

TOWN OF MIAMI LAKES RESIDENT SATISFACTION 2005



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Profile Marketing Research**

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Background and Purpose

In 2004, the Town of Miami Lakes undertook a research study in order to gain a more complete understanding of resident satisfaction with the Town, in general, as well as with specific services provided. By gaining an understanding of what drives resident satisfaction, The Town of Miami Lakes is able to optimize resident satisfaction through the improvement of current programs/policies or implementation of new programs/policies on a prioritized basis.

Objectives center upon:

- ✓ Understanding resident wants, needs, wishes, and requirement
- ✓ Identifying strengths and weaknesses in terms of the Town of Miami Lakes' performance from the resident perspective
- ✓ Determining what actions can be taken to increase satisfaction, short and long-term

This research study has been repeated for 2005 and results for 2005 as well as comparisons to the 2004 iteration are provided herein.

Methodology

- A telephone survey was conducted among 401 Town of Miami Lakes residents.
- Listed sample of residents was purchased at the block group level.
- Residents were contacted, verified of residency within the Town of Miami Lakes, and interviewed.
- Interviews were conducted in English and Spanish as appropriate.
- All interviewing was conducted at the PMR telephone center.
- Data was collected between May 2 – May 23, 2005.
- Data was weighted by ethnicity, income, and Homeownership Status (homeowners vs. renters) to mirror the actual population.
- Surveys were collected in proportion to population levels with each block group.
- Average interview length was 19 minutes.
- Response of ‘don’t know’ was allowed, however, unless the don’t know response is shown, percentages are based on number answering.
- Base sizes under 25 are denoted as “low bases.” Caution should be used when referencing such data; the data becomes more qualitative in nature.
- Significance differences between subgroups are shown at the 95% level of confidence and indicated by letters. Significant differences from 2004 to 2005 are shown at the 95% level of confidence $\uparrow\downarrow$. Directional differences are shown at the 80% level of confidence $\uparrow\downarrow$.

Key Findings and Implications

Key Findings and Implications

TRENDS

Improvements are seen in several areas when comparing resident perceptions, 2005 to 2004; level of confidence with regard to tax spending, satisfaction with recreational facilities/department, satisfaction with park security, proactive contact by police, the Town's concern with quality for all neighborhoods, the right amount of enforcement of building codes and zoning codes, and storm water drainage problems.

As well, some erosion is seen in several areas: customer service (friendliness and courtesy), traffic enforcement friendliness/approachability, gang-related crime, and the feeling of safety at night around the town.

KEY DRIVERS

Most key drivers to satisfaction with the quality of service that were present in 2004 are also present in 2005. New factors relating to safety and rigidity of zoning codes are notable additions (*see key driver section*).

In addition to those found in 2004, several safety and customer service related factors are evident in 2005 as key drivers to the perception that the Town of Miami Lakes is a better place to live in the past 12 months (*see key driver section*).

Key Findings and Implications

CURRENT STATUS - OVERALL SATISFACTION

Residents expectations of the town continue to be met or surpassed in 2005. Additionally, as in 2004, almost all surveyed residents would recommend the town as a place to live.

Satisfaction with all aspects of the town's performance continue to be relatively high (customer service, parks and recreation, communicating with residents, police service, traffic enforcement, park security, the town's concern for quality, the quality and variety of activities). The satisfaction with town interaction, friendliness and courtesy of town representatives and traffic enforcement in particular, has declined since 2004.

The percentage of residents indicating the town has become a worse place to live over the past 12 months remains at 16%. There has been major decline in the number of residents stating the town has become a much worse— from 3% to .3%.

Additionally, the majority of the town's performance ratings continue to be 'good' rather than 'excellent'. As in 2004, this indicates room for improvement.

TAXES

There is much improvement in the level of confidence residents have regarding how the town spends tax dollars; 68% expressed confidence in 2005 as compared to 53% in 2004.

The residents continue to believe the town is receiving more tax revenue than what is actually received; 38% say more than 20% of their annual tax bill goes to the Town of Miami Lakes. This is a reduction from 56.4% the prior year.

As suggested in 2004, increased communication to residents regarding tax revenue information may improve perceptions of the town.

Key Findings and Implications

COMMUNICATION

Communications have improved from 66.1% to 71.6% rating it as excellent or good.

Additionally, an increase in the number of residents contacting the town is seen from 2004 to 2005 thus making proper communication even more critical.

PARKS AND RECREATION

The Town of Miami Lakes Parks and Recreation Department is doing a good job; overall satisfaction with the department has improved considerably since 2004. Residents are more satisfied with the overall appearance of the parks, the maintenance of the mini-parks, picnic parks, and tot lots, the provision of a range of activities, and with the quality of programs offered.

CODE ENFORCEMENT

The majority of residents continue to agree with the town codes that require maintenance of residential properties.

Surveyed residents in 2005 are more likely feel that the Town of Miami Lake's enforcement of building and zoning codes is at just the right level than residents surveyed in 2004. These increased levels equate to about two-thirds of residents in 2005; a change from one-half in 2004. The remainder of residents are split between feeling that codes are either too rigid or too lenient.

Key Findings and Implications

PUBLIC WORKS

The condition of the roads and median maintenance are rated as good or mostly good by about 85% of the residents. This is almost the same level as 2004.

NEIGHBORHOODS

The rating as excellent or good in paying attention to the needs of newer neighborhoods increased from 69% to 75.9%.

The rating as excellent or good in paying attention to older neighborhoods increased from 62.47% to 67.9%

Key Findings and Implications

STORM WATER DRAINAGE

Storm water drainage is viewed as more of a problem to residents in 2005 than it was in 2004. Excessive hurricane activity in the past 12 months may be an influencer of this finding.

POLICE SERVICE

There was decline in resident ratings regarding the friendliness and approachability of traffic enforcement, 2004 to 2005. Generally speaking, residents continue to be satisfied with the Police Department and find police officers and traffic enforcement officers to be friendly and approachable.

About one-third of residents have had contact with the Police Department (slightly fewer than in 2004) and most continue to find the overall service to be excellent or good.

The police contact initiative by police has doubled since 2004, about half of residents report that their recent contact was initiated by the police officer. The latest change in the Main Street problem when it comes to police matters is related to teen gangs.

SAFETY

Most residents continue to feel that the town is a safe place to live, work, and raise a family. Only 15% stated that they feel less safe today than 12 months ago. Special note: there was decline, 2004 to 2005, in terms of residents feeling safe on Main Street/other shopping plaza at night and in a town park or facility at night. The rating on park security as excellent or good increased from 62% to 72%.

The town appears to be doing a good job at stemming juvenile delinquency...fewer residents feel the town is doing a poor job of preventing juvenile crime in 2005 than in 2004.

Key Findings and Implications

IMPROVEMENT SUGGESTIONS

The key drivers to satisfaction with the quality of service and to the perception of the town being a better place to live (listed herein) would provide the 'biggest bang for the buck' and would be a good place to start, particularly in the areas showing decline (customer service).

Additionally...

- The town should consider increasing the education of residents in terms of taxes and spending.
- Storm water drainage is more of a problem this year than last.
- With regard to police matters, traffic/speeding continues to be mentioned as the number one problem according to residents.
- Residents continue to express a need to improve the flow of traffic and provide faster police response time.

Detailed Findings

Key Drivers

Key Drivers

Based on regression and correlation analysis, these are the key drivers to satisfaction with the overall quality of services provided by the Town of Miami Lakes:

- **Problem resolved during first call/visit**
- **Overall customer service provided by the Town of Miami Lakes**
- **Knowledgeability of town representative with whom interacted**
- **Responsiveness of town representative with whom interacted**
- **Courtesy of town representative with whom interacted**
- **Friendliness of town representative with whom interacted**
- **The Town of Miami Lakes making sure facilities are available for all residents**
- **Feeling safe in a town park or facility at night**
- **The Town of Miami Lakes paying attention to the needs of older neighborhoods**
- **Feeling that the town's zoning codes are too rigid**
- **The Town of Miami Lakes paying attention to the needs of newer neighborhoods**
- **Quality of recreational programs offered by the Town of Miami Lakes**
- **Range of recreational programs offered by the Town of Miami Lakes**
- **The Town of Miami Lakes Communicating with residents**

Key Drivers

Based on regression and correlation analysis, these are the key drivers to impacting the perception that the Town of Miami Lakes is a better place to live than it was 12 months ago:

- **Problem resolved during first call/visit**
- **Knowledgeability of town representative with whom interacted**
- **Overall customer service provided by the Town of Miami Lakes**
- **Courtesy of town representative with whom interacted**
- **Friendliness of town representative with whom interacted**
- **Responsiveness of town representative with whom interacted**
- **The Town of Miami Lakes being concerned with the quality of life in all neighborhoods**
- **Feeling safe in a town park or facility at night**
- **The Town of Miami Lakes making sure facilities are available for all residents**

Drivers impacting the perception that the Town of Miami Lakes is a worse place to live than it was 12 months ago:

- **The Town of Miami Lakes has become less safe in the past 12 months**

Trends

Trends

This section presents comparative data between 2004 and 2005. The measures presented here in reflect only those that show directionally/statistically significant change from 2004 to 2005.

Topics	2004	2005	% Change
TAXES			
Level of confidence on how wisely your tax dollars are spent by the TML*	57%	68%	11% ↑
MIAMI LAKES TOWN GOVERNMENT			
Person with whom you spoke – Friendliness*	84%	68%	16% ↓
Person with whom you spoke – Courtesy*	84%	64%	20% ↓
NEIGHBORHOOD AND ENVIRONMENTAL VITALITY			
Rating - Concern with quality of life in all neighborhoods*	72%	81%	9% ↑
Rating - Paying attention to the needs of newer neighborhoods*	69%	76%	7% ↑
Enforcement of building codes – Just the right level	53%	69%	16% ↑
Enforcement of building codes – Too lenient	19%	9%	10% ↓
Zoning codes – Just the right level	49%	64%	15% ↑
Zoning codes – Too Rigid	25%	19%	6% ↓
Zoning codes – Too Lenient	26%	17%	9% ↓
Extent to which storm water drainage is a problem in your neighborhood*	60%	49%	11% ↓
Rating – Park Security (Overall basis)*	62%	72%	10% ↑
Rating in terms of friendliness and being approachable - Traffic Enforcement*	79%	71%	8% ↓
Rating in terms of friendliness and being approachable - Park Security*	66%	76%	10% ↑

* Top 2 Box

↑ Significantly different from 2004 at 80% Level of Confidence
 ↓↑ Significantly different from 2004 at 95% Level of Confidence

Trends

Topics (Continued)	2004	2005	% Change
SAFETY/LAW ENFORCEMENT			
Nature of contact with MLPD – Initiated by Police	6%	12%	6% ↑
Nature of contact with MLPD – Crime committed to your or your property	18%	6%	12% ↓
Nature of contact with MLPD – Friendly conversation	3%	9%	6% ↑
Number one problem – Youth Related (Net)	7%	12%	5% ↑
Number one problem – Police Quality (Net)	9%	5%	4% ↓
Type of crime committed against you or household – Gangs	0%	12%	12% ↑
Feel safe – Miami Lakes main street or shopping plaza at night*	80%	74%	6% ↓
Feel safe – Miami Lakes' town park or facility at night*	70%	60%	10% ↓
RECREATIONAL FACILITIES			
Overall Quality of the Town of Miami Lakes Parks and Recreation Department*	75%	90%	15% ↑
Performance - Maintaining the condition of mini-parks, picnic parks, and tot lots*	78%	86%	8% ↑
Performance - Providing a range of activities*	69%	79%	10% ↑
Performance - Quality of programs offered*	71%	79%	8% ↑
Performance - Overall appearance of parks*	83%	90%	7% ↑

* Top 2 Box

↑ Significantly different from 2004 at 80% Level of Confidence
 ↓↑ Significantly different from 2004 at 95% Level of Confidence

Overall Satisfaction

Overall Satisfaction (Summary)

SATISFACTION WITH OVERALL QUALITY OF SERVICE

Satisfaction among surveyed residents has held steady with 86% stating that their expectations are being met or surpassed.

- Homeowners continue to be more likely than renters to state that their level of satisfaction is below their expectations (13% vs. 8%).
- Non-Hispanic residents were more likely to state that their expectations are being met or surpassed in 2005 (89%) than in 2004 (79%).

TOWN OF MIAMI LAKES A BETTER/WORSE PLACE TO LIVE

About one-half of surveyed residents (49%) feel that the Town of Miami Lakes has become a better or much better place to live over the past 12 months; 16% felt it has become worse or much worse. As compared to 2004 (3%), fewer residents felt that it has become much worse (0%).

- Hispanic residents continue to be more likely to feel that living in the Town of Miami Lakes has improved (52% better or much better) than non-Hispanic residents (42%).

LIKELIHOOD OF RECOMMENDING THE TOWN OF MIAMI LAKES

Most surveyed residents continue to be likely to recommend the Town of Miami Lakes to friends, family, and co-workers; 93% gave a rating of 3 or 4 on a 4-point scale.

- Homeowners, residents without children, and non-Hispanics are more likely to recommend the Town of Miami Lakes in 2005 than they were in 2004.

Overall Satisfaction (Summary)

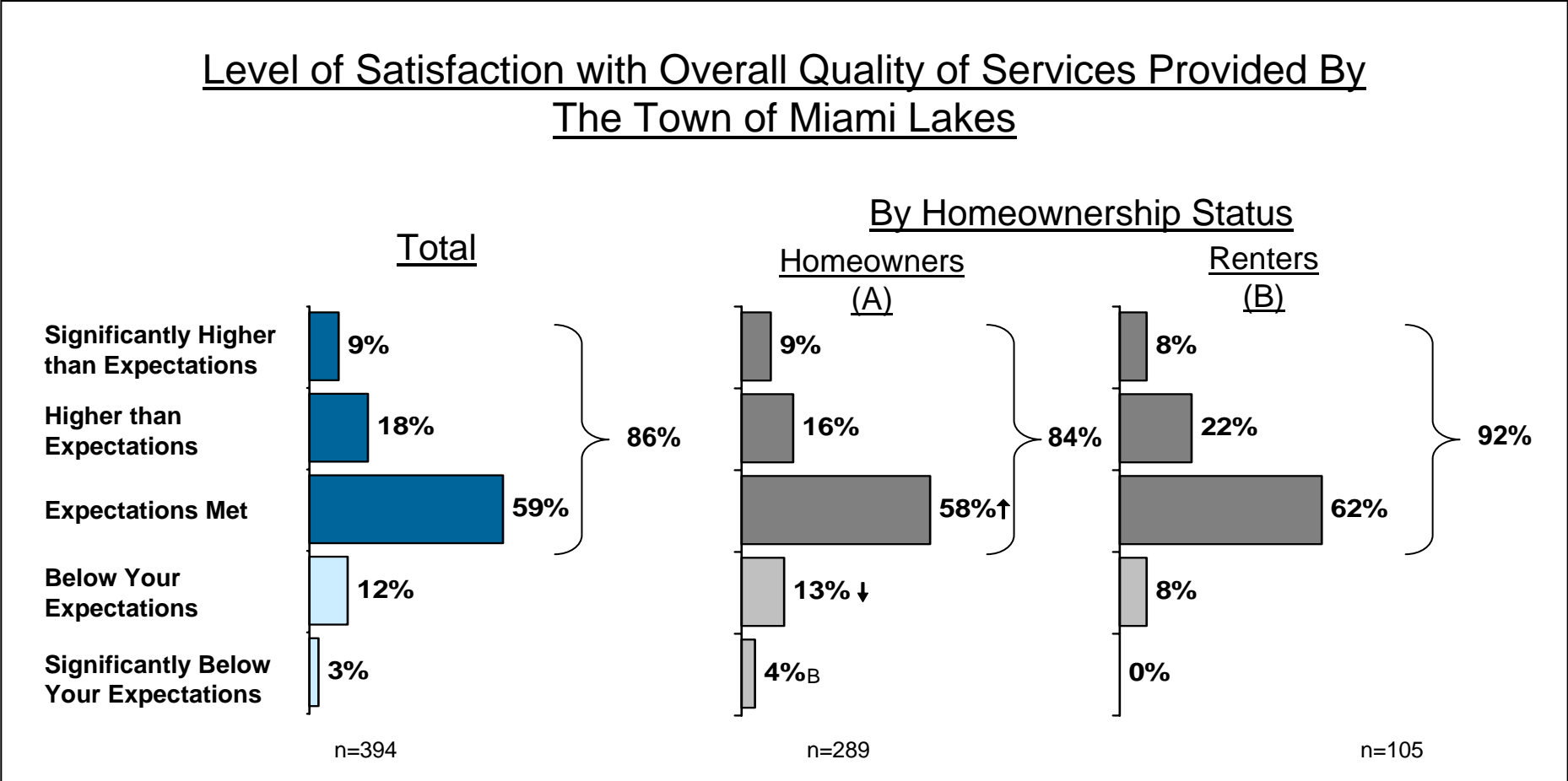
IMPROVEMENT SUGGESTIONS

When asked what they would change about Miami Lakes to make residents more satisfied with the service the town provides, surveyed residents made suggestions relating to traffic (33%), safety (12%), and code enforcement (7%); the same top suggestions as in 2004.

- The most frequently mentioned suggestions center around traffic-related issues (improve flow/more roads/fix roads/better drainage) (33%); this was mentioned more often by Homeowners (39%) than renters (15%). Additionally, long-time residents (more than 10 years) are more likely than newer residents (10 years or less) to make these suggestions.
- Some specific top suggestions include improve traffic flow (17%) and have more cops on the streets/faster response time (7%).
- As compared to homeowners (1%) and Hispanic residents (1%), renters and non-Hispanic residents are more likely to suggest making residents more aware of what is offered in Town/advertise services (12% and 10% respectively).
- Renters are more likely to make safety-related suggestions as well as suggest making residents more aware of what is offered in Town/advertise services in 2005 than they were in 2004.

