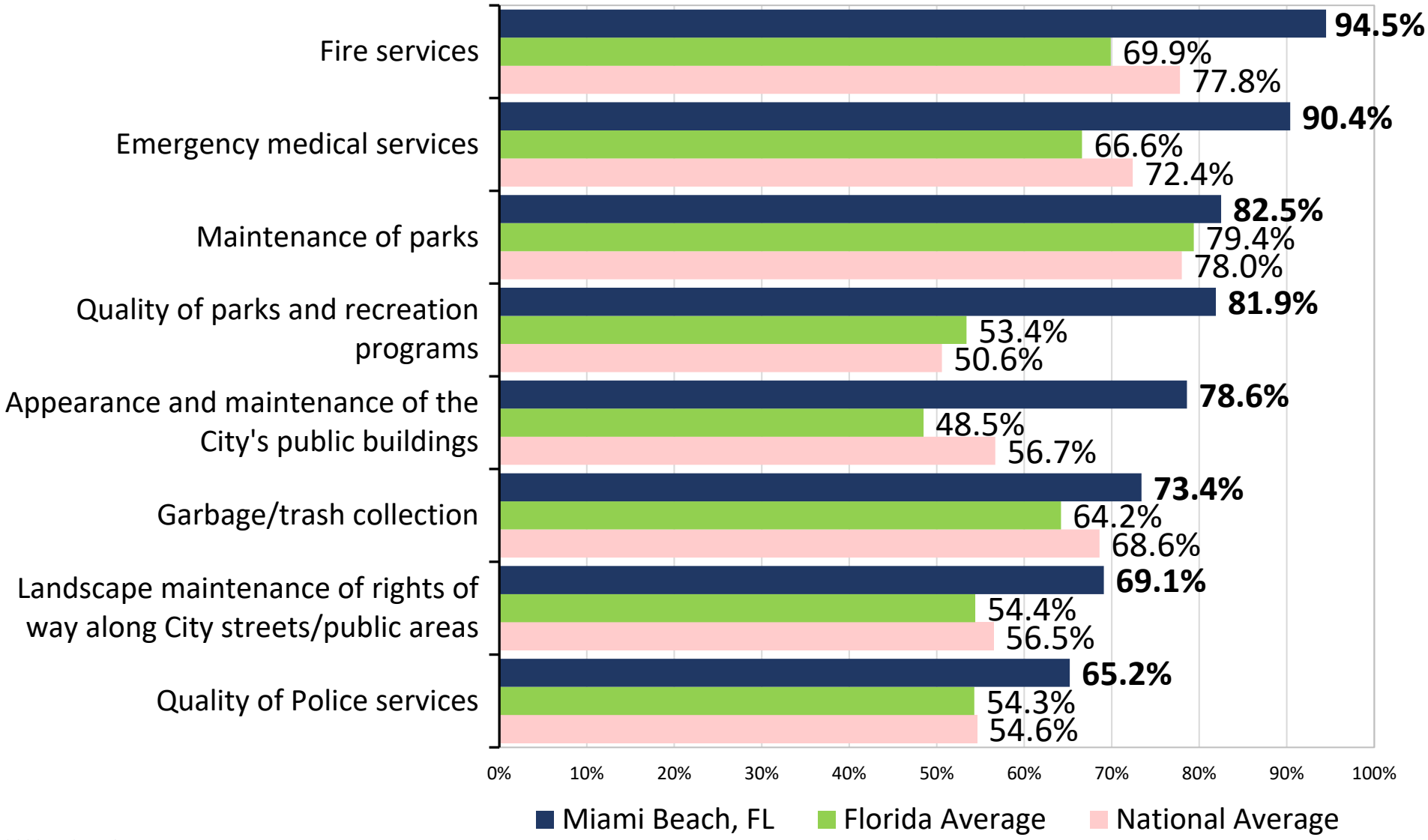
Benchmarks: Miami Beach, FL vs. Florida & National Average

Q1: Ratings of City Services

by the sum percentage of respondents that gave a rating of excellent or good (excluding don't know responses)



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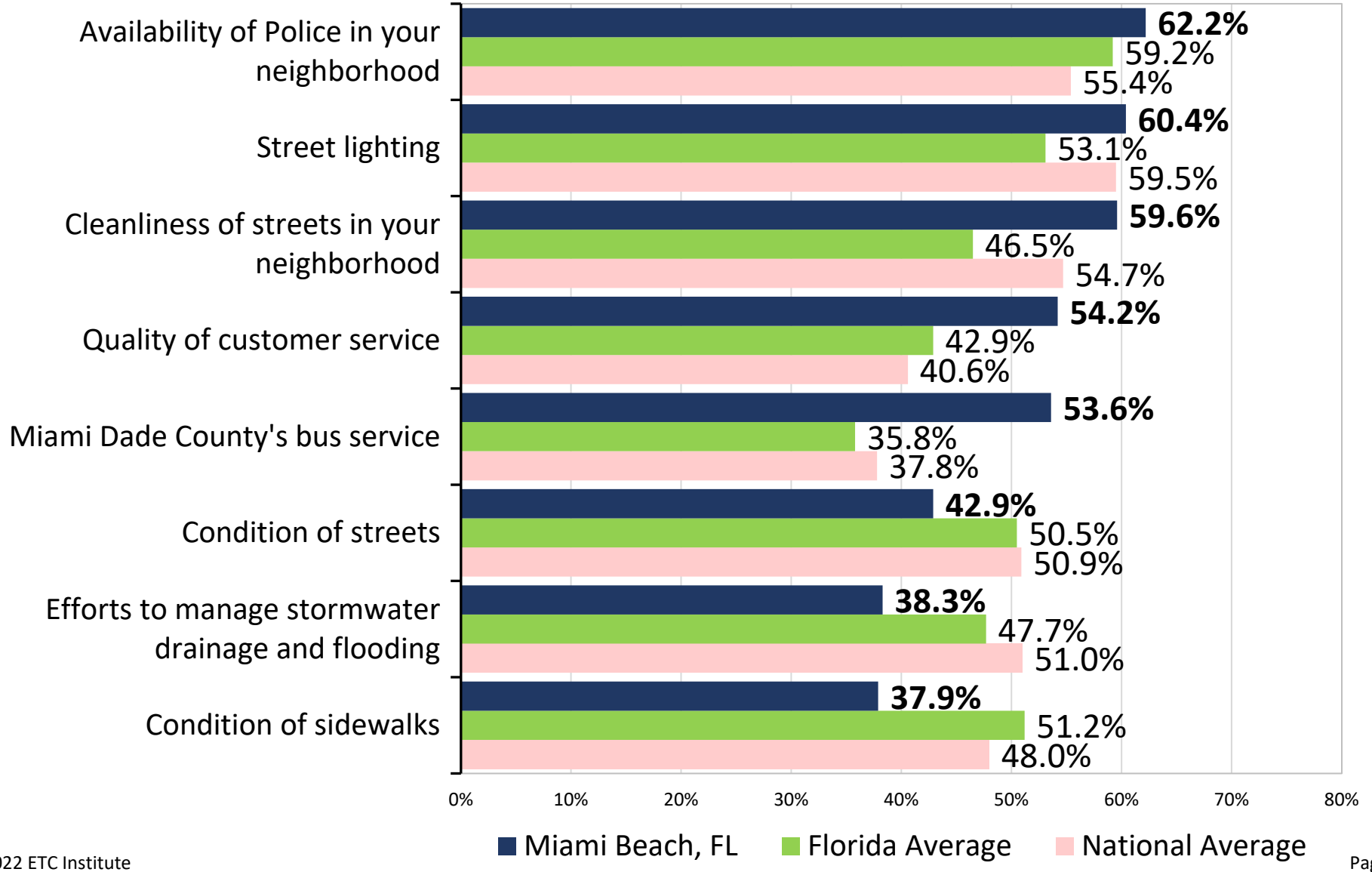
Benchmarks: Miami Beach, FL vs. Florida & National Average

