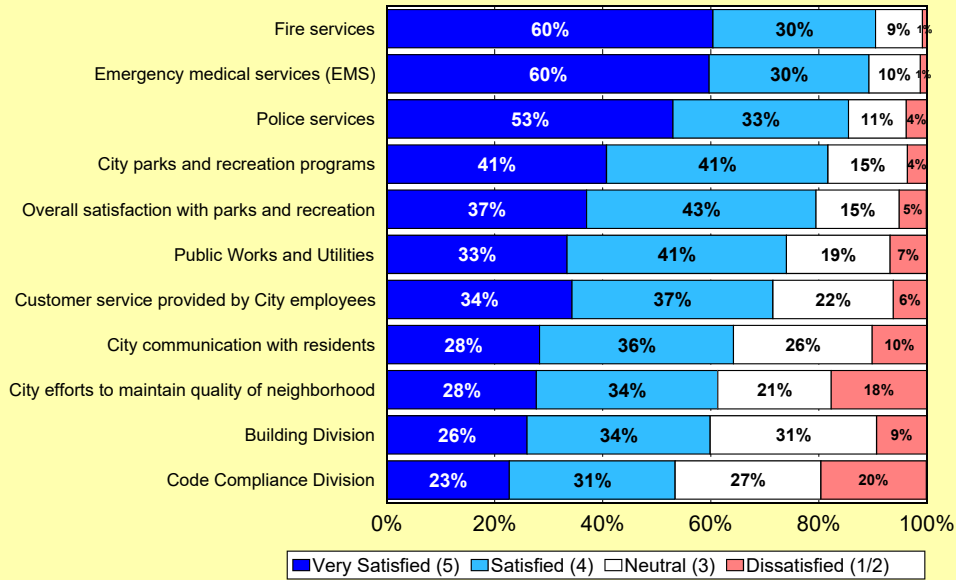


Section 1:
Charts and Graphs

Q1. Overall Satisfaction with City Services by Major Category

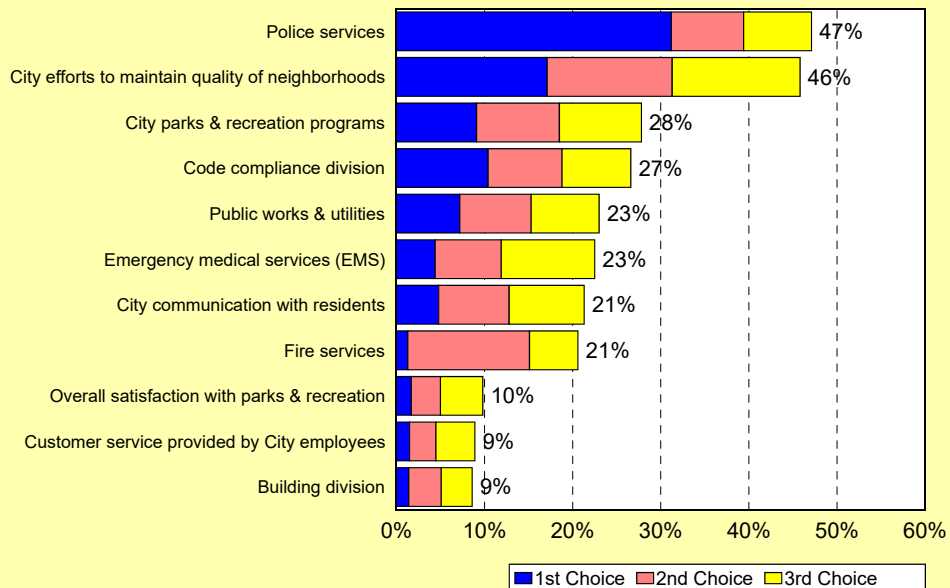
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

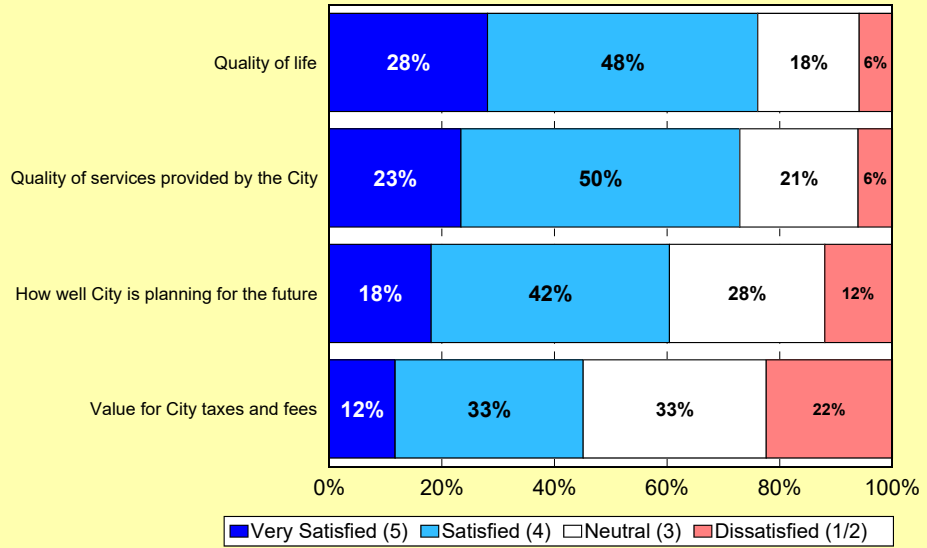
by percentage of respondents who selected the item as one of their top three choices



ETC Institute DirectionFinder (2019)

Q3. Satisfaction with Items That Influence the Perception Residents Have of the City

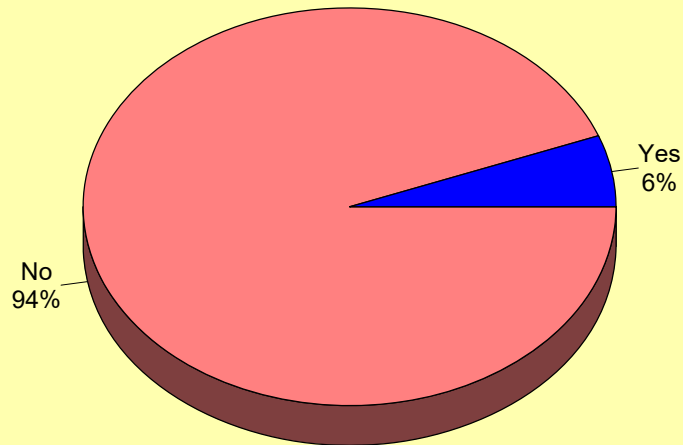
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



ETC Institute DirectionFinder (2019)

Q4. Have you heard of the City's "Pulse Point" campaign?

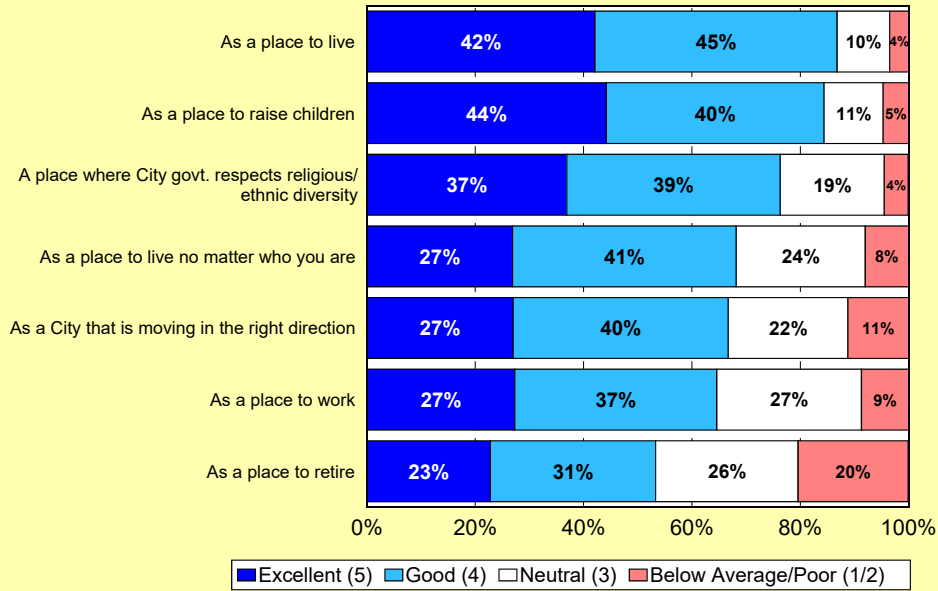
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q5. Ratings of Life in the City

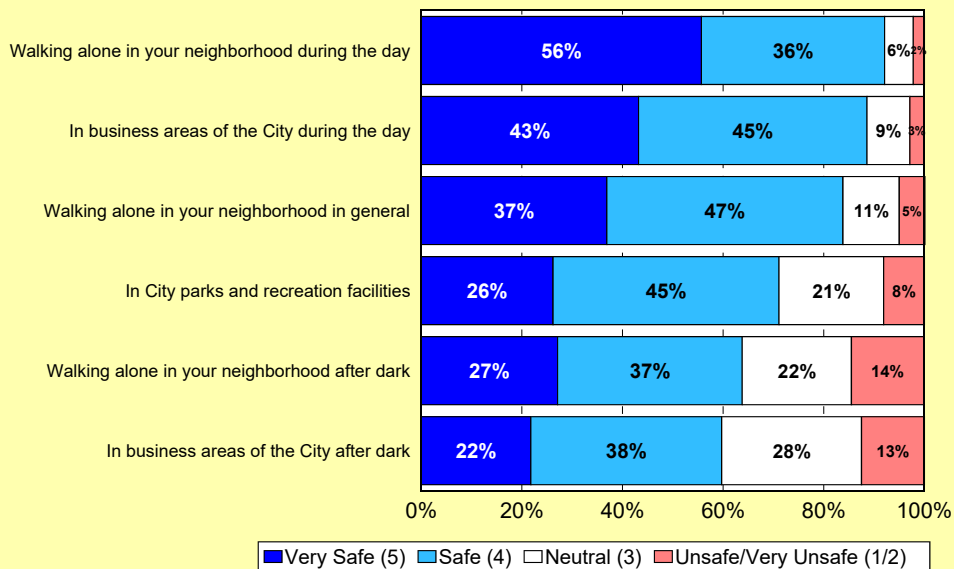
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q6. How Safe Residents Feel in Various Situations in Coral Springs

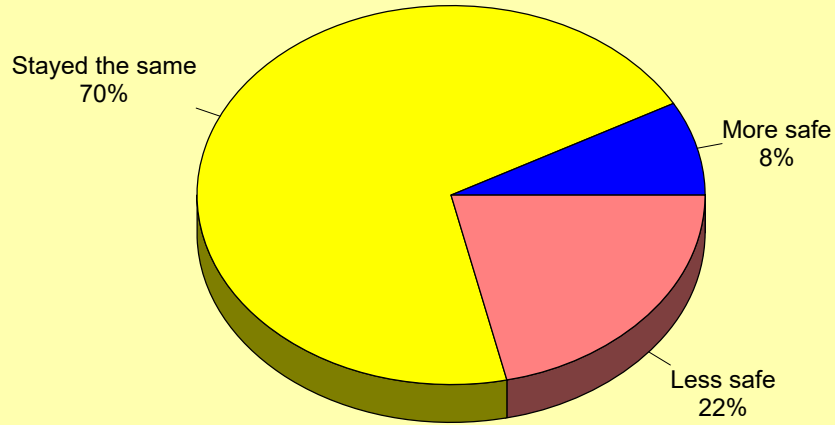
by percentage of respondents (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q7. In the past 12 months, do you think Coral Springs has become more, less or stayed the same as far as being a safe place?

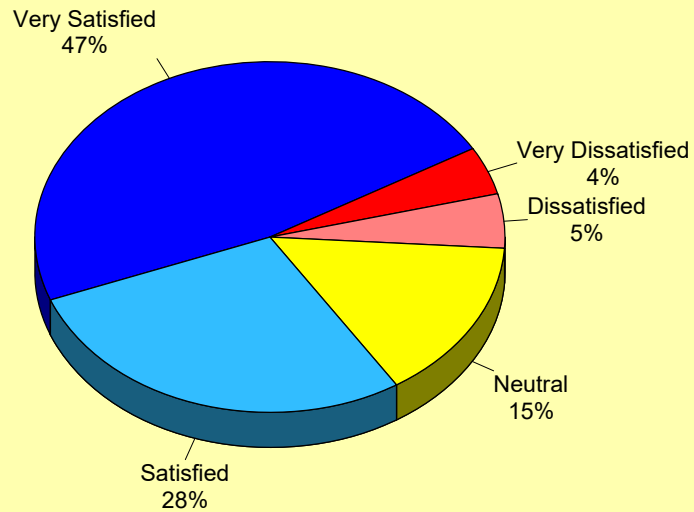
by percentage of respondents (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q8. Have you had any interaction with a police officer in the past 12 months? If so, how satisfied are you with your interaction?

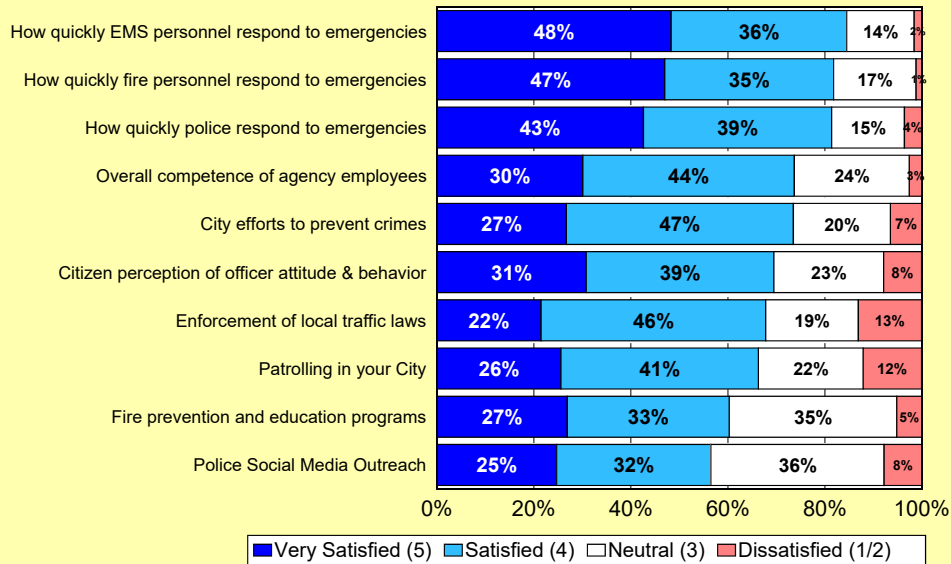
by percentage of respondents (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q9. Satisfaction with Various Aspects of Public Safety

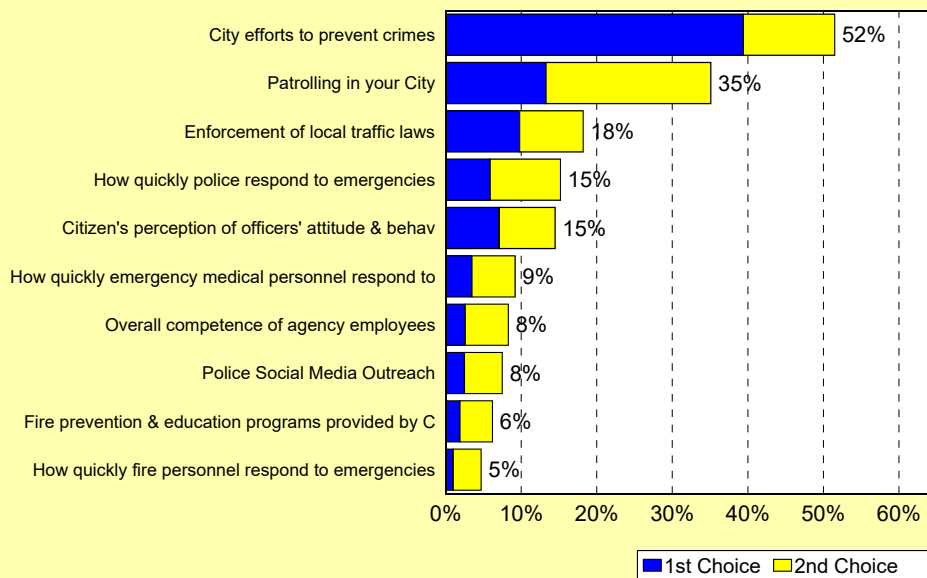
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q10. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

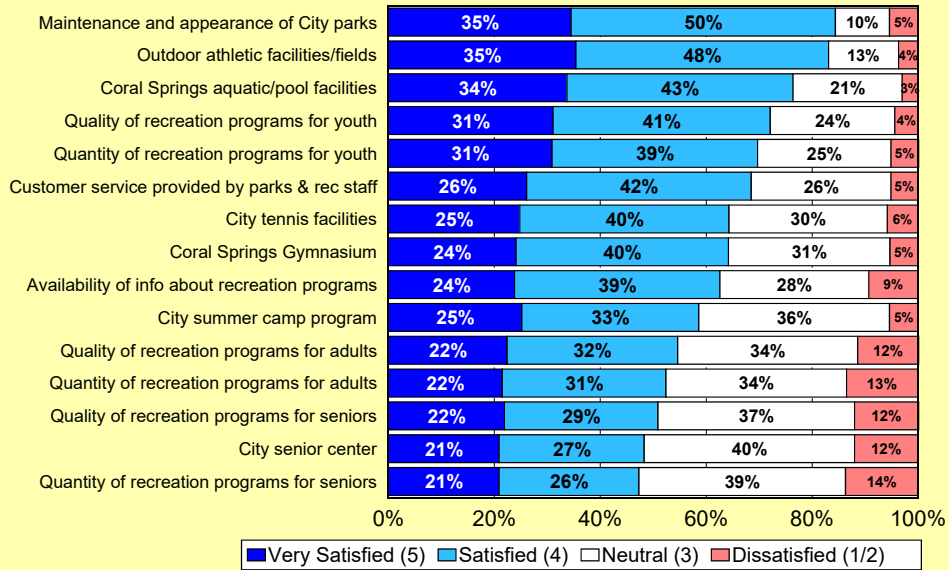
by percentage of respondents who selected the item as one of their top two choices



ETC Institute DirectionFinder (2019)

Q11. Satisfaction with Various Aspects of Parks and Recreation

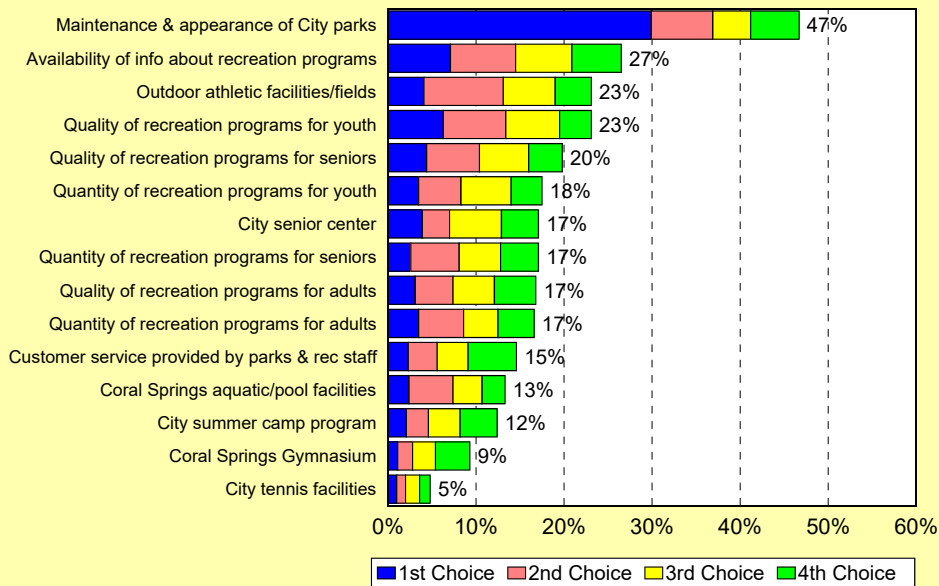
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q12. Parks and Recreation Aspects That Should Receive the Most Emphasis Over the Next Two Years

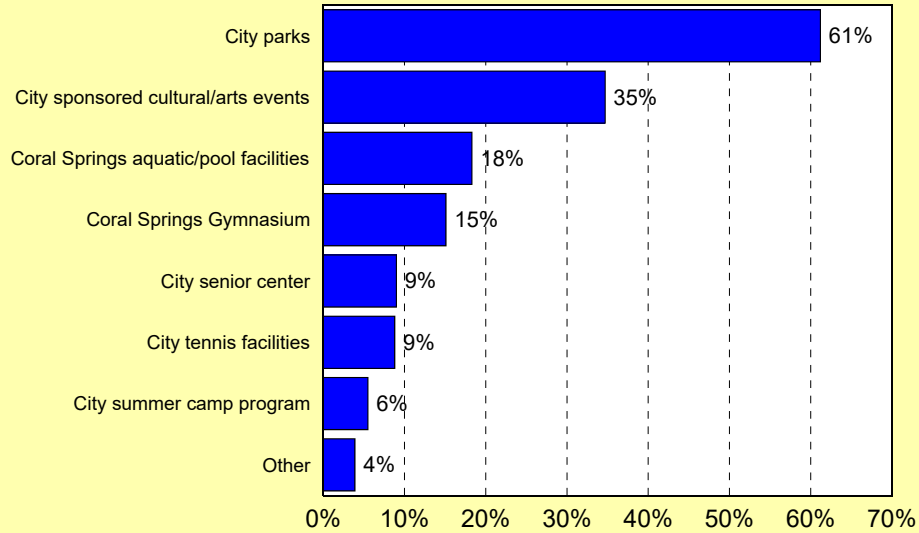
by percentage of respondents who selected the item as one of their top four choices



ETC Institute DirectionFinder (2019)

Q13. Which of the following parks and recreation programs and facilities have you used in the City of Coral Springs during the past year?

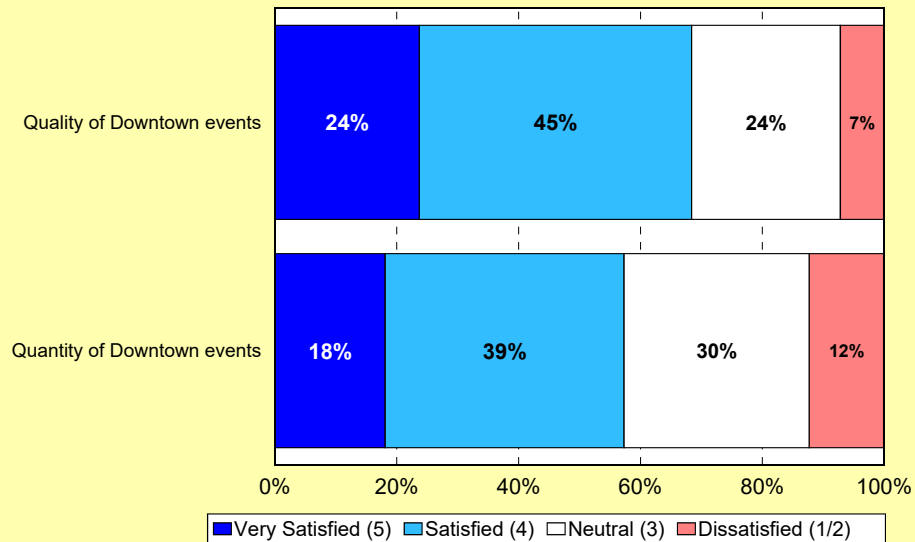
by percentage of respondents (multiple responses allowed)



ETC Institute DirectionFinder (2019)

Q14. Satisfaction with Various Aspects of Downtown

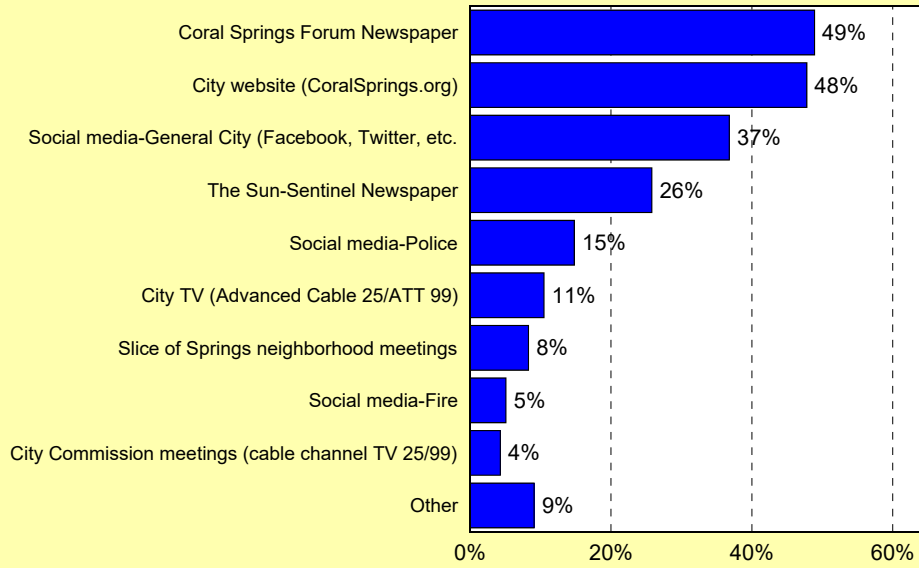
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale



ETC Institute DirectionFinder (2019)

Q15. Which of the following do you use to get information about the City of Coral Springs?