Overall Satisfaction

Level of Satisfaction with Overall Quality of Services Provided By The Town of Miami Lakes



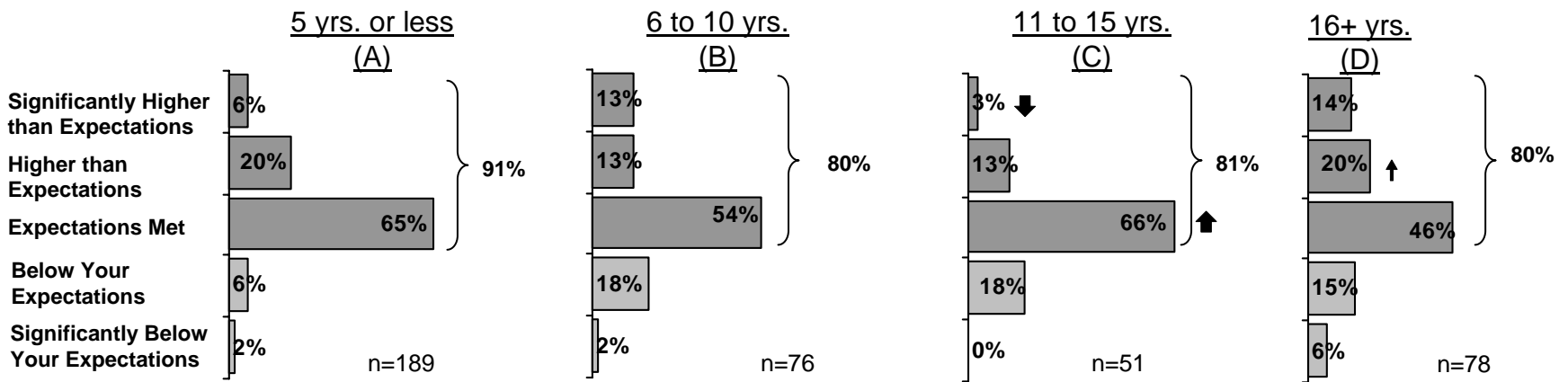
Capital letters indicate a significant difference between subgroups (A/B)

↑ ↓ Significantly different from 2004 at 80% Level of Confidence

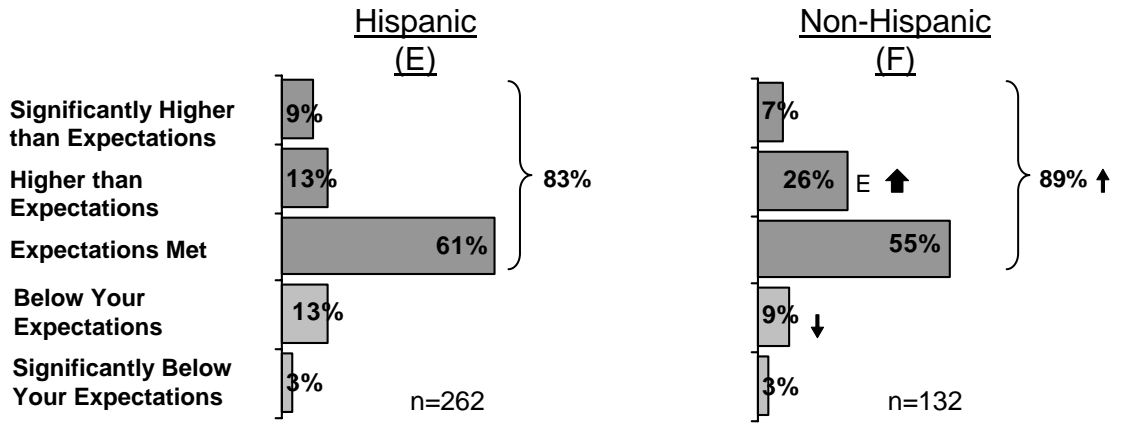
↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Overall Satisfaction

Level of Satisfaction with Overall Quality of Services Provided By The Town of Miami Lakes By Years Living in Miami Lakes



By Ethnicity



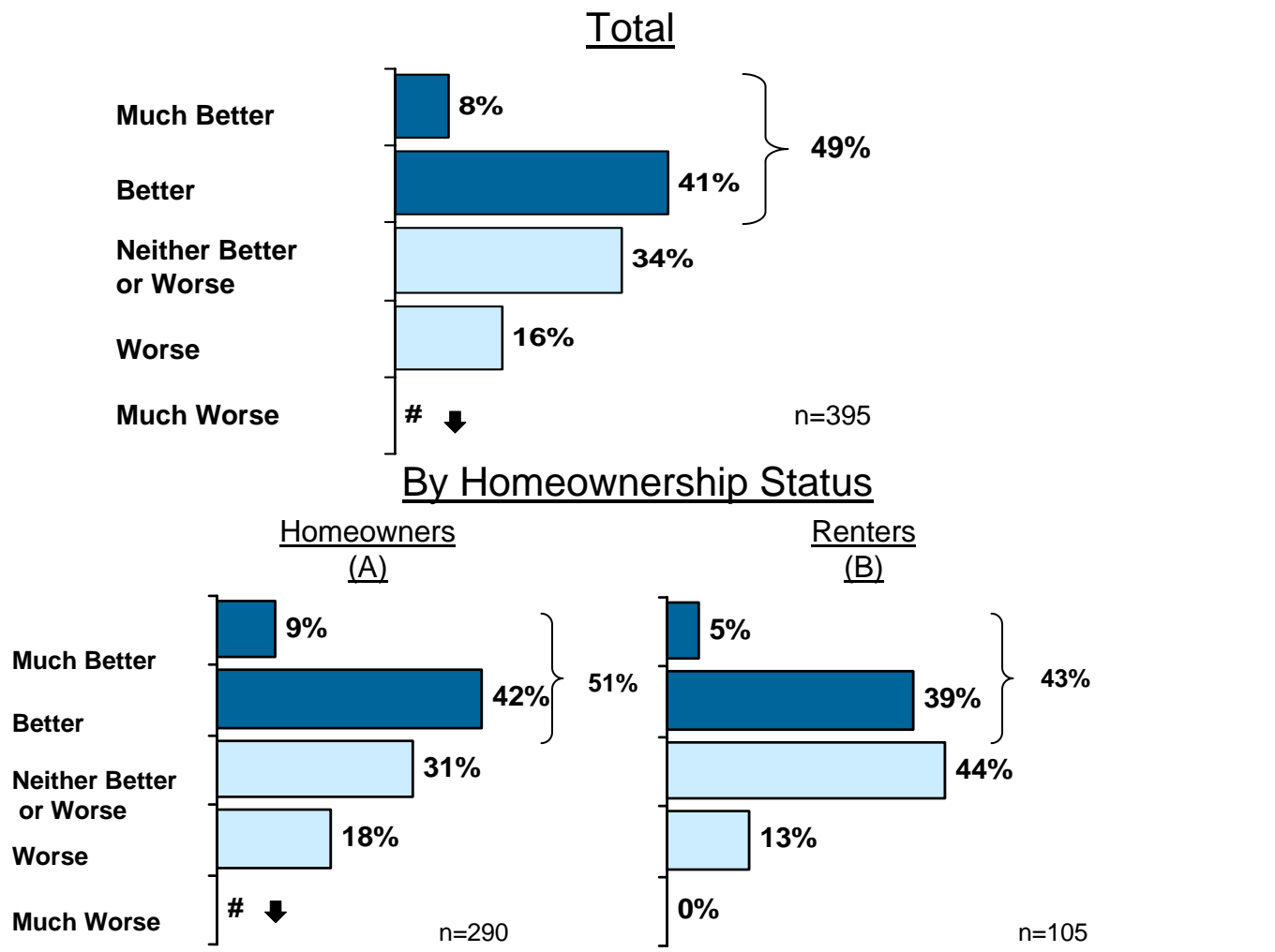
Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

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↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Overall Satisfaction

Do Residents Feel That The Town of Miami Lakes Has Become A Better Or Worse Place To Live/Work In The Past 12 Months?



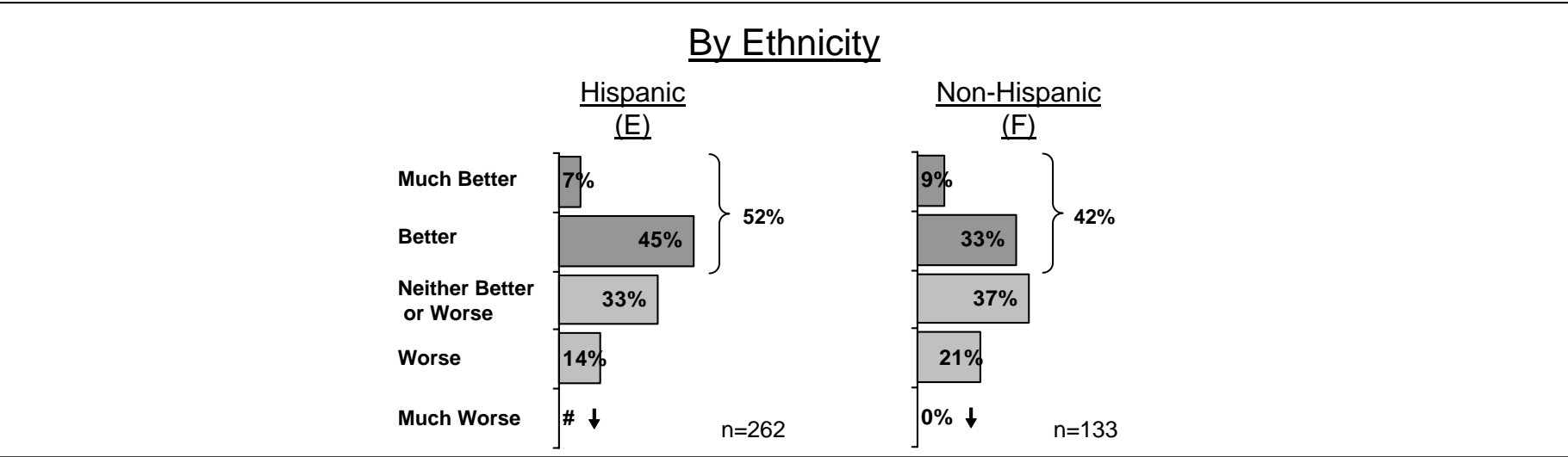
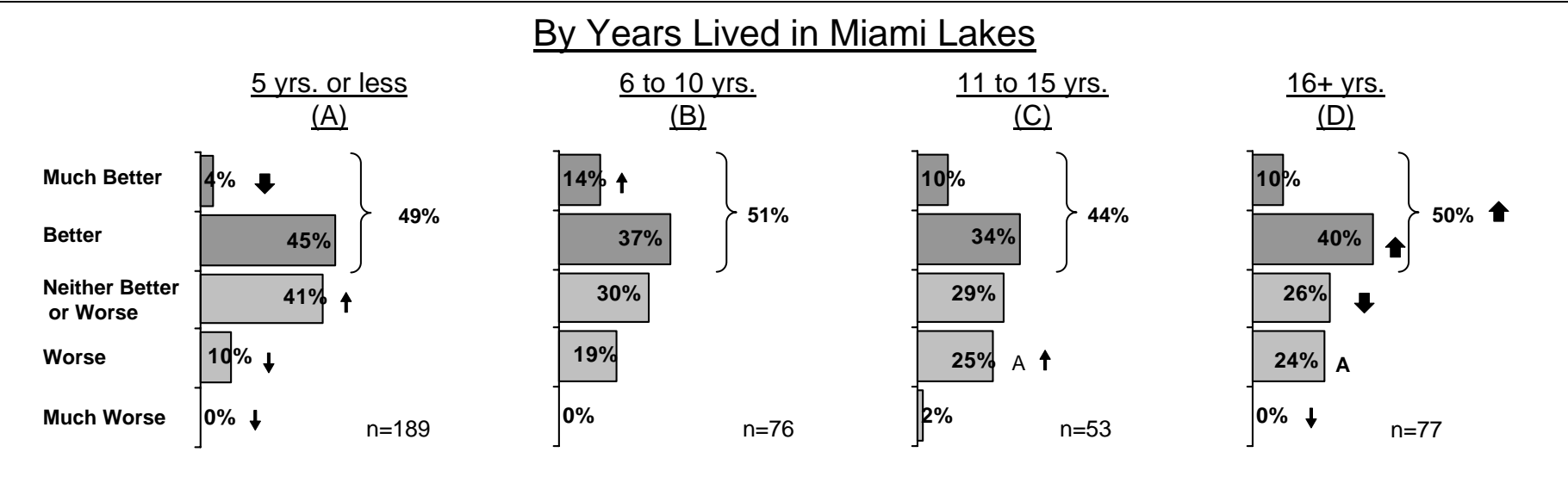
Capital letters indicate a significant difference between subgroups (A/B) # = Less than 0.5%

↑ Significantly different from 2004 at 80% Level of Confidence

↓ Significantly different from 2004 at 95% Level of Confidence

Overall Satisfaction

Do Residents Feel That The Town of Miami Lakes Has Become A Better Or Worse Place To Live/Work In The Past 12 Months?



Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

↑ Significantly different from 2004 at 80% Level of Confidence
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Overall Satisfaction

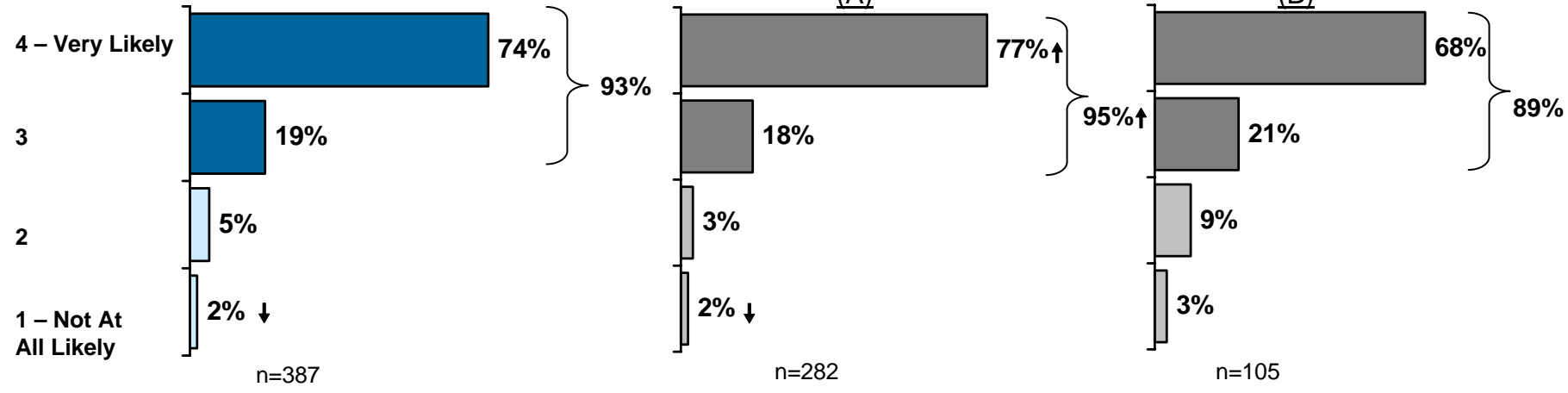
How Likely Would Residents Be To Recommend Living In Miami Lakes to Friends, Family and Co-workers?

Total

By Homeownership Status

Homeowners (A)

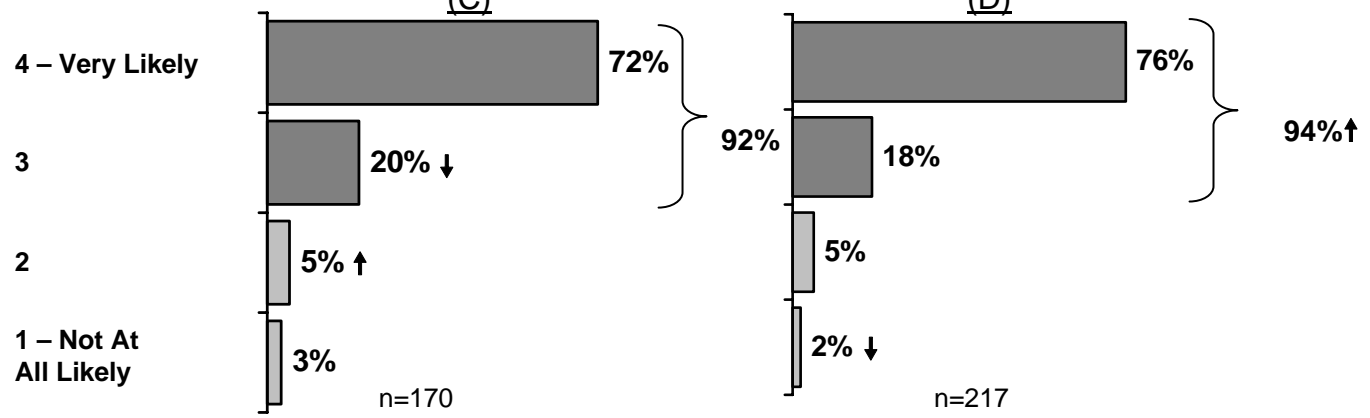
Renters (B)



By Family Status

With Children (C)

Without Children (D)



Capital letters indicate a significant difference between subgroups (A/B, C/D)

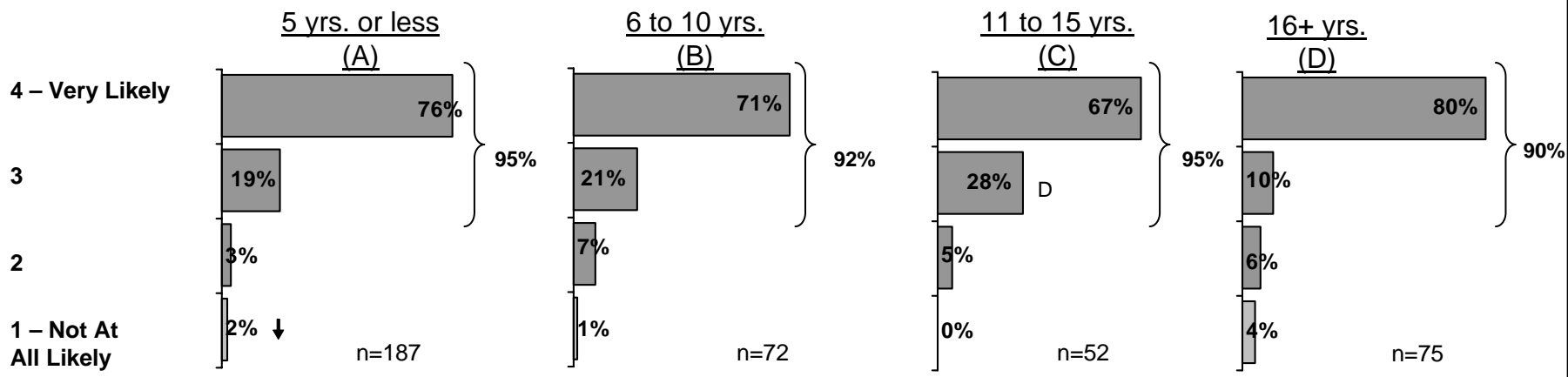
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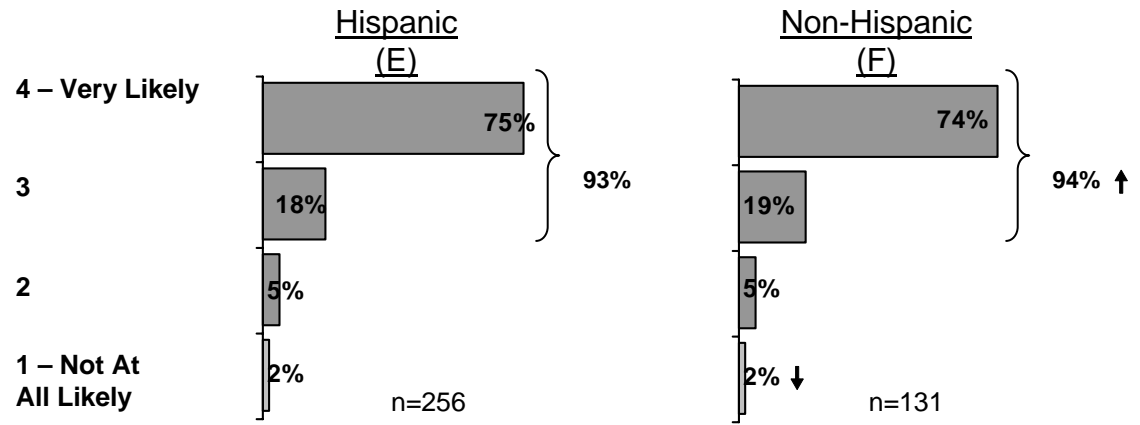
Overall Satisfaction

How Likely Would Residents Be To Recommend Living In Miami Lakes to Friends, Family and Co-workers?

By Years Living in Miami Lakes



By Ethnicity



Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

↑ Significantly different from 2004 at 80% Level of Confidence
 ↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Overall Satisfaction

What Would Residents Change About Miami Lakes To Make Them More Satisfied With the Service the Town Provides?	Total (n=401)	Homeownership Status		Years Living in Miami Lakes				Ethnicity	
		Home-owners A (n=293)	Renters B (n=108)	5 Yrs. Or Less C (n=191)	6 to 10 Yrs. D (n=76)	11 to 15 Yrs. E (n=53)	16 + Yrs. F (n=80)	Hispanic G (n=267)	Non-Hispanic H (n=134)
		<u>Traffic/Roads Net (Better Traffic Flow/Better Storm Water Drainage/More Traffic Enforcement)</u>	33%	39%B	15%	25%	28% ↓	51%CD	43%C↑
Better Traffic Flow/Roads Too Congested/Better Traffic Patterns	17%	21%B	5%	12%	10% ↓	38%CD↑	19%C↑	15%	21% ↑
Better Storm Water Drainage/Make Sure Drains Are Clear/Fix Sewers/Clean Sewers	5%	6%	2%	6%	3%	6%	4%	6%	3%
More Traffic Enforcement/Problems With Bad Driving/More Traffic Control	4% ↑	4% ↑	2%	3%	4%	4%	6% ↑	4% ↑	4%
<u>General Safety Net (More Police Protection/Have Neighborhood Crime Watch Meetings /More Street Lights/Reduce Crime Rate)</u>	12%	9%	19%↑	14%↑	15%	12% ↑	6%	16%H↑	4% ↓
More Police/More Cops on Streets/More Visibility/Faster Response Time	7%	6%	11%	9%	8%	8%	3%	10%H	2%
Reduce Crime Rate/Make it a Safe Place to Live (General Mention)	4% ↑	3%	6%↑	4%↑	6%	4%	1%	4%↑	2%
<u>Code Enforcement Net) (Stricter Code Enforcement/Code Enforcement is Too Restrictive/Building Department Should be More Accommodating)</u>	7% ↓	9%B	0% ↓	5%	7%	6%	10%	8% ↓	4%
<u>Police Quality Net (Better Police Officers/Enforce Noise Pollution Laws/Police Should Get Rid of Bad Attitude)</u>	6%	6% ↑	7%	4%	11%	6% ↑	5%	5%	8%
<u>Entertainment/Culture/Activities Net (More Family Activities/More Adult Activities/Have More Bike Paths)</u>	5%	5%	4%	5%F	6%	11%F↑	0%	6%	4%
<u>Recreational Facilities Net (Improve Parks/Recreation Areas/More Funding to Parks/Improve Lakes/Build a Community Pool)</u>	5%	5%	4%	4%	6%	11%	2%	5%	4% ↓
<u>Information Distribution Net (Make Residents More aware of What is Offered in M.L.)</u>	4% ↑	1%	12%A↑	7%E↑	3%	0%	1%	1%	10%G↑
Make Residents More Aware of What is Offered in M.L./Advertise Services Offered.	4% ↑	1%	12%A↑	7%E↑	3%↑	0%	1%	1%	10%G↑
<u>Public Relations (Net) Be More Responsive to Needs of Citizens/Organize Community Meetings/Councilmen Should Go Out to Meet the People)</u>	4%	4%	4% ↑	1%	6%	6%	7%	4%	4%
<u>Taxes Net (Reduce Taxes/Better Use of Tax Money/Do Not Raise Taxes)</u>	4%	4%	2%	6%F	3%	4%	0% ↓	5%	2%
<u>Neighborhood Vitality Net (Clean the City Up/Neighborhood Newspaper Should Come Out More Often)</u>	4%	4%	2%	4%	2% ↓	4% ↓	5%	3% ↓	6%
Nothing/Nothing Needs to Be Improved/It's Fine as it is	10%	10%	9%	11%	10%	4%	11%	9%	12%

Multiple Responses Accepted Top Mentions Only
 ↑ Significantly different from 2004 at 80% Level of Confidence
 ↓ ↑ Significantly different from 2004 at 95% Level of Confidence

*Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

Miami Lakes Town Government

Miami Lakes Town Government (Summary)

OVERALL SATISFACTION WITH CUSTOMER SERVICE

Surveyed residents continue to be fairly satisfied with the overall customer service Miami Lakes provides; 76% gave either an excellent (24%) or good (53%) rating.