Q1: Ratings of City Services (Continued)

by the sum percentage of respondents that gave a rating of excellent or good (excluding don't know responses)



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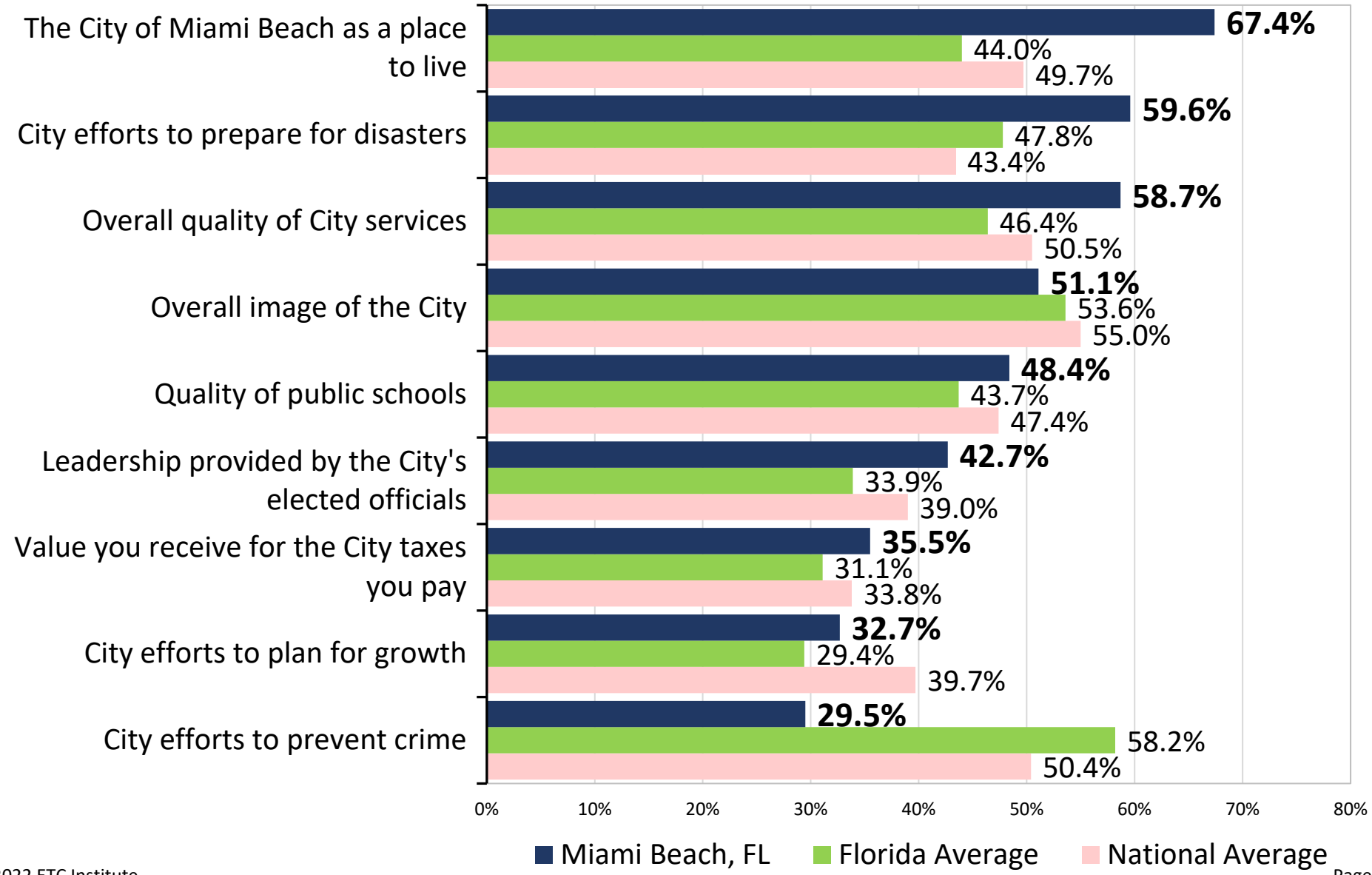
Benchmarks: Miami Beach, FL vs. Florida & National Average

Q5: Satisfaction with Perceptions of the City

by the sum percentage of respondents very satisfied or satisfied (excluding don't know responses)



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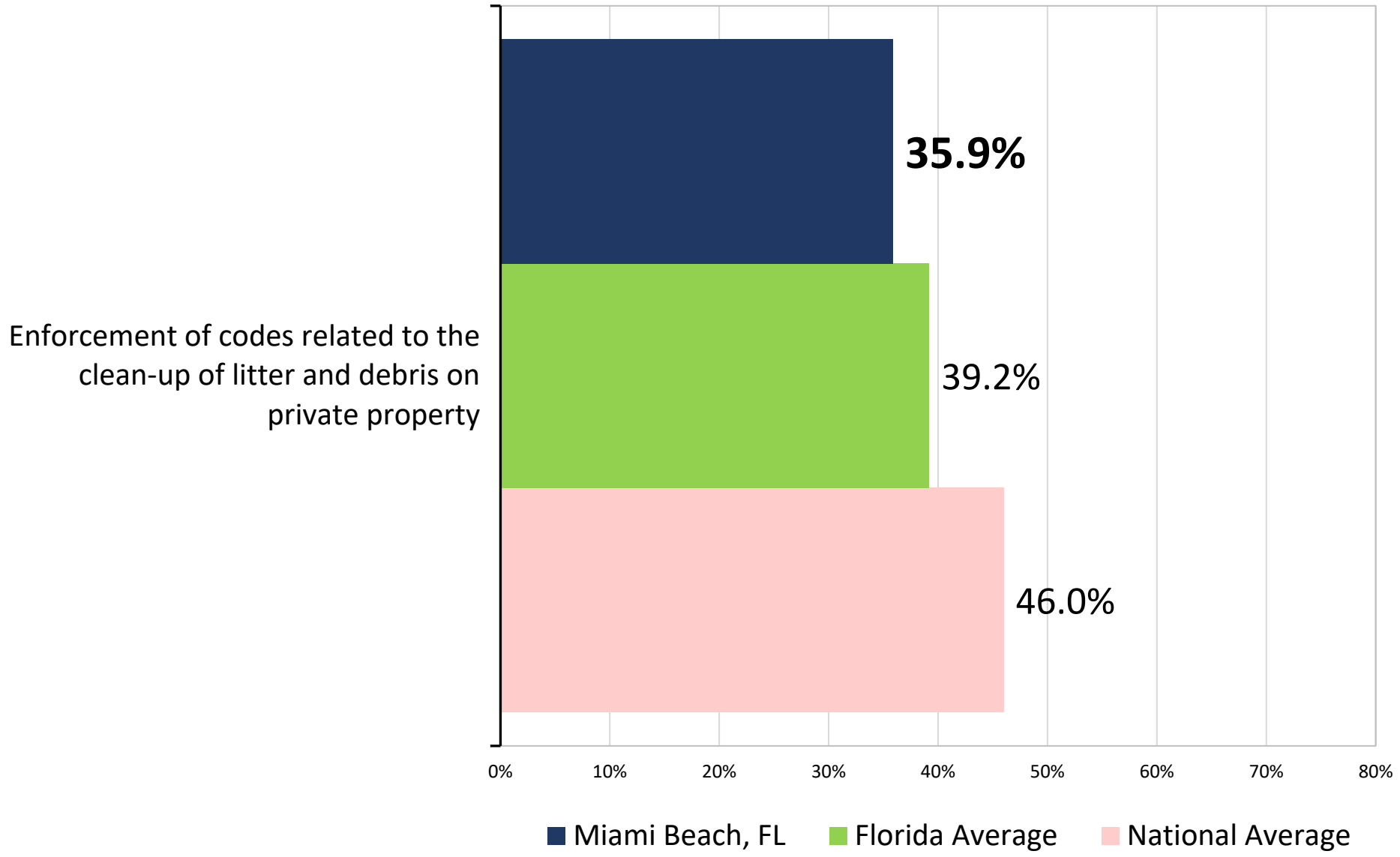
2022 Miami Beach Resident Survey Results
Version 2