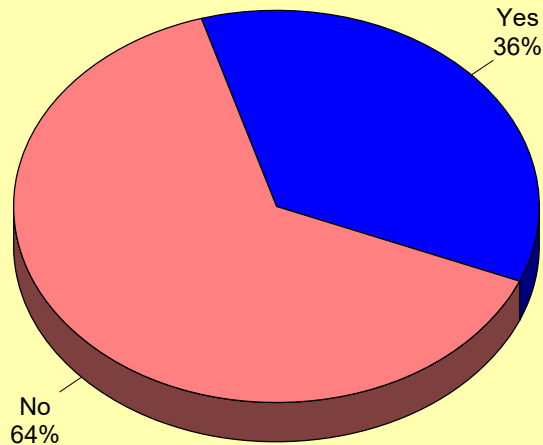
by percentage of respondents (multiple responses allowed)



ETC Institute DirectionFinder (2019)

Q16. Would you be interested in participating in a Virtual Slice of the Springs town hall meeting?

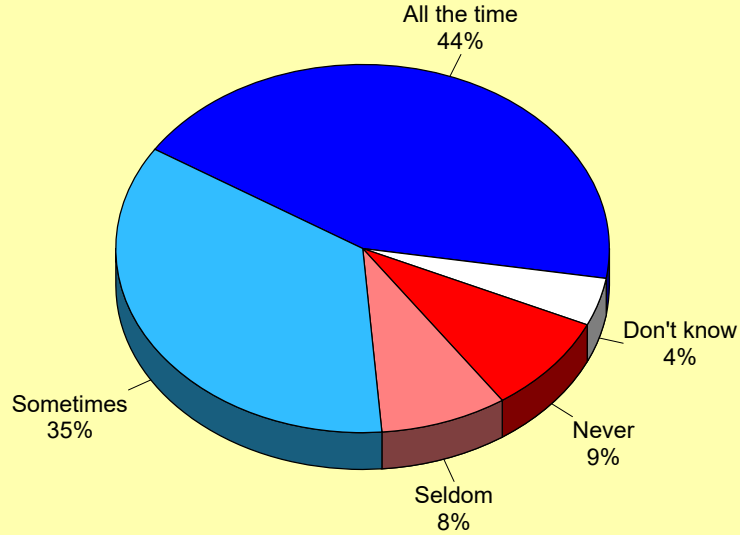
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q17. Do you read Coral Springs' magazine, "Under the Sun"?

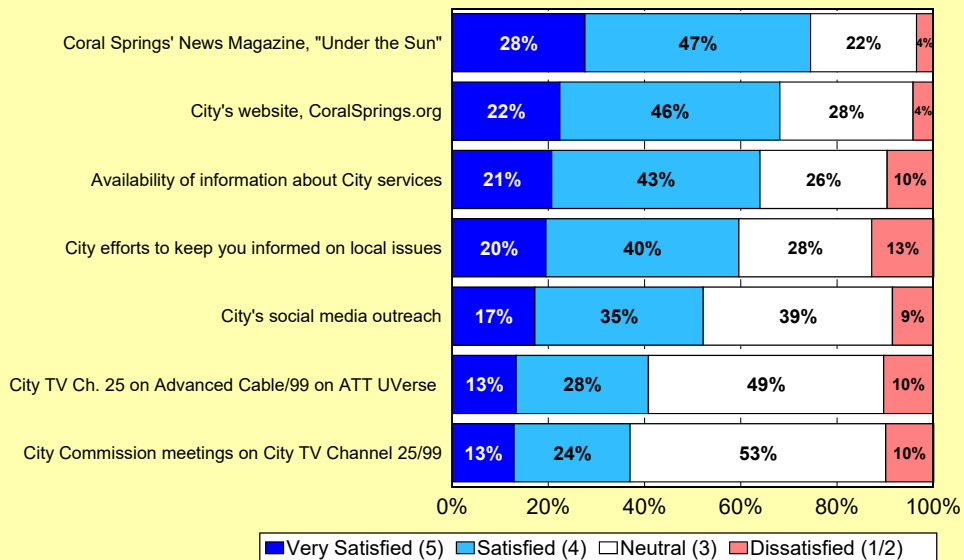
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q18. Satisfaction with Various Aspects of City Communications

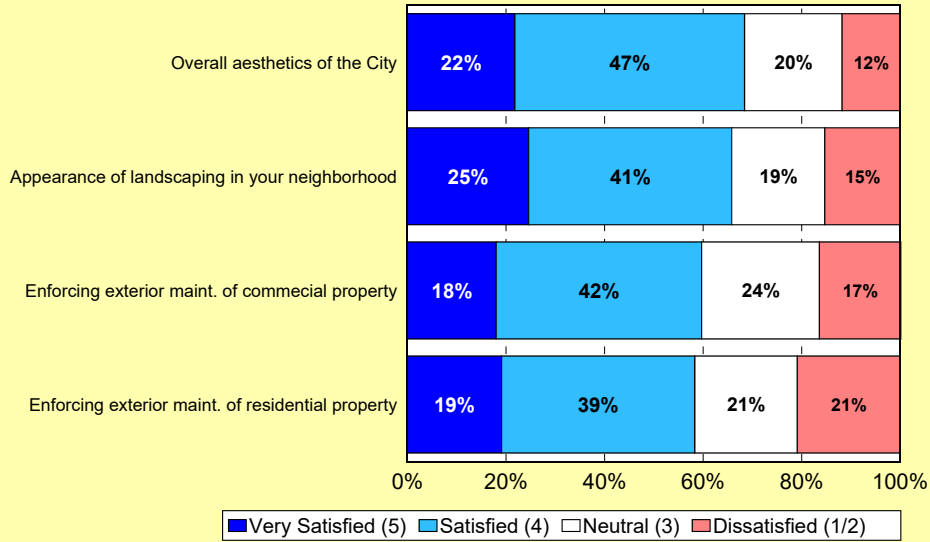
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q19. Satisfaction with Various Aspects of Code Compliance

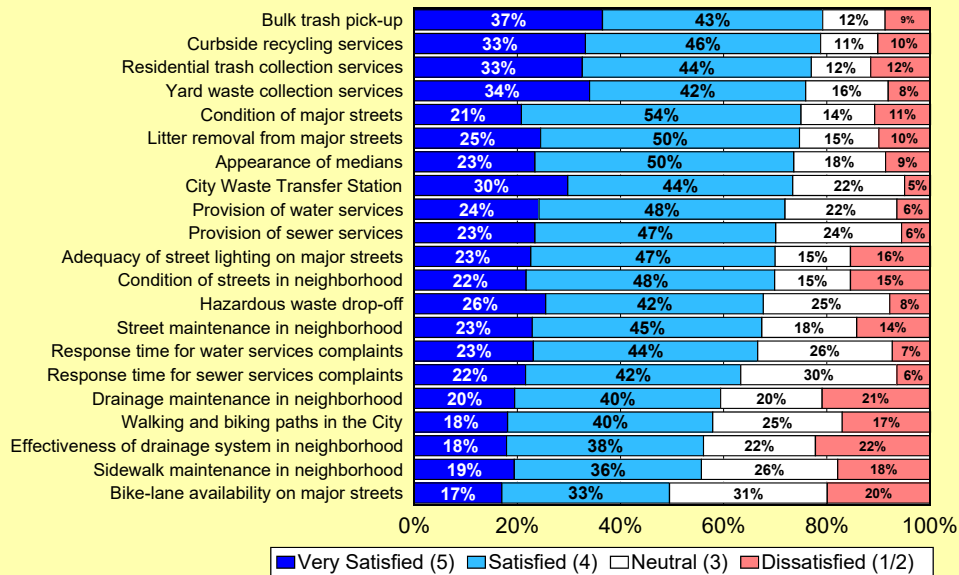
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q20. Satisfaction with Various Aspects of Public Works/Utilities

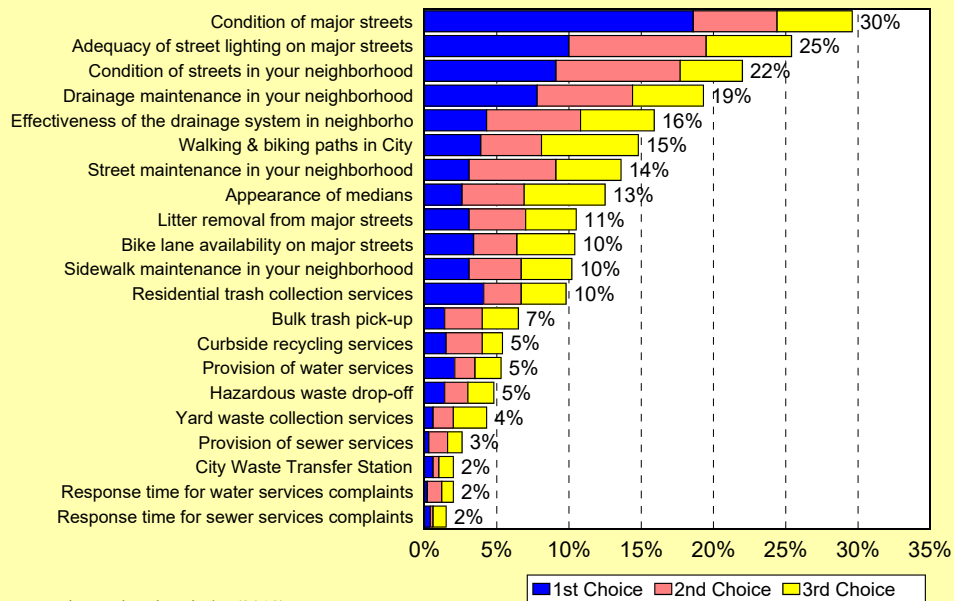
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2019)

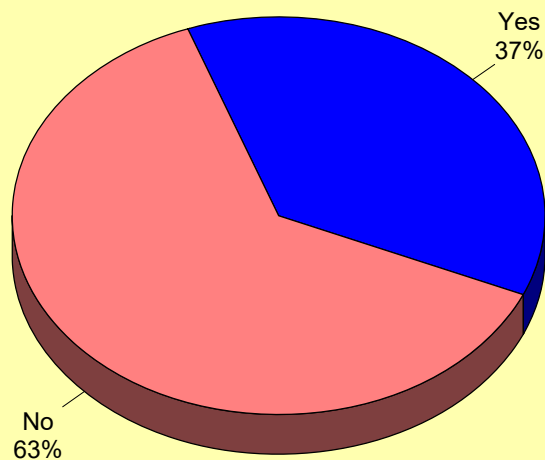
Q21. Public Works and Utilities Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



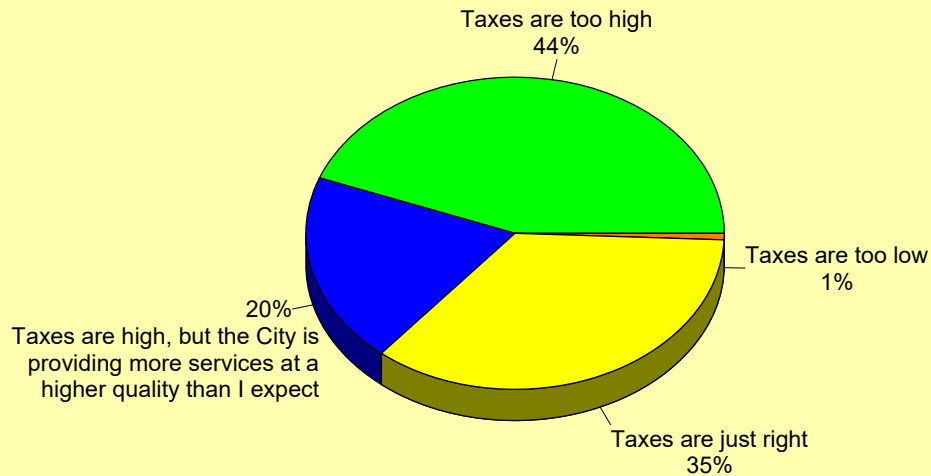
Q22. Have you heard of the City's "Recycle Right" campaign?

by percentage of respondents



Q23. Which statement best describes how you feel about the taxes you pay to the City of Coral Springs?

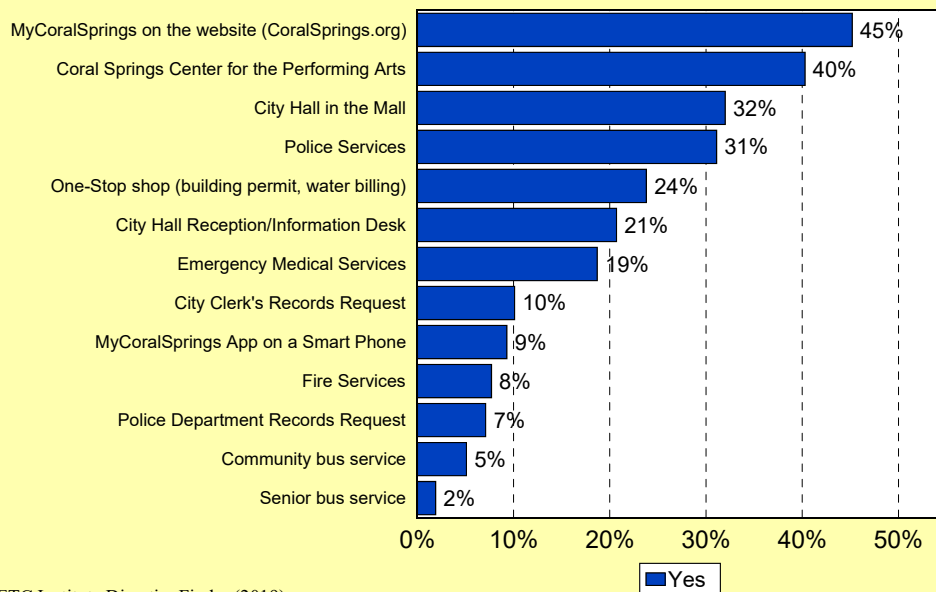
by percentage of respondents (excluding don't knows and those who do not pay property taxes)



ETC Institute DirectionFinder (2019)

Q24. Have you or other members of your household used the following city services/facilities?

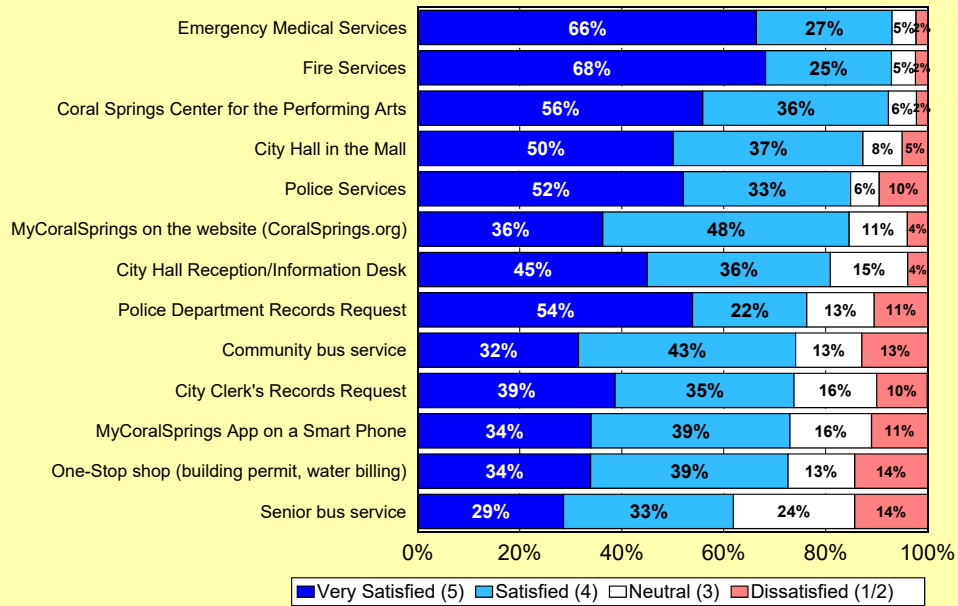
by percentage of all respondents (multiple choices could be made)



ETC Institute DirectionFinder (2019)

Q24. Satisfaction with Various City Services & Facilities

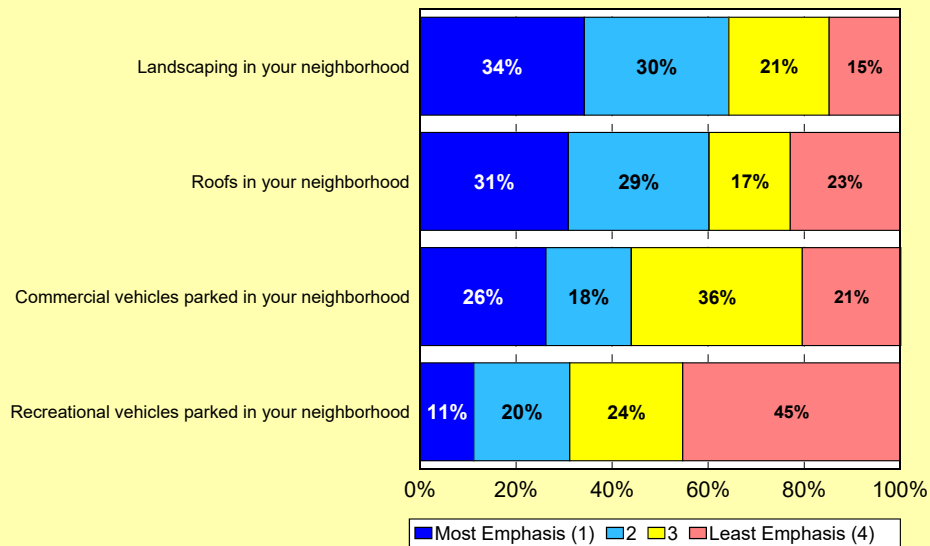
by percentage of respondents who HAVE used the following services/facilities (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q25. Items That Needs to Receive the Most Emphasis from the City's Code Compliance Office

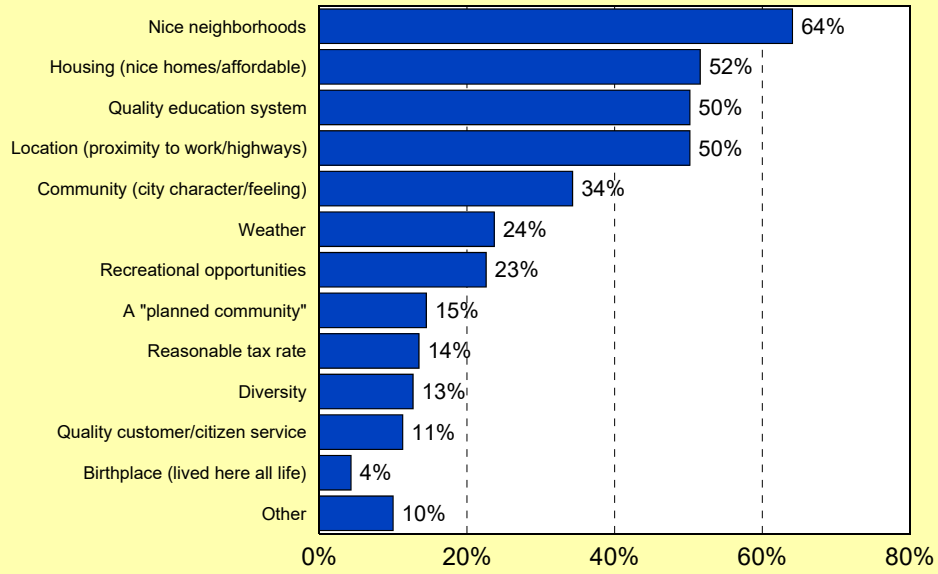
by percentage of respondents who rated the item as a 1 to 4, where 1 means the item should receive the MOST emphasis, and 4 means the LEAST emphasis



ETC Institute DirectionFinder (2019)

Q26. Please indicate why you originally made the decision to live in or why you continue to live in Coral Springs

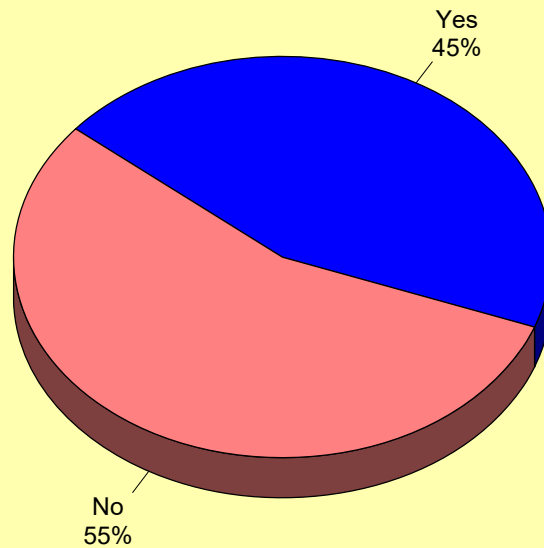
by percentage of all respondents (multiple choices could be made)



ETC Institute DirectionFinder (2019)

Q27. Have you heard of the City's "Make a Call, Make a Difference" campaign?

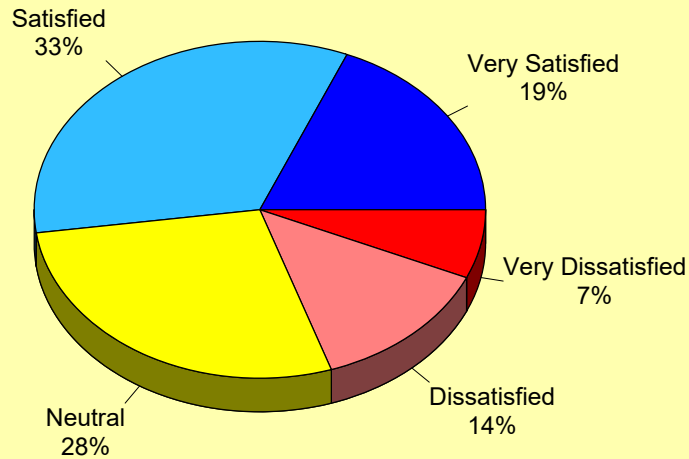
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q28. How would you rate your satisfaction with the overall effectiveness of the City's efforts to address public school issues?

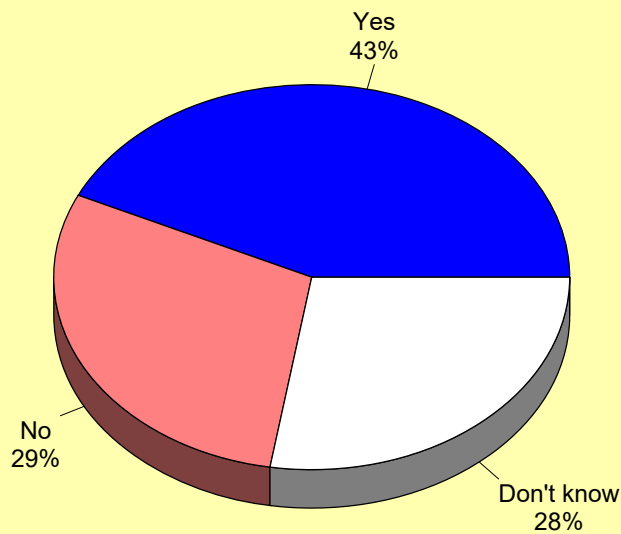
by percentage of respondents (excluding don't knows)



ETC Institute DirectionFinder (2019)

Q29. Do you feel that you have a good understanding of the important issues facing the City of Coral Springs?