INTERACTION (CALL/VISIT) WITH TOWN GOVERNMENT

As compared to 2004 (20%), slightly more surveyed residents report having called or visited the town government in the past 3 months (27%); the Town Hall continues to be mentioned most (33%).

- Homeowners are more likely to report having called or visited the town government in the past three months in 2005 (32%) than in 2004 (23%) and more likely than renters (13%).
- Homeowners are more likely to report having visited the Building Department (33%) than renters (0%).
- Newer residents (5 years or less) are less likely to report having contacted the town government than residents living in the town for more than 5 years.
- Hispanic residents are less likely to report having contacted the town government (21%) than non-Hispanic residents (38%); contact has increased among non-Hispanic residents from 2004 (23%) to 2005 (38%).

SATISFACTION WITH INTERACTION (CALL/VISIT)

As in 2004, satisfaction is highest in terms of the friendliness and courtesy of the town representatives. However Top 2 Box ratings declined significantly from 2004 (from 84% each to 68% and 64% respectively). Representative responsiveness to residents wants and needs received the fewest Top 2 Box ratings (61%).

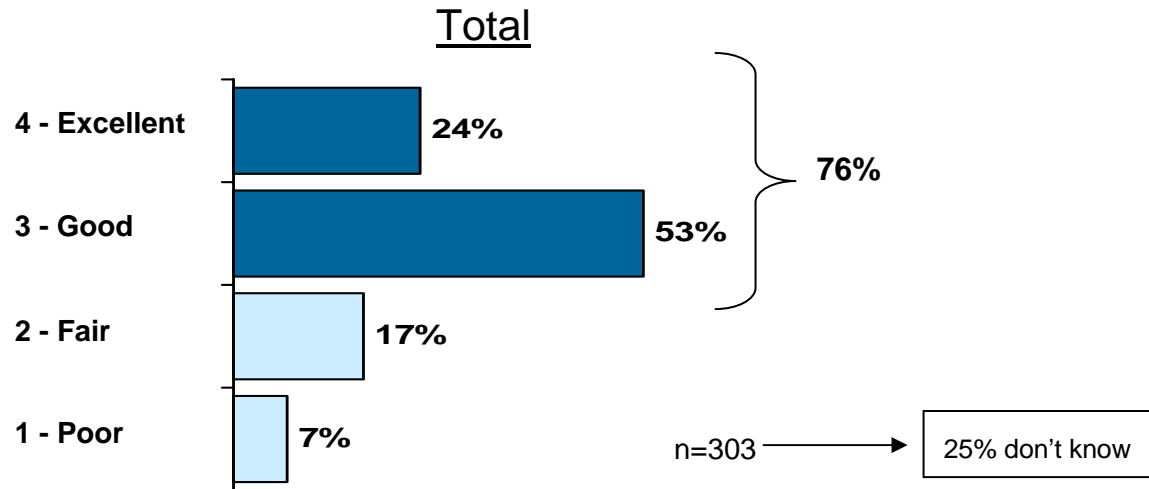
- The decline in resident satisfaction with town representative friendliness and courtesy is seen primarily among non-Hispanics, long-time residents (more than 10 years), and homeowners.

PROBLEM RESOLUTION

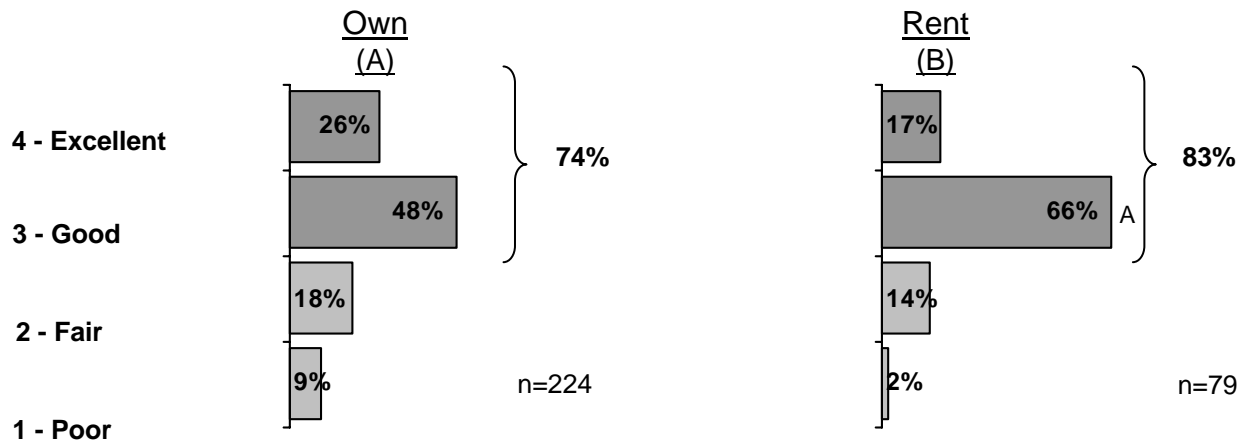
Among those interacting with a town representative in the past 3 months, 65% reported that their problem or issue was resolved during their call or visit; not much different than in 2004 (63%).

Miami Lakes Town Government

Level of Satisfaction with Customer Service Miami Lakes Provides



By Homeownership Status



* Capital letters indicate a significant difference between subgroups (A/B)

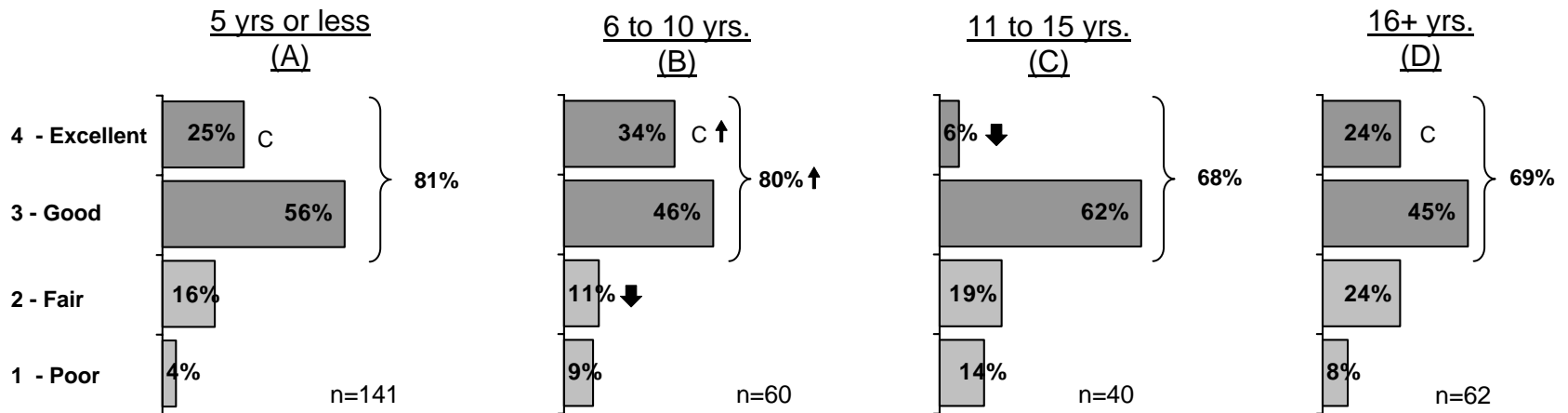
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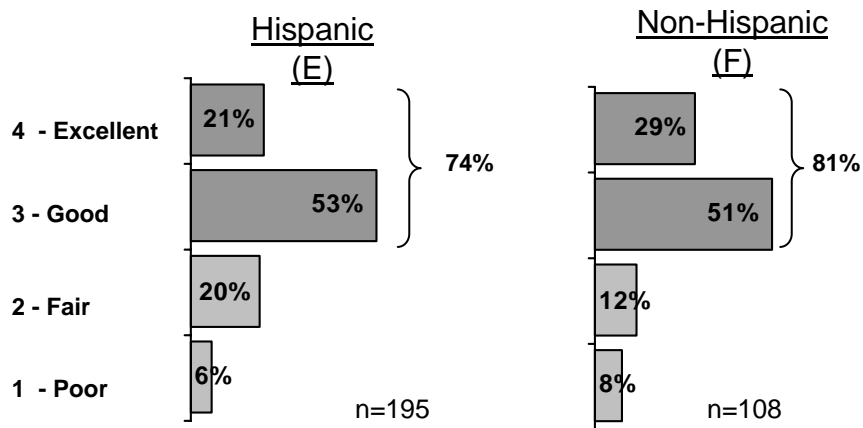
Miami Lakes Town Government

Level of Satisfaction with Customer Service Miami Lakes Provides

By Years Living in Miami Lakes



By Ethnicity



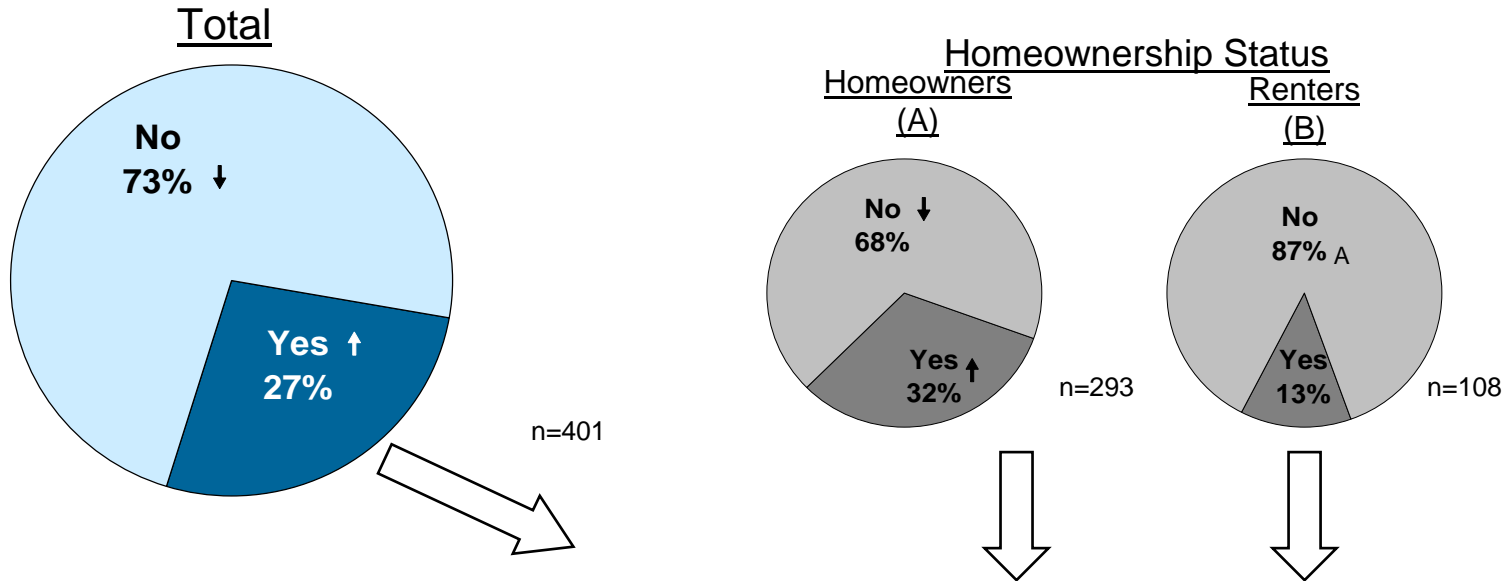
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Miami Lakes Town Government

Have Residents Made A Telephone Call (Other Than a 911 Call) Or Visited The Town Facilities Within The Past 3 Months?



Which Department Did Residents Call or Visit Most Recently?	Total (n=104)	Homeownership Status	
		Home Owners A (n=90)	Renters B (n=14)*
Town Hall	33%	36%	13%
Building Dept.	29%	33%B	0%
Parks and Recreation Dept.	21%	17%	53%
Police Department	17%	14%	34%↑

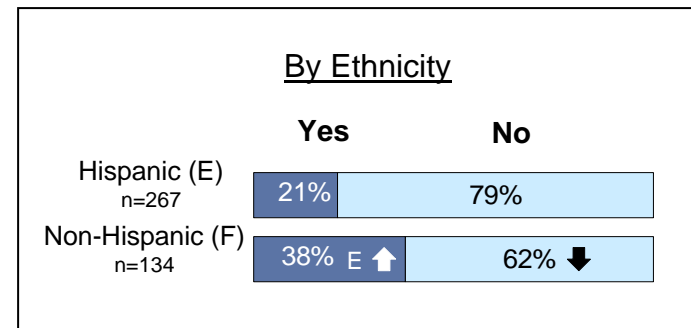
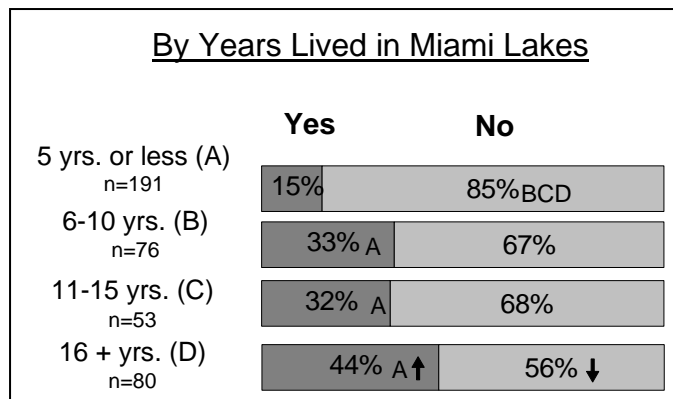
* Caution: Low base

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Miami Lakes Town Government

Have Residents Made A Telephone Call (Other Than a 911 Call) Or Visited The Town Facilities Within The Past 3 Months?



Which Department Did Residents Call or Visit Most Recently?	Years Living In Miami Lakes				Ethnicity	
	5 yrs. or less (A)	6-10 yrs. (B)	11-15 yrs. (C)	16+ yrs. (D)	Hispanic (E)	Non-Hispanic (F)
	(n=29)	(n=25)	(n=17)*	(n=33)	(n=55)	(n=49)
Town Hall	40%	36%	29%	27%	33%	34%
Building Dept.	16%	17%	45%	40%	30%	28%
Parks and Recreation Dept.	23%	25% [↑]	18%	18%	24%	19%
Police Department	21%	22%	7%	14%	14%	20%

* Caution: Low base

Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

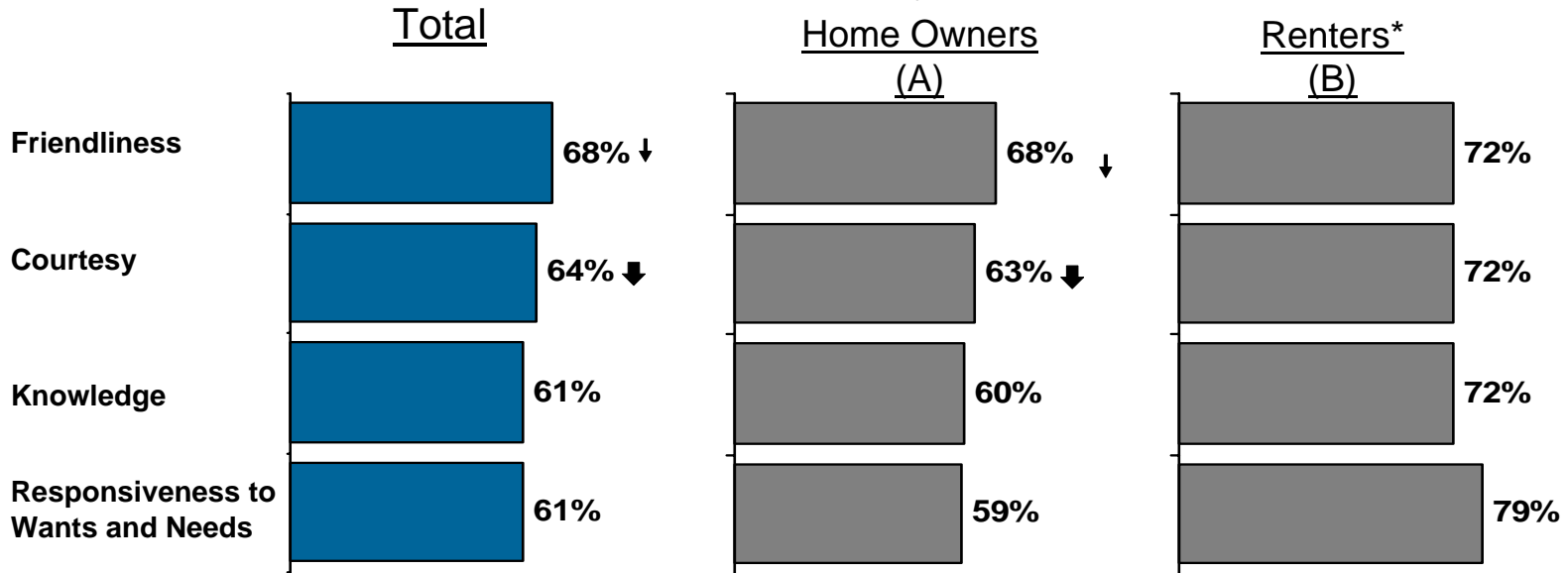
↑ Significantly different from 2004 at 80% Level of Confidence

↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Miami Lakes Town Government

Level of Satisfaction with Call/Visit - Top 2 Box Ratings (Among Those Who Called Or Visited Town Facilities)

By Homeownership Status



* Caution: Extremely Low base

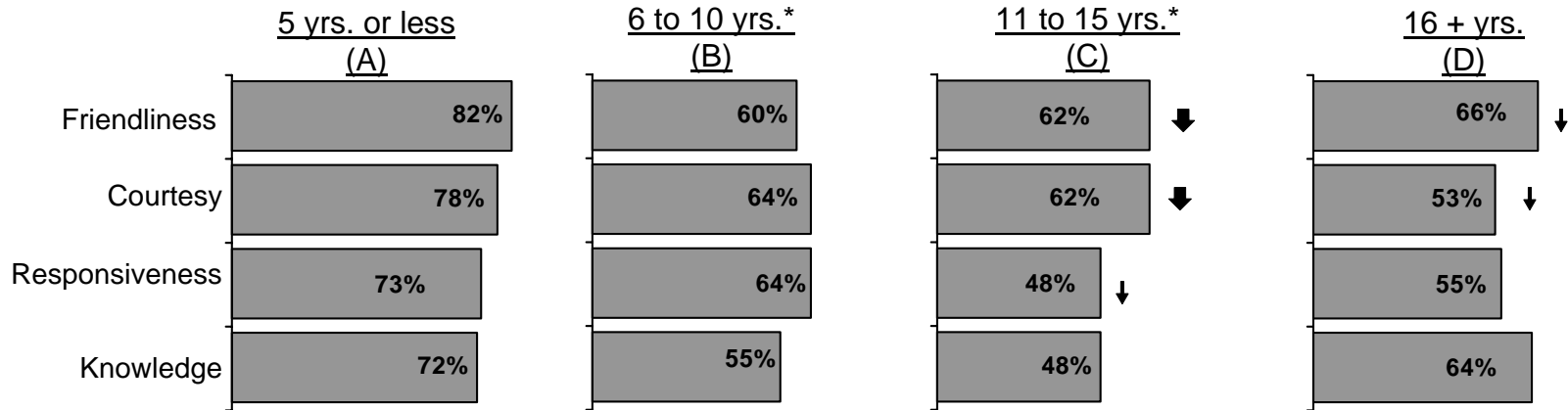
Capital letters indicate a significant difference between subgroups (A/B)