Benchmarks: Miami Beach, FL vs. Florida & National Average

Q3: Rating of the Cleanliness of the City

by the sum percentage of respondents that gave a rating of excellent or good (excluding don't know responses)



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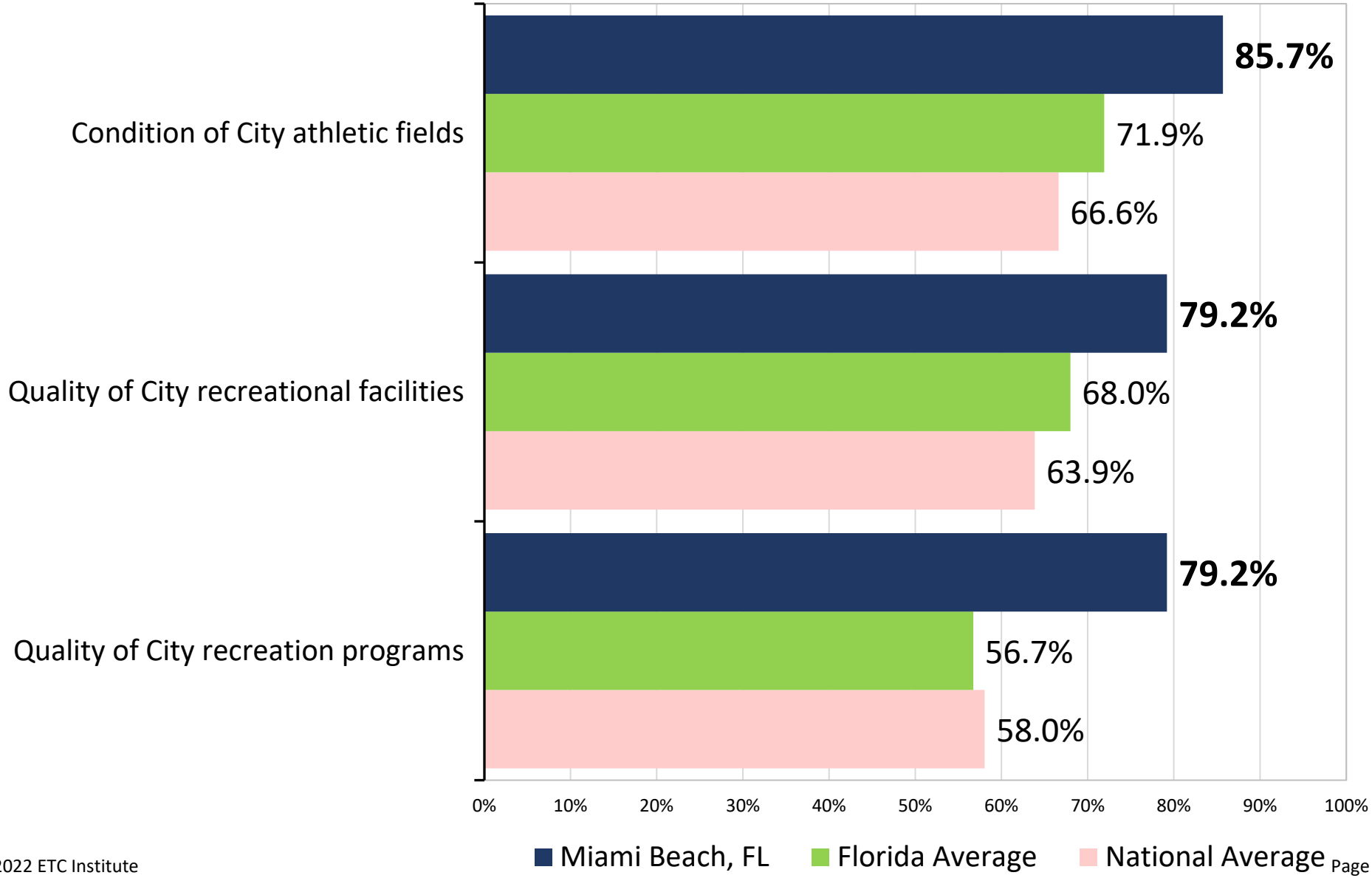
Benchmarks: Miami Beach, FL vs. Florida & National Average

Q4: Satisfaction with Parks & Recreation Services

by the sum percentage of respondents very satisfied or satisfied (excluding don't know responses)