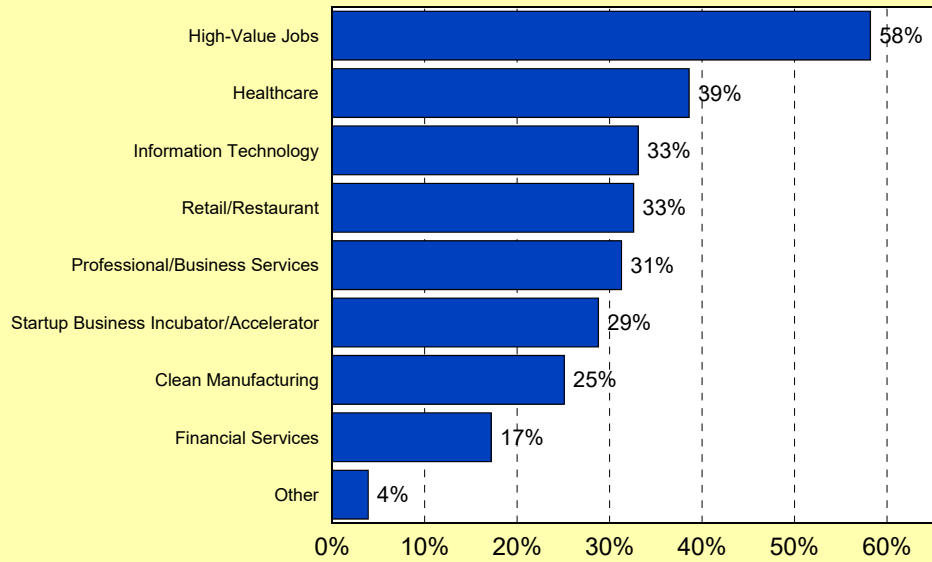
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q30. What type of economic development would you like to see in the City?

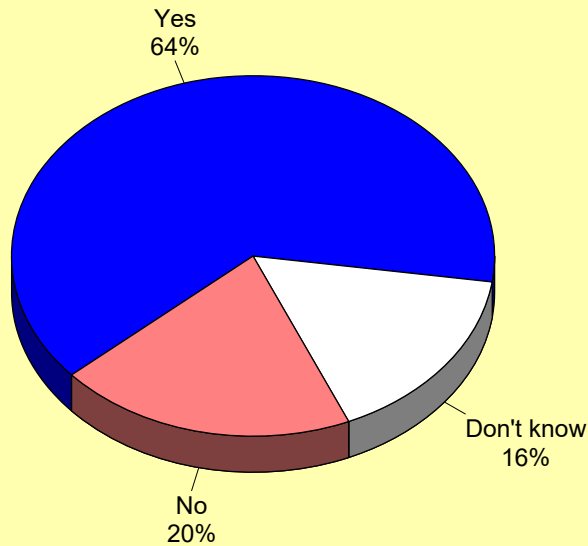
by percentage of all respondents (multiple choices could be made)



ETC Institute DirectionFinder (2019)

Q31. Do you think the City of Coral Springs is continually improving as a place to live?

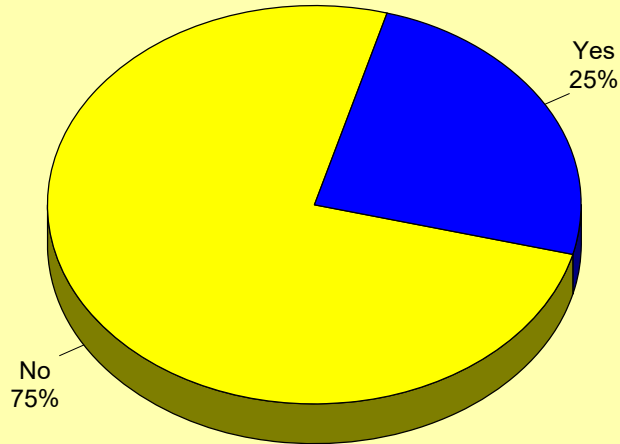
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q32. Do you currently work in Coral Springs?

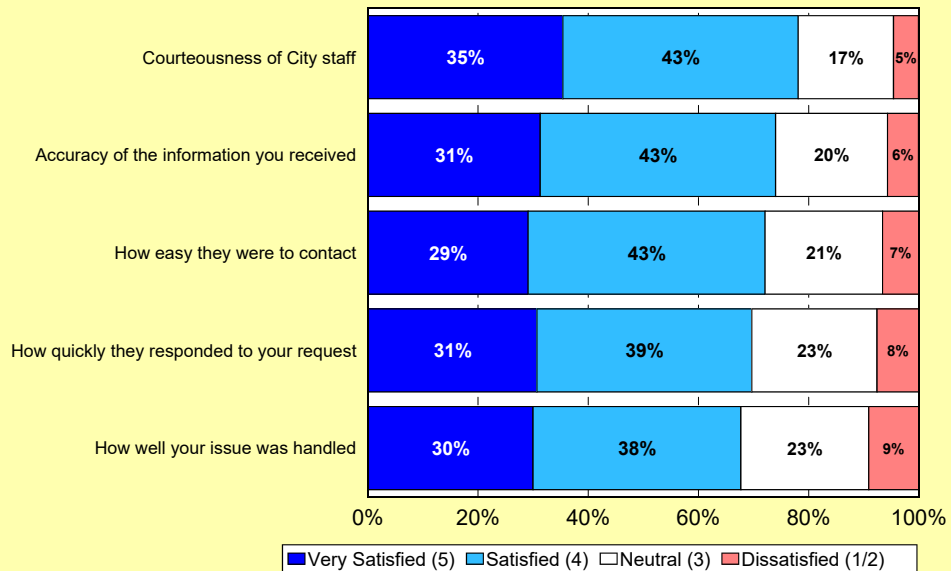
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q33. Satisfaction with Various Aspects of Customer Service

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

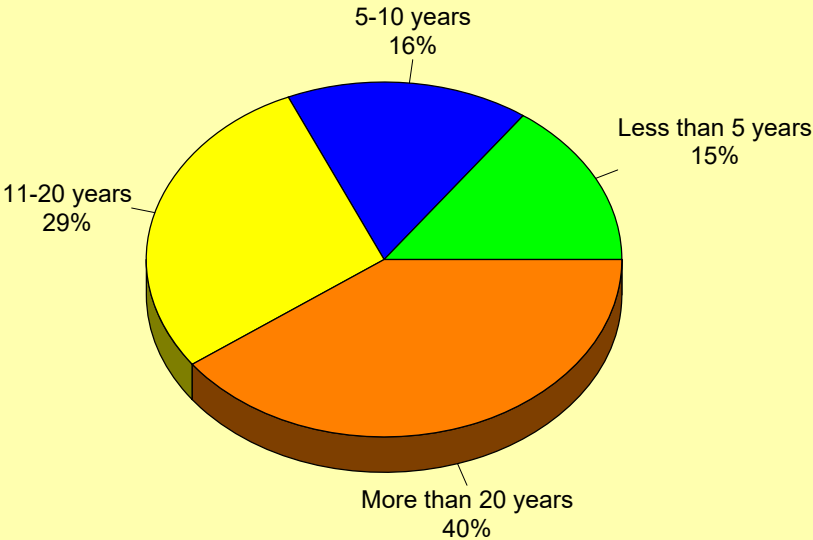


ETC Institute DirectionFinder (2019)

Demographics

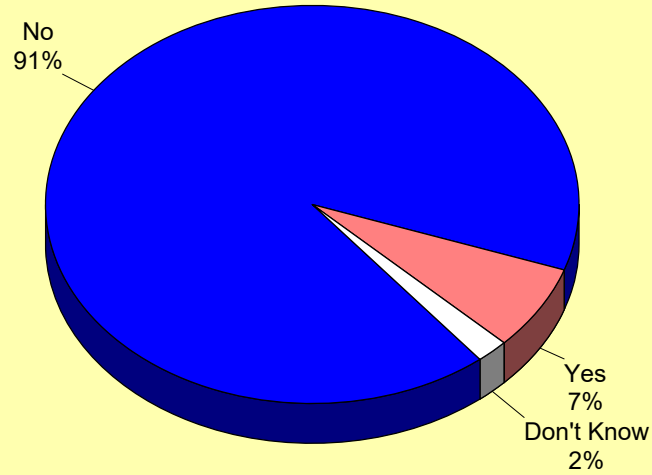
Q34. Number of Years Lived in Coral Springs

by percentage of respondents (excluding not provided)



Q35. Were you or a member of your household a victim of a crime in Coral Springs during the past 12 months?

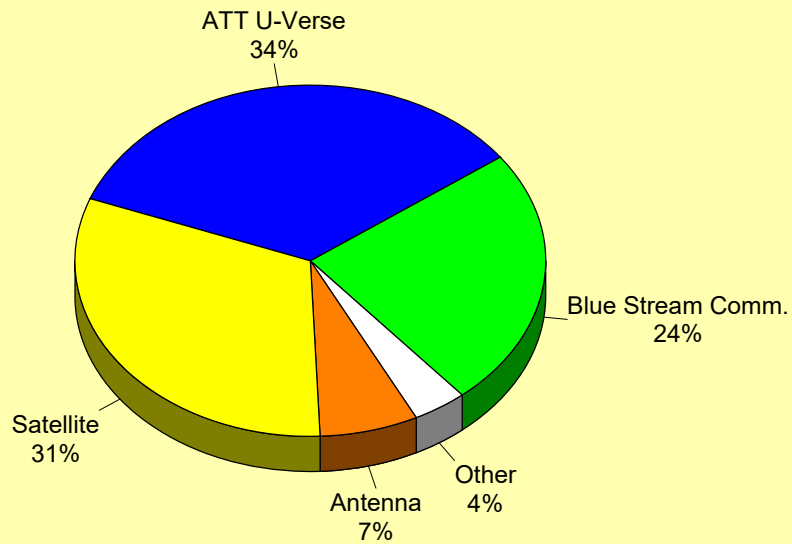
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q36. How do you currently receive the signal for your television?

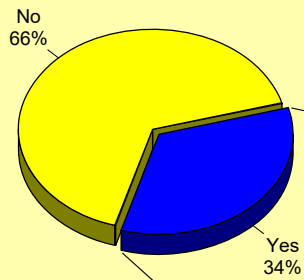
by percentage of all respondents



ETC Institute DirectionFinder (2019)

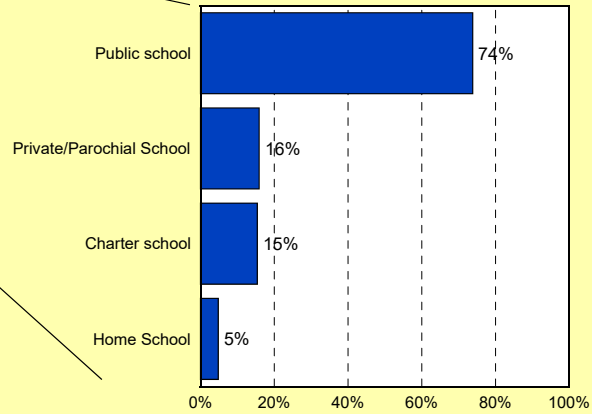
Q37. Do you have school age children (grades K-12) living at home?

by percentage of respondents



IF YES: what type(s) of school do they attend?

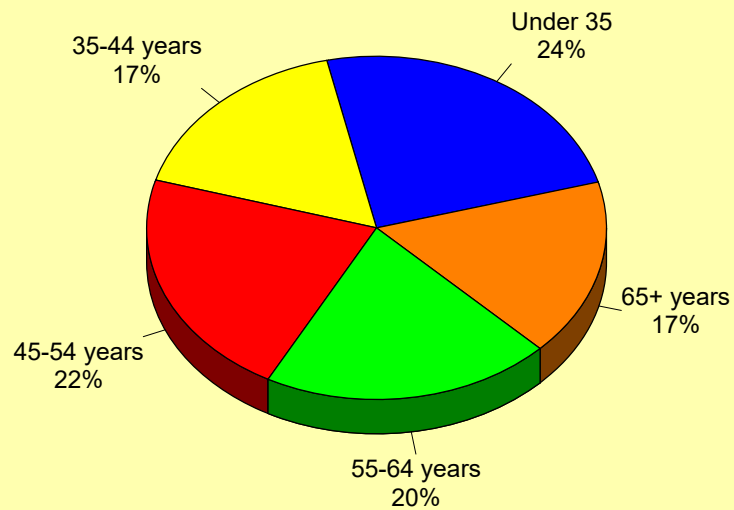
by percentage of respondents (multiple responses allowed)



ETC Institute DirectionFinder (2019)

Q38. Which of the following BEST describe your age?

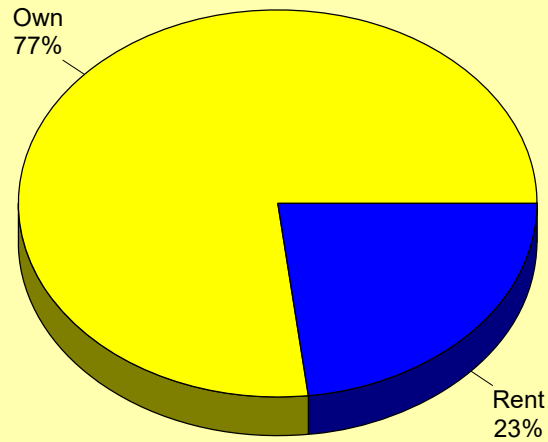
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q39. Do You Own Or Rent Current Residence?

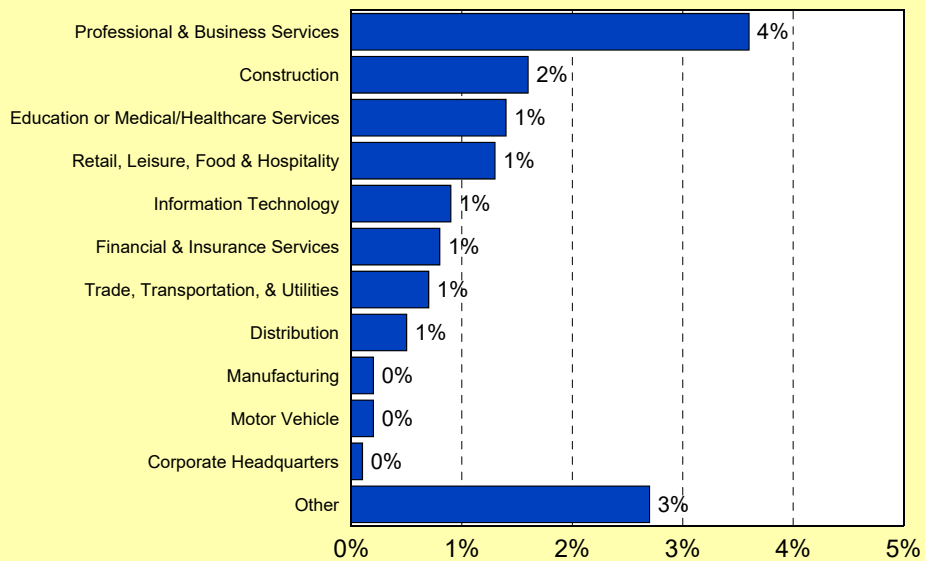
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q40. If you own a business in Coral Springs, please indicate the type of industry that your business is in

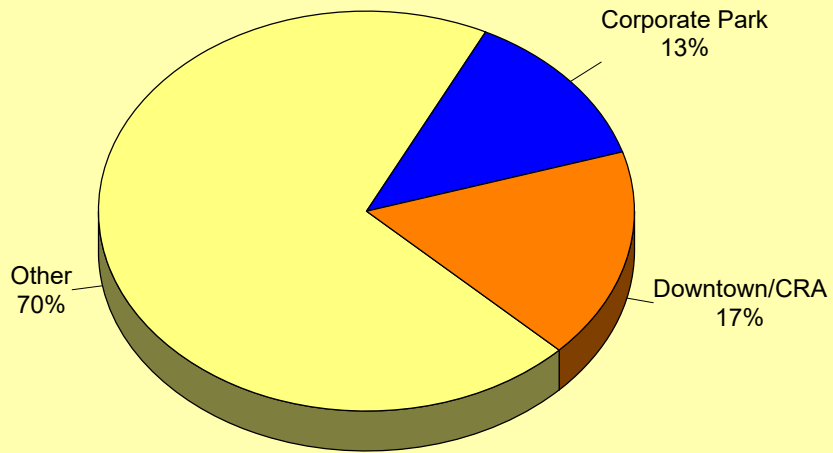
by percentage of all respondents (multiple choices could be made)



ETC Institute DirectionFinder (2019)

Q40a. Where is your business located?

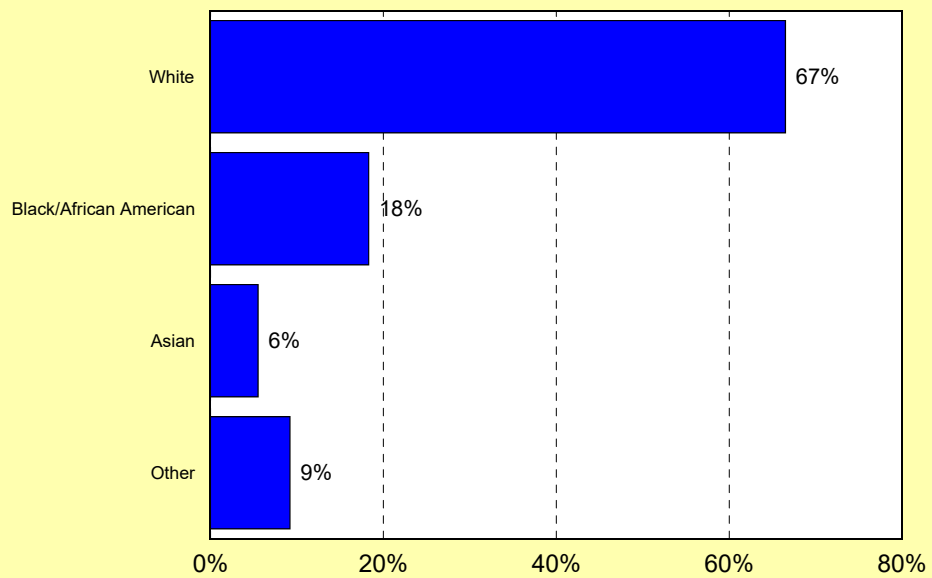
by percentage of respondents who own a business in Coral Springs



ETC Institute DirectionFinder (2019)

Q41. Which of the following best describes your race?

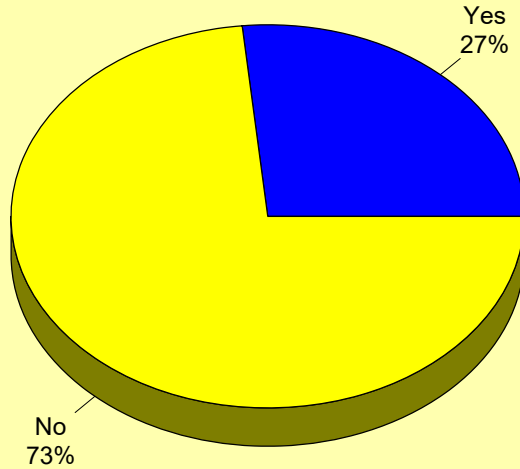
by percentage of respondents (multiple responses allowed)



ETC Institute DirectionFinder (2019)

Q42. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican decent?

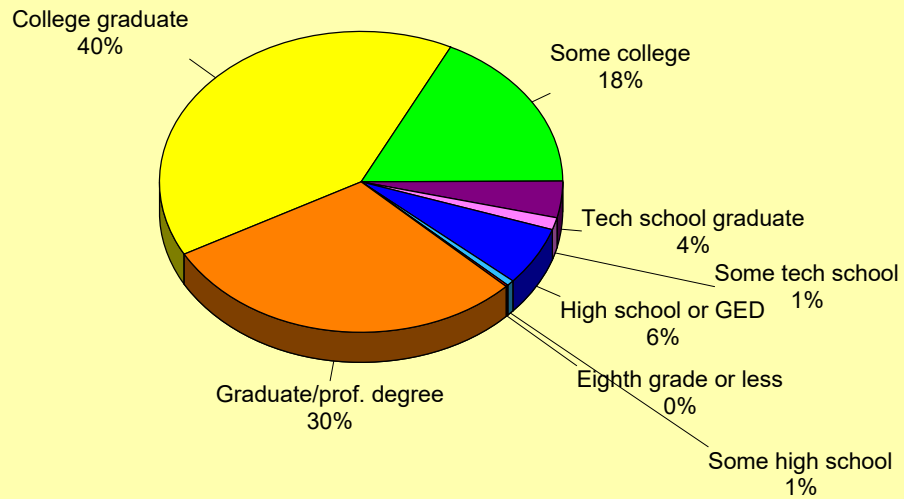
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q43. What is the highest level of education you have completed?

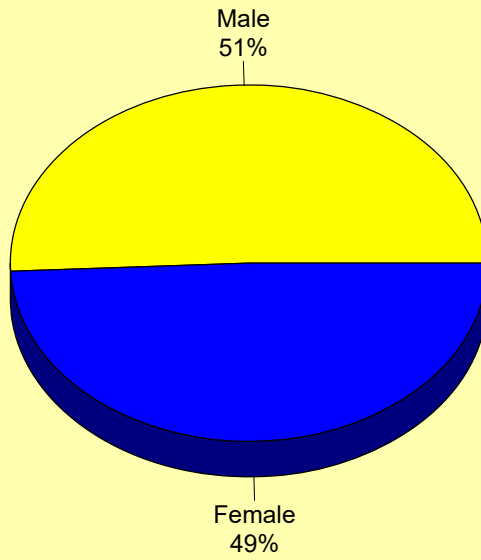
by percentage of respondents



ETC Institute DirectionFinder (2019)

Q44. What is your gender?