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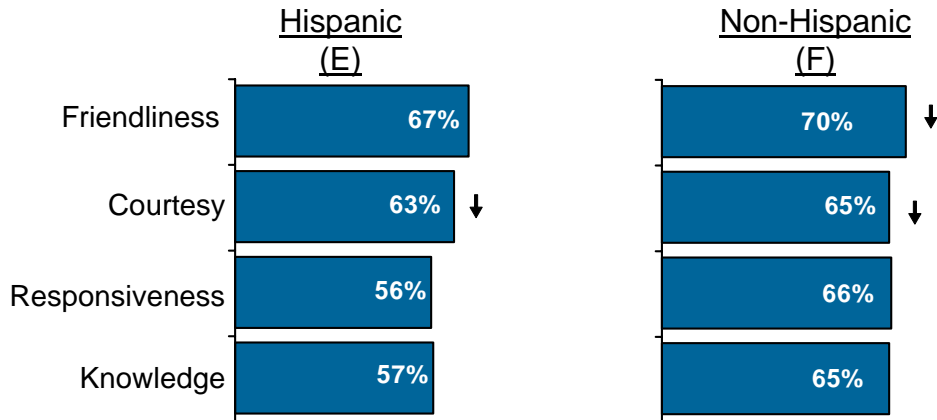
Miami Lakes Town Government

Level of Satisfaction with Call/Visit - Top 2 Box Ratings (Among Those Who Called Or Visited Town Facilities)

By Years Living in Miami Lakes



By Ethnicity



* Caution: Low base

Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

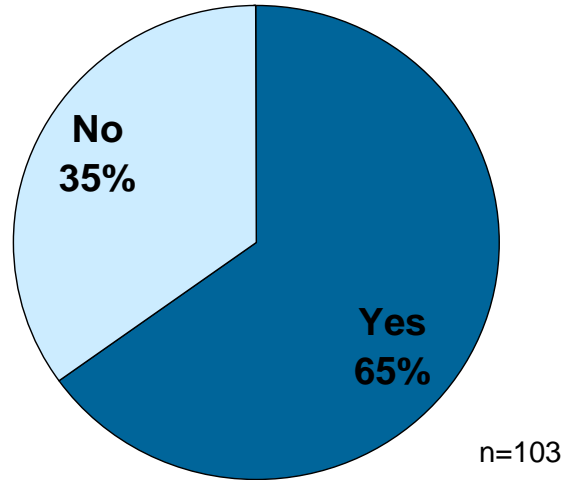
↑ Significantly different from 2004 at 80% Level of Confidence

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Miami Lakes Town Government

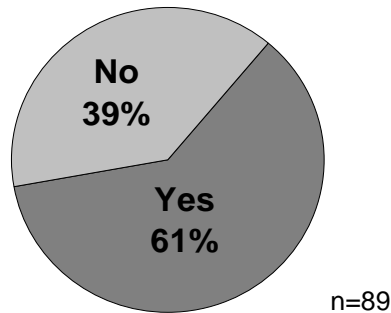
Did Residents Have Their Problem Resolved During Their Call or Visit? (Among Those Who Called Or Visited Town Facilities)

Total

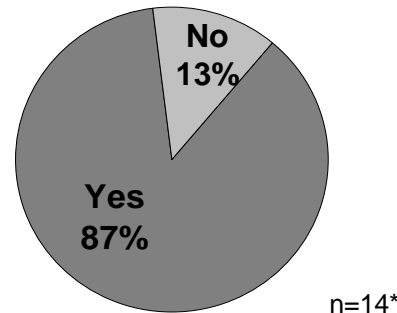


By Homeownership Status

Homeowners (A)



Renters* (B)



* Caution: Extremely Low base

Capital letters indicate a significant difference between subgroups (A/B)

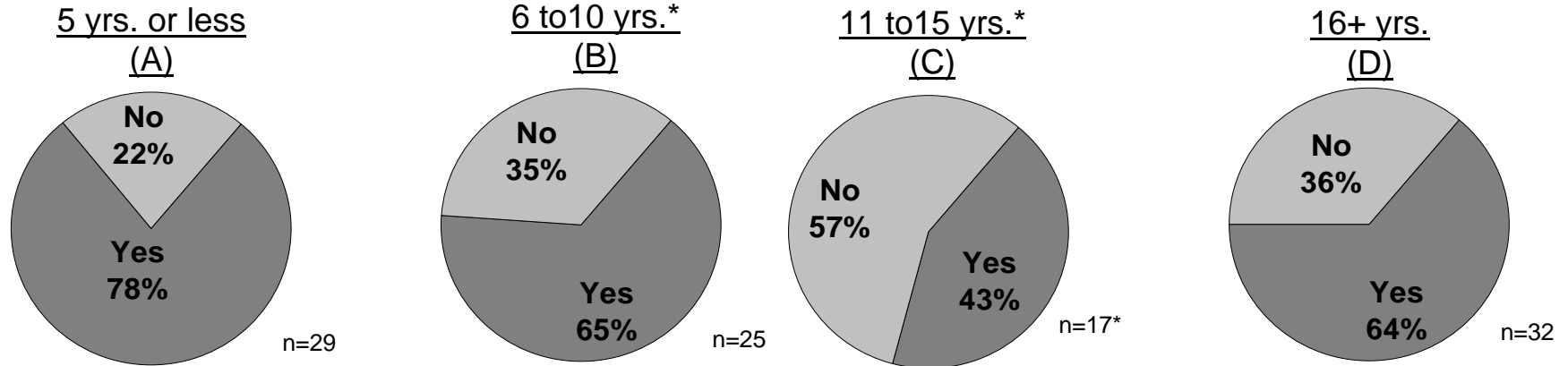
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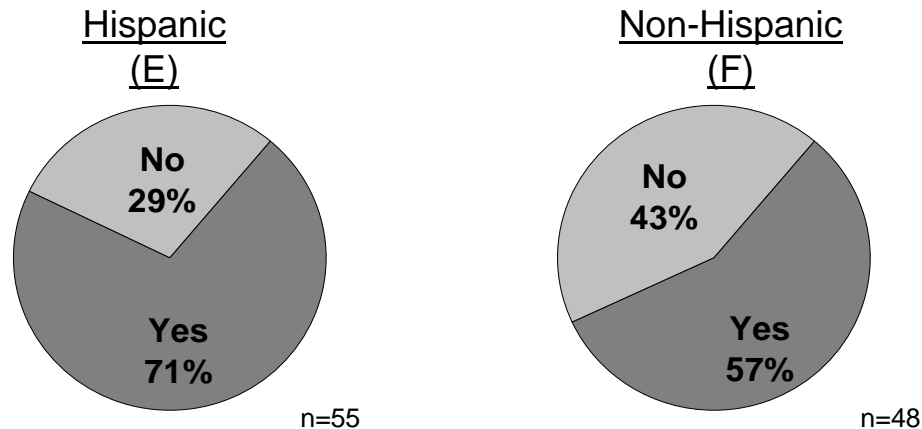
Miami Lakes Town Government

Did Residents Have Their Problem Resolved During Their Call or Visit? (Among Those Who Called Or Visited Town Facilities)

By Years Lived in Miami Lakes



By Ethnicity



* Caution: Low base

Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

† Significantly different from 2004 at 80% Level of Confidence

‡ Significantly different from 2004 at 95% Level of Confidence

Recreational Facilities

Recreational Facilities (Summary)

SATISFACTION WITH THE PARKS AND RECREATION DEPARTMENT

Nine out of ten residents rate the Town of Miami Lakes Parks and Recreation Department either excellent (31%) or good (58%); a considerable improvement over 2004 (75% Top 2 Box).

- Renters are more satisfied with the Parks and Recreation Department (97% Top 2 Box) than homeowners (87%).
- Residents without children are more satisfied with the Parks and Recreation Department (93% Top 2 Box) than residents with children (85%).

PARK USAGE/PROGRAM PARTICIPATION

About one-half of residents have utilized the parks and/or participated in a recreational program in the Town of Miami Lakes within the past 12 months; not much different than in 2004.

- As compared to 2004 (64%), fewer residents with children in 2005 reported having used the parks and/or participated in recreational program in the past 12 months (53%).

SATISFACTION WITH RECREATIONAL FACILITIES

Residents continue to be satisfied with the recreational facilities provided by the Town of Miami Lakes.

- As compared to 2004, residents are more satisfied with the overall appearance of the parks (90% Top 2 Box vs. 83%), the maintenance of the mini-parks, picnic parks, and tot lots (86% vs. 78%), the provision of a range of activities (79% vs. 69%), and with the quality of programs offered (79% vs. 71%).
- The overall appearance of the parks receives the most Top 2 Box ratings (90%) while the quality of the programs offered receives the fewest (79%).
- Newer residents (5 years or less) are more satisfied with the maintenance of the mini-parks, picnic parks, and tot lots (91%) than long-time residents (16 years or more) (75%).
- Non-Hispanic residents are more satisfied with the provision of a range of activities (88%) than Hispanic residents (75%).

Recreational Facilities (Summary)

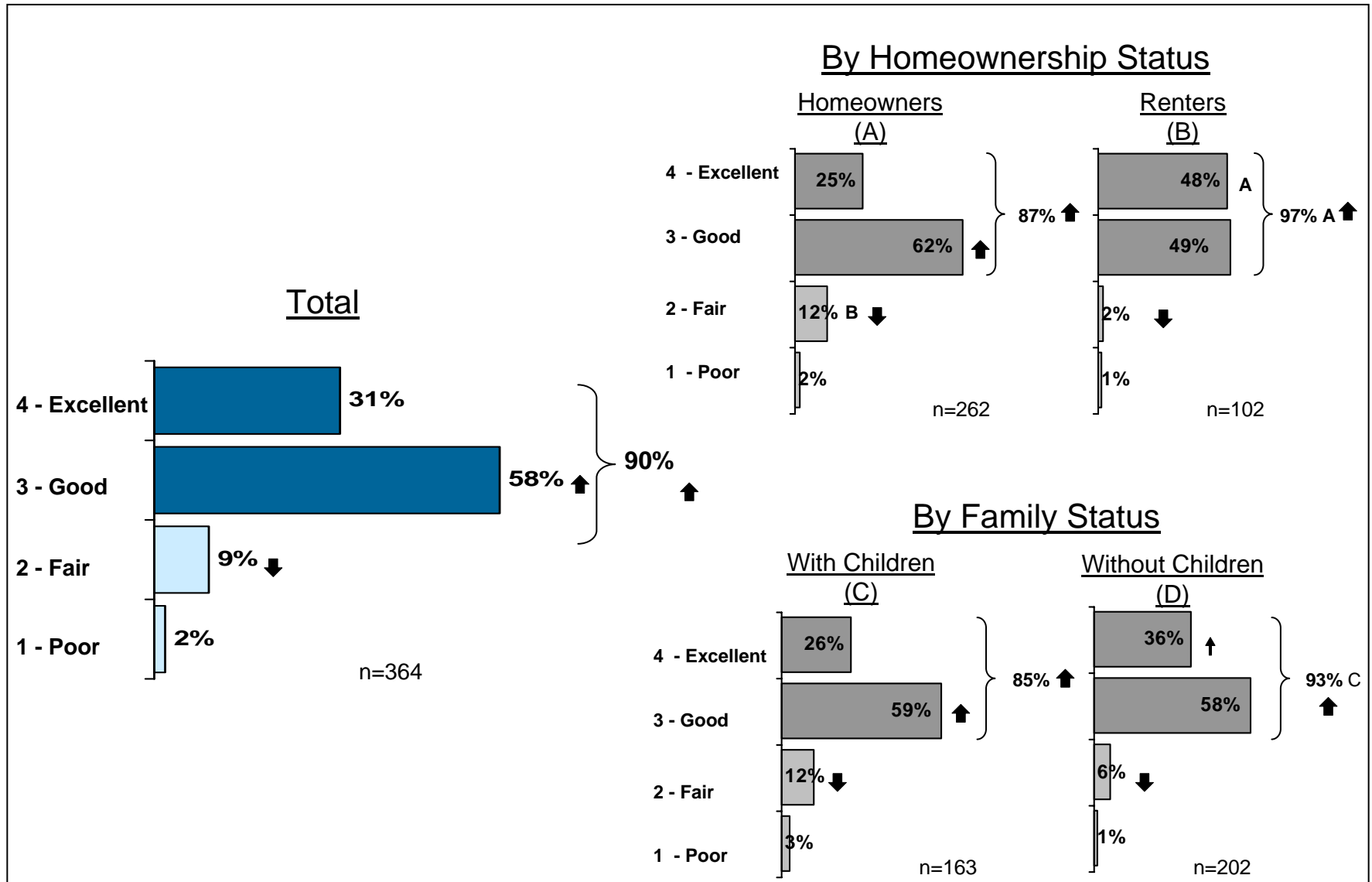
OVERALL AFFORDABILITY OF PARKS AND RECREATION PROGRAMS

Not much different than in 2004, one-half of residents feel that the Town of Miami Lakes parks and recreation programs are inexpensive (rated a 3 or 4 on a 4-point scale); only 8% feel these programs are very expensive. A high percentage of residents are not able to provide a rating of affordability (44%); more so than in 2004 (32%).

- Homeowners are more likely to state that the affordability of parks and recreation programs is very inexpensive (22%) than renters (7%).
- Non-Hispanic residents are more likely to feel that the Town of Miami Lakes parks and recreation programs are inexpensive (rated a 3 or 4 on a 4-point scale) in 2005 (69%) than in 2004 (55%) and as compared to Hispanic residents (42%).

Recreational Facilities

Level of Satisfaction with the Quality of The Town of Miami Lakes' Parks and Recreation Department



Capital letters indicate a significant difference between subgroups (A/B, C/D)

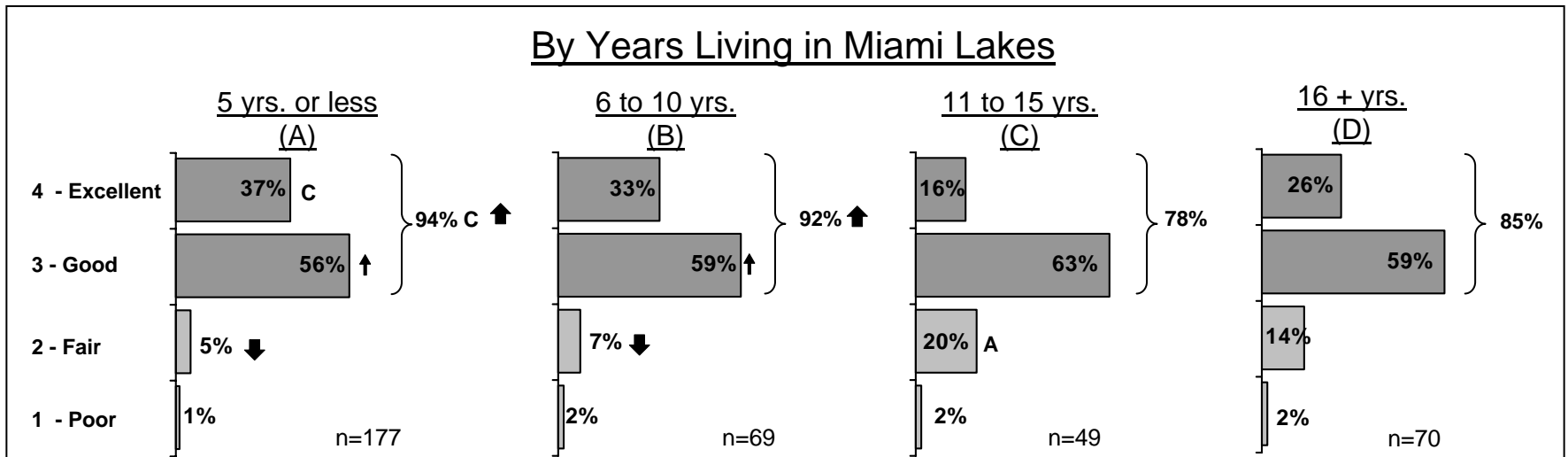
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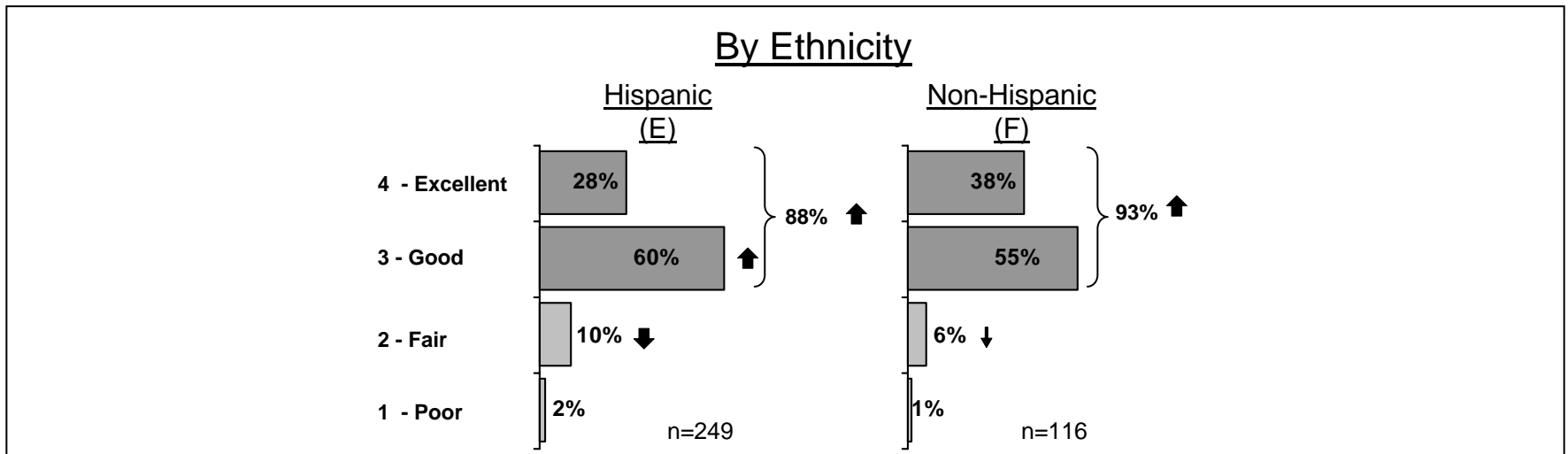
Recreational Facilities

Level of Satisfaction with the Quality of The Town of Miami Lakes' Parks and Recreation Department

By Years Living in Miami Lakes



By Ethnicity



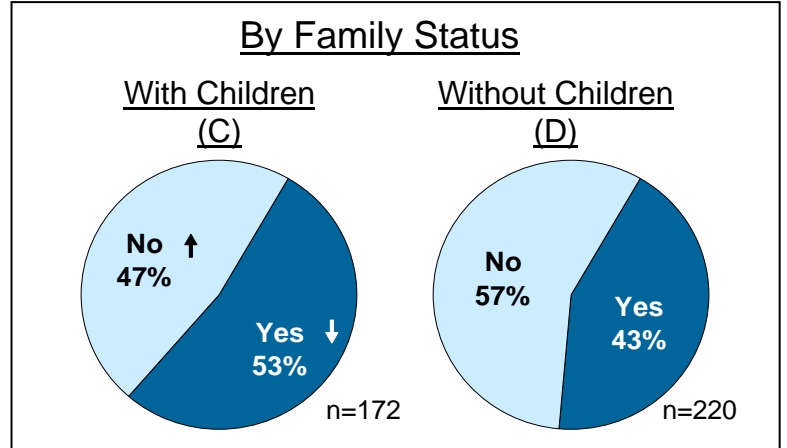
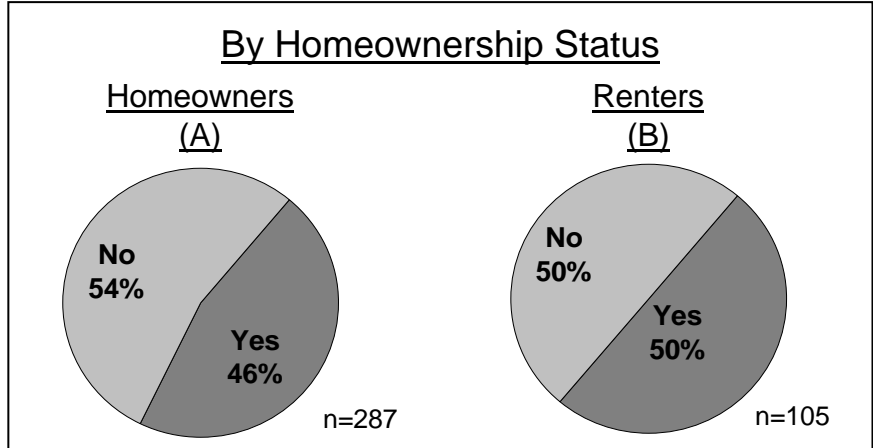
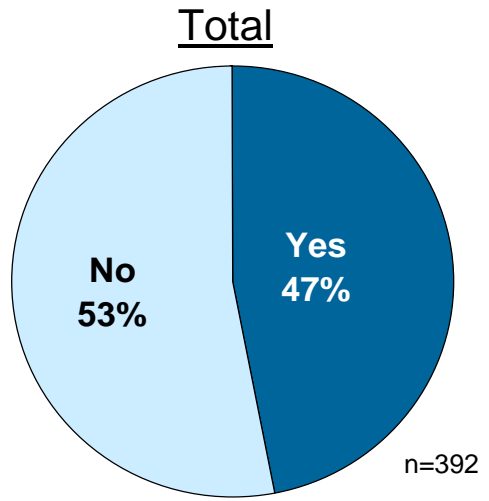
Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

↑ Significantly different from 2004 at 80% Level of Confidence

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Recreational Facilities

Have Residents Used a Park or Participated In a Town Recreational Program In The Last 12 Months?