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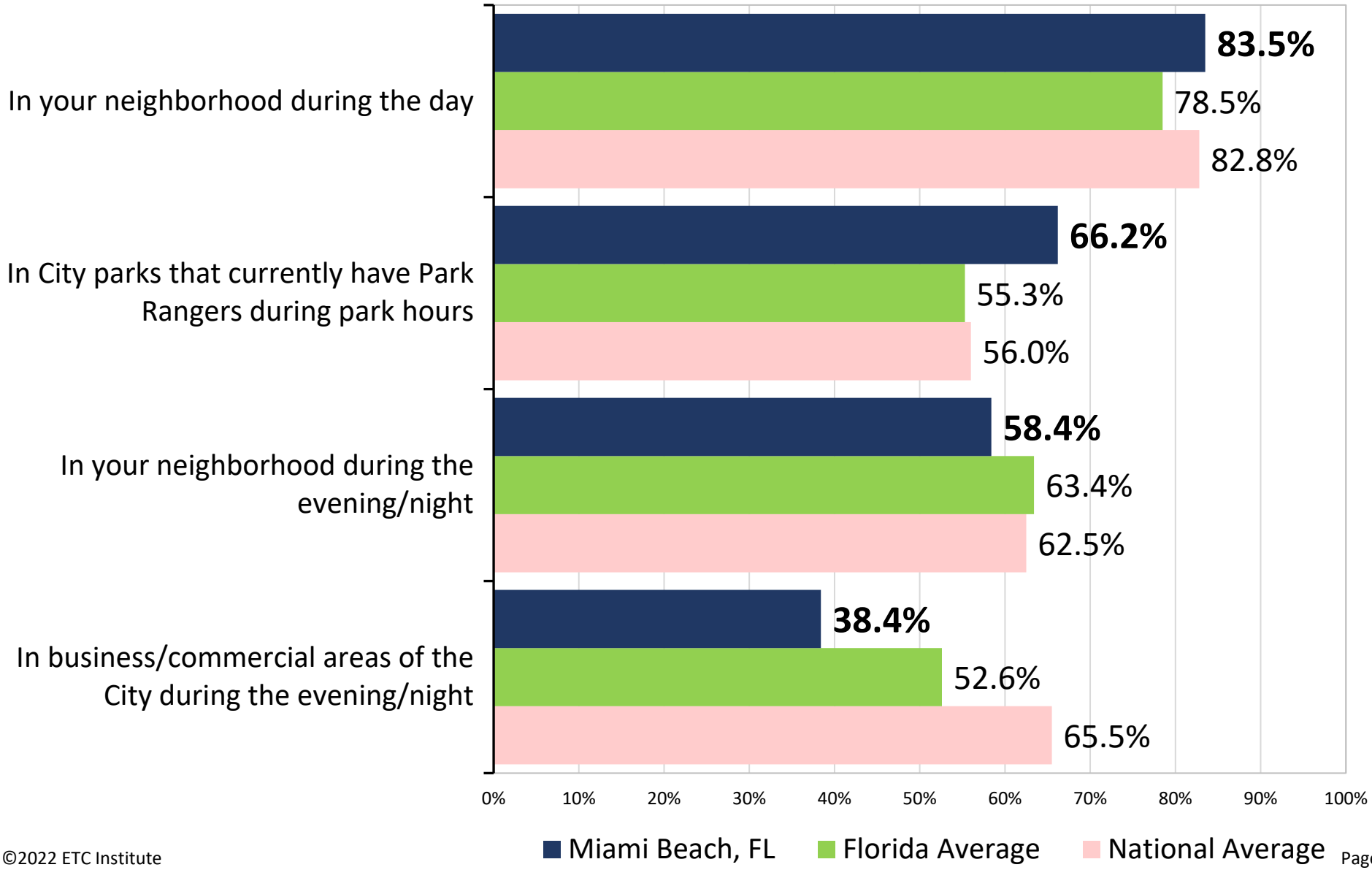
Benchmarks: Miami Beach, FL vs. Florida & National Average

Q6: Feeling of Safety in the Following Situations

by the sum percentage of respondents that feel very safe or safe (excluding don't know responses)



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Section 4: Importance-Satisfaction Analysis

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Importance-Satisfaction Analysis

Overview

Today, City officials have limited resources which need to be targeted to services that are of the most benefit to their residents. Two of the most important criteria for decision making are;

1. to target resources toward services of the highest importance to residents and
2. to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall resident satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, third, fourth, and fifth most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify major categories of services that they think are most important for the City to provide. Twenty-five percent (24.5%) of respondents selected the *efforts of the City to address homelessness*, as one of the most important major services for the City to provide.

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Importance-Satisfaction Analysis (Continued)

Regarding satisfaction, 20.4% of respondents rated the City's overall performance regarding their *efforts to address homelessness* as a “4” or “5” on a 5-point scale (where “5” means “very satisfied”) excluding “don’t know” responses.

The I-S rating for the City's *efforts to address homelessness,* is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages.

In this example, 24.5% was multiplied by 79.6% (1-0.204). This calculation yielded an I-S rating of 0.1958 which ranked first out of the 28 major categories of City services analyzed.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top five choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the five most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis and ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS >= 0.20)
- Increase Current Emphasis (0.10 <= IS<0.20)
- Maintain Current Emphasis (IS < 0.10)

The results for the City is provided on the following page.

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Importance-Satisfaction Ratings
City of Miami Beach Resident Survey (2022)
Major Categories of City Services
Miami Beach, FL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Efforts to address homelessness	24.6%	7	20.4%	28	0.1958	1
Cleanliness of canals/waterways	26.8%	6	34.7%	27	0.1750	2
Condition of streets	29.9%	3	42.9%	23	0.1707	3
Cleanliness of streets in your neighborhood	41.2%	1	59.6%	18	0.1664	4
Efforts to manage stormwater drainage and flooding	21.9%	9	38.3%	24	0.1351	5
Condition of sidewalks (few or no cracks)	21.3%	10	37.9%	25	0.1323	6
Quality of Police services	38.0%	2	65.2%	15	0.1322	7
Availability of Police in your neighborhood	29.8%	4	62.2%	16	0.1126	8
Cleanliness of streets in business/commercial areas	21.0%	11	47.0%	22	0.1113	9
Medium Priority (I-S < 0.10)						
Street lighting	22.3%	8	60.4%	17	0.0883	10
Overall quality of the beaches	29.4%	5	79.2%	8	0.0612	11
Availability of recycling in public places	6.5%	22	36.9%	26	0.0410	12
Garbage/trash collection	13.8%	14	73.4%	10	0.0367	13
Reliability of portable (drinking) water	11.9%	15	72.5%	11	0.0327	14
Miami Dade County's bus service	7.0%	21	53.6%	21	0.0325	15
Maintenance of parks	17.2%	13	82.5%	5	0.0301	16
Reliability of sewer (wastewater) services	8.4%	18	65.6%	14	0.0289	17
Quality of customer service	6.2%	23	54.2%	20	0.0284	18
Landscape maintenance of rights of way along City streets/public areas	8.9%	17	69.1%	13	0.0275	19
Quality of public engagement efforts	5.3%	26	57.6%	19	0.0225	20
Miami Beach trolley system	7.6%	19	72.4%	12	0.0210	21
Emergency medical services	17.5%	12	90.4%	2	0.0168	22
Availability of green space near your home	5.9%	24	80.1%	7	0.0117	23
Quality of parks and recreation programs	5.7%	25	81.9%	6	0.0103	24
City's emergency/hurricane preparedness efforts	7.1%	20	87.3%	4	0.0090	25
Fire services	10.8%	16	94.5%	1	0.0059	26
Appearance and maintenance of the City's public buildings	1.9%	28	78.6%	9	0.0041	27
Ocean rescue/lifeguard/beach patrol services	4.1%	27	90.4%	3	0.0039	28

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, third, fourth, and fifth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5, with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of City services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY INCREASE emphasis on items in this area.

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Importance-Satisfaction Matrix Analysis (Continued)

- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

The matrix showing the results for the City is provided on the following page.