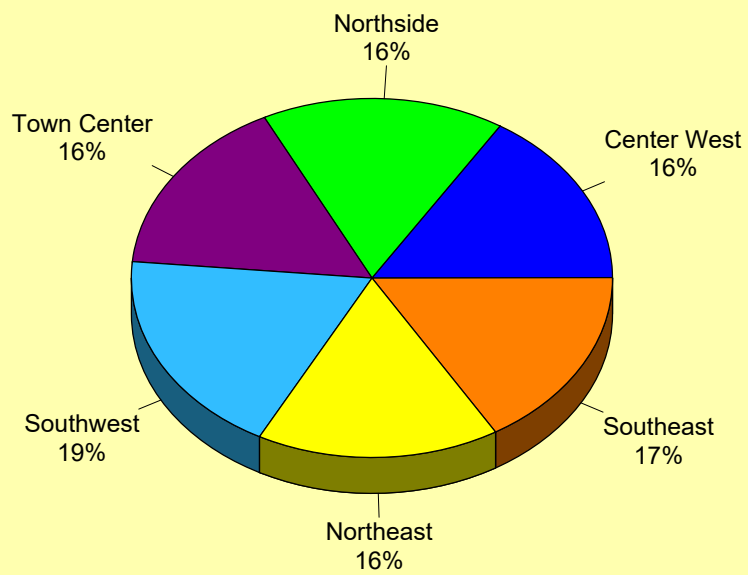
by percentage of respondents



ETC Institute DirectionFinder (2019)

Community Where Survey Respondents Live

by percentage of respondents

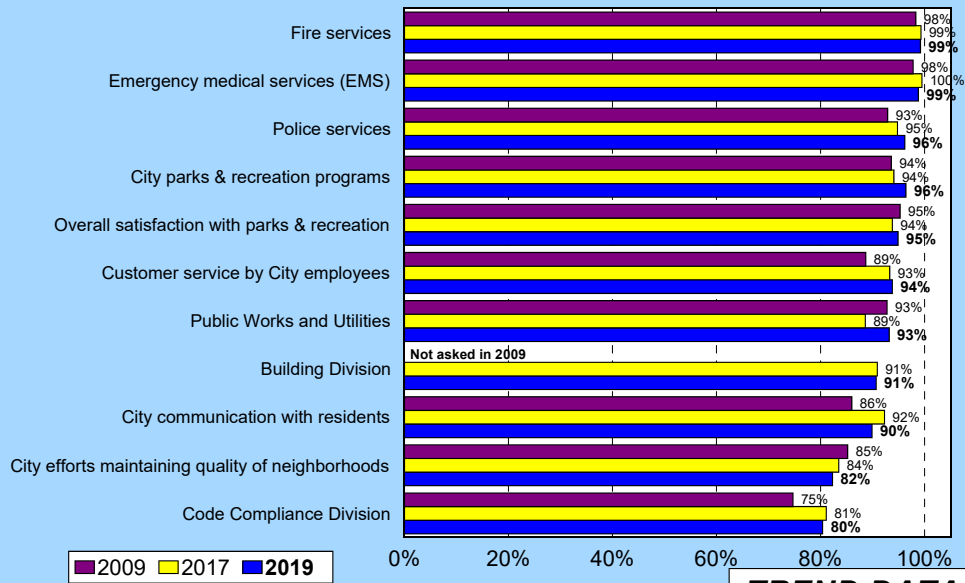


ETC Institute DirectionFinder (2019)

Section 2:
Trend Charts

Overall Satisfaction with City Services 2009, 2017 and 2019

By percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)

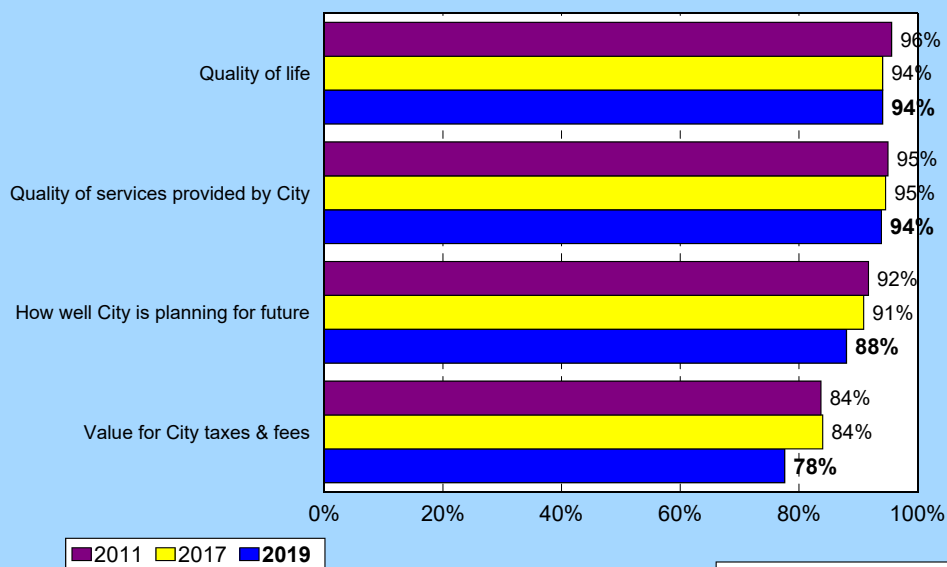


ETC Institute DirectionFinder (2019)

TREND DATA

Items That Influence Perceptions of the City 2011, 2017 and 2019

By percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)

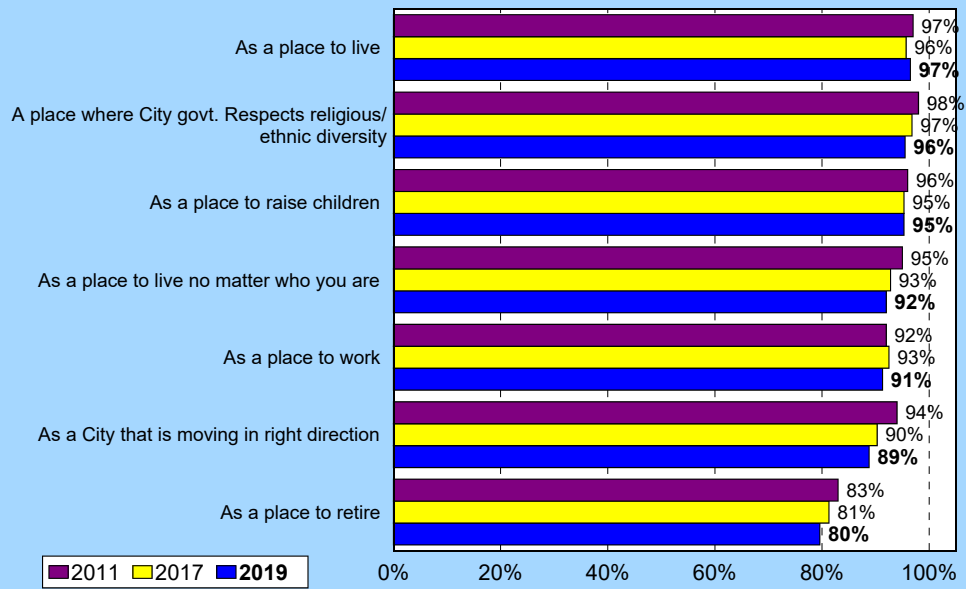


ETC Institute DirectionFinder (2019)

TREND DATA

Ratings of Life in the City - 2011, 2017 and 2019

By percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)

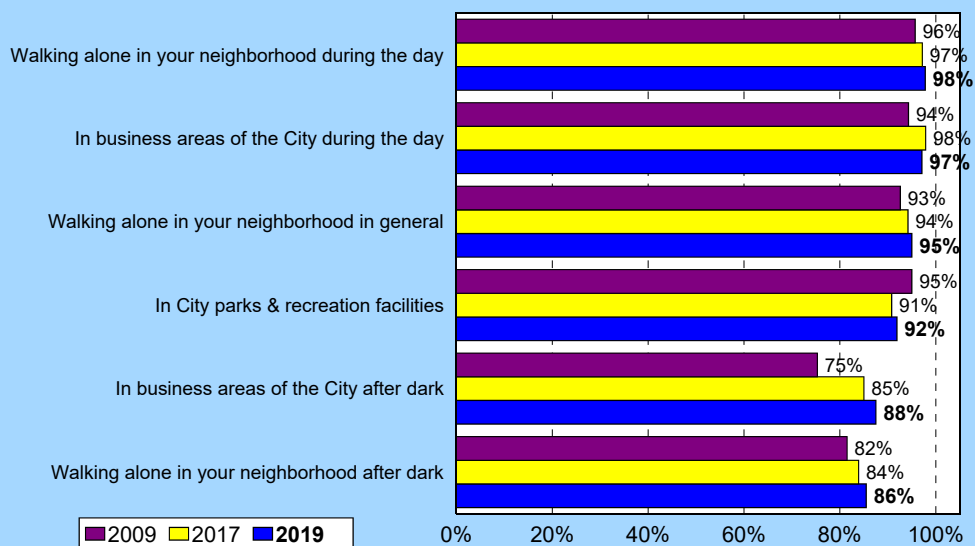


ETC Institute DirectionFinder (2019)

TREND DATA

How Safe Residents Feel in Various Situations in Coral Springs - 2009, 2017 and 2019

By percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)

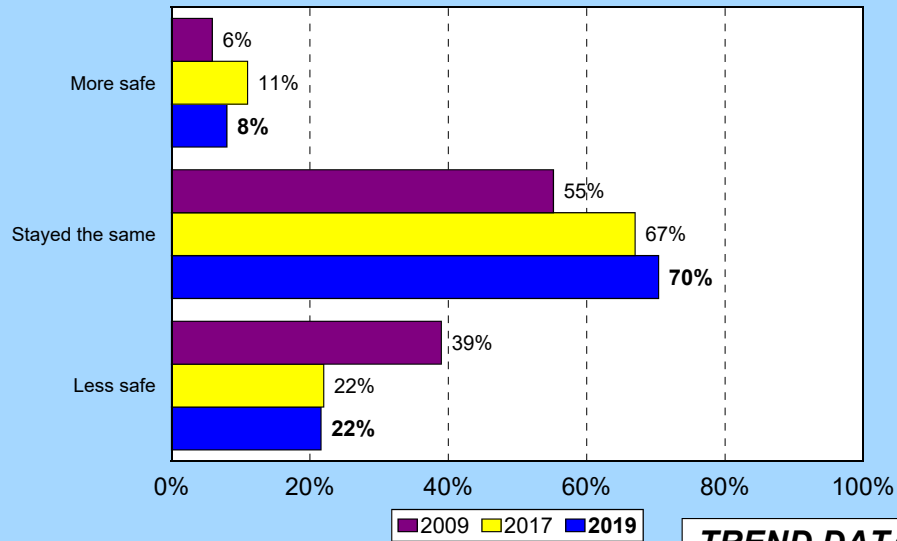


ETC Institute DirectionFinder (2019)

TREND DATA

In the past 12 months, do you think Coral Springs has become more, less or stayed the same as far as being a safe place? - 2009, 2017 and 2019

by percentage of respondents (excluding don't knows)

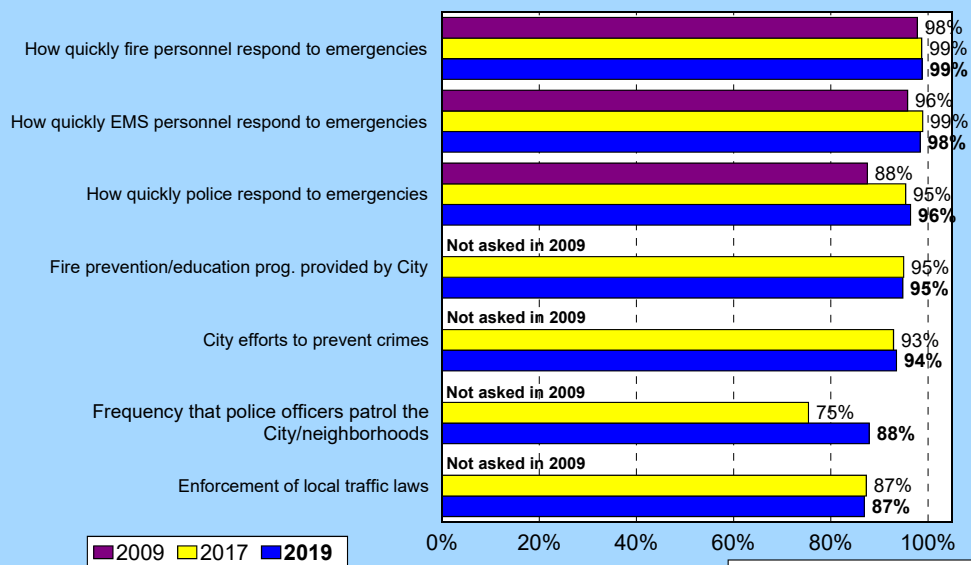


ETC Institute DirectionFinder (2019)

TREND DATA

Satisfaction with Various Aspects of Public Safety - 2009, 2017 and 2019

by percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)

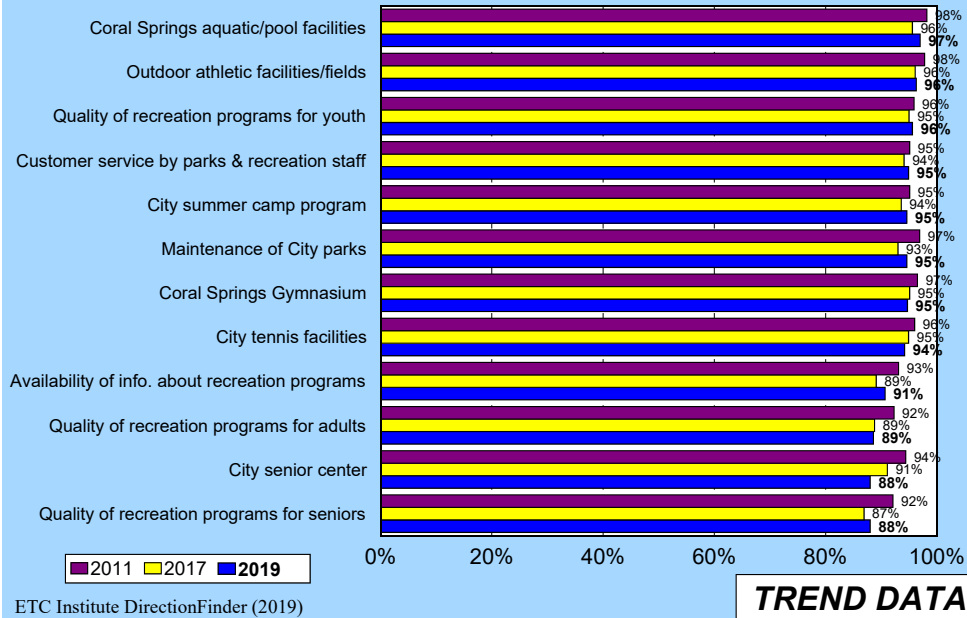


ETC Institute DirectionFinder (2019)

TREND DATA

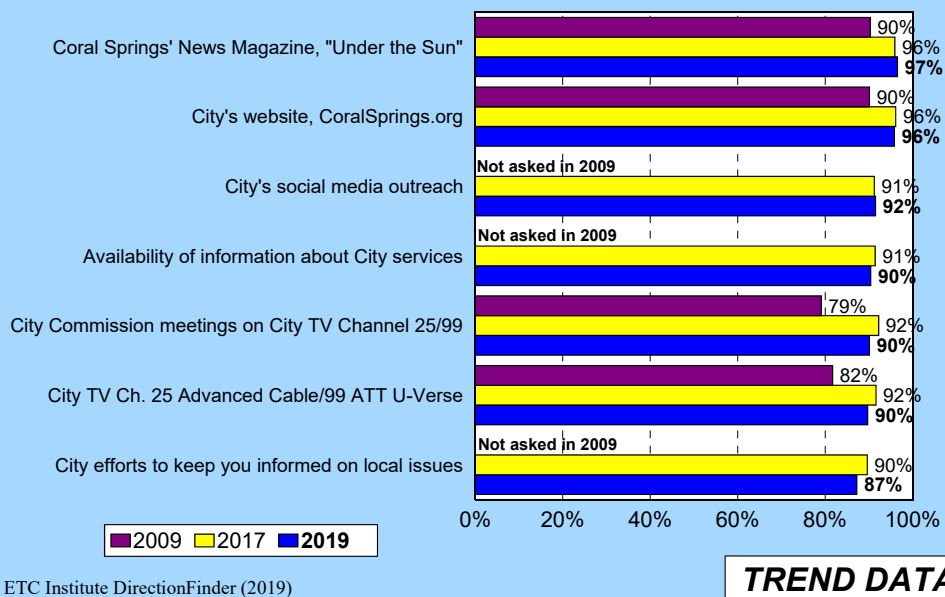
Satisfaction with Various Aspects of Parks and Recreation - 2011, 2017 and 2019

by percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)



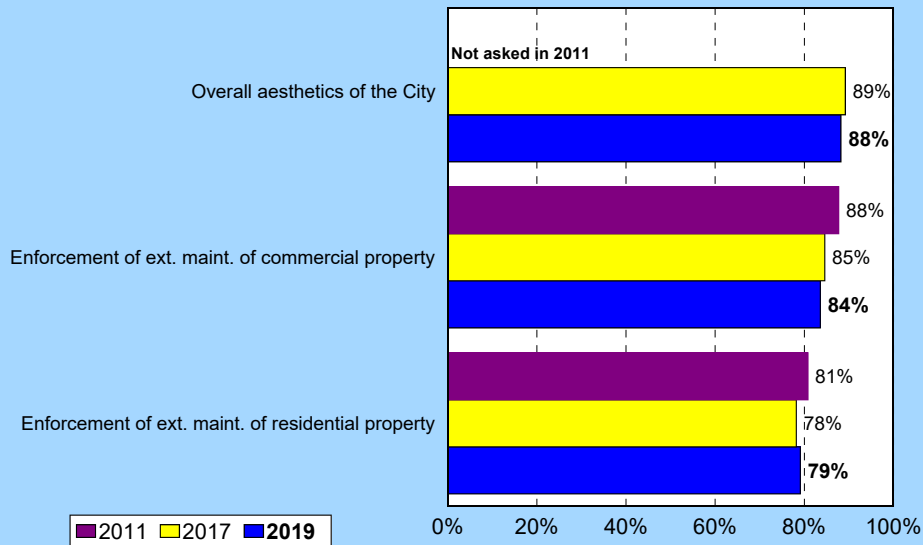
Satisfaction with Various Aspects of City Communications - 2009, 2017 and 2019

By percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)



Satisfaction with Various Aspects of Code Compliance - 2011, 2017 and 2019

By percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)

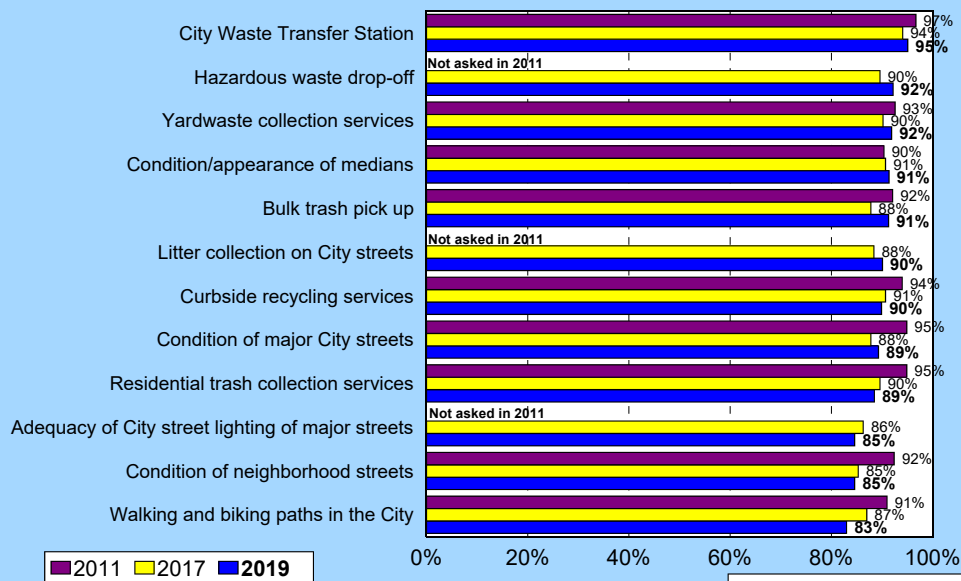


ETC Institute DirectionFinder (2019)

TREND DATA

Satisfaction with Various Aspects of Public Works and Utilities - 2011, 2017 and 2019

By percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)

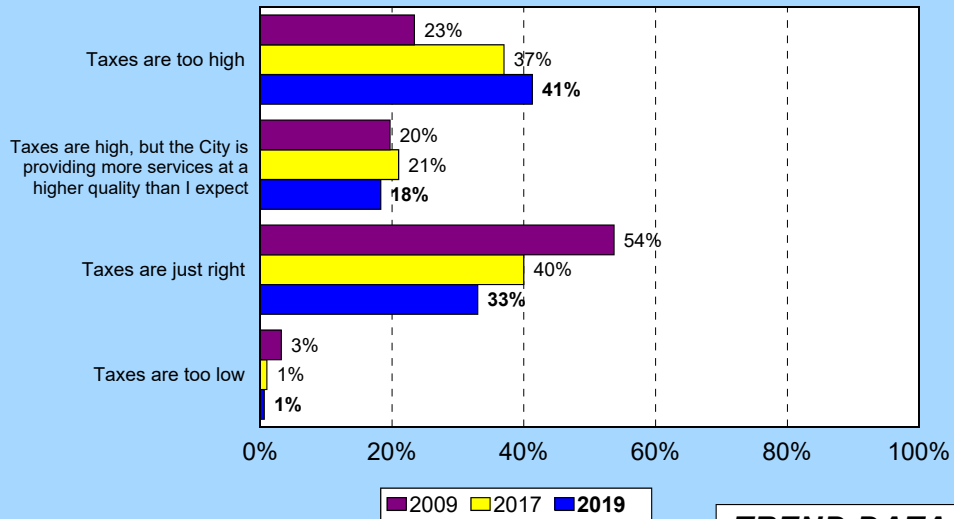


ETC Institute DirectionFinder (2019)

TREND DATA

Which statement best describes how you feel about the taxes you pay to the City of Coral Springs? 2009, 2017 and 2019

by percentage of respondents (excluding "don't know" and those who do not pay property taxes)

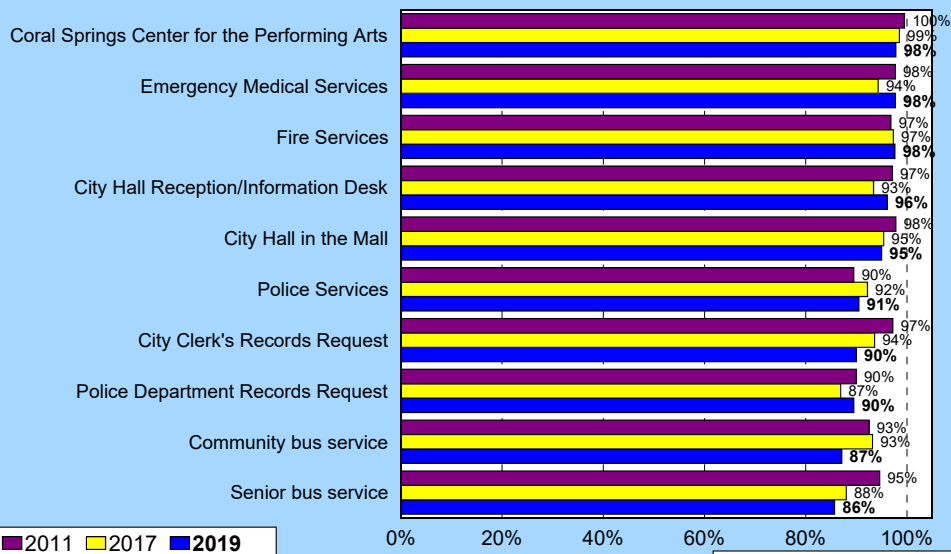


ETC Institute DirectionFinder (2019)

TREND DATA

Satisfaction with Various City Services and Facilities 2011, 2017 and 2019

by percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale and by those who indicated they had used the service (excluding don't knows)

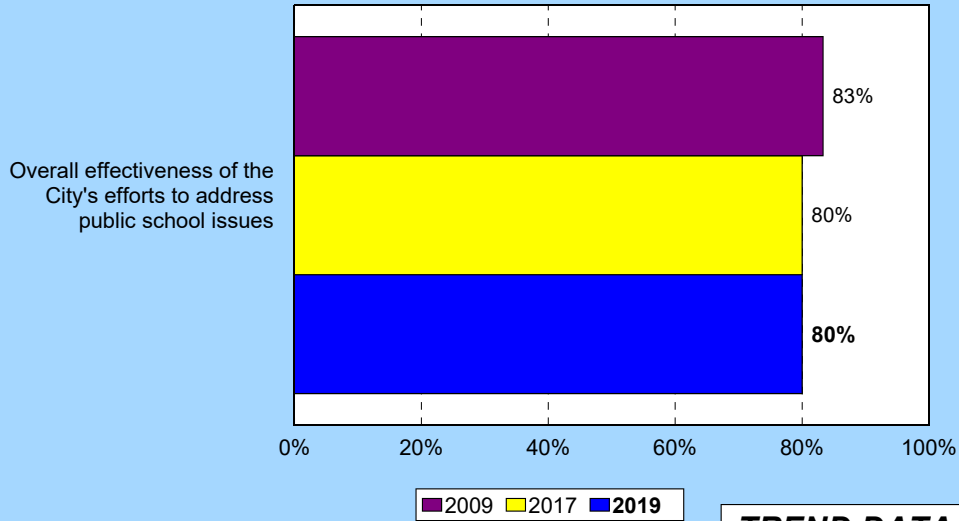


ETC Institute DirectionFinder (2019)