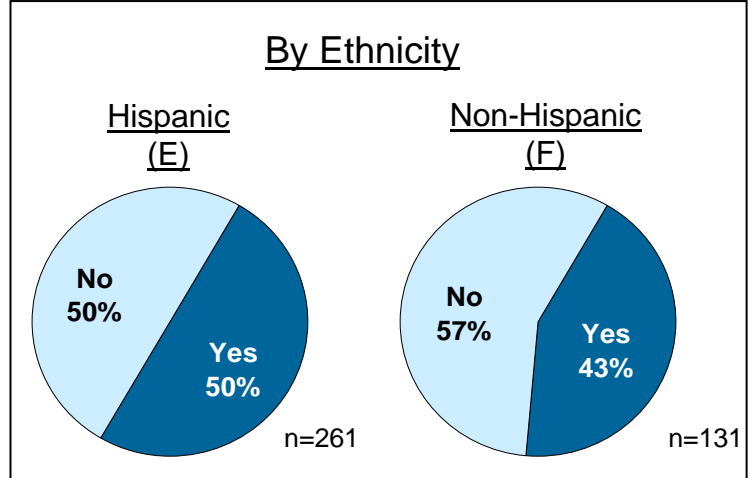
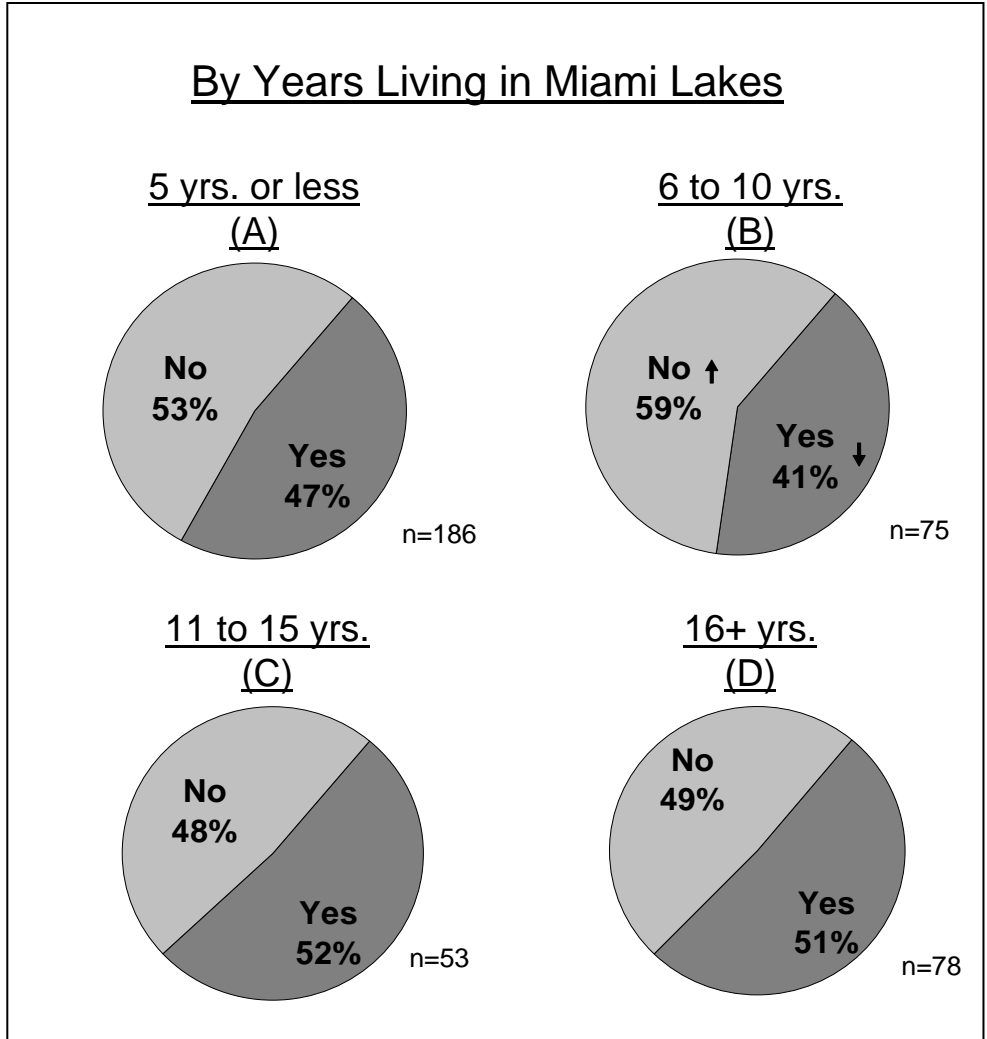


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Recreational Facilities

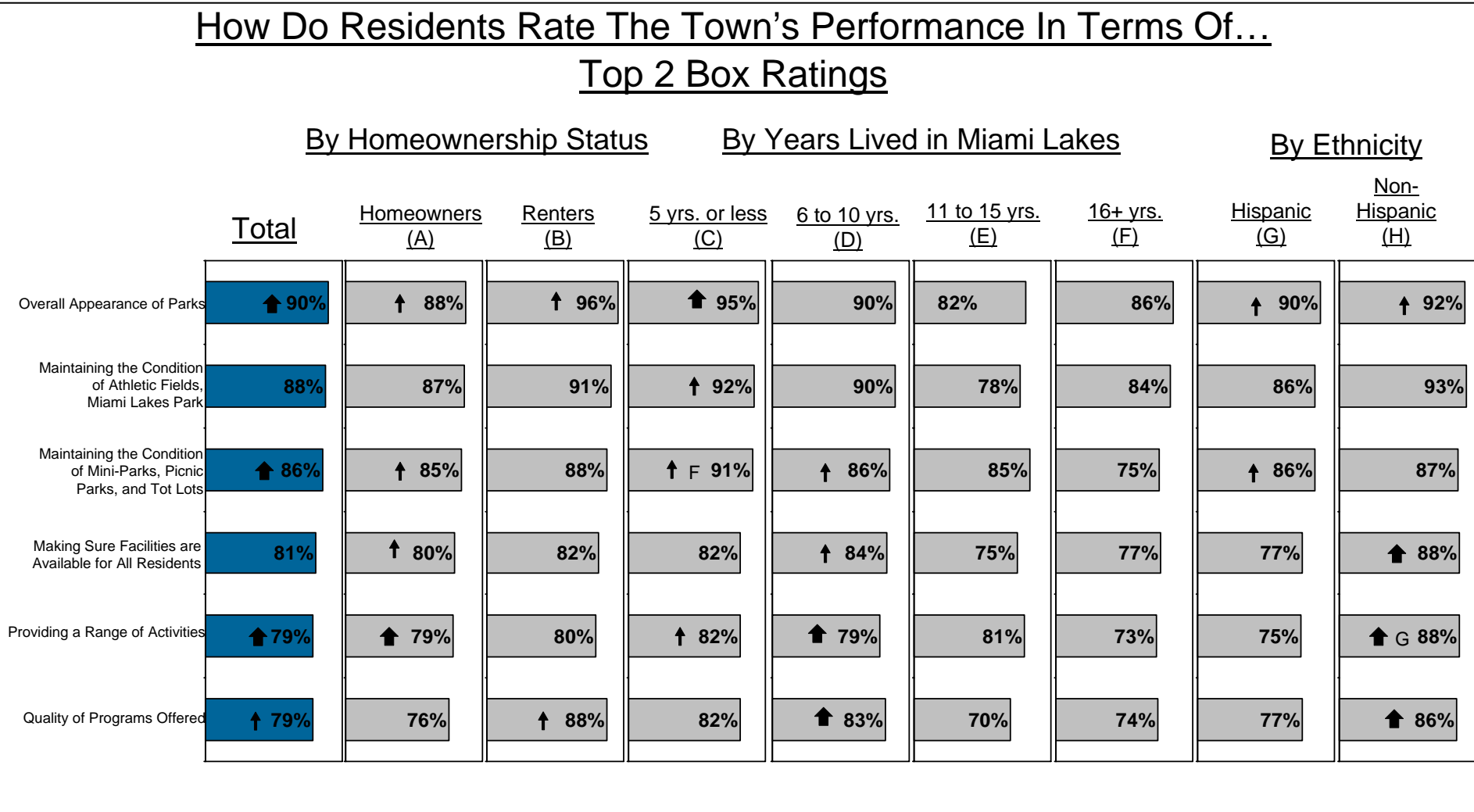
Have Residents Used a Park or Participated In a Town Recreational Program In The Last 12 Months?



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Recreational Facilities

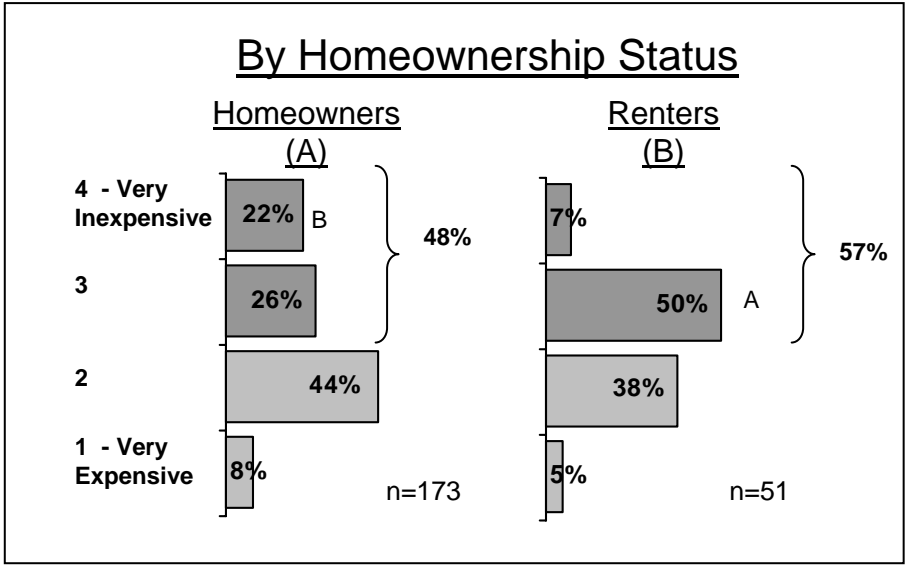
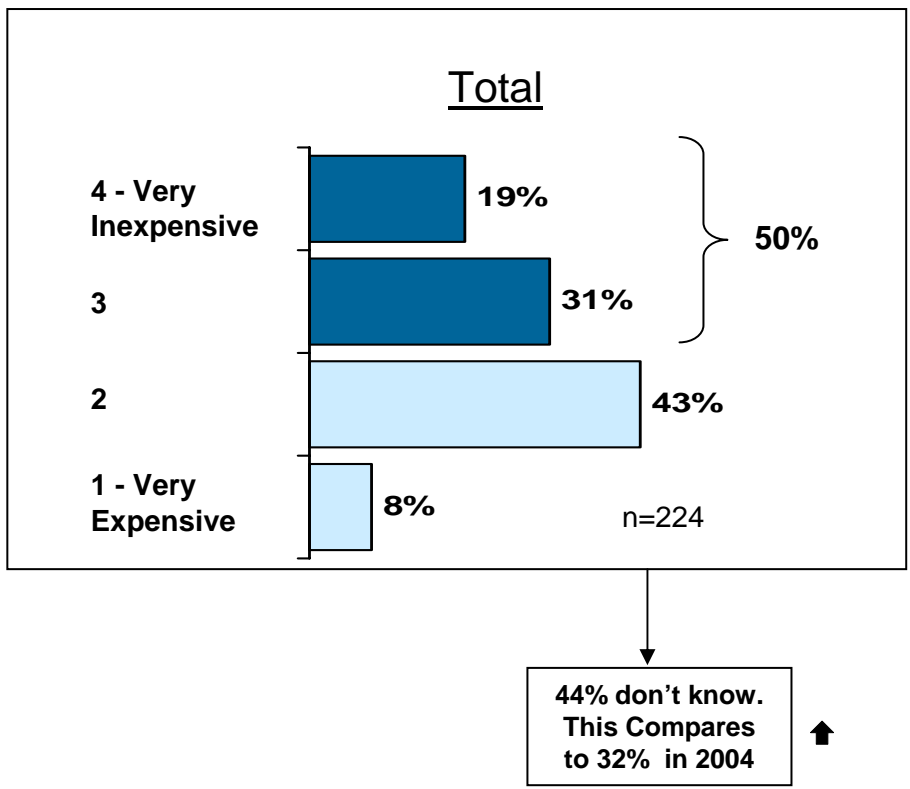
How Do Residents Rate The Town's Performance In Terms Of... Top 2 Box Ratings



Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)
 ↑ Significantly different from 2004 at 80% Level of Confidence
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Recreational Facilities

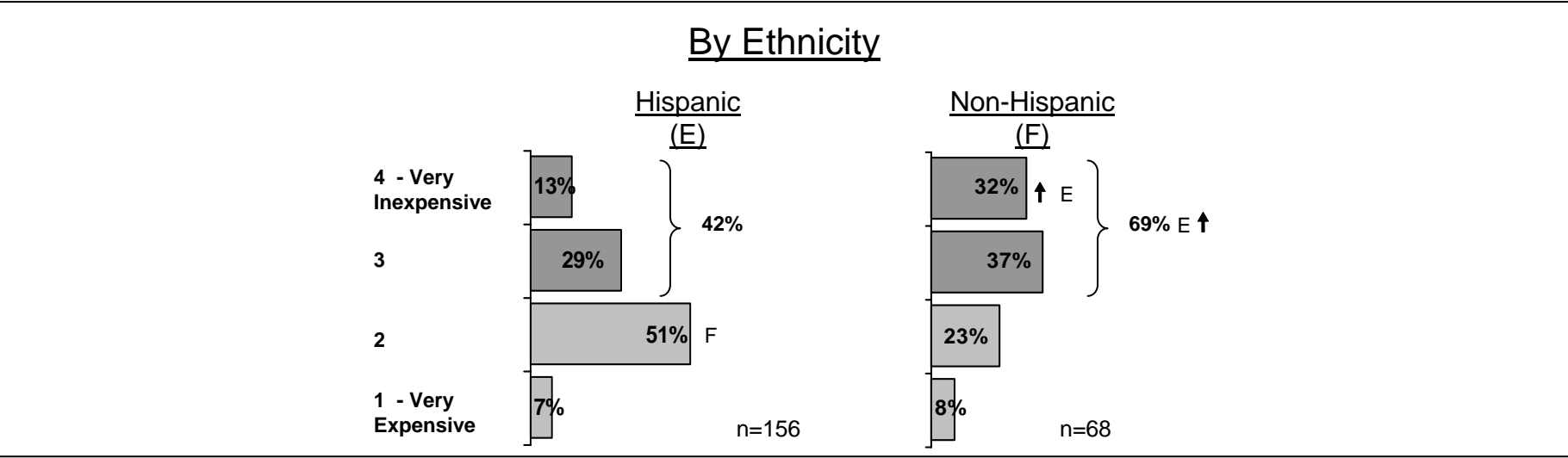
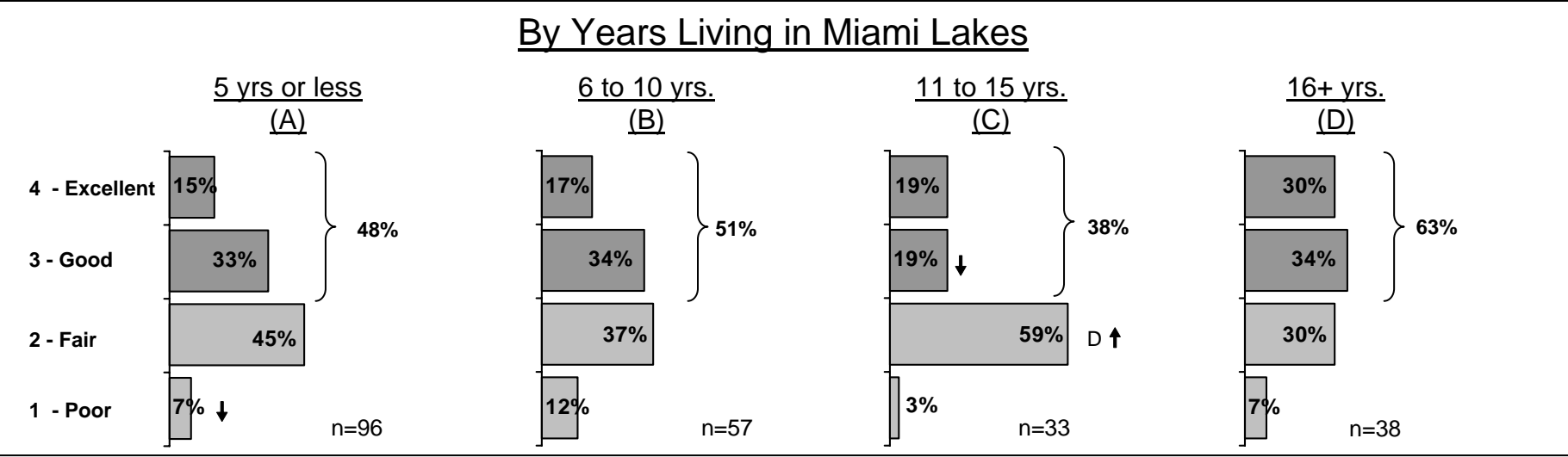
Overall Affordability of Town of Miami Lakes' Parks and Recreational Programs



Capital letters indicate a significant difference between subgroups (A/B)
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Recreational Facilities

Overall Affordability of Town of Miami Lakes' Parks and Recreational Programs



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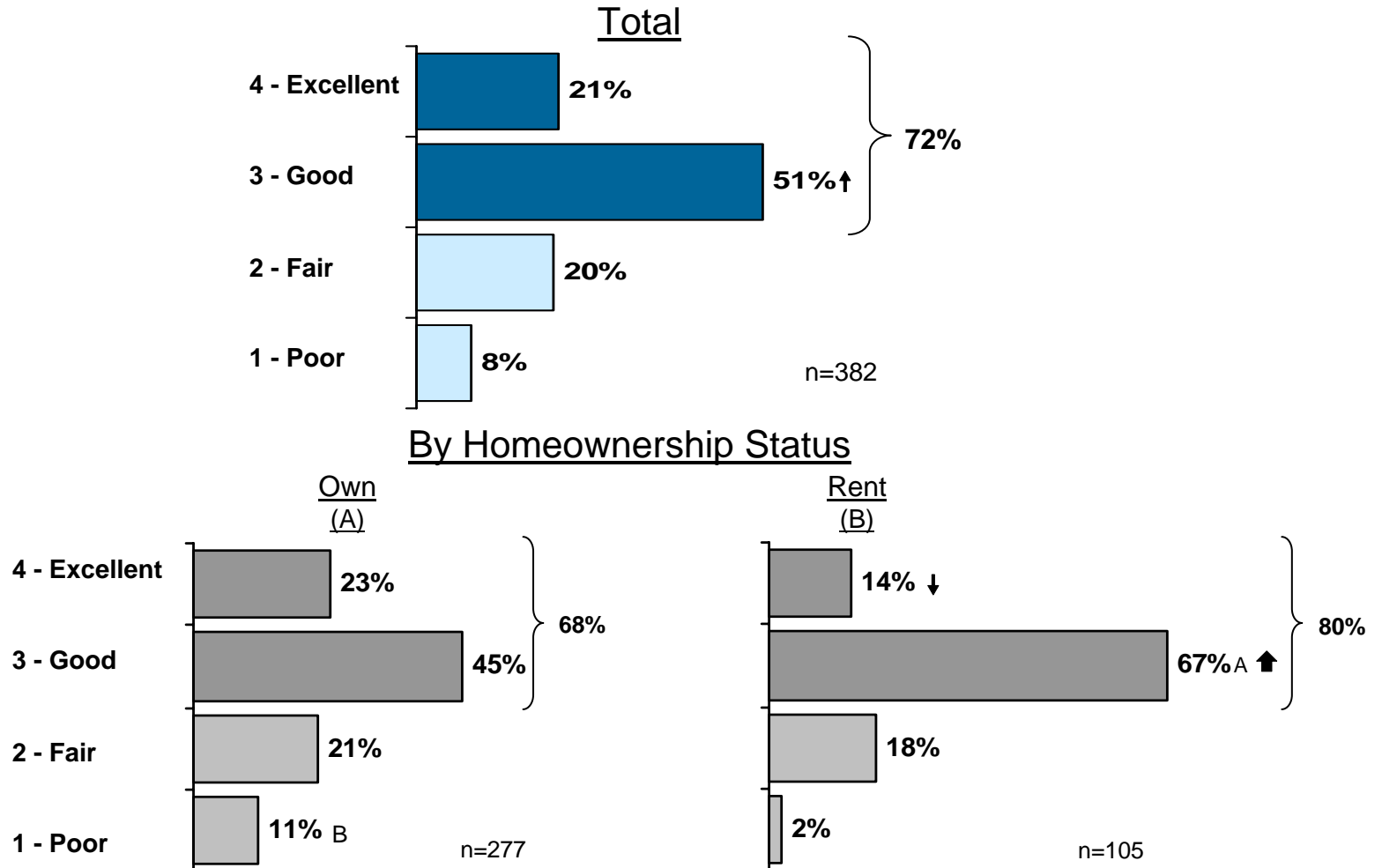
Communication

Communication (Summary)

SATISFACTION WITH THE TOWN IN TERMS OF COMMUNICATING WITH RESIDENTS

Residents continue to be fairly satisfied with the Town of Miami Lakes in terms of communicating with residents with 21% rating excellent and 51% rating good; only 8% rate the town poor.