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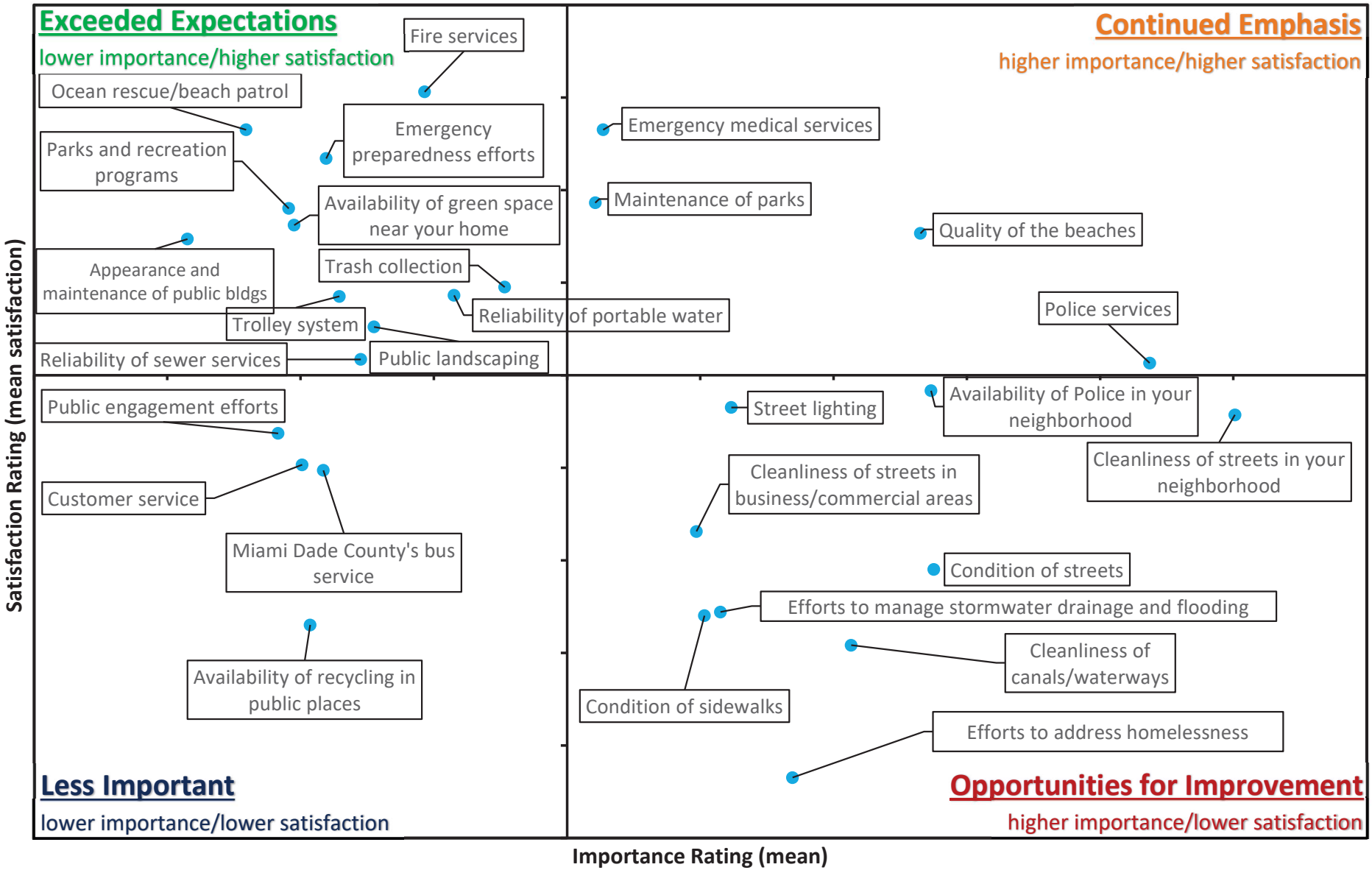
2022 City of Miami Beach Resident Survey: Major Categories of City Services

The points on the graph show deviations from the mean importance and satisfaction ratings given by respondents on the survey.



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Section 5: Survey Instrument

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Dear Resident,

The City of Miami Beach is embarking on a new community satisfaction survey. Your input is key for us to be a resident-friendly city**. We respectfully ask you to please provide your feedback by filling out the 2022 Resident Survey**. I am pleased to be taking this important step for a resident and business-friendly culture of improvement.

This information is part of our budget process and helps us connect with and understand our broader community in a statistically significant manner. Curious about the last survey's results? The 2019 survey dashboard is located at: https://dashboards.mysidewalk.com/miami-beach-fl-resident-survey/home.

Please note the following Community Satisfaction Survey elements to ease your participation:

- Your responses will remain anonymous.
- Sending the survey is free (a paid postage return envelope has been provided to you).
- You may also complete the survey online at mbsurvey1.org or over the phone at 913.829.1215.
- If you prefer to take the survey in Spanish, call 1.844.811.0411 or call 1.844.247.8190 to take the survey in Creole.

Survey results will be communicated this spring. Core questions are benchmarked nationally, and specialized questions measure City of Miami Beach Department-specific services, issues and locations. If you have any questions about the administration of the survey, please email ryan.murray@etcinstitute.com or call 913.254.4598.

Thank you in advance for your support and assistance with this collaborative effort to improve our services.

Sincerely,

Mayor Dan Gelber

MIAMIBEACH

2022 Resident Survey

Please have the adult (age 18 or older) in your household, who most recently had a birthday, complete this survey. If this person is not able to complete the survey, please have another member of the household complete the survey to ensure the opinions of your household are represented. Your input is an important part of the City's effort to improve City services. When you are finished, please return your completed survey in the postage-paid envelope provided. You may also complete the survey online at *mbsurvey1.org* or by scanning the QR code to the right.

SCAN ME

---

1. Satisfaction with City Services. City services provided by the City of Miami Beach are listed below. Please rate each service by circling the number that corresponds to your rating.

	How would you rate...	Excellent	Good	Fair	Poor	Don't Know
01.	Cleanliness of streets in your neighborhood	4	3	2	1	9
02.	Cleanliness of streets in business/commercial areas	4	3	2	1	9
03.	Cleanliness of canals/waterways	4	3	2	1	9
04.	Condition of sidewalks (few or no cracks)	4	3	2	1	9
05.	Condition of streets	4	3	2	1	9
06.	Street lighting	4	3	2	1	9
07.	Miami Beach trolley system	4	3	2	1	9
08.	Miami Dade County's bus service	4	3	2	1	9
09.	Appearance and maintenance of the City's public buildings	4	3	2	1	9
10.	Maintenance of parks	4	3	2	1	9
11.	Landscape maintenance of rights of way along City streets/public areas	4	3	2	1	9
12.	Overall quality of the beaches	4	3	2	1	9
13.	Garbage/trash collection	4	3	2	1	9
14.	Availability of recycling in public places	4	3	2	1	9
15.	Quality of Police services	4	3	2	1	9
16.	Availability of Police in your neighborhood	4	3	2	1	9
17.	Emergency medical services	4	3	2	1	9
18.	Fire services	4	3	2	1	9
19.	Ocean rescue/lifeguard/beach patrol services	4	3	2	1	9
20.	City's emergency/hurricane preparedness efforts	4	3	2	1	9
21.	Efforts to address homelessness	4	3	2	1	9
22.	Efforts to manage stormwater drainage and flooding	4	3	2	1	9
23.	Reliability of portable (drinking) water	4	3	2	1	9
24.	Reliability of sewer (wastewater) services	4	3	2	1	9
25.	Quality of parks and recreation programs	4	3	2	1	9
26.	Availability of green space near your home	4	3	2	1	9
27.	Quality of customer service	4	3	2	1	9
28.	Quality of public engagement efforts	4	3	2	1	9

2. Which FIVE of the City services listed in Question 1 do you think are most important for the City to provide? *[Write in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

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3. <u>Areas And Facilities of Interest for Residents.</u> Please indicate the frequency of visiting the following areas or facilities in the last 12 months by circling the corresponding number below.