TREND DATA

How would you rate your satisfaction with the overall effectiveness of the City's efforts to address public school issues? 2009, 2017 and 2019

By percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)

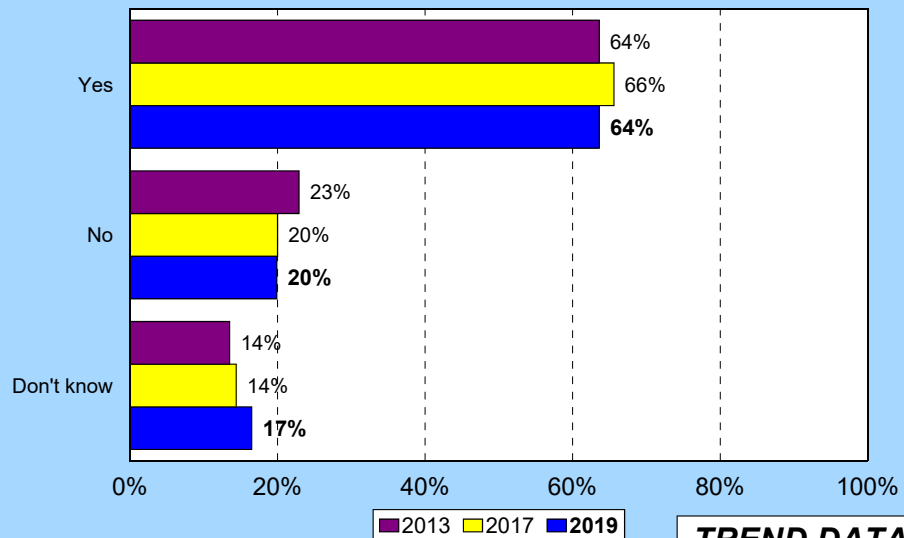


ETC Institute DirectionFinder (2019)

TREND DATA

Do you think the City of Coral Springs is continuously improving as a place to live? 2011, 2017 and 2019

by percentage of respondents

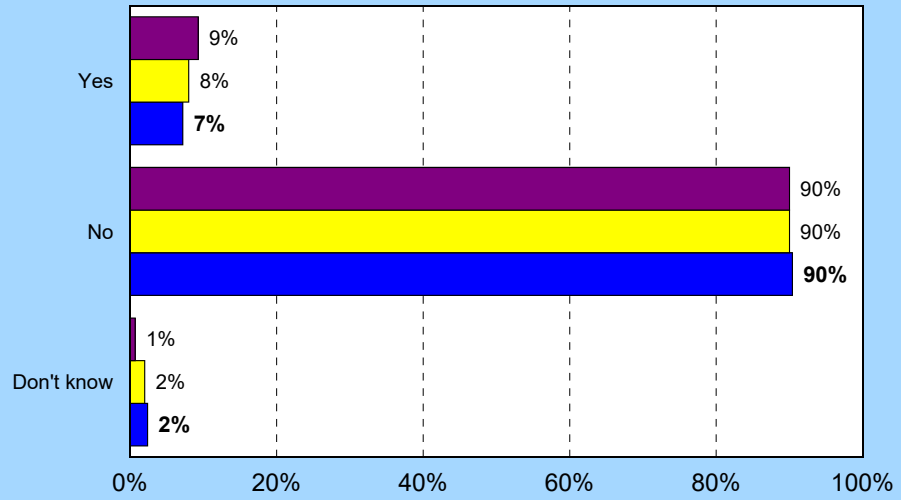


ETC Institute DirectionFinder (2019)

TREND DATA

Were you or a member of your household, a victim of a crime in Coral Springs during the past 12 months? 2009, 2017 and 2019

by percentage of respondents



ETC Institute DirectionFinder (2019)

2009 2017 2019

TREND DATA

Section 3:
Importance-Satisfaction
Analysis

With regard to satisfaction, approximately sixty-one percent (61.3%) of the residents surveyed rated their overall satisfaction with “City efforts at maintaining quality of neighborhoods” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “City efforts at maintaining quality of neighborhoods” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 47.1% was multiplied by 38.7% (1-0.613). This calculation yielded an I-S rating of 0.1823, which ranked first out of eleven Major City services.

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

The lowest rating is 0.00 and could be achieved under either one 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 three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Coral Springs are provided on the following pages.

Section 4:
Benchmarking Data



DirectionFinder® Survey

Year 2019 Benchmarking Summary Report

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 300 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the Summer of 2018 that is part of a random sample of more than 4,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of 300 residents in Florida during the Summer of 2018.

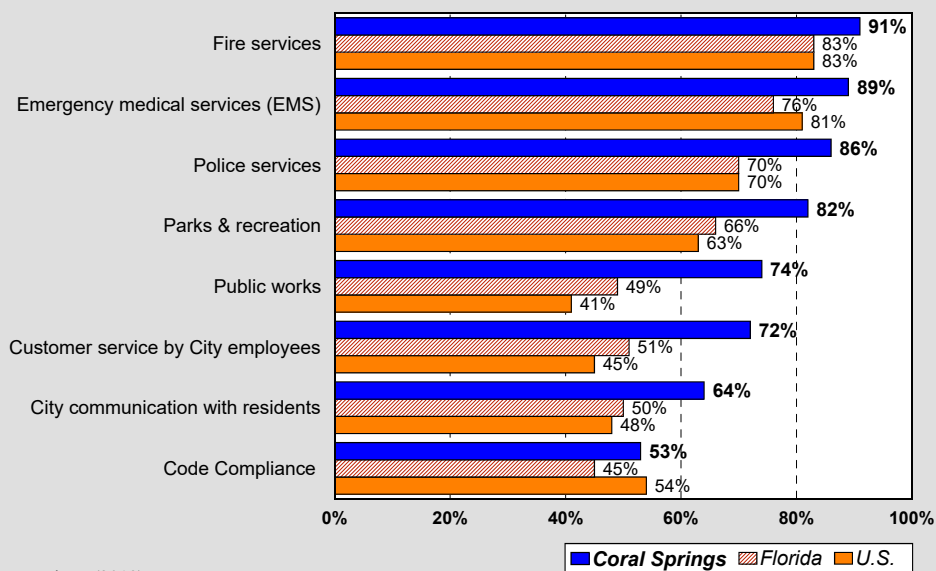
The "U.S. Average" shown in the charts reflects the overall results of ETC Institute's national survey of more than 4,000 residents; the "Florida Average" shown in the charts reflects the results of the regional survey of 300 residents in Florida.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Coral Springs, Florida is not authorized without written consent from ETC Institute.

Overall Satisfaction with Major Categories of City Services *Coral Springs vs. Florida vs. the U.S.*

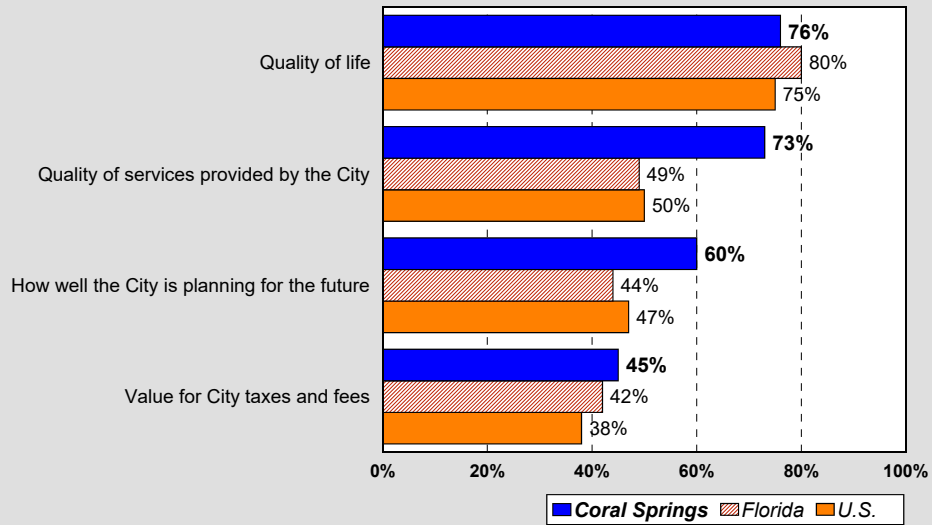
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Items That Influence the Perception Residents Have of the City

Coral Springs vs. Florida vs. the U.S.

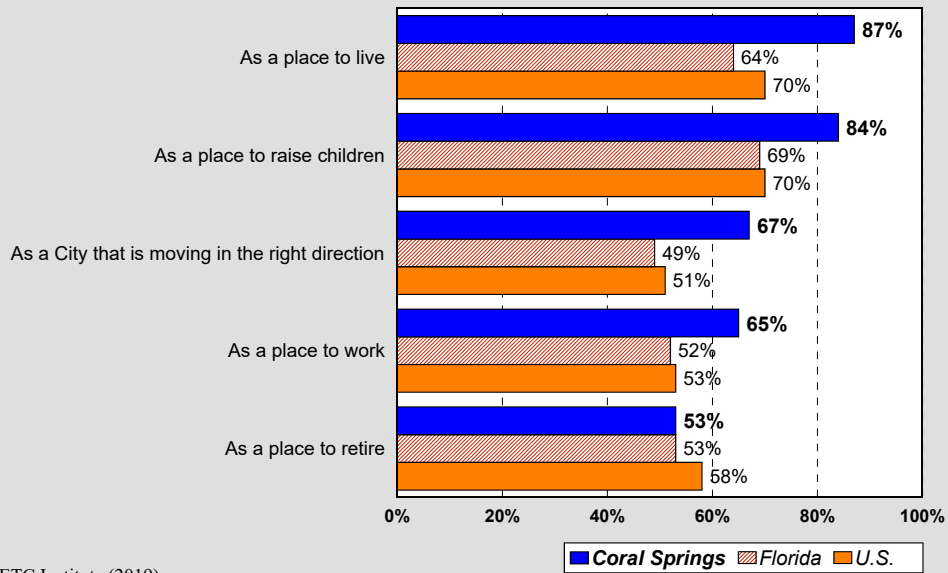
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Ratings of Life in the City

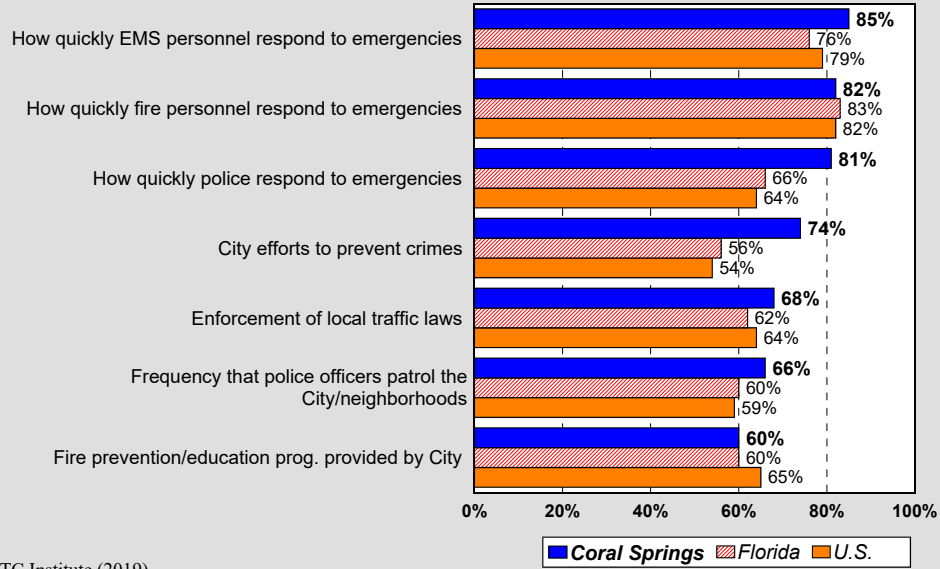
Coral Springs vs. Florida vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



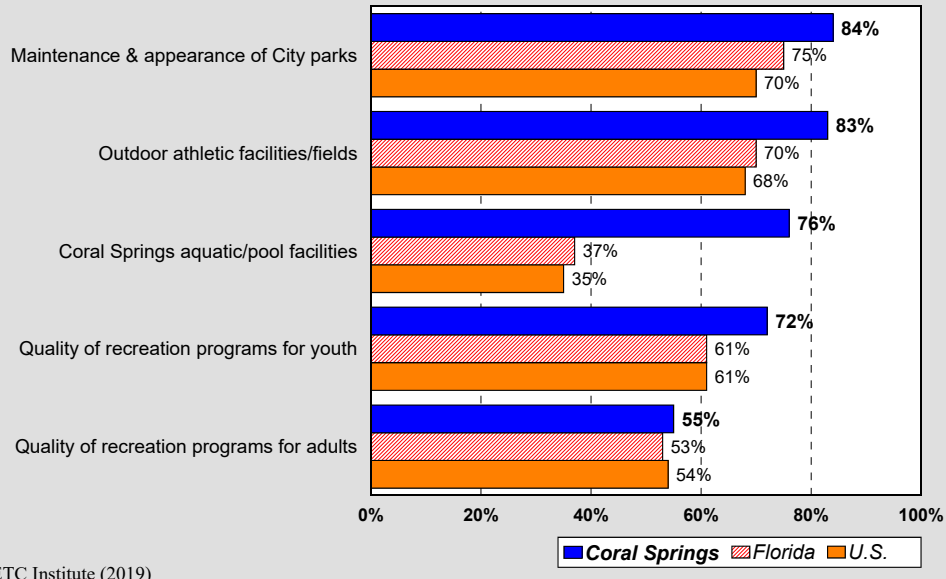
Satisfaction with Various Aspects of Public Safety *Coral Springs vs. Florida vs. the U.S.*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



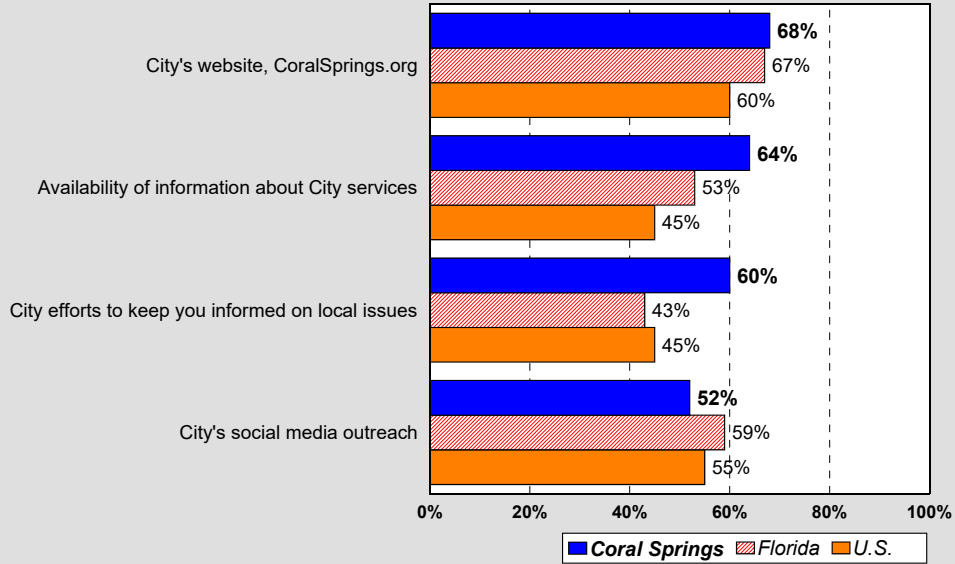
Overall Satisfaction with Parks and Recreation *Coral Springs vs. Florida vs. the U.S.*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



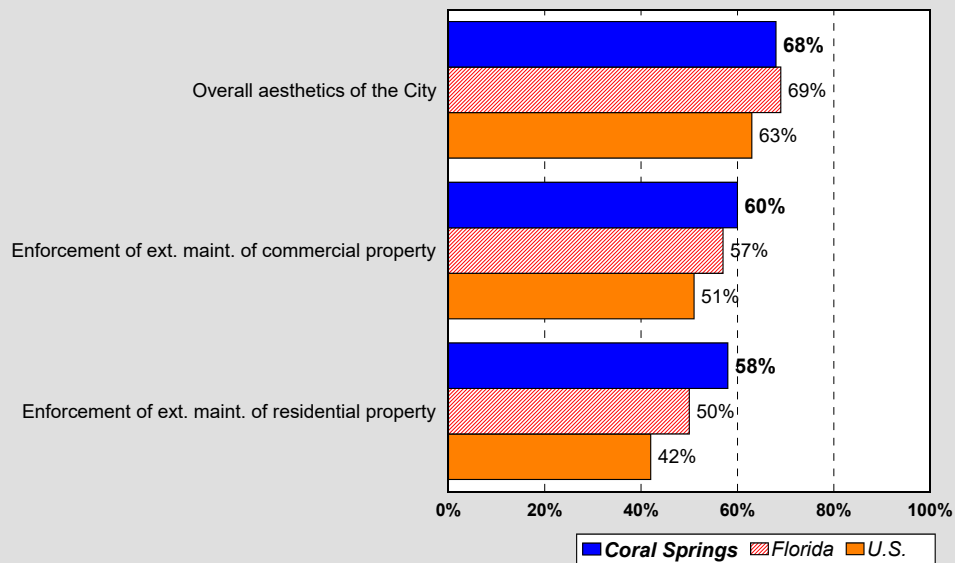
Overall Satisfaction with Communication *Coral Springs vs. Florida vs. the U.S.*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



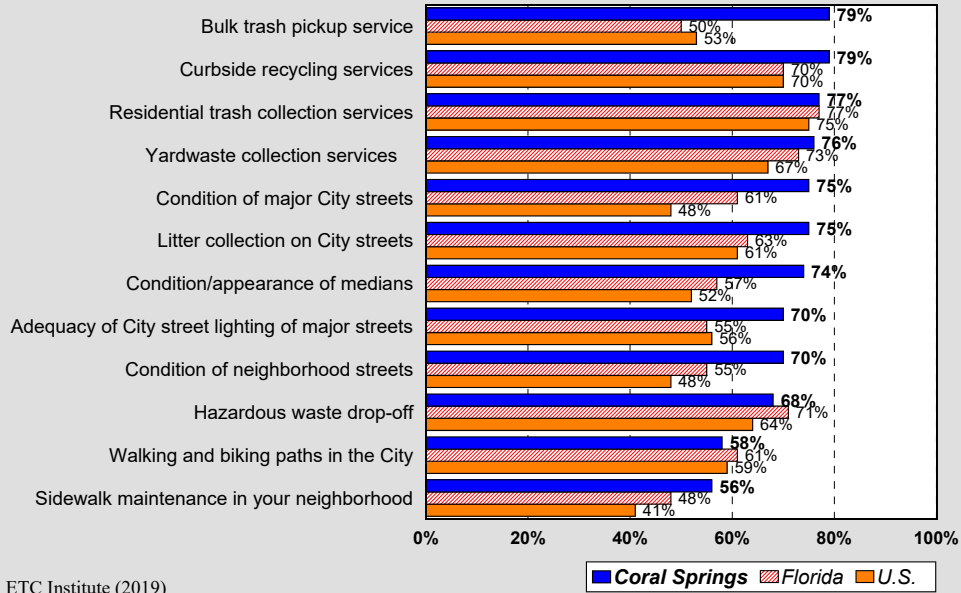
Overall Satisfaction with Code Enforcement *Coral Springs vs. Florida vs. the U.S.*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



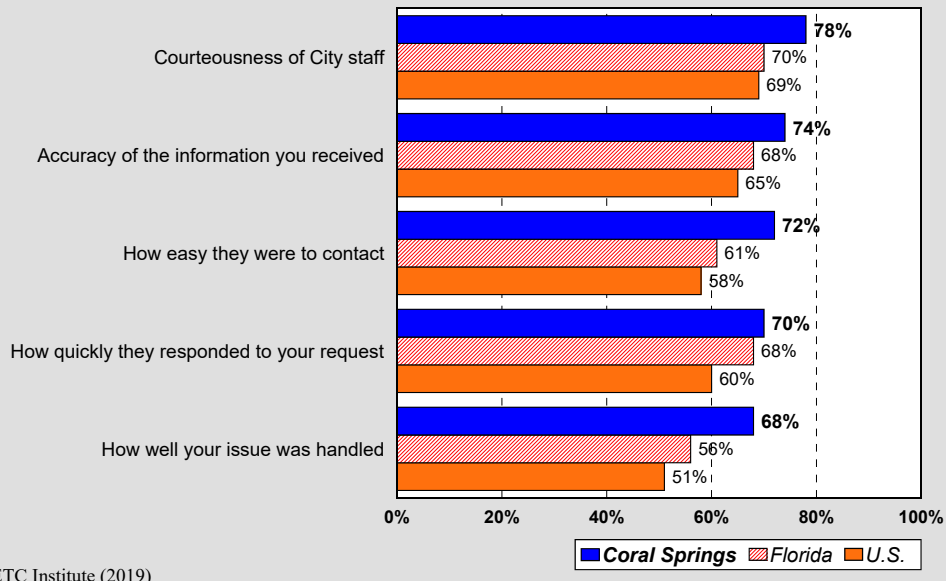
Overall Satisfaction with Public Works/Utilities *Coral Springs vs. Florida vs. the U.S.*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Customer Service *Coral Springs vs. Florida vs. the U.S.*

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Section 5:
Tabular Data

Q1. Perception of the City. Major categories of services provided by the City of Coral Springs are listed below. Please rate each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Police services	50.1%	30.7%	10.1%	2.8%	0.8%	5.5%
Q1-2. Fire services	52.2%	26.0%	7.5%	0.3%	0.3%	13.6%
Q1-3. Emergency medical services (EMS)	49.5%	24.6%	7.9%	0.5%	0.5%	17.1%
Q1-4. City parks & recreation programs	38.2%	38.5%	13.8%	2.6%	0.8%	6.1%
Q1-5. Public works & utilities	31.8%	38.6%	18.2%	4.5%	2.0%	4.9%
Q1-6. Code compliance division	20.1%	27.3%	24.0%	11.6%	5.7%	11.2%
Q1-7. Customer service provided by City employees	28.7%	31.1%	18.6%	4.1%	1.0%	16.5%
Q1-8. City communication with residents	26.7%	33.9%	24.3%	6.7%	2.9%	5.5%
Q1-9. Building division	19.2%	25.0%	22.7%	4.2%	2.6%	26.2%
Q1-10. City efforts to maintain quality of your neighborhood	26.5%	32.2%	20.1%	11.7%	5.3%	4.3%
Q1-11. Overall satisfaction with parks & recreation	35.5%	40.7%	14.8%	3.9%	1.0%	4.3%

WITHOUT DON'T KNOW

Q1. Perception of the City. Major categories of services provided by the City of Coral Springs are listed below. Please rate each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	53.0%	32.5%	10.7%	3.0%	0.8%
Q1-2. Fire services	60.4%	30.1%	8.7%	0.4%	0.4%
Q1-3. Emergency medical services (EMS)	59.7%	29.6%	9.5%	0.6%	0.6%
Q1-4. City parks & recreation programs	40.7%	41.0%	14.7%	2.7%	0.9%
Q1-5. Public works & utilities	33.4%	40.6%	19.2%	4.7%	2.1%
Q1-6. Code compliance division	22.7%	30.7%	27.0%	13.1%	6.4%
Q1-7. Customer service provided by City employees	34.3%	37.2%	22.3%	4.9%	1.3%
Q1-8. City communication with residents	28.3%	35.9%	25.7%	7.0%	3.1%
Q1-9. Building division	26.0%	33.9%	30.8%	5.7%	3.6%
Q1-10. City efforts to maintain quality of your neighborhood	27.7%	33.6%	21.0%	12.2%	5.5%
Q1-11. Overall satisfaction with parks & recreation	37.0%	42.5%	15.4%	4.0%	1.0%

Q2. From the list of items in Question 1, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Police services	389	31.2 %
Fire services	16	1.3 %
Emergency medical services (EMS)	55	4.4 %
City parks & recreation programs	113	9.1 %
Public works & utilities	90	7.2 %
Code compliance division	130	10.4 %
Customer service provided by City employees	19	1.5 %
City communication with residents	60	4.8 %
Building division	18	1.4 %
City efforts to maintain quality of your neighborhood	213	17.1 %
Overall satisfaction with parks & recreation	21	1.7 %
<u>None chosen</u>	<u>122</u>	<u>9.8 %</u>
Total	1246	100.0 %

Q2. From the list of items in Question 1, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Police services	102	8.2 %
Fire services	172	13.8 %
Emergency medical services (EMS)	94	7.5 %
City parks & recreation programs	117	9.4 %
Public works & utilities	101	8.1 %
Code compliance division	105	8.4 %
Customer service provided by City employees	38	3.0 %
City communication with residents	100	8.0 %
Building division	46	3.7 %
City efforts to maintain quality of your neighborhood	177	14.2 %
Overall satisfaction with parks & recreation	41	3.3 %
<u>None chosen</u>	<u>153</u>	<u>12.3 %</u>
Total	1246	100.0 %

Q2. From the list of items in Question 1, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Police services	96	7.7 %
Fire services	68	5.5 %
Emergency medical services (EMS)	132	10.6 %
City parks & recreation programs	116	9.3 %
Public works & utilities	96	7.7 %
Code compliance division	97	7.8 %
Customer service provided by City employees	55	4.4 %
City communication with residents	106	8.5 %
Building division	44	3.5 %
City efforts to maintain quality of your neighborhood	181	14.5 %
Overall satisfaction with parks & recreation	60	4.8 %
None chosen	195	15.7 %
Total	1246	100.0 %

SUM OF TOP 3 CHOICES

Q2. From the list of items in Question 1, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q2. Sum of Top 3 Choices	Number	Percent
Police services	587	47.1 %
Fire services	256	20.5 %
Emergency medical services (EMS)	281	22.6 %
City parks & recreation programs	346	27.8 %
Public works & utilities	287	23.0 %
Code compliance division	332	26.6 %
Customer service provided by City employees	112	9.0 %
City communication with residents	266	21.3 %
Building division	108	8.7 %
City efforts to maintain quality of your neighborhood	571	45.8 %
Overall satisfaction with parks & recreation	122	9.8 %
None chosen	122	9.8 %
Total	3390	

Q3. Items that may influence your perception of the City of Coral Springs are listed below. Please rate each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. How well City is planning for the future	15.7%	36.6%	23.9%	7.3%	3.0%	13.5%
Q3-2. Value for City taxes & fees	11.2%	31.9%	31.1%	15.0%	6.4%	4.3%
Q3-3. Quality of life	27.5%	47.0%	17.6%	4.6%	1.2%	2.1%
Q3-4. Overall quality of services provided by City	22.6%	47.6%	20.2%	4.5%	1.4%	3.8%

WITHOUT DON'T KNOW

Q3. Items that may influence your perception of the City of Coral Springs are listed below. Please rate each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. How well City is planning for the future	18.1%	42.3%	27.6%	8.4%	3.5%
Q3-2. Value for City taxes & fees	11.7%	33.4%	32.5%	15.7%	6.7%
Q3-3. Quality of life	28.1%	48.0%	18.0%	4.7%	1.2%
Q3-4. Overall quality of services provided by City	23.4%	49.5%	21.0%	4.7%	1.4%

Q4. Have you heard of the City's "Pulse Point" campaign?