Level of Satisfaction with the Town of Miami Lakes In Terms Of Communicating with Residents



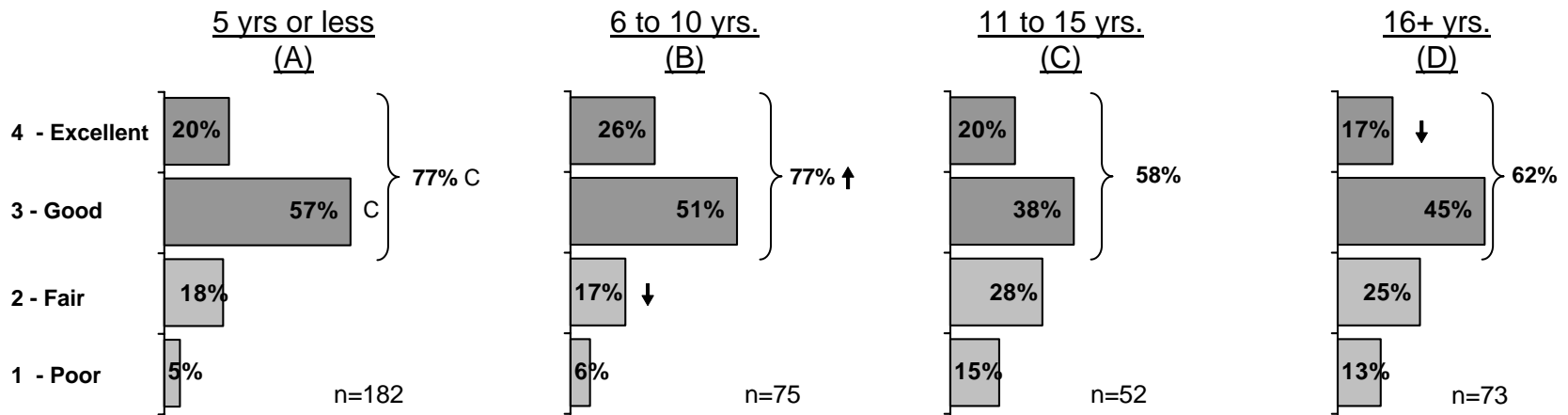
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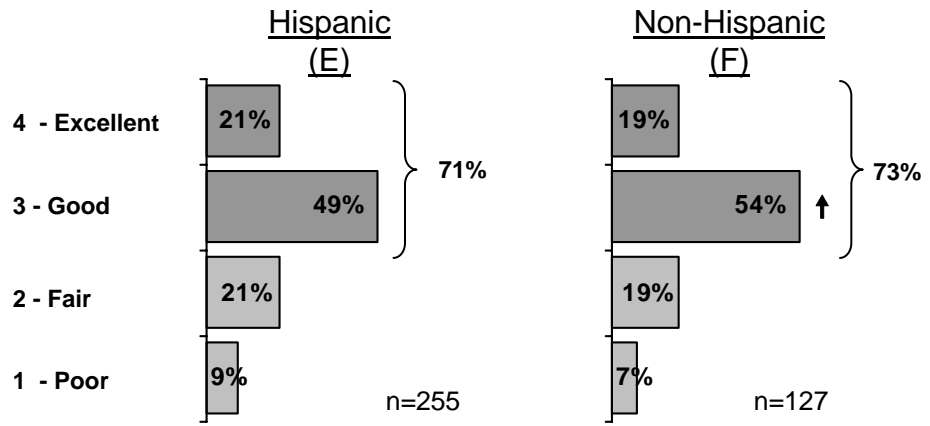
Communication

Level of Satisfaction with the Town of Miami Lakes In Terms Of Communicating with Residents

By Years Living in Miami Lakes



By Ethnicity



Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

↑ Significantly different from 2004 at 80% Level of Confidence

↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Taxes

Taxes (Summary)

CONFIDENCE IN HOW TAX DOLLARS ARE SPENT

The level of confidence with how the Town of Miami Lakes spends tax dollars continues to be high among 68% of residents (rated 3 or 4 on a 4-point scale); significantly higher than in 2004 (57%). Only 9% said they have no confidence (rated a 1).

- While homeowners continue to be more likely to say they have no confidence in how the Town of Miami Lakes spends residents' tax dollars (12%) than renters (0%), there is an increase in confidence among homeowners from 2004 (53%) to 2005 (65% Top 2 Box).
- As compared to 2004, an increase in confidence is seen among newer residents (10 years or less, Top 2 Box).

TAX – SERVICES RECEIVED

Thirty-eight percent of residents feel that the taxes are too high for the amount and quality of Town services received; 62% either feel that the taxes are just right (41%), the taxes are high but receive services of higher quality than expected (21%), or the taxes are too low (< 1%).

- Homeowners were more likely to feel that the taxes are too high for the amount and quality of Town services received in 2004 (47%) than in 2005 (39%).
- Homeowners are more likely to feel that the taxes are high but the Town is providing more services at a higher quality than I expect (24%) than renters (11%).
- Non-Hispanic residents are less likely to feel that the taxes are too high for the amount and quality of Town services received in 2005 (19%) than in 2004 (34%) and as compared to Hispanic residents (48%).

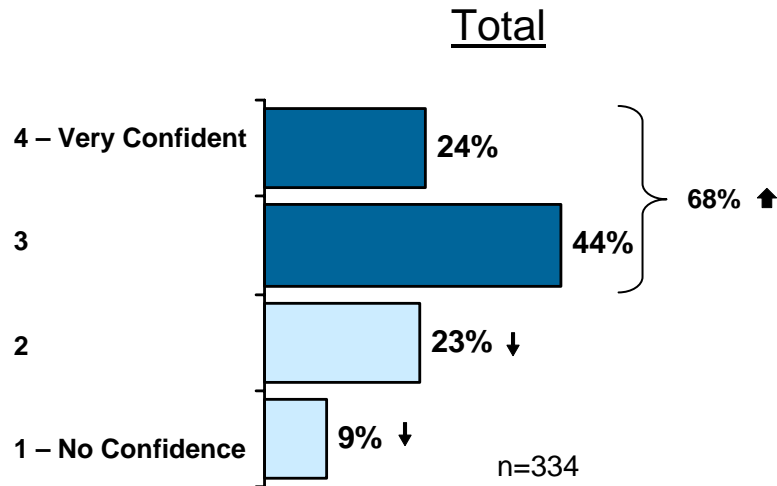
Taxes (Summary)

PERCENT OF ANNUAL TAX BILL GOES TO THE TOWN - PERCEPTION

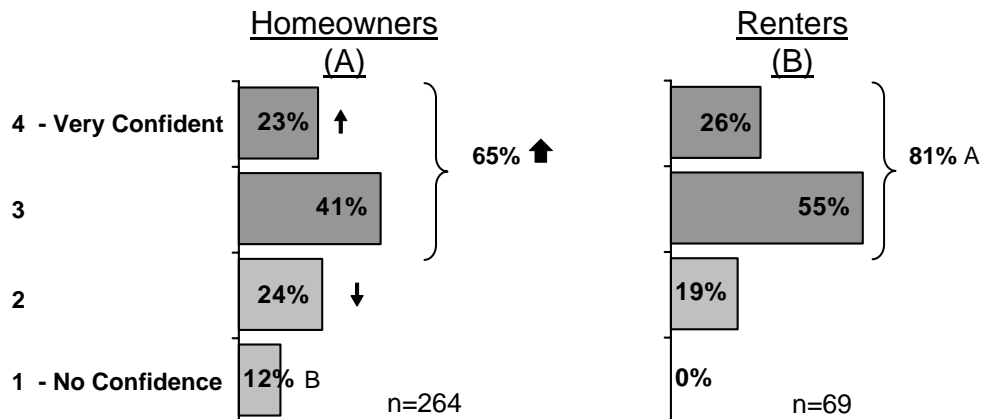
Most surveyed residents (74%) believe that 11% or more of their annual tax bill goes to the Town of Miami Lakes; 21% believe that more than half of their tax bill goes to the Town.

- As in 2004, about half of residents (54%) could not say how much of their annual tax bill goes to the Town of Miami Lakes.
- Homeowners are more likely to feel that more than 60% of their annual tax bill goes to the Town of Miami Lakes (20%) than renters (3%).

Level of Confidence With How Wisely The Town of Miami Lakes Spends Residents' Tax Dollars



By Homeownership Status

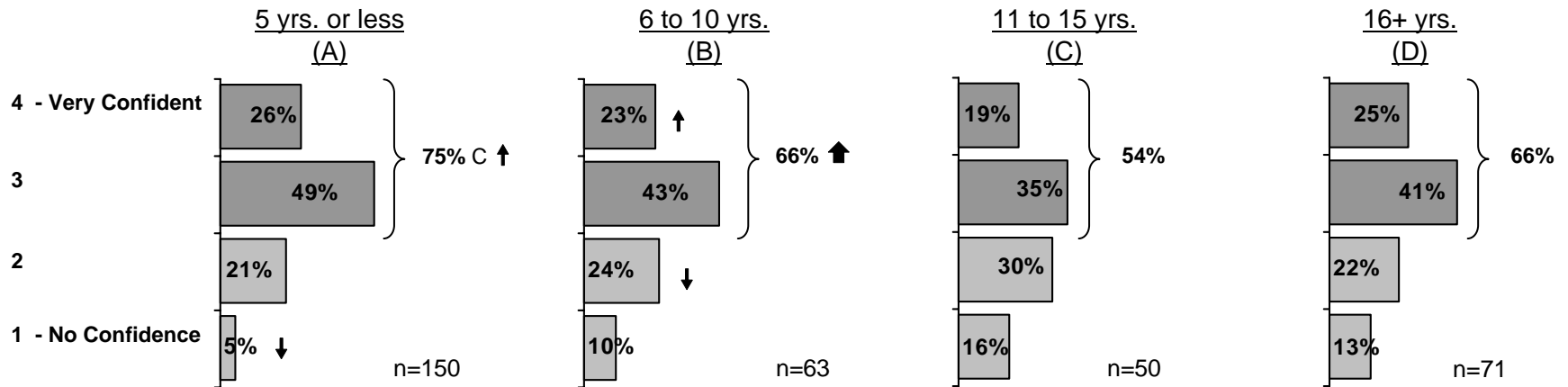


Capital letters indicate a significant difference between subgroups (A/B)

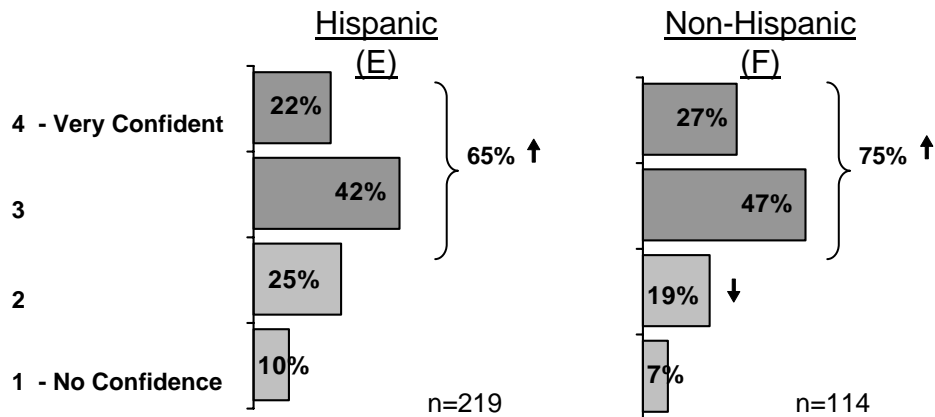
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Level of Confidence With How Wisely The Town of Miami Lakes Spends Residents' Tax Dollars

By Years Lived in Miami Lakes



By Ethnicity

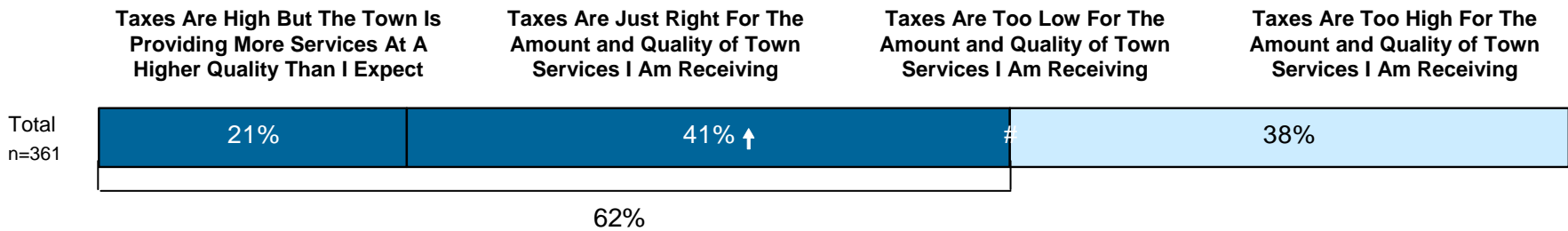


Capital letters indicate a significant difference between subgroups (A/B,C/D, E/F)

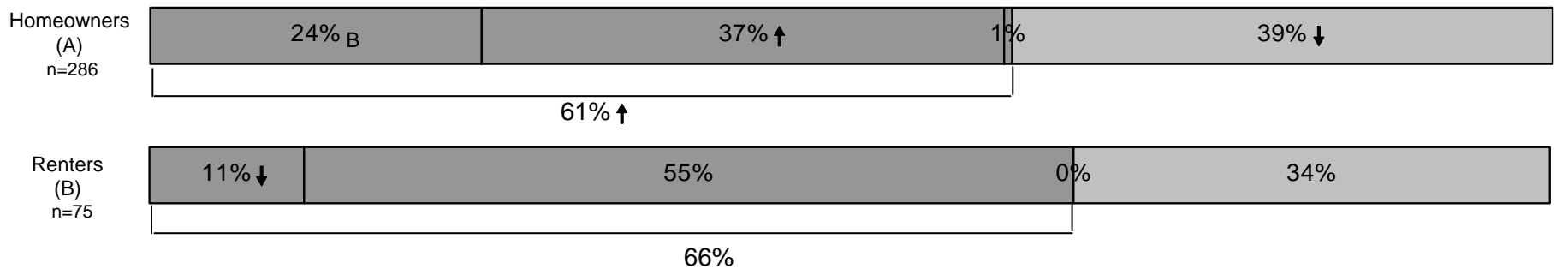
↑ Significantly different from 2004 at 80% Level of Confidence

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Which Statement Best Describes How Residents Feel About Taxes They Pay To The Town of Miami Lakes?



By Homeownership Status



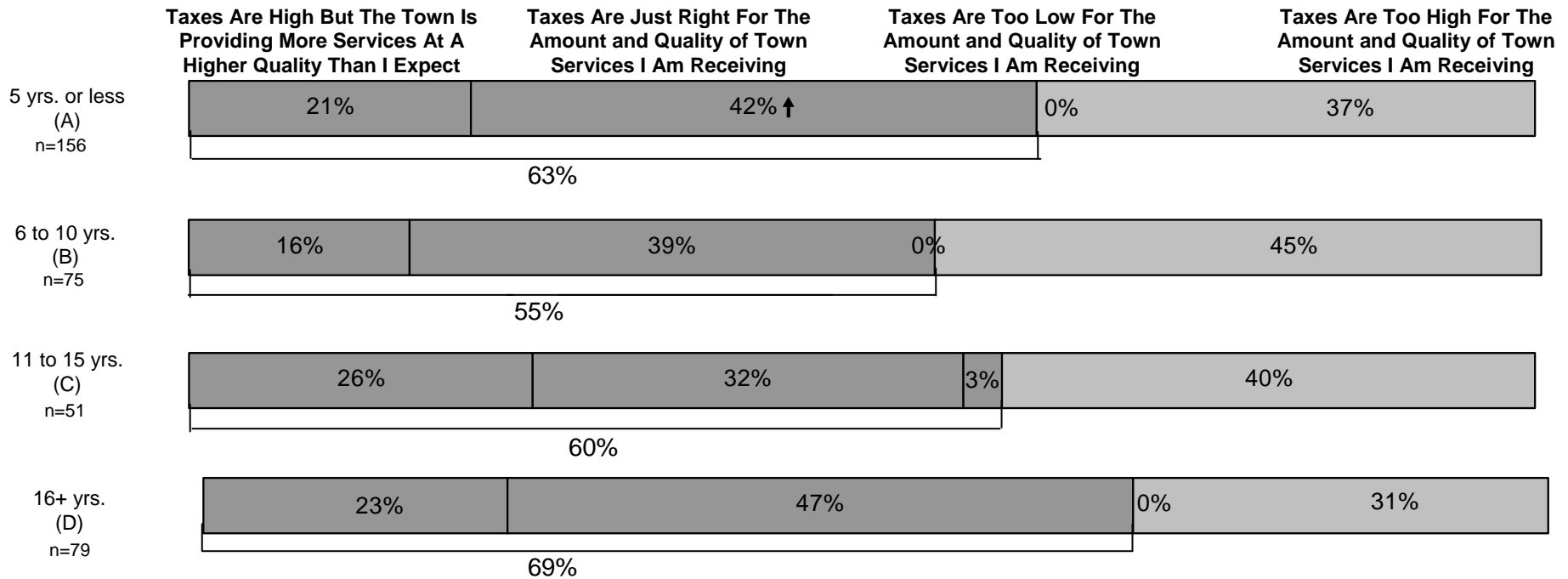
Less than 0.5%

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Which Statement Best Describes How Residents Feel About Taxes They Pay To The Town of Miami Lakes?

By Years Living in Miami Lakes



Capital letters indicate a significant difference between subgroups (A/B/C/D)

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Which Statement Best Describes How Residents Feel About Taxes They Pay To The Town of Miami Lakes?