	How frequently do you visit... Places in Miami Beach	More than once per week	About once per week	More than once a month	Once per month	Less than once per month	Never
01.	Ocean Drive	5	4	3	2	1	9
02.	Lincoln Road	5	4	3	2	1	9
03.	Washington Avenue	5	4	3	2	1	9
04.	71st Street	5	4	3	2	1	9
05.	41st Street	5	4	3	2	1	9
06.	Collins Avenue (South of 23rd)	5	4	3	2	1	9
07.	Ocean Terrace	5	4	3	2	1	9
08.	South of 5th Street	5	4	3	2	1	9
09.	Sunset Harbor	5	4	3	2	1	9
10.	Collins between 72nd-75th	5	4	3	2	1	9
11.	Alton Road between 6th-17th	5	4	3	2	1	9
	Facilities in Miami Beach						
12.	The Bass Museum of Art	5	4	3	2	1	9
13.	The Fillmore at the Jackie Gleason Theater	5	4	3	2	1	9
14.	The Colony Theater	5	4	3	2	1	9
15.	The Miami Beach Convention Center	5	4	3	2	1	9
16.	North Shore Band Shell	5	4	3	2	1	9

4. Which FOUR of the places or facilities listed in Question 5 do you visit MOST? *[Write in your answers below using the numbers from the list in Question 3.]*

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

5. <u>Perceptions of the City.</u> Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall image of the City	5	4	3	2	1	9
02.	Quality of life	5	4	3	2	1	9
03.	The City of Miami Beach as a place to live	5	4	3	2	1	9
04.	Overall quality of City services	5	4	3	2	1	9
05.	Leadership provided by the City's elected officials	5	4	3	2	1	9
06.	City efforts to plan for growth	5	4	3	2	1	9
07.	City efforts to prepare for the future	5	4	3	2	1	9
08.	City efforts to prepare for disasters	5	4	3	2	1	9
09.	City efforts to prevent crime	5	4	3	2	1	9
10.	Value you receive for the City taxes you pay	5	4	3	2	1	9
11.	City efforts to be a "green" or sustainable city	5	4	3	2	1	9
12.	City efforts to reduce risk from rainfall and sea level rise	5	4	3	2	1	9
13.	City regulation of residential development	5	4	3	2	1	9
14.	City regulation of commercial development	5	4	3	2	1	9
15.	Quality of public schools	5	4	3	2	1	9
16.	Capital improvement projects that have recently been completed by the City of Miami Beach	5	4	3	2	1	9

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6. <u>Sustainability and Resiliency.</u> Please rate your agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

	Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	I am satisfied with the amount of tree canopy coverage in my neighborhood	5	4	3	2	1	9
02.	I would like to see more trees in my neighborhood	5	4	3	2	1	9
03.	Recycling, yard waste, and other waste diversion programs have reduced the amount of garbage I place in my trash can	5	4	3	2	1	9
04.	I am informed about local climate change issues	5	4	3	2	1	9
05.	I have observed increased flooding in my neighborhood	5	4	3	2	1	9
06.	I am satisfied with my building(s') flood risk protections	5	4	3	2	1	9
07.	I am satisfied with the City's efforts to reduce pollution from stormwater runoff through filtration systems	5	4	3	2	1	9
08.	I have taken steps to make my house more energy efficient	5	4	3	2	1	9
09.	I have taken steps to make my house more water efficient	5	4	3	2	1	9
10.	My household is prepared with food, water, and other supplies for an emergency, such as a natural disaster	5	4	3	2	1	9
11.	I know where to get information during an emergency	5	4	3	2	1	9

7. <u>Public Local Schools.</u> Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Teacher recruitment/retention	5	4	3	2	1	9
2.	Communication	5	4	3	2	1	9
3.	Parental involvement/family support/youth and community engagement	5	4	3	2	1	9
4.	Health and well-being	5	4	3	2	1	9
5.	Student achievement	5	4	3	2	1	9
6.	Safety	5	4	3	2	1	9
7.	Technology	5	4	3	2	1	9

8. Of the following capital improvement project types, which THREE would you select as the most important?

____(1) More walking/biking friendly streets, greenways, and paths
____(2) Park improvements, for example neighborhood parks
____(3) Water and sewer system improvements
____(4) Roadways pavement improvements
____(5) Bridge improvements
____(6) City facility improvements
____(7) Stormwater and drainage improvements
____(8) Waterway dredging

9. Transportation and Mobility. Which of the following public transportation improvements are needed most in Miami Beach. *[Check up to 3 items.]*

____(01) Stop amenities (bus bench, shelter, signage, trash receptacle, etc.)
____(02) Reliability and service frequency
____(03) Cleanliness of trolley vehicles
____(04) Cleanliness of trolley stops
____(05) Maintenance of trolley vehicles
____(06) Customer service
____(07) Adding more trolley stops
____(08) Reducing the number of trolley stops
____(09) Other: _____
____(10) None are needed

10. Which of the following is your PRIMARY and SECONDARY mode of transportation for trips within Miami Beach? *[Write "1" for primary mode, and "2" for secondary mode.]*

____(01) Car/Automobile
____(02) Biking
____(03) Motorcycle/Scooter
____(04) Walking
____(05) Public transportation
____(06) County-operated transit service
____(07) City-operated trolley service
____(08) Uber/Lyft/Rideshare
____(09) Carpool
____(10) Other: _____

11. Feeling of Safety. Please rate how safe you feel when doing the following in Miami Beach using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

	How safe do you feel...	Very Safe	Safe	Somewhat Safe	Unsafe	Very Unsafe	Don't Know
1.	Riding my bicycle in the City	5	4	3	2	1	9
2.	Crossing an intersection in the City	5	4	3	2	1	9

12. Which ONE of the following is your PRIMARY mode of transportation for cross-causeway trips to the mainland?

____(01) Car/Automobile
____(02) Biking
____(03) Motorcycle/Scooter
____(04) Walking
____(05) Public transportation
____(06) County-operated transit service
____(07) City-operated trolley service
____(08) Uber/Lyft/Rideshare
____(09) Carpool
____(10) Other: _____

13. Which of the following types of transportation would you consider most viable as an alternative to using a car for trips within Miami Beach? *[Check all that apply.]*

____(1) Local bus circulators
____(2) Trolley car
____(3) Express bus to mainland
____(4) Bicycles
____(5) Light rail/modern street car
____(6) Other: _____

14. Which of the following types of transportation would you consider most viable as an alternative to using a car for cross-causeway trips to the mainland? *[Check all that apply.]*

____(1) Local bus circulators
____(2) Trolley car
____(3) Express bus to mainland
____(4) Bicycles
____(5) Light rail/modern street car
____(6) Other: _____

15. Does anyone in your household regularly ride a bicycle? ____(1) Yes ____(2) No

16. When crossing the street at an intersection what are you concerned or dissatisfied with? *[Check all that apply.]*

____(1) Pedestrian safety (vehicles yielding to pedestrians)
____(2) Insufficient signage/poor signage
____(3) Length of wait time to cross
____(4) Insufficient crossing time during walk phase

17. Customer Service. During the last 12 months, how many times have you personally contacted (either by phone, in-person, or electronically) the City of Miami Beach government with a question, service request, or complaint?

_____ times *[If more than "0" times, answer Question 17a-b.]*

17a. What was the reason for your most recent contact?

____(1) Pay a bill
____(2) Visit an elected official
____(3) Research an issue
____(4) Pull a building permit/plan review
____(5) Attend a program/event
____(6) File a complaint
____(7) Other: _____
____(8) Don't remember

17b. Please rate your agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," based on your most recent interaction with City employees.