Q4. Have you heard of City's "Pulse Point" campaign	Number	Percent
Yes	70	5.6 %
No	1165	93.5 %
Not provided	11	0.9 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q4. Have you heard of the City's "Pulse Point" campaign? (without "not provided")

Q4. Have you heard of City's "Pulse Point" campaign	Number	Percent
Yes	70	5.7 %
No	1165	94.3 %
Total	1235	100.0 %

Q5. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Coral Springs with regard to the following.

(N=1246)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q5-1. As a place to live	41.7%	44.2%	9.6%	2.7%	0.8%	1.0%
Q5-2. As a place to raise children	42.1%	38.4%	10.4%	3.1%	1.4%	4.7%
Q5-3. As a place to work	22.2%	30.4%	21.7%	5.5%	1.7%	18.5%
Q5-4. As a place to retire	20.9%	27.8%	24.1%	12.2%	6.4%	8.6%
Q5-5. As a place to live no matter who you are	25.9%	39.8%	22.9%	5.2%	2.5%	3.7%
Q5-6. As a place where City Government respects religious/ethnic diversity	32.3%	34.4%	16.8%	2.2%	1.7%	12.7%
Q5-7. As a City that is moving in the right direction	25.7%	37.8%	21.0%	7.5%	3.3%	4.7%

WITHOUT DON'T KNOW

Q5. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Coral Springs with regard to the following. (without "don't know")

(N=1246)

	Excellent	Good	Neutral	Below average	Poor
Q5-1. As a place to live	42.1%	44.7%	9.7%	2.8%	0.8%
Q5-2. As a place to raise children	44.2%	40.2%	10.9%	3.3%	1.4%
Q5-3. As a place to work	27.3%	37.3%	26.7%	6.7%	2.1%
Q5-4. As a place to retire	22.8%	30.5%	26.3%	13.3%	7.0%
Q5-5. As a place to live no matter who you are	26.9%	41.3%	23.8%	5.4%	2.6%
Q5-6. As a place where City Government respects religious/ethnic diversity	36.9%	39.4%	19.2%	2.5%	1.9%
Q5-7. As a City that is moving in the right direction	27.0%	39.7%	22.1%	7.8%	3.5%

Q6. Perceptions of Safety and Security. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations.

(N=1246)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q6-1. Walking alone in your neighborhood in general	36.4%	46.1%	11.0%	4.1%	0.9%	1.5%
Q6-2. Walking alone in your neighborhood during the day	54.9%	35.9%	5.6%	1.7%	0.5%	1.4%
Q6-3. Walking alone in your neighborhood after dark	26.2%	35.4%	20.9%	10.8%	3.2%	3.5%
Q6-4. In City parks & recreation facilities	24.2%	41.5%	19.2%	5.8%	1.7%	7.6%
Q6-5. In business areas of City during the day	41.9%	44.1%	8.3%	2.0%	0.7%	3.0%
Q6-6. In business areas of City after dark	20.1%	34.9%	25.6%	9.0%	2.6%	7.8%

WITHOUT DON'T KNOW

Q6. Perceptions of Safety and Security. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=1246)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. Walking alone in your neighborhood in general	36.9%	46.9%	11.2%	4.2%	0.9%
Q6-2. Walking alone in your neighborhood during the day	55.7%	36.4%	5.7%	1.7%	0.5%
Q6-3. Walking alone in your neighborhood after dark	27.1%	36.7%	21.7%	11.1%	3.3%
Q6-4. In City parks & recreation facilities	26.2%	44.9%	20.8%	6.3%	1.8%
Q6-5. In business areas of City during the day	43.2%	45.4%	8.5%	2.1%	0.7%
Q6-6. In business areas of City after dark	21.8%	37.9%	27.8%	9.7%	2.8%

Q7. In the past 12 months, do you think Coral Springs has become more, less, or stayed the same as far as being a safe place?

Q7. Do you think Coral Springs has become more, less, or stayed the same as far as being a safe

<u>place in past 12 months</u>	<u>Number</u>	<u>Percent</u>
More safe	94	7.5 %
Stayed the same	830	66.6 %
Less safe	255	20.5 %
Don't know	67	5.4 %
Total	1246	100.0 %

WITHOUT DON'T KNOW

Q7. In the past 12 months, do you think Coral Springs has become more, less, or stayed the same as far as being a safe place? (without "don't know")

Q7. Do you think Coral Springs has become more, less, or stayed the same as far as being a safe

<u>place in past 12 months</u>	<u>Number</u>	<u>Percent</u>
More safe	94	8.0 %
Stayed the same	830	70.4 %
Less safe	255	21.6 %
Total	1179	100.0 %

Q8. Have you had any interaction with a police officer in the past 12 months? If YES, how satisfied are you with your interaction?

Q8. How satisfied are you with your interaction with a police officer in past 12 months	Number	Percent
Very satisfied	318	25.5 %
Satisfied	190	15.2 %
Neutral	101	8.1 %
Dissatisfied	33	2.6 %
Very dissatisfied	30	2.4 %
Don't know	574	46.1 %
Total	1246	100.0 %

WITHOUT DON'T KNOW

Q8. Have you had any interaction with a police officer in the past 12 months? If YES, how satisfied are you with your interaction? (without "don't know")

Q8. How satisfied are you with your interaction with a police officer in past 12 months	Number	Percent
Very satisfied	318	47.3 %
Satisfied	190	28.3 %
Neutral	101	15.0 %
Dissatisfied	33	4.9 %
Very dissatisfied	30	4.5 %
Total	672	100.0 %

Q9. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. City efforts to prevent crimes	24.2%	42.5%	18.1%	4.7%	1.2%	9.2%
Q9-2. Enforcement of local traffic laws	20.5%	44.2%	18.2%	8.4%	4.0%	4.6%
Q9-3. How quickly police respond to emergencies	32.7%	29.8%	11.5%	1.8%	0.9%	23.4%
Q9-4. Patrolling in your City	23.9%	38.0%	20.1%	8.4%	2.8%	6.7%
Q9-5. Police Social Media Outreach	17.3%	22.2%	25.0%	4.0%	1.4%	30.1%
Q9-6. Fire prevention & education programs provided by City	17.7%	22.0%	22.7%	2.6%	0.8%	34.1%
Q9-7. How quickly fire personnel respond to emergencies	30.9%	22.9%	11.2%	0.4%	0.4%	34.3%
Q9-8. How quickly emergency medical personnel respond to emergencies	34.3%	25.7%	9.9%	0.6%	0.6%	29.1%
Q9-9. Overall competence of agency employees	23.9%	34.6%	18.8%	1.5%	0.6%	20.6%
Q9-10. Citizen's perception of officers' attitude & behavior	26.6%	33.3%	19.5%	4.7%	2.1%	13.9%

WITHOUT DON'T KNOW

Q9. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. City efforts to prevent crimes	26.7%	46.8%	20.0%	5.2%	1.3%
Q9-2. Enforcement of local traffic laws	21.5%	46.3%	19.1%	8.8%	4.2%
Q9-3. How quickly police respond to emergencies	42.6%	38.8%	15.0%	2.4%	1.2%
Q9-4. Patrolling in your City	25.6%	40.7%	21.6%	9.0%	3.0%
Q9-5. Police Social Media Outreach	24.7%	31.8%	35.7%	5.7%	2.1%
Q9-6. Fire prevention & education programs provided by City	26.9%	33.4%	34.5%	4.0%	1.2%
Q9-7. How quickly fire personnel respond to emergencies	47.0%	34.8%	17.0%	0.6%	0.6%
Q9-8. How quickly emergency medical personnel respond to emergencies	48.3%	36.2%	13.9%	0.8%	0.8%
Q9-9. Overall competence of agency employees	30.1%	43.6%	23.7%	1.9%	0.7%
Q9-10. Citizen's perception of officers' attitude & behavior	30.8%	38.7%	22.6%	5.4%	2.4%

Q10. Which TWO of the public safety services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. Top choice	Number	Percent
City efforts to prevent crimes	491	39.4 %
Enforcement of local traffic laws	122	9.8 %
How quickly police respond to emergencies	73	5.9 %
Patrolling in your City	166	13.3 %
Police Social Media Outreach	31	2.5 %
Fire prevention & education programs provided by City	24	1.9 %
How quickly fire personnel respond to emergencies	13	1.0 %
How quickly emergency medical personnel respond to emergencies	43	3.5 %
Overall competence of agency employees	32	2.6 %
Citizen's perception of officers' attitude & behavior	88	7.1 %
None chosen	163	13.1 %
Total	1246	100.0 %

Q10. Which TWO of the public safety services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. 2nd choice	Number	Percent
City efforts to prevent crimes	151	12.1 %
Enforcement of local traffic laws	105	8.4 %
How quickly police respond to emergencies	116	9.3 %
Patrolling in your City	272	21.8 %
Police Social Media Outreach	62	5.0 %
Fire prevention & education programs provided by City	53	4.3 %
How quickly fire personnel respond to emergencies	46	3.7 %
How quickly emergency medical personnel respond to emergencies	71	5.7 %
Overall competence of agency employees	71	5.7 %
Citizen's perception of officers' attitude & behavior	92	7.4 %
None chosen	207	16.6 %
Total	1246	100.0 %

SUM OF TOP 2 CHOICES**Q10. Which TWO of the public safety services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q10. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
City efforts to prevent crimes	642	51.5 %
Enforcement of local traffic laws	227	18.2 %
How quickly police respond to emergencies	189	15.2 %
Patrolling in your City	438	35.2 %
Police Social Media Outreach	93	7.5 %
Fire prevention & education programs provided by City	77	6.2 %
How quickly fire personnel respond to emergencies	59	4.7 %
How quickly emergency medical personnel respond to emergencies	114	9.1 %
Overall competence of agency employees	103	8.3 %
Citizen's perception of officers' attitude & behavior	180	14.4 %
None chosen	163	13.1 %
Total	2285	

Q11. Parks and Recreation. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance & appearance of City parks	32.7%	47.3%	9.7%	4.2%	1.0%	5.2%
Q11-2. Coral Springs aquatic/pool facilities	21.3%	27.0%	13.1%	1.2%	0.7%	36.6%
Q11-3. Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	28.6%	38.5%	10.7%	2.2%	0.7%	19.3%
Q11-4. Availability of information about recreation programs	19.3%	31.4%	22.7%	6.3%	1.2%	19.1%
Q11-5. Quality of recreation programs for youth	20.7%	27.3%	15.7%	2.2%	0.6%	33.5%
Q11-6. Quantity of recreation programs for youth	20.4%	25.6%	16.6%	2.6%	0.9%	33.9%
Q11-7. Quality of recreation programs for adults	13.7%	19.7%	20.9%	5.9%	1.2%	38.6%
Q11-8. Quantity of recreation programs for adults	12.9%	18.6%	20.5%	5.9%	2.2%	39.8%
Q11-9. Quality of recreation programs for seniors	11.6%	15.4%	19.7%	4.7%	1.7%	46.8%
Q11-10. Quantity of recreation programs for seniors	11.2%	14.1%	20.9%	5.1%	2.2%	46.5%
Q11-11. City tennis facilities	13.2%	21.1%	16.0%	2.4%	0.6%	46.6%
Q11-12. City summer camp program	12.5%	16.6%	17.9%	1.8%	1.0%	50.2%
Q11-13. City senior center	9.6%	12.5%	18.1%	4.3%	1.1%	54.3%
Q11-14. Coral Springs Gymnasium	14.0%	23.4%	17.7%	1.7%	1.4%	41.8%
Q11-15. Customer service provided by parks & recreation staff	17.0%	27.7%	17.3%	2.2%	1.1%	34.8%

WITHOUT DON'T KNOW

Q11. Parks and Recreation. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance & appearance of City parks	34.5%	49.9%	10.2%	4.4%	1.0%
Q11-2. Coral Springs aquatic/pool facilities	33.7%	42.7%	20.6%	1.9%	1.1%
Q11-3. Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	35.4%	47.7%	13.2%	2.8%	0.9%
Q11-4. Availability of information about recreation programs	23.8%	38.8%	28.1%	7.8%	1.5%
Q11-5. Quality of recreation programs for youth	31.1%	41.0%	23.5%	3.4%	1.0%
Q11-6. Quantity of recreation programs for youth	30.9%	38.8%	25.2%	3.9%	1.3%
Q11-7. Quality of recreation programs for adults	22.4%	32.2%	34.0%	9.5%	2.0%
Q11-8. Quantity of recreation programs for adults	21.5%	30.9%	34.1%	9.7%	3.7%
Q11-9. Quality of recreation programs for seniors	21.9%	29.0%	37.1%	8.9%	3.2%
Q11-10. Quantity of recreation programs for seniors	20.9%	26.4%	39.0%	9.5%	4.2%
Q11-11. City tennis facilities	24.8%	39.5%	29.9%	4.5%	1.2%
Q11-12. City summer camp program	25.2%	33.4%	36.0%	3.5%	1.9%
Q11-13. City senior center	20.9%	27.4%	39.7%	9.5%	2.5%
Q11-14. Coral Springs Gymnasium	24.1%	40.1%	30.5%	2.9%	2.3%
Q11-15. Customer service provided by parks & recreation staff	26.1%	42.4%	26.4%	3.3%	1.7%

Q12. Which FOUR of the parks and recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. Top choice	Number	Percent
Maintenance & appearance of City parks	373	29.9 %
Coral Springs aquatic/pool facilities	30	2.4 %
Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	51	4.1 %
Availability of information about recreation programs	89	7.1 %
Quality of recreation programs for youth	79	6.3 %
Quantity of recreation programs for youth	43	3.5 %
Quality of recreation programs for adults	39	3.1 %
Quantity of recreation programs for adults	43	3.5 %
Quality of recreation programs for seniors	55	4.4 %
Quantity of recreation programs for seniors	32	2.6 %
City tennis facilities	12	1.0 %
City summer camp program	26	2.1 %
City senior center	49	3.9 %
Coral Springs Gymnasium	14	1.1 %
Customer service provided by parks & recreation staff	29	2.3 %
None chosen	282	22.6 %
Total	1246	100.0 %

Q12. Which FOUR of the parks and recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 2nd choice	Number	Percent
Maintenance & appearance of City parks	87	7.0 %
Coral Springs aquatic/pool facilities	62	5.0 %
Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	112	9.0 %
Availability of information about recreation programs	92	7.4 %
Quality of recreation programs for youth	88	7.1 %
Quantity of recreation programs for youth	60	4.8 %
Quality of recreation programs for adults	54	4.3 %
Quantity of recreation programs for adults	64	5.1 %
Quality of recreation programs for seniors	75	6.0 %
Quantity of recreation programs for seniors	68	5.5 %
City tennis facilities	12	1.0 %
City summer camp program	31	2.5 %
City senior center	39	3.1 %
Coral Springs Gymnasium	21	1.7 %
Customer service provided by parks & recreation staff	41	3.3 %
None chosen	340	27.3 %
Total	1246	100.0 %

Q12. Which FOUR of the parks and recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 3rd choice	Number	Percent
Maintenance & appearance of City parks	53	4.3 %
Coral Springs aquatic/pool facilities	41	3.3 %
Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	74	5.9 %
Availability of information about recreation programs	80	6.4 %
Quality of recreation programs for youth	76	6.1 %
Quantity of recreation programs for youth	71	5.7 %
Quality of recreation programs for adults	59	4.7 %
Quantity of recreation programs for adults	48	3.9 %
Quality of recreation programs for seniors	70	5.6 %
Quantity of recreation programs for seniors	59	4.7 %
City tennis facilities	20	1.6 %
City summer camp program	45	3.6 %
City senior center	73	5.9 %
Coral Springs Gymnasium	33	2.6 %
Customer service provided by parks & recreation staff	44	3.5 %
None chosen	400	32.1 %
Total	1246	100.0 %

Q12. Which FOUR of the parks and recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 4th choice	Number	Percent
Maintenance & appearance of City parks	69	5.5 %
Coral Springs aquatic/pool facilities	32	2.6 %
Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	51	4.1 %
Availability of information about recreation programs	70	5.6 %
Quality of recreation programs for youth	45	3.6 %
Quantity of recreation programs for youth	44	3.5 %
Quality of recreation programs for adults	58	4.7 %
Quantity of recreation programs for adults	51	4.1 %
Quality of recreation programs for seniors	47	3.8 %
Quantity of recreation programs for seniors	54	4.3 %
City tennis facilities	15	1.2 %
City summer camp program	52	4.2 %
City senior center	52	4.2 %
Coral Springs Gymnasium	48	3.9 %
Customer service provided by parks & recreation staff	69	5.5 %
None chosen	489	39.2 %
Total	1246	100.0 %

SUM OF TOP 4 CHOICES

Q12. Which FOUR of the parks and recreation items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)

Q12. Sum of Top 4 Choices	Number	Percent
Maintenance & appearance of City parks	582	46.7 %
Coral Springs aquatic/pool facilities	165	13.2 %
Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	288	23.1 %
Availability of information about recreation programs	331	26.6 %
Quality of recreation programs for youth	288	23.1 %
Quantity of recreation programs for youth	218	17.5 %
Quality of recreation programs for adults	210	16.9 %
Quantity of recreation programs for adults	206	16.5 %
Quality of recreation programs for seniors	247	19.8 %
Quantity of recreation programs for seniors	213	17.1 %
City tennis facilities	59	4.7 %
City summer camp program	154	12.4 %
City senior center	213	17.1 %
Coral Springs Gymnasium	116	9.3 %
Customer service provided by parks & recreation staff	183	14.7 %
None chosen	282	22.6 %
Total	3755	

Q13. Have you used any of the following parks and recreation programs or facilities in the City of Coral Springs during the past year? If yes, please indicate below.

Q13. Have you used any City parks & recreation programs or facilities during past year	Number	Percent
Coral Springs aquatic/pool facilities	228	18.3 %
City sponsored cultural/arts events	432	34.7 %
City tennis facilities	110	8.8 %
City summer camp program	69	5.5 %
City senior center	112	9.0 %
Coral Springs Gymnasium	188	15.1 %
City parks	763	61.2 %
Other	49	3.9 %
Total	1951	

Q13-8. Other

<u>Q13-8. Other</u>	<u>Number</u>	<u>Percent</u>
Aeillo Field	1	2.0 %
Art Center	1	2.0 %
Athletic facilities, Cypress Park and Betty Stradling Park	1	2.0 %
Baseball and dog park	1	2.0 %
CS Museum and Theater	1	2.0 %
Coral Springs Center for the Arts	1	2.0 %
Coral Springs Youth Soccer	1	2.0 %
DOG PARK DR PAWS	1	2.0 %
DOG PARK SHOULD BE NICE	1	2.0 %
DR POOL'S DOG PARK	1	2.0 %
Dog park	6	12.2 %
Dog park in my neighborhood	1	2.0 %
EVENTS AT THE NEW CITY HALL	1	2.0 %
Farmers Market	1	2.0 %
ICE RINK	1	2.0 %
JULY 4TH AT MULLINS	1	2.0 %
Just between friends children's consignment sale	1	2.0 %
LOCAL PLAYGROUND	1	2.0 %
Library, cultural centers	1	2.0 %
Museum	1	2.0 %
Museum of art	1	2.0 %
NORTH SPRINGS BASEBALL FIELDS	1	2.0 %
OUTDOOR ATHLETIC FACILITIES	1	2.0 %
PARKS	1	2.0 %
PLAYGROUNDS	1	2.0 %
Performing Arts Center	2	4.1 %
Pickleball courts	1	2.0 %
Playgrounds at various parks	1	2.0 %
ROCK ISLAND	1	2.0 %
SOCCER FIELDS	1	2.0 %
Soccer, baseball fields	1	2.0 %
Specialized playground parks	1	2.0 %
Sports programs for adults such as sports, music, art classes	1	2.0 %
Sportsplex	1	2.0 %
Sportsplex parking for a 5K	1	2.0 %
THE FOOD TRUCKS WERE AWESOME	1	2.0 %
Trails/pathways, Coral Hills Dr-NW 29th St trees overgrown	1	2.0 %
The library	1	2.0 %
Theater	1	2.0 %
Trails	1	2.0 %
Use of the meeting room at Cypress Park	1	2.0 %
WALK	1	2.0 %
Walk in neighborhood parks	1	2.0 %
Total	49	100.0 %

Q14. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Quality of Downtown events	19.0%	35.9%	19.6%	4.2%	1.5%	19.8%
Q14-2. Quantity of Downtown events	14.3%	31.1%	24.1%	7.9%	1.8%	20.9%

WITHOUT DON'T KNOW

Q14. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Quality of Downtown events	23.7%	44.7%	24.4%	5.2%	1.9%
Q14-2. Quantity of Downtown events	18.1%	39.2%	30.4%	10.0%	2.2%

Q15. Communication. Which of the following do you use to get information about the City of Coral Springs?