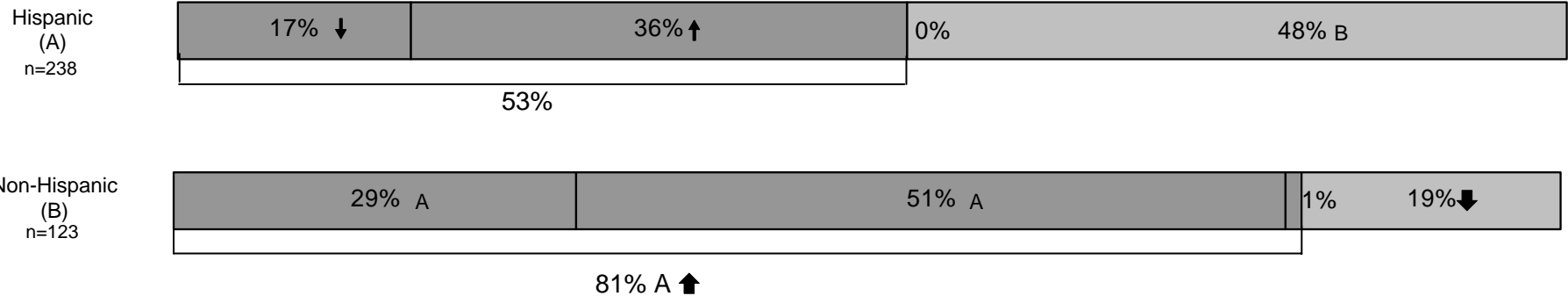
By Ethnicity

Taxes Are High But The Town Is Providing More Services At A Higher Quality Than I Expect

Taxes Are Just Right For The Amount and Quality of Town Services I Am Receiving

Taxes Are Too Low For The Amount and Quality of Town Services I Am Receiving

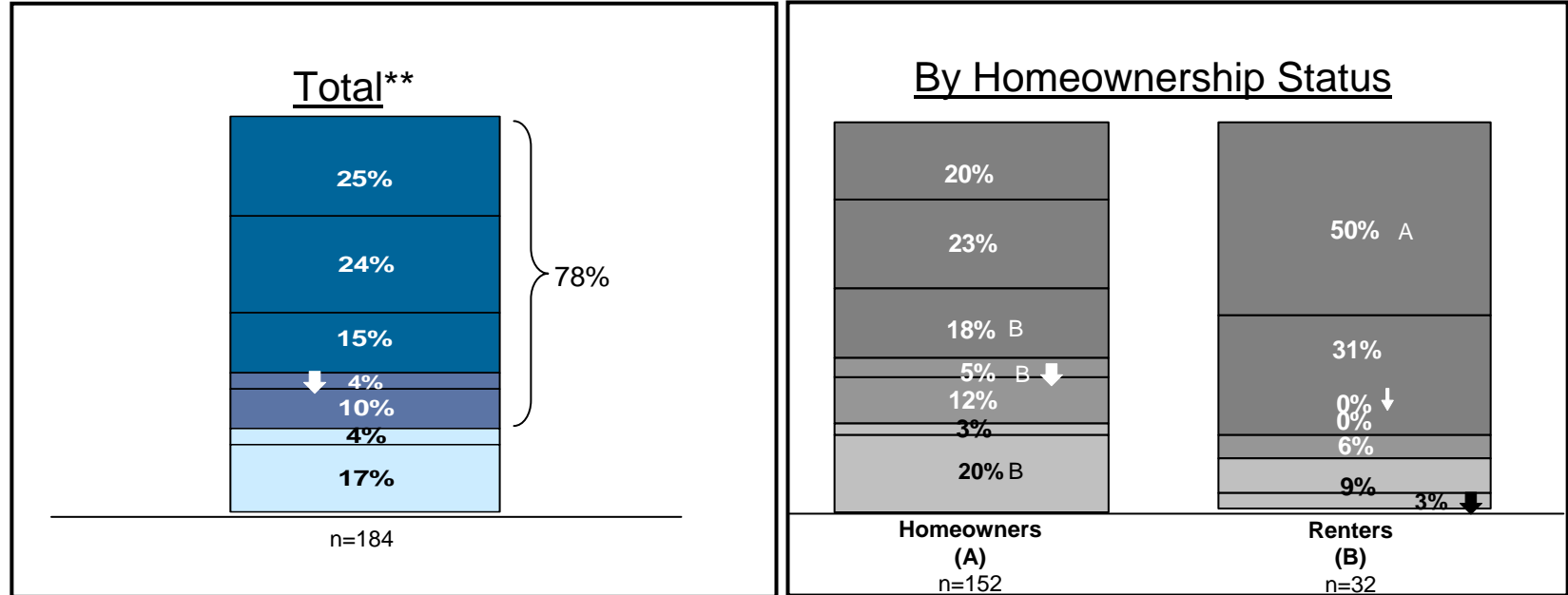
Taxes Are Too High For The Amount and Quality of Town Services I Am Receiving



Capital letters indicate a significant difference between subgroups (A/B)

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Percentage of Annual Tax Bill Residents Believe Goes To The Town of Miami Lakes



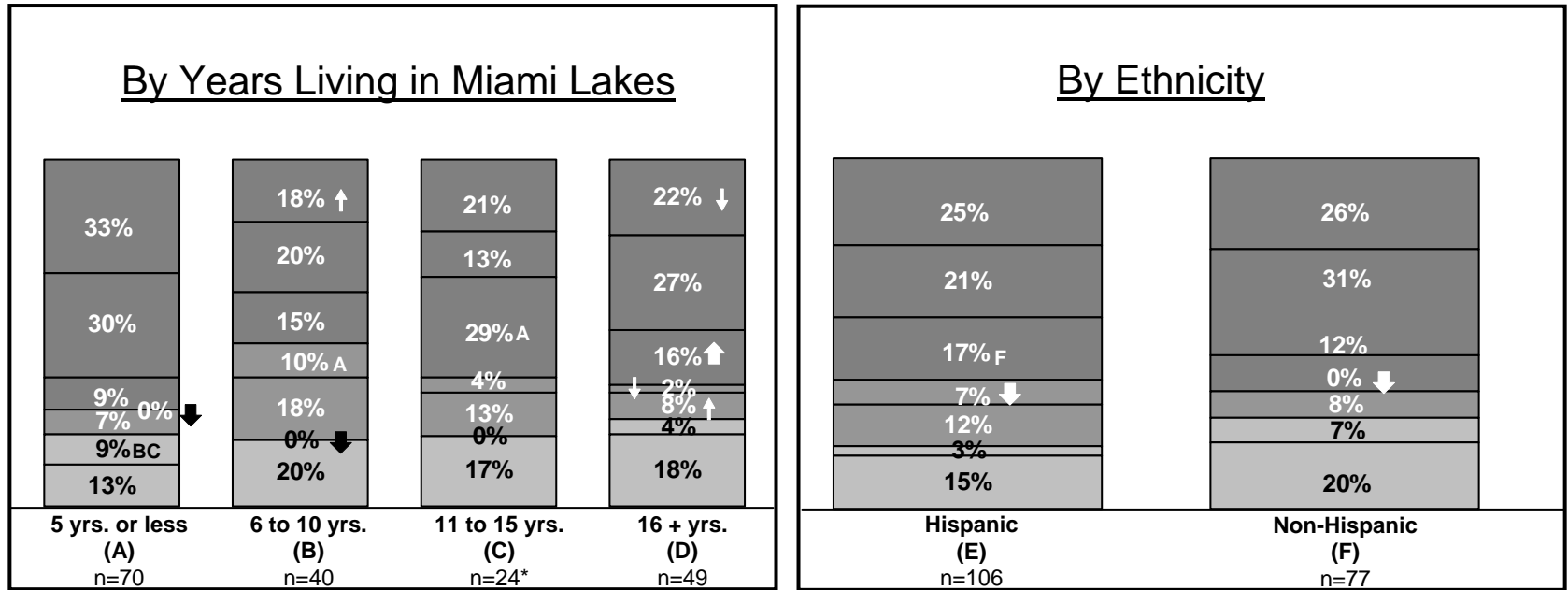
**Please note that 54% said don't know in 2005. This compares to 47% in 2004.

Capital letters indicate a significant difference between subgroups (A/B)

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Percentage of Annual Tax Bill Residents Believe Goes To The Town of Miami Lakes



* Caution: Low base

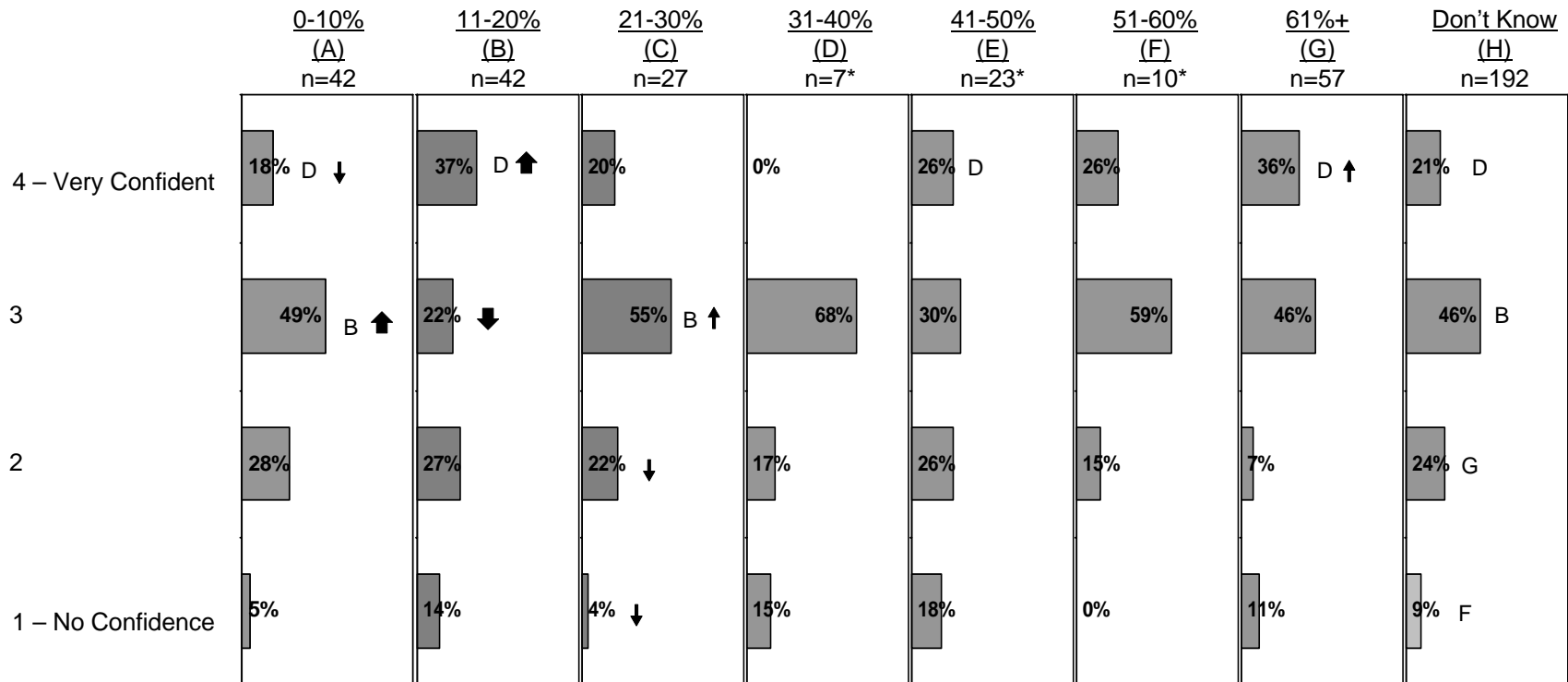
Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

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Confidence Level on How Wisely Tax Dollars are Spent by the Town of Miami Lakes

Percentage of Annual Tax Bill Residents Believe Go to Miami Lakes



Capital letters indicate a significant difference between subgroups (A/B)

Neighborhood and Environmental Vitality

Neighborhood and Environmental Vitality (Summary)

SATISFACTION WITH TOWN'S CONCERN WITH QUALITY

Satisfaction with the Town's concern with quality is high; 81% rated 3 or 4 on a 4-point scale in terms of the town's concern with quality of life in all neighborhoods (an improvement over 2004, 72%), 76% rated such in terms of the town paying attention to the needs of newer neighborhoods (an improvement over 2004, 69%), and 68% rated such in terms of the town paying attention to the needs of older neighborhoods.

- As compared to 2004 (60%), renters are more satisfied that the town is paying attention to the needs of new neighborhoods (79%).
- Long-time residents (16 or more years) are more satisfied with the town's concern with quality of life in all neighborhoods in 2005 (88%) than they were in 2004 (67%).
- As compared to 2004, non-Hispanic residents are more satisfied with all concern for quality attributes measured in 2005.

ATTENDED HOMEOWNERS MEETING

One-third of surveyed residents have attended a homeowners meeting within the past 12 months; the same as in 2004.

- As would be expected, homeowners are more likely to report having attended a homeowners meeting in the past months (38%) than renters (18%). Yet renters are more likely to report attendance in 2005 than in 2004 (18% vs. 8%).
- Seventy-five percent of newer residents (5 years or less) report that they have not attended a homeowners meeting in the past 12 months; much more than long-time residents (16 or more years) (59%).

CODE ENFORCEMENT

Just over two-thirds (69%) of surveyed residents feel that the Town of Miami Lake's enforcement of building codes is at just the right level; a considerable improvement over 2004 (53%). 22% feel it is too rigid and 9% feel it is too lenient.

- The improvement is seen primarily among homeowners and residents living in the town for less 15 or fewer years.

Neighborhood and Environmental Vitality (Summary)

CODE ENFORCEMENT (continued)

More surveyed residents feel that the Town of Miami Lake's enforcement of zoning codes is at just the right level in 2005 (64%) than in 2004 (49%); 19% feel it is too rigid and 17% feel it is too lenient.

- The improvement is seen primarily among homeowners, newer residents (15 years or less), and Hispanic residents.
- As compared to non-Hispanic residents (28%), fewer Hispanic residents feel that enforcement of zoning codes is too lenient (11%).

Sixty-percent of surveyed residents feel that the Town of Miami Lake's code enforcement is at just the right level; 21% feel it is too rigid and 19% feel it is too lenient.

- As compared to 2004 (29%), fewer homeowners feel that the Town of Miami Lake's code enforcement is too lenient in 2005 (20%).

AGREEMENT WITH TOWN CODES

As in 2004, the majority of surveyed residents (87%) agree with the town codes that require proper maintenance of residential properties (rated 3 or 4 on a 4-point scale); 65% agree completely (rated a 4).

STORM WATER DRAINAGE

Considerably fewer surveyed residents feel that storm water drainage is not a problem in their neighborhood (rated 3 or 4 on a 4-point scale) in 2005 (49%) than in 2004 (60%).

- Almost one-third of surveyed residents (30%) feel that storm water drainage is very problematic (rated a 1).

CONDITION OF ROADS

As in 2004, most surveyed residents (85%) feel that the road conditions within the Town of Miami Lakes are good or mostly good; only 15% feel that there are many bad spots.

- Renters are more likely to feel that the road conditions within the Town of Miami Lakes are good or mostly good (96%) than homeowners (81%).

Neighborhood and Environmental Vitality (Summary)

APPEARANCE OF MEDIANS

Eight in ten surveyed residents find the appearance of medians in the Town of Miami Lakes to be excellent (27%) or good (54%).

- As compared to renters (0%), homeowners are more likely to feel that the medians have a poor appearance (4%).

OVERALL SATISFACTION WITH POLICE/TRAFFIC ENFORCEMENT/PARK SECURITY

In comparing Top 2 Box ratings (rated 3 or 4 on a 4-point scale) of police service, park security, and traffic enforcement, surveyed residents continue to be most satisfied with the police service overall (82% vs. 72% and 66% respectively).

- Residents are more satisfied with park security in 2005 (72%) than in 2004 (62%), particularly among homeowners (83% vs. 60%) and non-Hispanics (87% vs. 59%).
- Residents without children are more satisfied with park security overall (83%) than residents with children (62%).
- Non-Hispanic residents are more satisfied with police service (89%) and park security (87%) than Hispanic residents (78% and 67% respectively).

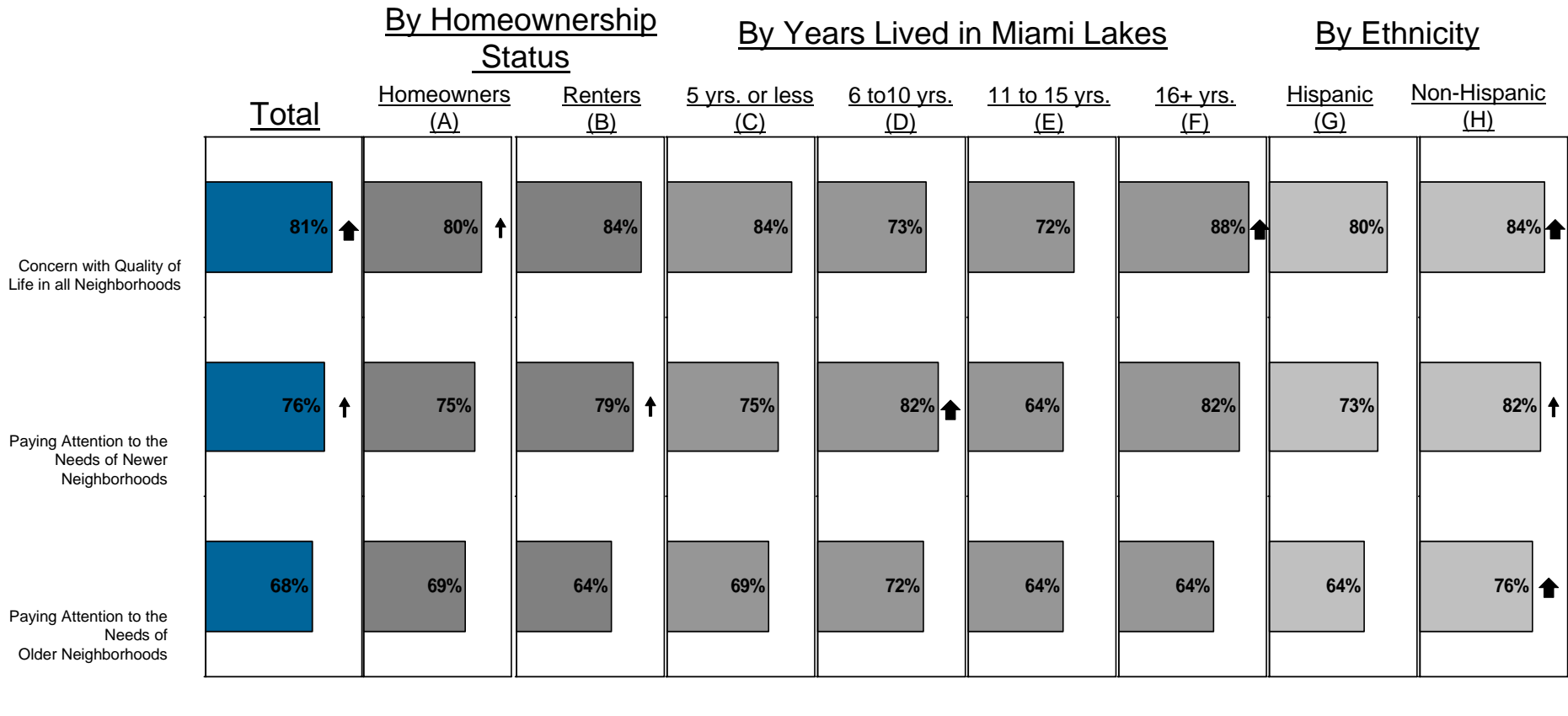
SATISFACTION WITH FRIENDLINESS OF POLICE/TRAFFIC ENFORCEMENT/PARK SECURITY

In terms of being friendly and approachable, traffic enforcement ranked lowest (71% Top 2 Box ratings) as compared to police service (82%) and park security (76%); a decline as compared to 2004 (79%).

- The decline in traffic enforcement ratings regarding being friendly and approachable are seen most among homeowners, residents with children, and Hispanic residents.
- Residents without children are more satisfied with the friendliness and approachability of park security (88%) and traffic enforcement (77%) than residents with children (65% and 64% respectively).