	Statements	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The City of Miami Beach government is open and interested in hearing the concerns or issues of residents	5	4	3	2	1	9
2.	It is easy to contact someone at the City who can help you	5	4	3	2	1	9
3.	City employees are courteous and professional	5	4	3	2	1	9
4.	City employees possess the proper knowledge	5	4	3	2	1	9
5.	During my most recent contact with the City, my request was processed in a timely manner	5	4	3	2	1	9

Demographics

18. Are you of Hispanic origin? ____(1) Yes ____(2) No

19. Which of the following best describes your race? *[Check all that apply.]*

____(01) Asian or Asian Indian
____(02) Black or African American
____(03) American Indian or Alaska Native
____(04) White
____(05) Hispanic, Spanish, or Latino/a/x
____(06) Korean
____(07) Chinese
____(08) Middle Eastern or North African
____(09) Native Hawaiian or other Pacific Islander
____(10) Slavic/Eastern European
____(77) Unknown/Don't know
____(88) Prefer not to say
____(99) Other: _____

20. In what type of residence do you live?

____(1) Single family home
____(2) Townhome/Condominium
____(3) Multi-family complex
____(4) Other: _____

21. Do you own or rent your current residence? ____(1) Own ____(2) Rent

22. Approximately how many years have you lived in the City of Miami Beach? _____ years

23. What is your age? _____ years

24. What is the combined annual income of all members of your household from all sources before taxes?

____(1) Under $35,000
____(2) $35,000 to $74,999
____(3) $75,000 to $99,999
____(4) $100,000 to $149,999
____(5) $150,000 or more

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25. Do you have children in public school (grades K-12)? ____(1) Yes *[Answer Q25a.]* ____(2) No

25a. What level of public school does your child/children attend? *[Check all that apply.]*

____(1) Elementary ____(2) Middle school ____(3) High school ____(9) Don't know

26. On average, how many months per year do you live in Miami Beach? _____ months

27. Your gender:

____(1) Male ____(3) Prefer not to answer
____(2) Female ____(4) Other: _____

<u>OPTIONAL</u>: If you would be willing to participate in future surveys or focus groups sponsored by the City of Miami Beach, please provide your contact information below.

Name: _____ Phone: _____

Email: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.

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Dear Resident,

The City of Miami Beach is embarking on a new community satisfaction survey. Your input is key for us to be a resident-friendly city**. We respectfully ask you to please provide your feedback by filling out the 2022 Resident Survey**. I am pleased to be taking this important step for a resident and business-friendly culture of improvement.

This information is part of our budget process and helps us connect with and understand our broader community in a statistically significant manner. Curious about the last survey's results? The 2019 survey dashboard is located at: https://dashboards.mysidewalk.com/miami-beach-fl-resident-survey/home.

Please note the following Community Satisfaction Survey elements to ease your participation:

- Your responses will remain anonymous.
- Sending the survey is free (a paid postage return envelope has been provided to you).
- You may also complete the survey online at mbsurvey2.org or over the phone at 913.829.1215.
- If you prefer to take the survey in Spanish, call 1.844.811.0411 or call 1.844.247.8190 to take the survey in Creole.

Survey results will be communicated this spring. Core questions are benchmarked nationally, and specialized questions measure City of Miami Beach Department-specific services, issues and locations. If you have any questions about the administration of the survey, please email ryan.murray@etcinstitute.com or call 913.254.4598.

Thank you in advance for your support and assistance with this collaborative effort to improve our services.

Sincerely,

Mayor Dan Gelber

MIAMIBEACH

2022 Resident Survey

Please have the adult (age 18 or older) in your household, who most recently had a birthday, complete this survey. If this person is not able to complete the survey, please have another member of the household complete the survey to ensure the opinions of your household are represented. Your input is an important part of the City's effort to improve City services. When you are finished, please return your completed survey in the postage-paid envelope provided. You may also complete the survey online at *mbsurvey2.org* or by scanning the QR code to the right.

SCAN ME

1. Satisfaction with City Services. City services provided by the City of Miami Beach are listed below. Please rate each service by circling the number that corresponds to your rating.

	How would you rate...	Excellent	Good	Fair	Poor	Don't Know
01.	Cleanliness of streets in your neighborhood	4	3	2	1	9
02.	Cleanliness of streets in business/commercial areas	4	3	2	1	9
03.	Cleanliness of canals/waterways	4	3	2	1	9
04.	Condition of sidewalks (few or no cracks)	4	3	2	1	9
05.	Condition of streets	4	3	2	1	9
06.	Street lighting	4	3	2	1	9
07.	Miami Beach trolley system	4	3	2	1	9
08.	Miami Dade County's bus service	4	3	2	1	9
09.	Appearance and maintenance of the City's public buildings	4	3	2	1	9
10.	Maintenance of parks	4	3	2	1	9
11.	Landscape maintenance of rights of way along City streets/public areas	4	3	2	1	9
12.	Overall quality of the beaches	4	3	2	1	9
13.	Garbage/trash collection	4	3	2	1	9
14.	Availability of recycling in public places	4	3	2	1	9
15.	Quality of Police services	4	3	2	1	9
16.	Availability of Police in your neighborhood	4	3	2	1	9
17.	Emergency medical services	4	3	2	1	9
18.	Fire services	4	3	2	1	9
19.	Ocean rescue/lifeguard/beach patrol services	4	3	2	1	9
20.	City's emergency/hurricane preparedness efforts	4	3	2	1	9
21.	Efforts to address homelessness	4	3	2	1	9
22.	Efforts to manage stormwater drainage and flooding	4	3	2	1	9
23.	Reliability of potable (drinking) water	4	3	2	1	9
24.	Reliability of sewer (wastewater) services	4	3	2	1	9
25.	Quality of parks and recreation programs	4	3	2	1	9
26.	Availability of green space near your home	4	3	2	1	9
27.	Quality of customer service	4	3	2	1	9
28.	Quality of public engagement efforts	4	3	2	1	9

2. Which FIVE of the City services listed in Question 1 do you think are most important for the City to provide? *[Write in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

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3. Cleanliness of the City. City services provided by the City of Miami Beach are listed below. Please rate each service by circling the number that corresponds to your rating.

How would you rate...	Excellent	Good	Fair	Poor	Don't Know
1. Cleanliness and maintenance of public garages	4	3	2	1	9
2. Cleanliness and maintenance of public restrooms	4	3	2	1	9
3. Cleanliness of the beaches	4	3	2	1	9
4. Enforcement of codes related to the clean-up of litter and debris on private property	4	3	2	1	9

4. Parks and Recreation. City services provided by the City of Miami Beach are listed below. Please rate each service by circling the number that corresponds to your rating.

How would you rate...	Excellent	Good	Fair	Poor	Don't Know
1. Quality of City recreation programs	4	3	2	1	9
2. Amount of City recreation programs	4	3	2	1	9
3. Quality of City recreational facilities	4	3	2	1	9
4. Appearance of playgrounds	4	3	2	1	9
5. Appearance of City pools	4	3	2	1	9
6. Condition of City athletic fields	4	3	2	1	9
7. Amount of dog parks	4	3	2	1	9

5. Culture. Please rate your agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Museum exhibits and cultural organizations provide enough diverse art and cultural activities	5	4	3	2	1	9
2. Cultural activities (such as art shows, film festivals, musicals, and live performances) contribute to the quality of life in Miami Beach	5	4	3	2	1	9
3. Cultural activities (such as movies in the park, music in the park, etc.) are family friendly and age appropriate	5	4	3	2	1	9
4. Miami Beach free or City sponsored art and cultural activities contribute to the quality of life in Miami Beach	5	4	3	2	1	9
5. Major events (such as boat/home/auto shows, 4th of July celebrations, expositions, food and wine festivals, etc.) contribute to the quality of life in Miami Beach	5	4	3	2	1	9

6. Feeling of Safety. Please rate how safe you feel in the following areas of Miami Beach using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe."