Q15. What following do you use to get City information	Number	Percent
City TV (Advanced Cable 25/ATT 99)	131	10.5 %
City Commission meetings on cable channel (TV 25/99)	54	4.3 %
City website (CoralSprings.org)	596	47.8 %
Social media-General City (Facebook, Twitter, etc.)	459	36.8 %
Social media-Fire	63	5.1 %
Social media-Police	184	14.8 %
Coral Springs Forum Newspaper	609	48.9 %
The Sun-Sentinel Newspaper	322	25.8 %
"Slice of Springs" neighborhood meetings	103	8.3 %
Other	113	9.1 %
Total	2634	

Q15-10. Other

Q15-10. Other	Number	Percent
Billboards/signs	1	0.9 %
Brochures	1	0.9 %
CHANNEL 7 NEWS	1	0.9 %
Church	1	0.9 %
City Hall	1	0.9 %
City of Coral Springs magazine	1	0.9 %
City signs	1	0.9 %
Coral Springs Talk	13	11.5 %
Coral Springs magazine	9	8.0 %
DAN DALY ON FACEBOOK	1	0.9 %
DRIVING THROUGH	1	0.9 %
Dan Daley Facebook page and Coral Springs Talk	1	0.9 %
Email	2	1.8 %
Emergency alert system	1	0.9 %
FLYERS	1	0.9 %
FLYERS WITH CALENDAR OF EVENTS	1	0.9 %
Facebook	1	0.9 %
Family members	2	1.8 %
Friends	3	2.7 %
Google	1	0.9 %
I didn't know we had a TV channel	1	0.9 %
Internet	1	0.9 %
LOCAL NEWS	2	1.8 %
MAGAZINE LIFESTYLE	1	0.9 %
MAGAZINES PARKLANDER	1	0.9 %
MAILED BROCHEURES	1	0.9 %
Mail	13	11.5 %
Meetings	1	0.9 %
NEIGHBORHOOD SHADOWWOOD SOCIAL MEDIA	1	0.9 %
NEIGHBORHOOD WEB	1	0.9 %
Neighborhood HOA and other social media	1	0.9 %
Neighbors	8	7.1 %
News or mail	1	0.9 %
Newspaper and news stations	1	0.9 %
Nextdoor	9	8.0 %
Nextdoor Butler Farms	2	1.8 %
Posters, billboards, digital traffic boards	1	0.9 %
Public displayed banners at parks & along roadways	1	0.9 %
RECOMMUNICATION	1	0.9 %
Radio	1	0.9 %
SIGNS AT THE STREET AND CORAL SPRINGS MAGAZINE	1	0.9 %
Signage around City	1	0.9 %
Signs	2	1.8 %
Signs around town	1	0.9 %

Q15-10. Other

<u>Q15-10. Other</u>	<u>Number</u>	<u>Percent</u>
Social media	1	0.9 %
TALK OF TOWN NEWSLETTER	1	0.9 %
TEXT ALERTS	1	0.9 %
THE SIGNS YOU PUT UP ARE NOT VERY GOOD	1	0.9 %
Under the Sun	5	4.4 %
Various websites	1	0.9 %
W.O.W	1	0.9 %
Word of mouth	4	3.5 %
Total	113	100.0 %

Q16. Would you be interested in participating in a Virtual Slice of the Springs town hall meeting?

<u>Q16. Would you be interested in participating in a Virtual Slice of the Springs town hall meeting</u>	<u>Number</u>	<u>Percent</u>
Yes	394	31.6 %
No	712	57.1 %
Not provided	140	11.2 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

**Q16. Would you be interested in participating in a Virtual Slice of the Springs town hall meeting?
(without "not provided")**

<u>Q16. Would you be interested in participating in a Virtual Slice of the Springs town hall meeting</u>	<u>Number</u>	<u>Percent</u>
Yes	394	35.6 %
No	712	64.4 %
Total	1106	100.0 %

Q17. Do you read Coral Springs' magazine, "Under the Sun," which is mailed to all residents quarterly?

Q17. How frequently do you read Coral Springs' magazine & "Under the Sun"	Number	Percent
All the time	542	43.5 %
Sometimes	439	35.2 %
Seldom	103	8.3 %
Never	110	8.8 %
Don't know	52	4.2 %
Total	1246	100.0 %

WITHOUT DON'T KNOW

Q17. Do you read Coral Springs' magazine, "Under the Sun," which is mailed to all residents quarterly? (without "don't know")

Q17. How frequently do you read Coral Springs' magazine & "Under the Sun"	Number	Percent
All the time	542	45.4 %
Sometimes	439	36.8 %
Seldom	103	8.6 %
Never	110	9.2 %
Total	1194	100.0 %

Q18. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Availability of information about City services	18.9%	39.6%	24.2%	6.7%	2.0%	8.5%
Q18-2. City efforts to keep you informed about local issues	17.7%	36.5%	25.1%	9.3%	2.5%	8.8%
Q18-3. Coral Springs' News Magazine, "Under the Sun"	23.9%	40.6%	19.0%	2.0%	1.0%	13.4%
Q18-4. City TV Channel 25 on Advanced Cable or 99 on ATT U-Verse in general	5.4%	11.2%	19.8%	3.0%	1.2%	59.5%
Q18-5. City's social media outreach	10.3%	20.9%	23.4%	3.4%	1.7%	40.4%
Q18-6. City Commission meetings on City TV Channel 25/99	5.2%	9.7%	21.4%	2.8%	1.2%	59.6%
Q18-7. City's website, CoralSprings.org	17.3%	35.2%	21.3%	2.1%	1.1%	23.0%

WITHOUT DON'T KNOW

Q18. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Availability of information about City services	20.7%	43.3%	26.4%	7.4%	2.2%
Q18-2. City efforts to keep you informed about local issues	19.5%	40.1%	27.6%	10.2%	2.7%
Q18-3. Coral Springs' News Magazine, "Under the Sun"	27.6%	46.9%	22.0%	2.3%	1.2%
Q18-4. City TV Channel 25 on Advanced Cable or 99 on ATT U-Verse in general	13.3%	27.5%	48.9%	7.3%	3.0%
Q18-5. City's social media outreach	17.2%	35.0%	39.3%	5.7%	2.8%
Q18-6. City Commission meetings on City TV Channel 25/99	12.9%	24.1%	53.1%	7.0%	3.0%
Q18-7. City's website, CoralSprings.org	22.4%	45.7%	27.7%	2.7%	1.5%

Q19. Code Compliance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Enforcement of exterior maintenance of residential property	18.1%	37.3%	19.7%	12.8%	7.1%	4.9%
Q19-2. Enforcement of exterior maintenance of commercial property	16.2%	37.6%	21.5%	9.9%	5.0%	9.9%
Q19-3. Overall aesthetics of City	21.0%	44.9%	19.1%	8.3%	3.1%	3.5%
Q19-4. Appearance of landscaping in your neighborhood	23.8%	39.9%	18.3%	10.2%	4.7%	3.1%

WITHOUT DON'T KNOW

Q19. Code Compliance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Enforcement of exterior maintenance of residential property	19.1%	39.2%	20.8%	13.5%	7.4%
Q19-2. Enforcement of exterior maintenance of commercial property	18.0%	41.7%	23.9%	11.0%	5.5%
Q19-3. Overall aesthetics of City	21.8%	46.6%	19.8%	8.6%	3.2%
Q19-4. Appearance of landscaping in your neighborhood	24.6%	41.2%	18.9%	10.5%	4.8%

Q20. Public Works and Utilities. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Condition of major streets	20.3%	53.0%	14.0%	8.5%	2.0%	2.2%
Q20-2. Condition of streets in your neighborhood (Non-gated communities)	20.2%	44.9%	13.7%	10.4%	4.0%	6.7%
Q20-3. Appearance of medians	22.6%	48.4%	17.2%	6.5%	1.8%	3.5%
Q20-4. Adequacy of street lighting on major streets	22.0%	46.1%	14.2%	11.5%	3.6%	2.6%
Q20-5. Litter removal from major streets	23.7%	48.6%	14.9%	7.5%	2.2%	3.2%
Q20-6. Residential trash collection services	31.7%	43.1%	11.2%	7.3%	3.9%	2.9%
Q20-7. Curbside recycling services	31.8%	43.6%	10.6%	6.1%	3.6%	4.3%
Q20-8. Bulk trash pick-up	34.4%	40.2%	11.4%	5.3%	2.9%	5.8%
Q20-9. Yard waste collection services	30.6%	37.7%	14.4%	4.8%	2.5%	10.0%
Q20-10. City Waste Transfer Station	21.3%	31.2%	15.6%	2.4%	1.1%	28.3%
Q20-11. Hazardous waste drop-off	18.5%	30.5%	17.7%	4.1%	1.5%	27.7%
Q20-12. Street maintenance in your neighborhood	21.7%	42.1%	17.4%	9.4%	3.9%	5.5%
Q20-13. Drainage maintenance in your neighborhood	18.5%	37.7%	18.6%	12.3%	7.4%	5.5%
Q20-14. Effectiveness of the drainage system in your neighborhood	16.9%	36.2%	20.5%	13.9%	7.2%	5.2%
Q20-15. Sidewalk maintenance in your neighborhood	15.4%	28.8%	20.9%	9.6%	4.7%	20.6%
Q20-16. Bike lane availability on major streets	14.4%	27.5%	25.9%	11.4%	5.4%	15.4%
Q20-17. Provision of water services	21.4%	42.3%	19.3%	3.9%	1.7%	11.4%
Q20-18. Response time for water services complaints	14.7%	27.7%	16.6%	3.3%	1.4%	36.4%
Q20-19. Provision of sewer services	17.7%	35.4%	18.5%	2.8%	1.4%	24.2%
Q20-20. Response time for sewer services complaints	12.1%	23.4%	17.0%	2.5%	1.1%	43.8%
Q20-21. Walking & biking paths in City	16.1%	35.4%	22.3%	11.0%	4.2%	11.0%

WITHOUT DON'T KNOW

Q20. Public Works and Utilities. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Condition of major streets	20.8%	54.2%	14.3%	8.7%	2.1%
Q20-2. Condition of streets in your neighborhood (Non-gated communities)	21.7%	48.2%	14.7%	11.1%	4.3%
Q20-3. Appearance of medians	23.4%	50.2%	17.8%	6.7%	1.9%
Q20-4. Adequacy of street lighting on major streets	22.6%	47.4%	14.6%	11.8%	3.7%
Q20-5. Litter removal from major streets	24.5%	50.2%	15.4%	7.7%	2.2%
Q20-6. Residential trash collection services	32.6%	44.4%	11.5%	7.5%	4.0%
Q20-7. Curbside recycling services	33.2%	45.6%	11.1%	6.4%	3.8%
Q20-8. Bulk trash pick-up	36.5%	42.7%	12.1%	5.6%	3.1%
Q20-9. Yard waste collection services	34.0%	41.9%	16.0%	5.3%	2.8%
Q20-10. City Waste Transfer Station	29.8%	43.6%	21.7%	3.4%	1.6%
Q20-11. Hazardous waste drop-off	25.5%	42.2%	24.5%	5.7%	2.1%
Q20-12. Street maintenance in your neighborhood	22.9%	44.5%	18.4%	9.9%	4.2%
Q20-13. Drainage maintenance in your neighborhood	19.5%	39.9%	19.7%	13.0%	7.8%
Q20-14. Effectiveness of the drainage system in your neighborhood	17.9%	38.2%	21.7%	14.6%	7.6%
Q20-15. Sidewalk maintenance in your neighborhood	19.4%	36.3%	26.4%	12.0%	5.9%
Q20-16. Bike lane availability on major streets	17.0%	32.5%	30.6%	13.5%	6.4%
Q20-17. Provision of water services	24.2%	47.7%	21.7%	4.4%	1.9%
Q20-18. Response time for water services complaints	23.1%	43.5%	26.1%	5.2%	2.1%
Q20-19. Provision of sewer services	23.4%	46.7%	24.4%	3.7%	1.8%
Q20-20. Response time for sewer services complaints	21.6%	41.7%	30.3%	4.4%	2.0%
Q20-21. Walking & biking paths in City	18.1%	39.8%	25.1%	12.4%	4.7%

Q21. Which THREE of the infrastructure/maintenance items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q21. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets	232	18.6 %
Condition of streets in your neighborhood (Non-gated communities)	114	9.1 %
Appearance of medians	33	2.6 %
Adequacy of street lighting on major streets	125	10.0 %
Litter removal from major streets	39	3.1 %
Residential trash collection services	51	4.1 %
Curbside recycling services	19	1.5 %
Bulk trash pick-up	18	1.4 %
Yard waste collection services	8	0.6 %
City Waste Transfer Station	7	0.6 %
Hazardous waste drop-off	18	1.4 %
Street maintenance in your neighborhood	39	3.1 %
Drainage maintenance in your neighborhood	97	7.8 %
Effectiveness of the drainage system in your neighborhood	53	4.3 %
Sidewalk maintenance in your neighborhood	39	3.1 %
Bike lane availability on major streets	42	3.4 %
Provision of water services	26	2.1 %
Response time for water services complaints	2	0.2 %
Provision of sewer services	4	0.3 %
Response time for sewer services complaints	5	0.4 %
Walking & biking paths in City	48	3.9 %
None chosen	227	18.2 %
Total	1246	100.0 %

Q21. Which THREE of the infrastructure/maintenance items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q21. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets	72	5.8 %
Condition of streets in your neighborhood (Non-gated communities)	107	8.6 %
Appearance of medians	53	4.3 %
Adequacy of street lighting on major streets	118	9.5 %
Litter removal from major streets	48	3.9 %
Residential trash collection services	33	2.6 %
Curbside recycling services	31	2.5 %
Bulk trash pick-up	33	2.6 %
Yard waste collection services	17	1.4 %
City Waste Transfer Station	5	0.4 %
Hazardous waste drop-off	20	1.6 %
Street maintenance in your neighborhood	75	6.0 %
Drainage maintenance in your neighborhood	82	6.6 %
Effectiveness of the drainage system in your neighborhood	81	6.5 %
Sidewalk maintenance in your neighborhood	45	3.6 %
Bike lane availability on major streets	38	3.0 %
Provision of water services	17	1.4 %
Response time for water services complaints	12	1.0 %
Provision of sewer services	16	1.3 %
Response time for sewer services complaints	3	0.2 %
Walking & biking paths in City	52	4.2 %
None chosen	288	23.1 %
Total	1246	100.0 %

Q21. Which THREE of the infrastructure/maintenance items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q21. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets	65	5.2 %
Condition of streets in your neighborhood (Non-gated communities)	54	4.3 %
Appearance of medians	70	5.6 %
Adequacy of street lighting on major streets	73	5.9 %
Litter removal from major streets	44	3.5 %
Residential trash collection services	39	3.1 %
Curbside recycling services	17	1.4 %
Bulk trash pick-up	31	2.5 %
Yard waste collection services	29	2.3 %
City Waste Transfer Station	12	1.0 %
Hazardous waste drop-off	23	1.8 %
Street maintenance in your neighborhood	56	4.5 %
Drainage maintenance in your neighborhood	61	4.9 %
Effectiveness of the drainage system in your neighborhood	64	5.1 %
Sidewalk maintenance in your neighborhood	44	3.5 %
Bike lane availability on major streets	50	4.0 %
Provision of water services	22	1.8 %
Response time for water services complaints	10	0.8 %
Provision of sewer services	13	1.0 %
Response time for sewer services complaints	11	0.9 %
Walking & biking paths in City	83	6.7 %
None chosen	375	30.1 %
Total	1246	100.0 %

SUM OF TOP 3 CHOICES

Q21. Which THREE of the infrastructure/maintenance items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q21. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets	369	29.6 %
Condition of streets in your neighborhood (Non-gated communities)	275	22.1 %
Appearance of medians	156	12.5 %
Adequacy of street lighting on major streets	316	25.4 %
Litter removal from major streets	131	10.5 %
Residential trash collection services	123	9.9 %
Curbside recycling services	67	5.4 %
Bulk trash pick-up	82	6.6 %
Yard waste collection services	54	4.3 %
City Waste Transfer Station	24	1.9 %
Hazardous waste drop-off	61	4.9 %
Street maintenance in your neighborhood	170	13.6 %
Drainage maintenance in your neighborhood	240	19.3 %
Effectiveness of the drainage system in your neighborhood	198	15.9 %
Sidewalk maintenance in your neighborhood	128	10.3 %
Bike lane availability on major streets	130	10.4 %
Provision of water services	65	5.2 %
Response time for water services complaints	24	1.9 %
Provision of sewer services	33	2.6 %
Response time for sewer services complaints	19	1.5 %
Walking & biking paths in City	183	14.7 %
None chosen	227	18.2 %
Total	3075	

Q22. Have you heard of the City's "Recycle Right" campaign?

Q22. Have you heard of City's "Recycle Right" campaign	Number	Percent
Yes	437	35.1 %
No	749	60.1 %
Not provided	60	4.8 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q22. Have you heard of the City's "Recycle Right" campaign? (without "not provided")

Q22. Have you heard of City's "Recycle Right" campaign	Number	Percent
Yes	437	36.8 %
No	749	63.2 %
Total	1186	100.0 %

Q23. City Taxes. Currently the City of Coral Springs receives approximately 25% of your ad valorem property tax payment. Which statement best describes how you feel about the taxes you pay to the City of Coral Springs?

Q23. How do you feel about taxes you pay to City of Coral Springs	Number	Percent
Taxes are too high for quality of City services that I am receiving	480	38.5 %
Taxes are high, but City is providing more services at a higher quality than I expect	213	17.1 %
Taxes are just right for amount & quality of City services that I am receiving	383	30.7 %
Taxes are too low for amount & quality of City services that I am receiving	7	0.6 %
Rent/don't pay taxes	79	6.3 %
Don't know	84	6.7 %
Total	1246	100.0 %

WITHOUT DON'T KNOW

Q23. City Taxes. Currently the City of Coral Springs receives approximately 25% of your ad valorem property tax payment. Which statement best describes how you feel about the taxes you pay to the City of Coral Springs? (without "don't know")

Q23. How do you feel about taxes you pay to City of Coral Springs	Number	Percent
Taxes are too high for quality of City services that I am receiving	480	41.3 %
Taxes are high, but City is providing more services at a higher quality than I expect	213	18.3 %
Taxes are just right for amount & quality of City services that I am receiving	383	33.0 %
Taxes are too low for amount & quality of City services that I am receiving	7	0.6 %
Rent/don't pay taxes	79	6.8 %
Total	1162	100.0 %

Q24. Please indicate whether you or other members of your household have used any of the following City services and facilities within the past year.

(N=1246)

	Yes	No
Q24-1. Fire Services	7.7%	92.3%
Q24-2. Police Services	31.1%	68.9%
Q24-3. Emergency Medical Services	18.7%	81.3%
Q24-4. City Clerk's Records Request	10.1%	89.9%
Q24-5. City Hall in the Mall	32.0%	68.0%
Q24-6. City Hall Reception/Information Desk	20.7%	79.3%
Q24-7. Community bus service	5.1%	94.9%
Q24-8. Coral Springs Center for the Performing Arts	40.3%	59.7%
Q24-9. Police Department Records Request	7.1%	92.9%
Q24-10. Senior bus service	1.9%	98.1%
Q24-11. MyCoralSprings on the website (CoralSprings.org)	45.2%	54.8%
Q24-12. MyCoralSprings App on a Smart Phone	9.3%	90.7%
Q24-13. One-Stop shop (building permits, code compliance, water billing, business tax office)	23.8%	76.2%

Q24. If "yes," please rate your satisfaction using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1045)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q24-1. Fire Services	65.9%	23.9%	4.5%	0.0%	2.3%	3.4%
Q24-2. Police Services	52.1%	32.8%	5.6%	6.4%	3.1%	0.0%
Q24-3. Emergency Medical Services	66.4%	26.6%	4.7%	1.4%	0.9%	0.0%
Q24-4. City Clerk's Records Request	37.4%	33.9%	15.7%	6.1%	3.5%	3.5%
Q24-5. City Hall in the Mall	50.1%	37.2%	7.7%	3.9%	1.1%	0.0%
Q24-6. City Hall Reception/Information Desk	44.4%	35.5%	15.0%	2.1%	1.7%	1.3%
Q24-7. Community bus service	29.8%	40.4%	12.3%	5.3%	7.0%	5.3%
Q24-8. Coral Springs Center for the Performing Arts	55.6%	36.2%	5.4%	1.1%	1.1%	0.7%
Q24-9. Police Department Records Request	53.2%	22.1%	13.0%	7.8%	2.6%	1.3%
Q24-10. Senior bus service	27.3%	31.8%	22.7%	4.5%	9.1%	4.5%
Q24-11. MyCoralSprings on the website (CoralSprings.org)	35.9%	47.8%	11.3%	2.3%	1.6%	1.2%
Q24-12. MyCoralSprings App on a Smart Phone	32.4%	37.1%	15.2%	7.6%	2.9%	4.8%
Q24-13. One-Stop shop (building permits, code compliance, water billing, business tax office)	33.7%	38.4%	13.0%	8.7%	5.4%	0.7%

WITHOUT DON'T KNOW

Q24. If "yes," please rate your satisfaction using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=1045)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Fire Services	68.2%	24.7%	4.7%	0.0%	2.4%
Q24-2. Police Services	52.1%	32.8%	5.6%	6.4%	3.1%
Q24-3. Emergency Medical Services	66.4%	26.6%	4.7%	1.4%	0.9%
Q24-4. City Clerk's Records Request	38.7%	35.1%	16.2%	6.3%	3.6%
Q24-5. City Hall in the Mall	50.1%	37.2%	7.7%	3.9%	1.1%
Q24-6. City Hall Reception/Information Desk	45.0%	35.9%	15.2%	2.2%	1.7%
Q24-7. Community bus service	31.5%	42.6%	13.0%	5.6%	7.4%
Q24-8. Coral Springs Center for the Performing Arts	55.9%	36.4%	5.5%	1.1%	1.1%
Q24-9. Police Department Records Request	53.9%	22.4%	13.2%	7.9%	2.6%
Q24-10. Senior bus service	28.6%	33.3%	23.8%	4.8%	9.5%
Q24-11. MyCoralSprings on the website (CoralSprings.org)	36.3%	48.3%	11.4%	2.4%	1.6%
Q24-12. MyCoralSprings App on a Smart Phone	34.0%	39.0%	16.0%	8.0%	3.0%
Q24-13. One-Stop shop (building permits, code compliance, water billing, business tax office)	33.9%	38.7%	13.1%	8.8%	5.5%

Q25. Please rank the following items using a scale of 1 to 4, where 1 means the item needs to receive the MOST emphasis and 4 the LEAST emphasis from the City's Code Compliance Office.

(N=1246)

	Most emphasis	2	3	Least emphasis
Q25-1. Roofs in your neighborhood	30.9%	29.3%	16.9%	22.8%
Q25-2. Landscaping in your neighborhood	34.2%	30.1%	20.9%	14.8%
Q25-3. Commercial vehicles parked in your neighborhood	26.2%	17.8%	35.6%	20.5%
Q25-4. Recreational vehicles parked in your neighborhood	11.2%	20.0%	23.5%	45.3%

Q26. Please indicate why you originally made the decision to live in or why you continue to live in Coral Springs.

Q26. Why did you originally make the decision to live in or why do you continue to live in Coral Springs

	Number	Percent
Location (proximity to work/highways)	626	50.2 %
Weather	295	23.7 %
Housing (nice homes/affordable)	643	51.6 %
Recreational opportunities	281	22.6 %
Quality education system	626	50.2 %
Nice neighborhoods	799	64.1 %
Community (city character/feeling)	428	34.3 %
Birthplace (lived here all life)	53	4.3 %
Diversity	158	12.7 %
A "planned community"	181	14.5 %
Reasonable tax rate	168	13.5 %
Quality customer/citizen service	141	11.3 %
Other	124	10.0 %
Don't know	21	1.7 %
Total	4544	

Q26-13. Other

<u>Q26-13. Other</u>	<u>Number</u>	<u>Percent</u>
1984 LARGE CHILD POPULATION	1	0.8 %
A FRIEND LIVED HERE	1	0.8 %
A LOT OF PARKS CLOSE BY	1	0.8 %
All at very close walk/driving distance	1	0.8 %
Availability of restaurants, quantity and diversity	1	0.8 %
Away from city of FTL	1	0.8 %
BUSINESS IS HERE	1	0.8 %
BUSINESS OWNER	1	0.8 %
Been here since middle school	1	0.8 %
Built in circle to easily access various districts	1	0.8 %
CITY WAS EXCLUSIVE	1	0.8 %
CUSTODY AGREEMENT	1	0.8 %
Close to family	3	2.4 %
Close to other family members	1	0.8 %
Close to our business	1	0.8 %
Close to son in laws mom	1	0.8 %
Close to work	2	1.6 %
Comfort	1	0.8 %
Employment	1	0.8 %
FAMILY LIVES HERE SO WE NEED TO LIVE NEARBY	1	0.8 %
FIRE AND POLICE SERVICES	1	0.8 %
FRIENDS IN THE AREA	1	0.8 %
Family	5	4.0 %
Family lives here	2	1.6 %
Feel safe	1	0.8 %
Friendly	1	0.8 %
GOOD COMMUNITY TO RETIRE	1	0.8 %
GOOD SCHOOLS WHEN I MOVED IN 1979	1	0.8 %
Good schools	1	0.8 %
Grew up here	1	0.8 %
Have children in school and do not want to move them	1	0.8 %
I got here decades ago	1	0.8 %
IT WAS A GREAT PLACE TO RAISE KIDS AT THE TIME	1	0.8 %
Investments and living here	1	0.8 %
JOB RELOCATION	1	0.8 %
JUST LOVE MY CORAL SPRINGS	1	0.8 %
Jewish neighborhood near Synagogue	1	0.8 %
Jobs	1	0.8 %
Kids, schools	1	0.8 %
LIVE CLOSE TO PARENTS	1	0.8 %
LIVED HERE 22 YEARS	1	0.8 %
LOCATED TO AREA FROM CANADA	1	0.8 %
Less populated than East Broward	1	0.8 %
Lived in Coral Springs since 1999	1	0.8 %
Looking to move elsewhere	1	0.8 %
MANY PARKS, NATURE AREA	1	0.8 %

Q26-13. Other

<u>Q26-13. Other</u>	<u>Number</u>	<u>Percent</u>
MARRIAGE	1	0.8 %
MOVED CLOSER TO IN-LAWS	1	0.8 %
MOVING SOON	1	0.8 %
MY FAMILY LIVES HERE	1	0.8 %
Married children and grandchildren living in CS	1	0.8 %
Moved here from the north in 1984	1	0.8 %
My Son/Grandson Live here	1	0.8 %
My husband chose our house before we moved here	1	0.8 %
My wife said that is where we are going to build our new home	1	0.8 %
Near my elderly parents	1	0.8 %
Needed a place with a larger yard	1	0.8 %
No HOA	2	1.6 %
Now ready to relocate if things don't change soon	1	0.8 %
PARENTS	1	0.8 %
POLICE DEPT HAS THEIR OWN 911 SYSTEM	1	0.8 %
Parents moved here, wife is from here	1	0.8 %
Quiet area	1	0.8 %
Quiet peaceful area	1	0.8 %
RAISED HERE	1	0.8 %
REASONABLE TRAFFIC AND NOT OVERCROWDED	1	0.8 %
Raise a family	1	0.8 %
Reminded of NY tree lined streets	1	0.8 %
SAFETY	1	0.8 %
SAME HOME FOR 31 YEARS	1	0.8 %
SON AND GRANDCHILDREN	1	0.8 %
SPORTS FOR THE KIDS	1	0.8 %
Safe place to live	1	0.8 %
School location and quality of school	1	0.8 %
School ranking	1	0.8 %
Schools	23	18.5 %
Secure, safe, good neighborhood	1	0.8 %
St Elizabeth Ann Seton Church	1	0.8 %
THE BEST SCHOOLS	1	0.8 %
THERE WAS A CODE	1	0.8 %
TRAFFIC	1	0.8 %
Those were original reasons no longer true	1	0.8 %
USED TO BE CRIME FREE	1	0.8 %
Upkept quiet community with lush landscaping	1	0.8 %
Visited a friend a few times thought it was a nice place to live	1	0.8 %
WAS QUITE AND NO TRAFFIC	1	0.8 %
WORK TRANSFER	1	0.8 %
We have family closeby	1	0.8 %
We purchased a property for investment	1	0.8 %
Wife already resided here	1	0.8 %
Work	2	1.6 %
Work in Coral Springs	1	0.8 %
Total	124	100.0 %

Q27. Have you heard of the City's "Make a Call, Make a Difference" campaign?

Q27. Have you heard of City's "Make a Call, Make a Difference" campaign	Number	Percent
Yes	526	42.2 %
No	655	52.6 %
Not provided	65	5.2 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q27. Have you heard of the City's "Make a Call, Make a Difference" campaign? (without "not provided")

Q27. Have you heard of City's "Make a Call, Make a Difference" campaign	Number	Percent
Yes	526	44.5 %
No	655	55.5 %
Total	1181	100.0 %

Q28. Education. How would you rate your satisfaction with the overall effectiveness of the City's efforts to address public school issues?

Q28. How would you rate your satisfaction with overall effectiveness of City's efforts to address public school issues

	Number	Percent
Very satisfied	180	14.4 %
Satisfied	318	25.5 %
Neutral	266	21.3 %
Dissatisfied	129	10.4 %
Very dissatisfied	62	5.0 %
Don't know	291	23.4 %
Total	1246	100.0 %

WITHOUT DON'T KNOW

Q28. Education. How would you rate your satisfaction with the overall effectiveness of the City's efforts to address public school issues? (without "don't know")

Q28. How would you rate your satisfaction with overall effectiveness of City's efforts to address public school issues

	Number	Percent
Very satisfied	180	18.8 %
Satisfied	318	33.3 %
Neutral	266	27.9 %
Dissatisfied	129	13.5 %
Very dissatisfied	62	6.5 %
Total	955	100.0 %

Q29. General Questions. Do you feel that you have a good understanding of the important issues facing the City of Coral Springs?

<u>Q29. Do you have a good understanding of important issues facing City of Coral Springs</u>	<u>Number</u>	<u>Percent</u>
Yes	537	43.1 %
No	366	29.4 %
Don't know	343	27.5 %
Total	1246	100.0 %

WITHOUT DON'T KNOW

Q29. General Questions. Do you feel that you have a good understanding of the important issues facing the City of Coral Springs? (without "don't know")

<u>Q29. Do you have a good understanding of important issues facing City of Coral Springs</u>	<u>Number</u>	<u>Percent</u>
Yes	537	59.5 %
No	366	40.5 %
Total	903	100.0 %

Q30. The City of Coral Springs is currently undergoing an Economic Development Strategic Planning process. What type of economic development would you like to see in the City?

<u>Q30. What type of economic development would you like to see in City</u>	<u>Number</u>	<u>Percent</u>
High-Value Jobs	725	58.2 %
Startup Business Incubator/Accelerator	359	28.8 %
Retail/Restaurant	406	32.6 %
Information Technology	412	33.1 %
Clean Manufacturing	313	25.1 %
Healthcare	481	38.6 %
Professional/Business Services	390	31.3 %
Financial Services	214	17.2 %
Other	49	3.9 %
Total	3349	

Q30-9. Other

<u>Q30-9. Other</u>	<u>Number</u>	<u>Percent</u>
AFFORDABLE HOUSING	2	4.1 %
AFFORDABLE RENTS	1	2.0 %
Adult night life	1	2.0 %
Adult nightlife w/music/jazz/oldies dancing under the stars	1	2.0 %
Apple store McIntosh	1	2.0 %
Attractions	1	2.0 %
BIGGER SENIOR CENTER	1	2.0 %
CASINO GAMBLING	1	2.0 %
CITY GOLF COURSE	1	2.0 %
CONSUMER PROTECTION	1	2.0 %
Coral Springs Hospital sucks like a Hoover Vaccum cleaner	1	2.0 %
City is hard to work with. Not company friendly	1	2.0 %
DON'T KNOW WHAT IS CURRENTLY AVAILABLE	1	2.0 %
ENTERTAINMENT	1	2.0 %
Encourage an artist business community	1	2.0 %
Encourage artists to reside and work here	1	2.0 %
Engineering	1	2.0 %
Fiber Optic Contractors need to be procured to bring the City up to speed	1	2.0 %
Fill the empty store fronts and office space	1	2.0 %
GREEN BUSINESS	1	2.0 %
HIGHER EDUCATION	1	2.0 %
Healthy and Vegan friendly Independent non-chain restaurants	1	2.0 %
Higher pay for teachers	1	2.0 %
Jobs for all salary types	1	2.0 %
Just using every inch of vacant space	1	2.0 %
Keep up the good work	1	2.0 %
LEAVE IT TO PROFESSIONALS NOT POLITICIANS	1	2.0 %
LOWER TAXES	2	4.1 %
Less apartment/rentals	1	2.0 %
Less government and lower taxes	1	2.0 %
MORE ENTERTAINMENT	1	2.0 %
MORE EVENTS FOR ADULTS 30-45	1	2.0 %
More parks close to me to walk to with kids area to play	1	2.0 %
NEED NEW MIDDLE AND ELEMENTARY SCHOOL	1	2.0 %
NEW HOUSING	1	2.0 %
PLAYGROUNDS AND PARK NEED BETTER MAINTENANCE	1	2.0 %
RELIGIOUS	1	2.0 %
Replace ATT with Verizon	1	2.0 %
Robotics	1	2.0 %
SAFETY AND ROADS	1	2.0 %
SENIOR HOUSING	1	2.0 %
STOP BUILDING NEW ONES WHILE SO MANY REMAIN VACANT AND DETERIORATING	1	2.0 %
The Coral Square Mall should be promptly remodeled	1	2.0 %
THIS CITY IS FOR FAMILIES NOT INDUSTRY	1	2.0 %
Tax base	1	2.0 %
Vertical Farming, new Cultural arts facility in downtown	1	2.0 %
Well paying jobs	1	2.0 %
Total	49	100.0 %

Q31. Do you think the City of Coral Springs is continually improving as a place to live?

Q31. Do you think City of Coral Springs is continually improving as a place to live	Number	Percent
Yes	792	63.6 %
No	248	19.9 %
Don't know	206	16.5 %
Total	1246	100.0 %

WITHOUT DON'T KNOW

Q31. Do you think the City of Coral Springs is continually improving as a place to live? (without "don't know")

Q31. Do you think City of Coral Springs is continually improving as a place to live	Number	Percent
Yes	792	76.2 %
No	248	23.8 %
Total	1040	100.0 %

Q32. Do you currently work in Coral Springs?

Q32. Do you currently work in Coral Springs	Number	Percent
Yes	297	23.8 %
No	911	73.1 %
Not provided	38	3.0 %
Total	1246	100.0 %

WITHOUT DON'T KNOW

Q32. Do you currently work in Coral Springs? (without "not provided")

Q32. Do you currently work in Coral Springs	Number	Percent
Yes	297	24.6 %
No	911	75.4 %
Total	1208	100.0 %

Q33. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q33-1. Courteousness of City staff	24.8%	29.9%	12.1%	2.4%	0.8%	30.0%
Q33-2. How easy they were to contact	20.1%	29.6%	14.7%	3.5%	1.1%	31.1%
Q33-3. Accuracy of the information you received	21.7%	29.7%	14.1%	2.8%	1.1%	30.5%
Q33-4. How quickly they responded to your request	21.1%	26.8%	15.6%	3.4%	1.8%	31.3%
Q33-5. How well your issue was handled	20.7%	26.1%	16.1%	4.3%	1.9%	30.9%

WITHOUT DON'T KNOW

Q33. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=1246)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q33-1. Courteousness of City staff	35.4%	42.7%	17.3%	3.4%	1.1%
Q33-2. How easy they were to contact	29.1%	43.0%	21.3%	5.0%	1.6%
Q33-3. Accuracy of the information you received	31.3%	42.7%	20.3%	4.0%	1.6%
Q33-4. How quickly they responded to your request	30.7%	39.0%	22.7%	4.9%	2.7%
Q33-5. How well your issue was handled	30.0%	37.7%	23.2%	6.3%	2.8%

Q34. Approximately how many years have you lived in the City of Coral Springs?

Q34. How many years have you lived in City of

<u>Coral Springs</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	185	14.8 %
5-10 years	200	16.1 %
11-20 years	349	28.0 %
20+ years	489	39.2 %
Not provided	23	1.8 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q34. Approximately how many years have you lived in the City of Coral Springs? (without "not provided")

Q34. How many years have you lived in City of

<u>Coral Springs</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	185	15.1 %
5-10 years	200	16.4 %
11-20 years	349	28.5 %
20+ years	489	40.0 %
Total	1223	100.0 %

Q35. Were you or a member of your household a victim of a crime in Coral Springs during the past 12 months?

Q35. Were you a victim of a crime in Coral

<u>Springs during past 12 months</u>	<u>Number</u>	<u>Percent</u>
Yes	90	7.2 %
No	1126	90.4 %
Don't know	30	2.4 %
Total	1246	100.0 %

WITHOUT DON'T KNOW

Q35. Were you or a member of your household a victim of a crime in Coral Springs during the past 12 months? (without "don't know")

Q35. Were you a victim of a crime in Coral

<u>Springs during past 12 months</u>	<u>Number</u>	<u>Percent</u>
Yes	90	7.4 %
No	1126	92.6 %
Total	1216	100.0 %

Q36. How do you currently receive the signal for your television?

Q36. How do you currently receive signal for your television

	<u>Number</u>	<u>Percent</u>
Blue Stream Communications	287	23.0 %
ATT U-Verse	412	33.1 %
Satellite (DirecTV, DishNetwork, etc.)	375	30.1 %
Antenna	80	6.4 %
Other	45	3.6 %
Not provided	47	3.8 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q36. How do you currently receive the signal for your television? (without "not provided")

Q36. How do you currently receive signal for your television

	<u>Number</u>	<u>Percent</u>
Blue Stream Communications	287	23.9 %
ATT U-Verse	412	34.4 %
Satellite (DirecTV, DishNetwork, etc.)	375	31.3 %
Antenna	80	6.7 %
Other	45	3.8 %
Total	1199	100.0 %

Q36. Other

<u>Q36-5. Other</u>	<u>Number</u>	<u>Percent</u>
APPLE TV	1	2.3 %
AT&T DIRECTV	1	2.3 %
Amazon Fire Stick	1	2.3 %
BLUE STREAM	1	2.3 %
CABLE	1	2.3 %
Comcast	3	7.0 %
DISH	1	2.3 %
DirectTV	4	9.3 %
Do not watch the propaganda, you shouldn't either	1	2.3 %
FACEBOOK	1	2.3 %
Have to use FUBO TV or Sling TV	1	2.3 %
Internet	3	7.0 %
Internet is contracted through Blue Stream however TV Signal is streamed	1	2.3 %
NO CABLE	2	4.7 %
No TV in home	1	2.3 %
Pine Ridge only blue Stream and AT&T	1	2.3 %
Roku	3	7.0 %
Sling TV	4	9.3 %
Sling TV and Air antenna	1	2.3 %
Sling, Hulu, Netflix	1	2.3 %
Smart TV	1	2.3 %
Streaming	3	7.0 %
Streaming Service DirecTV NOW	1	2.3 %
Streaming only via internet connection	1	2.3 %
WE WANT COMCAST	1	2.3 %
We don't have cable, only WiFi	1	2.3 %
YOUTUBE TV BLUE STREAM INTERNET	1	2.3 %
YouTube TV	1	2.3 %
Total	43	100.0 %

Q37. Do you have school age children (grades K-12) living at home?

Q37. Do you have school age children (grades K-12) living at home	Number	Percent
Yes	416	33.4 %
No	822	66.0 %
Not provided	8	0.6 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q37. Do you have school age children (grades K-12) living at home? (without "not provided")

Q37. Do you have school age children (grades K-12) living at home	Number	Percent
Yes	416	33.6 %
No	822	66.4 %
Total	1238	100.0 %

Q37a. For your school age children, what type(s) of school do they attend?

Q37a. What type(s) of school do they attend	Number	Percent
Public school	307	73.8 %
Charter school	64	15.4 %
Private/parochial school	66	15.9 %
Home school	20	4.8 %
Total	457	

Q38. Which of the following BEST describe your age?

<u>Q38. What is your age</u>	<u>Number</u>	<u>Percent</u>
Under 25 years	81	6.5 %
25-34 years	201	16.1 %
35-44 years	252	20.2 %
45-54 years	237	19.0 %
55-64 years	260	20.9 %
65-74 years	134	10.8 %
75+ years	60	4.8 %
Not provided	21	1.7 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q38. Which of the following BEST describe your age? (without "not provided")

<u>Q38. What is your age</u>	<u>Number</u>	<u>Percent</u>
Under 25 years	81	6.6 %
25-34 years	201	16.4 %
35-44 years	252	20.6 %
45-54 years	237	19.3 %
55-64 years	260	21.2 %
65-74 years	134	10.9 %
75+ years	60	4.9 %
Total	1225	100.0 %

Q39. Do you own or rent your current residence?

<u>Q39. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	936	75.1 %
Rent	282	22.6 %
Not provided	28	2.2 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q39. Do you own or rent your current residence? (without "not provided")

<u>Q39. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	936	76.8 %
Rent	282	23.2 %
Total	1218	100.0 %

Q40. If you own a business in Coral Springs, please indicate the type of industry that your business is in.

<u>Q40. What type of industry is your business in</u>	<u>Number</u>	<u>Percent</u>
Construction	20	1.6 %
Education or Medical/Healthcare Services	17	1.4 %
Financial & Insurance Services	10	0.8 %
Information Technology	11	0.9 %
Retail, Leisure, Food & Hospitality	16	1.3 %
Manufacturing	3	0.2 %
Motor Vehicle	2	0.2 %
Distribution	6	0.5 %
Corporate Headquarters	1	0.1 %
Professional & Business Services	45	3.6 %
Trade, Transportation, & Utilities	9	0.7 %
Other	34	2.7 %
Don't own a business in Coral Springs	1016	81.5 %
Total	1190	

Q40-13. Other

<u>Q40-13. Other</u>	<u>Number</u>	<u>Percent</u>
ANIMAL WELFARE	1	3.4 %
AUTO REPAIR	1	3.4 %
COMMERCE BUSINESS	1	3.4 %
Cleaning	1	3.4 %
Consulting	1	3.4 %
Dance Studio	1	3.4 %
EXPORTS	1	3.4 %
Event planning	1	3.4 %
Investment Company	1	3.4 %
LANDSCAPE SERVICES	1	3.4 %
LEGAL	1	3.4 %
LLC FROMHER IN IT	1	3.4 %
Landscaping	1	3.4 %
MENTAL HEALTH	1	3.4 %
MOVING STORAGE	1	3.4 %
MULTI FAMILY HOUSING	1	3.4 %
Marketing	1	3.4 %
POOL MAINTENANCE	1	3.4 %
Photos and videos	1	3.4 %
Real Estate	5	17.2 %
Recruiter	1	3.4 %
Rental	1	3.4 %
Retired	1	3.4 %
Self-employed	1	3.4 %
VIDEO EDITING	1	3.4 %
Total	29	100.0 %

Q40a. Where is your business located?

<u>Q40a. Where is your business located</u>	<u>Number</u>	<u>Percent</u>
Downtown/CRA	22	9.6 %
Corporate Park	17	7.4 %
Other	91	39.6 %
Not provided	100	43.5 %
Total	230	100.0 %

WITHOUT NOT PROVIDED

Q40a. Where is your business located? (without "not provided")

<u>Q40a. Where is your business located</u>	<u>Number</u>	<u>Percent</u>
Downtown/CRA	22	16.9 %
Corporate Park	17	13.1 %
Other	91	70.0 %
Total	130	100.0 %

Q40a. Other

<u>Q40a-3. Other</u>	<u>Number</u>	<u>Percent</u>
At a school	1	1.5 %
Atlantic and University	1	1.5 %
BOCA RATON	1	1.5 %
Close to residential communities	1	1.5 %
Coral Springs Hospital building	1	1.5 %
DAVIE	1	1.5 %
ELSEWHERE	1	1.5 %
Fort Lauderdale	1	1.5 %
Home	34	50.7 %
Home-based	2	3.0 %
Local	1	1.5 %
Miami	1	1.5 %
No storefront business	1	1.5 %
Not C.S.	1	1.5 %
OFFICE BUILDING	1	1.5 %
Out of country	1	1.5 %
PLAZA	1	1.5 %
PUBLIX SHOPPING CENTER	1	1.5 %
Plantation	1	1.5 %
Retired	1	1.5 %
SAMPLE RD	1	1.5 %
SAMPLE ROAD	1	1.5 %
SAWGRASS CTR AND PUBLIX PLAZA	1	1.5 %
Sample road	1	1.5 %
Self-employed	3	4.5 %
TRAVEL/CONSULTANT	1	1.5 %
UNIVERSITY DRIVE	1	1.5 %
W SAMPLE RD	1	1.5 %
WILES AND UNIVERSITY	1	1.5 %
WILES RD	1	1.5 %
Wiles Road	1	1.5 %
Total	67	100.0 %

Q41. Which of the following best describes your race?

<u>Q41. Your race</u>	<u>Number</u>	<u>Percent</u>
Asian	68	5.5 %
White	828	66.5 %
American Indian/Alaskan Native	4	0.3 %
Native Hawaiian/Pacific Islander	3	0.2 %
Black/African-American	228	18.3 %
Other	109	8.7 %
Total	1240	

Q41-6. Other

<u>Q41-6. Other</u>	<u>Number</u>	<u>Percent</u>
Ashkenasz (not white)	1	0.9 %
Bi-racial	1	0.9 %
Black/Chinese/British/Jamaican	1	0.9 %
CARIBBEAN BLACK	1	0.9 %
Caribbean	2	1.8 %
Cuban	1	0.9 %
East Indian (Caribbean)	1	0.9 %
FROM INDIA	1	0.9 %
GUYANESE	1	0.9 %
Hispanic	62	56.9 %
Jamaican	1	0.9 %
Latin	4	3.7 %
Latino	7	6.4 %
Latino/Hispanic	2	1.8 %
MIDDLE EASTERN	2	1.8 %
MIXED	7	6.4 %
Middle East	1	0.9 %
Mixed	1	0.9 %
Mulato-British	1	0.9 %
NATIVE CENTRAL AMERICAN	1	0.9 %
SOUTH AMERICAN/GUYANA	1	0.9 %
Spanish	3	2.8 %
Welsh, Spanish	1	0.9 %
West Indian	5	4.6 %
Total	109	100.0 %

Q42. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican decent?

Q42. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican decent	Number	Percent
Yes	320	25.7 %
No	889	71.3 %
Not provided	37	3.0 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q42. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican decent? (without "not provided")

Q42. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican decent	Number	Percent
Yes	320	26.5 %
No	889	73.5 %
Total	1209	100.0 %

Q43. What is the highest level of education you have completed?

Q43. What is the highest level of education you have completed	Number	Percent
Eighth grade or less	2	0.2 %
Some high school	7	0.6 %
High school graduate or GED	78	6.3 %
Some technical school	16	1.3 %
Technical school graduate	47	3.8 %
Some college	216	17.3 %
College graduate	491	39.4 %
Post-graduate or professional degree	366	29.4 %
Not provided	23	1.8 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q43. What is the highest level of education you have completed? (without "not provided")

Q43. What is the highest level of education you have completed	Number	Percent
Eighth grade or less	2	0.2 %
Some high school	7	0.6 %
High school graduate or GED	78	6.4 %
Some technical school	16	1.3 %
Technical school graduate	47	3.8 %
Some college	216	17.7 %
College graduate	491	40.1 %
Post-graduate or professional degree	366	29.9 %
Total	1223	100.0 %

Q44. What is your gender?

<u>Q44. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	624	50.1 %
Female	607	48.7 %
Not provided	15	1.2 %
Total	1246	100.0 %

WITHOUT NOT PROVIDED

Q44. What is your gender? (without "not provided")

<u>Q44. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	624	50.7 %
Female	607	49.3 %
Total	1231	100.0 %

Area

<u>Area Name</u>	<u>Number</u>	<u>Percent</u>
CENTER WEST	200	16.1 %
NORTHEAST	201	16.1 %
NORTHSIDE	204	16.4 %
SOUTHEAST	205	16.5 %
SOUTHWEST	233	18.7 %
TOWN CENTER	203	16.3 %
Total	1246	100.0 %

Section 6:
Survey Instrument