How safe do you feel...	Very Safe	Safe	Somewhat Safe	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood during the evening/night	5	4	3	2	1	9
3. In business/commercial areas of the City during the evening/night	5	4	3	2	1	9
4. In City parks that currently have Park Rangers during park hours (South Pointe Park, Flamingo Park, Lummus Park, Maurice Gibb Memorial Park/Boat Ramp, North Beach Oceanside Park, North Shore Youth Center)	5	4	3	2	1	9
5. In entertainment areas	5	4	3	2	1	9
6. During special events	5	4	3	2	1	9

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7. Perceptions of the City. Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall image of the City	5	4	3	2	1	9
02.	Quality of life	5	4	3	2	1	9
03.	The City of Miami Beach as a place to live	5	4	3	2	1	9
04.	Overall quality of City services	5	4	3	2	1	9
05.	Leadership provided by the City's elected officials	5	4	3	2	1	9
06.	City efforts to plan for growth	5	4	3	2	1	9
07.	City efforts to prepare for the future	5	4	3	2	1	9
08.	City efforts to prepare for disasters	5	4	3	2	1	9
09.	City efforts to prevent crime	5	4	3	2	1	9
10.	Value you receive for the City taxes you pay	5	4	3	2	1	9
11.	City efforts to be a "green" or sustainable city	5	4	3	2	1	9
12.	City efforts to reduce risk from rainfall and sea level rise	5	4	3	2	1	9
13.	City regulation of residential development	5	4	3	2	1	9
14.	City regulation of commercial development	5	4	3	2	1	9
15.	Quality of public schools	5	4	3	2	1	9
16.	Capital improvement projects that have recently been completed by the City of Miami Beach	5	4	3	2	1	9

8. Of the following capital improvement project types, which THREE would you select as the most important?

____(1) More walking/biking friendly streets, greenways, and paths
____(2) Park improvements, for example neighborhood parks
____(3) Water and sewer system improvements
____(4) Roadways pavement improvements
____(5) Bridge improvements
____(6) City facility improvements
____(7) Stormwater and drainage improvements
____(8) Waterway dredging

9. How supportive are you of the City of Miami Beach spending tax dollars to address sea-level rise?

____(1) Very supportive
____(2) Supportive
____(3) Neutral
____(4) Not supportive
____(5) Not at all supportive
____(9) Don't know

10. How willing would you be to pay more taxes for the City to set aside funding to maintain assets such as buildings, roads, streets, sidewalks and vehicles?

____(1) Very willing
____(2) Willing
____(3) Neutral
____(4) Not willing
____(5) Not at all willing
____(9) Don't know

11. Code Enforcement. Do you think the level of code enforcement in your neighborhood is...

____(1) Too much/too restrictive ____(2) About right ____(3) Too little/not restrictive enough ____(9) Don't know

12. Please rate the availability of parking in Miami Beach by using a scale of 1 to 3, where 3 is "too much" and 1 "too little."

	How would you rate...	Too Much	About Right	Too Little	Don't Know
1.	Availability of on-street parking	3	2	1	9
2.	Availability of garage parking	3	2	1	9
3.	Availability of open lot parking	3	2	1	9

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13. Communication. Which sources do you utilize to obtain information about City government, issues, and events? *[Check all that apply.]*

____(01) MB Magazine
____(02) MBTV (City's TV government channel)
____(03) Twitter
____(04) Facebook
____(05) City website (*miamibeachfl.gov*)
____(06) City e-mail news
____(07) Nextdoor app
____(08) Forums/Workshops/Meetings
____(09) City's E-Gov app
____(10) Other news media: _____
____(11) Via HOA's or other civic groups: _____
____(12) Police Department's social media platforms
____(13) Text messages

14. Which THREE of the communication channels listed above do you prefer? *[Write-in your answers below using the numbers from the list in Question 13.]*

1st: ____ 2nd: ____ 3rd: ____

15. Customer Service. During the last 12 months, how many times have you personally contacted (either by phone, in-person, or electronically) the City of Miami Beach government with a question, service request or complaint?

_____ times *[If more than "0" times, answer Question 15a-b.]*

15a. What was the reason for your most recent contact?

____(1) Pay a bill
____(2) Visit an elected official
____(3) Research an issue
____(4) Pull a building permit/plan review
____(5) Attend a program/event
____(6) File a complaint
____(7) Other: _____
____(8) Don't remember

15b. Please rate your agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," based on your most recent interaction with City employees.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The City of Miami Beach government is open and interested in hearing the concerns or issues of residents	5	4	3	2	1	9
2.	It is easy to contact someone at the City who can help you	5	4	3	2	1	9
3.	City employees are courteous and professional	5	4	3	2	1	9
4.	City employees possess the proper knowledge	5	4	3	2	1	9
5.	During my most recent contact with the City, my request was processed in a timely manner	5	4	3	2	1	9

16. If you needed to contact the City, which of the following methods would you likely use first?

____(1) Phone
____(2) Send e-mail
____(3) Contact a commissioner
____(4) Attend a community meeting
____(5) Social media
____(6) Visit City Hall or a department office
____(7) Other: _____
____(9) Don't know

17. Additional Questions. Which of the following best describes the way that tourism affects the quality of life for residents? *[Check all that apply.]*

____(01) Adds to the quality of life
____(02) Neither adds nor detracts from your quality of life
____(03) Detracts from the quality of life
____(04) Expanded shopping options
____(05) Crowded restaurants
____(06) Expanded restaurant options
____(07) Increased cultural opportunities
____(08) Traffic congestion
____(09) Don't know
____(10) Other: _____

18. Think for a moment about whether you would recommend the City of Miami Beach to family and friends as a place to live. Would you...

____(1) Definitely recommend
____(2) Probably recommend
____(3) Probably not recommend
____(4) Definitely not recommend
____(9) Don't know

Demographics

19. Are you of Hispanic origin? ____(1) Yes ____(2) No

20. Which of the following best describes your race? *[Check all that apply.]*

____(01) Asian or Asian Indian
____(02) Black or African American
____(03) American Indian or Alaska Native
____(04) White
____(05) Hispanic, Spanish, or Latino/a/x
____(06) Korean
____(07) Chinese
____(08) Middle Eastern or North African
____(09) Native Hawaiian or other Pacific Islander
____(10) Slavic/Eastern European
____(77) Unknown/Don't know
____(88) Prefer not to say
____(99) Other: _____

21. In what type of residence do you live?

____(1) Single family home
____(2) Townhome/Condominium
____(3) Multi-family complex
____(4) Other: _____

22. Do you own or rent your current residence? ____(1) Own ____(2) Rent

23. Approximately how many years have you lived in the City of Miami Beach? _____ years

24. What is your age? _____ years

25. What is the combined annual income of all members of your household from all sources before taxes?

____(1) Under $35,000
____(2) $35,000 to $74,999
____(3) $75,000 to $99,999
____(4) $100,000 to $149,999
____(5) $150,000 or more

26. Do you have children in public school (grades K-12)? ____(1) Yes *[Answer Q26a.]* ____(2) No

26a. What level of public school does your child/children attend? *[Check all that apply.]*

____(1) Elementary ____(2) Middle school ____(3) High school ____(9) Don't know

27. On average, how many months per year do you live in Miami Beach? _____ months

28. Your gender:

____(1) Male
____(2) Female
____(3) Prefer not to answer
____(4) Other: _____

Optional: **If you would be willing to participate in future surveys or focus groups sponsored by theCity of Miami Beach, please provide you contact information below.**

Name: _____ Phone: _____

Email: _____

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.

This concludes the survey. Thank you for your time!

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