Neighborhood and Environmental Vitality

How Do Residents Rate The Town's Performance In Terms Of... Top 2 Box Ratings



Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

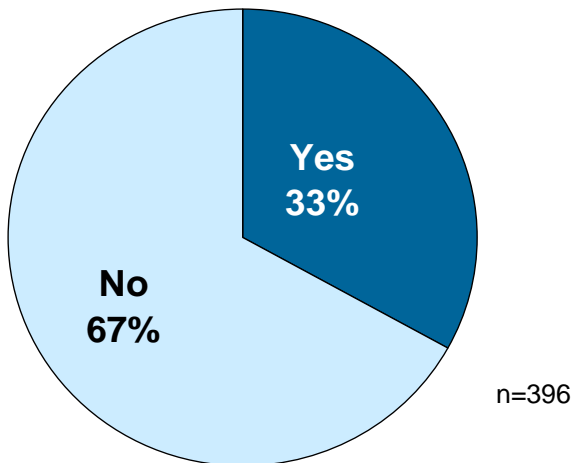
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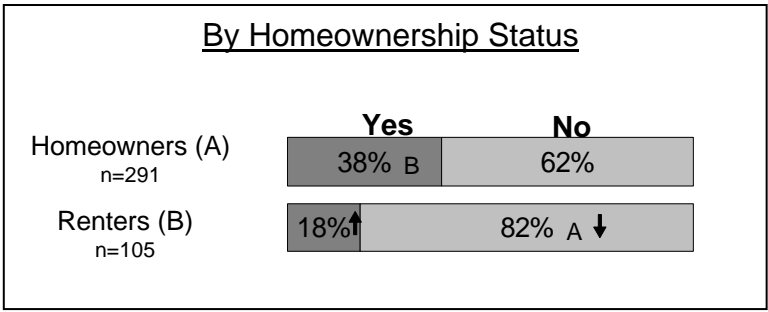
Neighborhood and Environmental Vitality

Have You Attended A Homeowners Meeting Within the Past 12 Months?

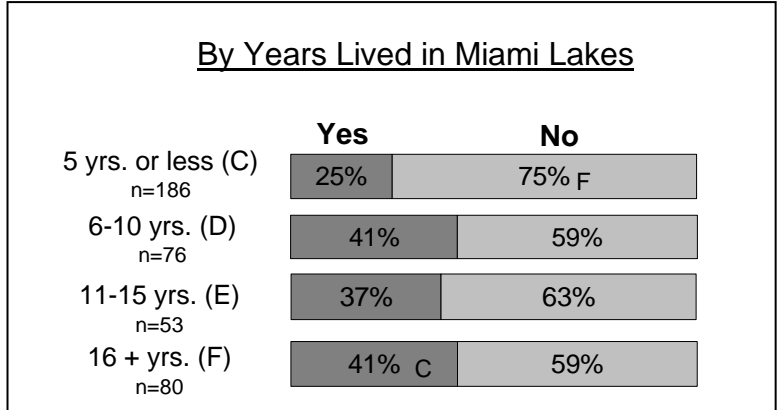
Total



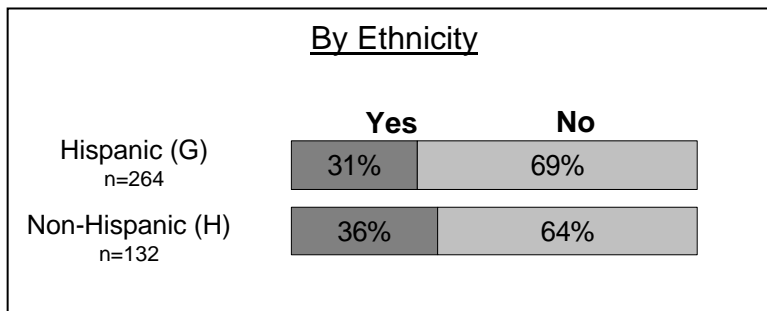
By Homeownership Status



By Years Lived in Miami Lakes



By Ethnicity

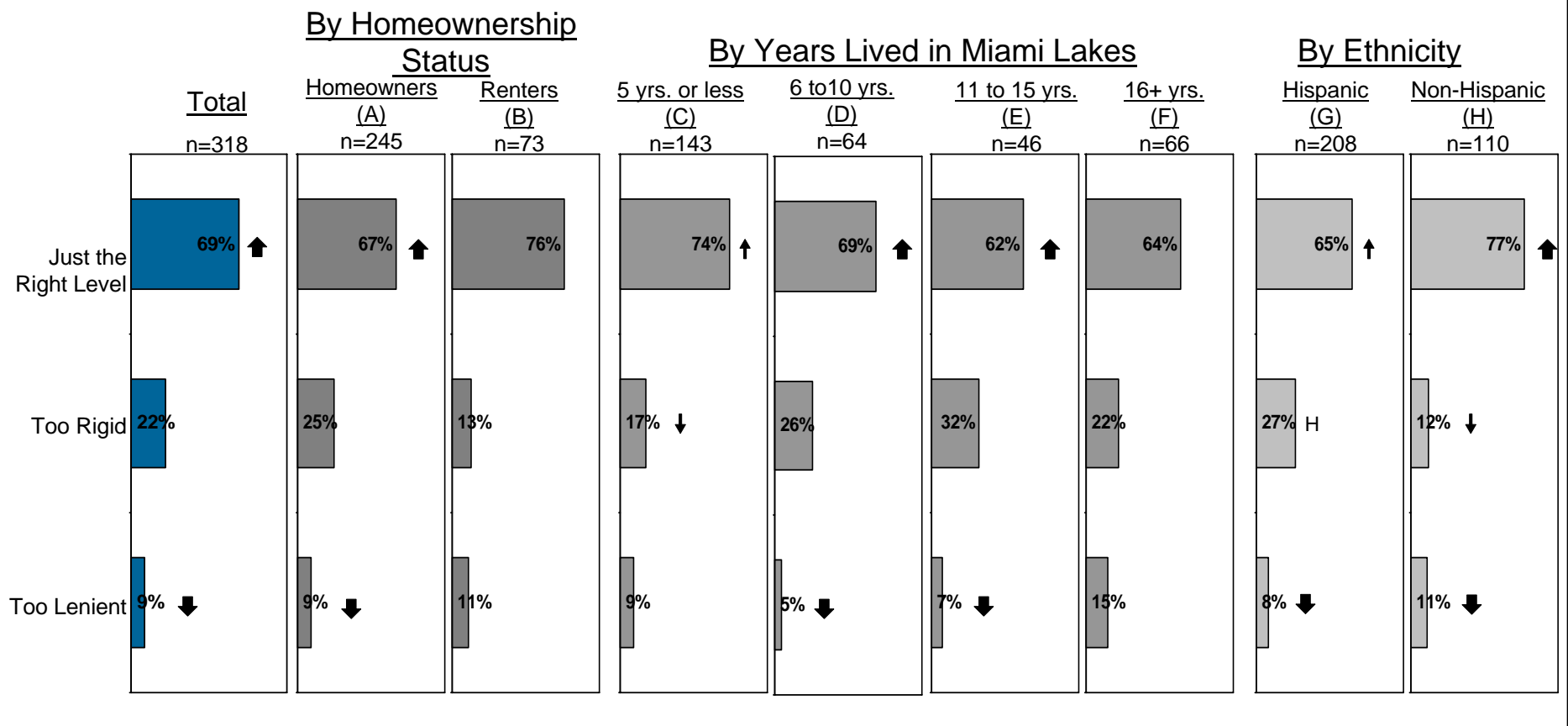


Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

↑ Significantly different from 2004 at 80% Level of Confidence
 ↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Neighborhood and Environmental Vitality

How Do Residents Rate The Town of Miami Lake's Enforcement In Terms Of Building Codes?

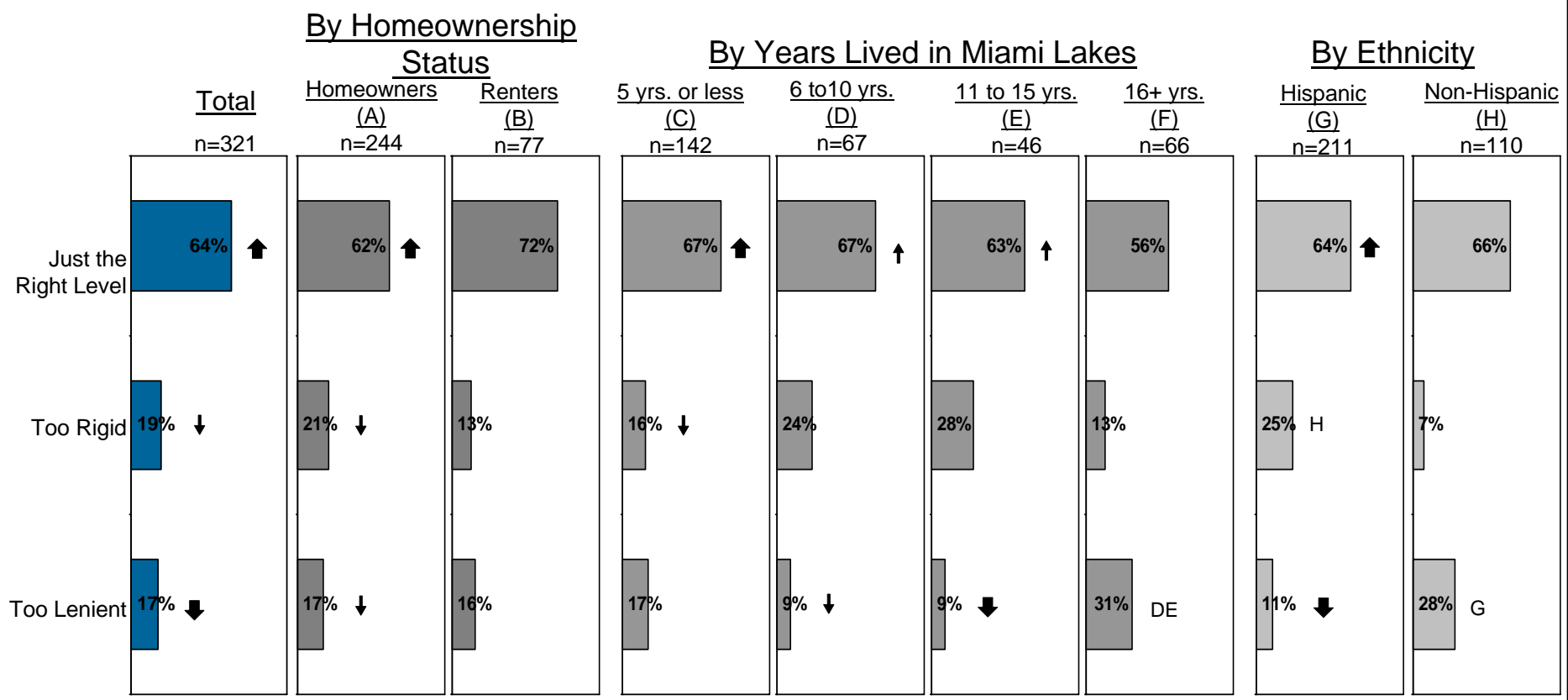


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Neighborhood and Environmental Vitality

How Do Residents Rate The Town of Miami Lake's Enforcement In Terms Of Zoning Codes?

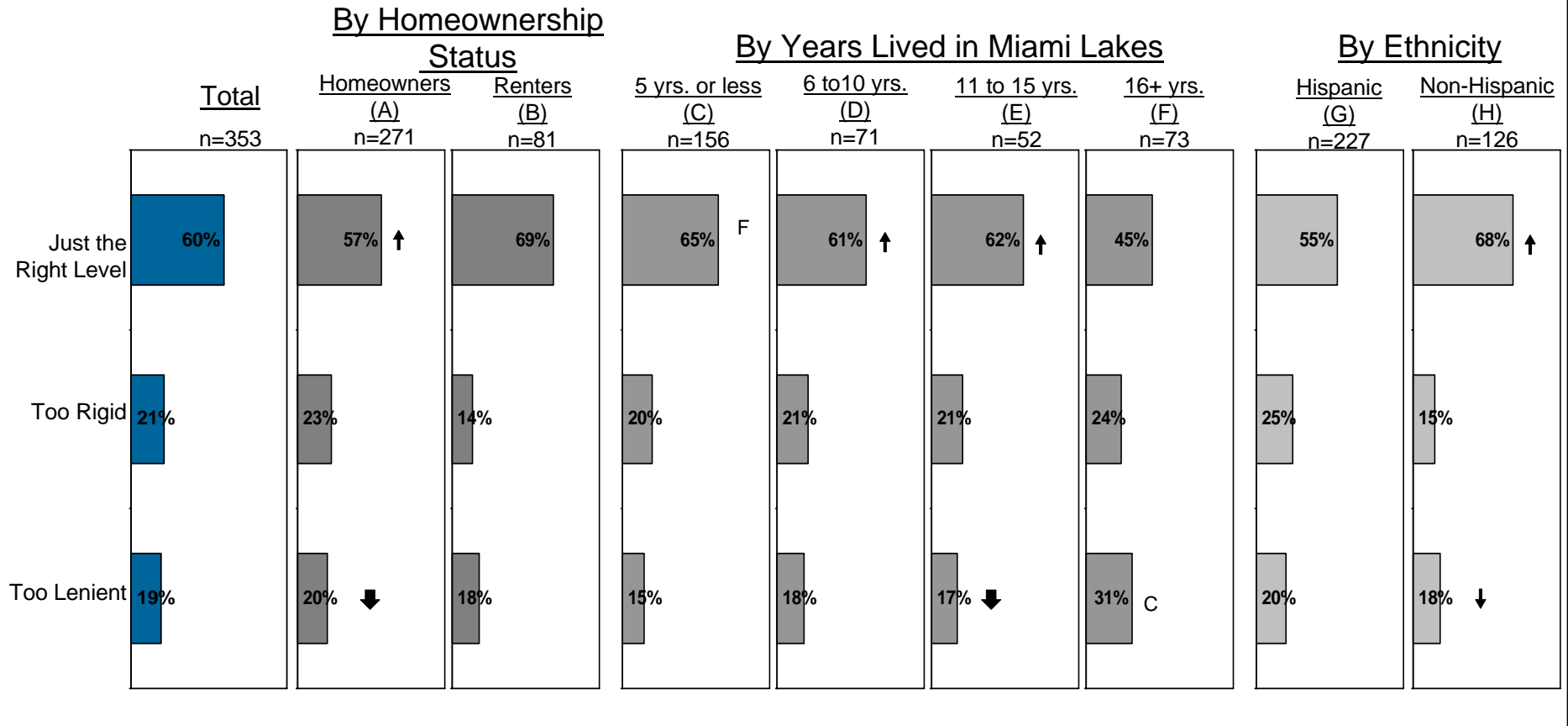


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Neighborhood and Environmental Vitality

How Do Residents Rate The Town of Miami Lake's Enforcement In Terms Of Code Enforcement?

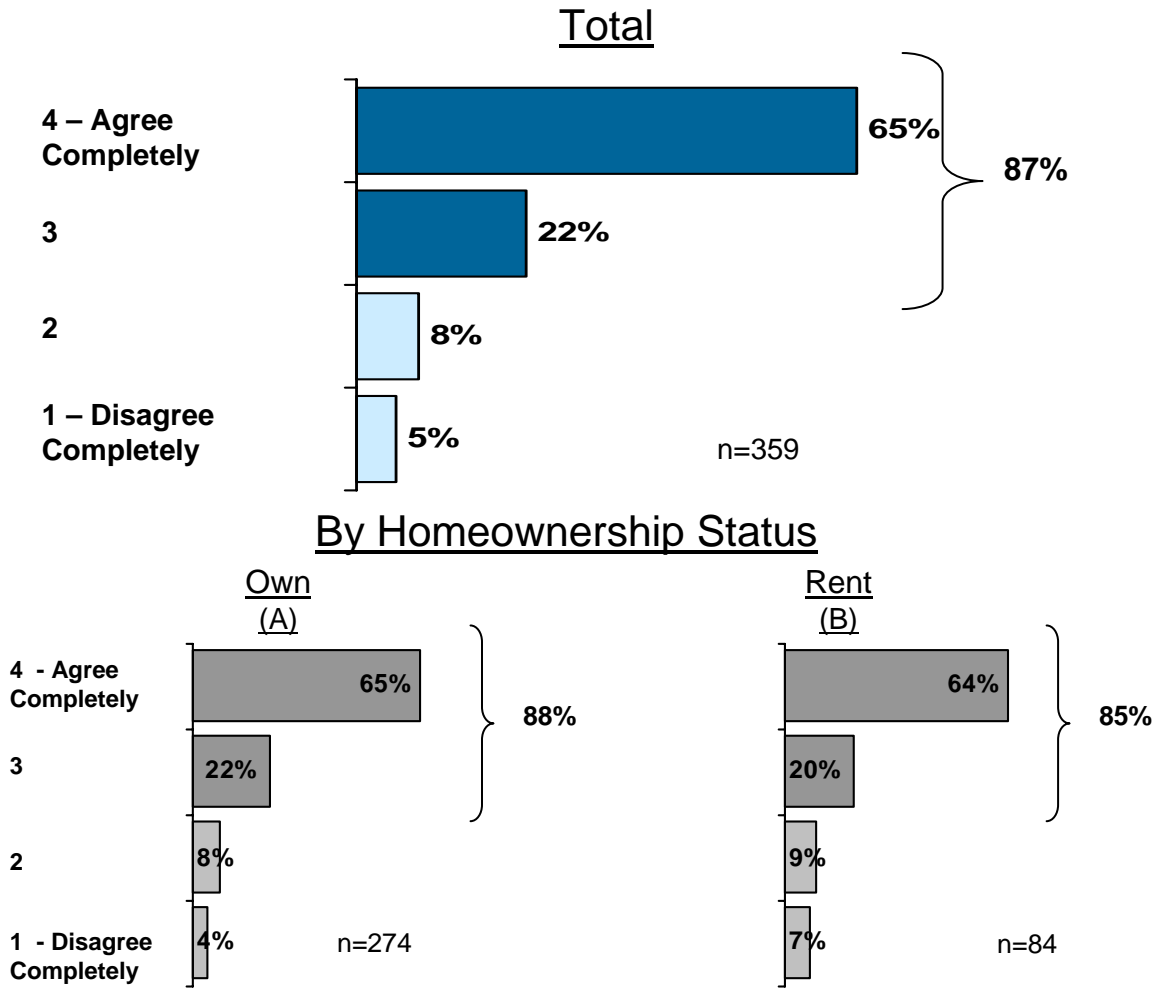


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Neighborhood and Environmental Vitality

To What Extent Do Residents Agree with The Town Codes That Require Proper Maintenance of Residential Properties, In Terms of Appearance?



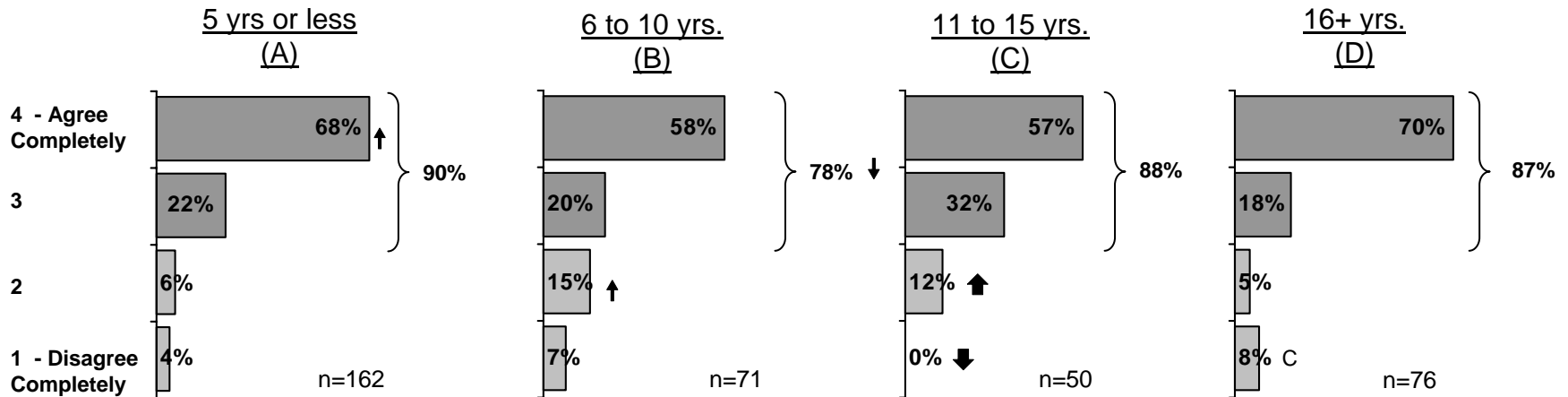
Capital letters indicate a significant difference between subgroups (A/B)

↑ Significantly different from 2004 at 80% Level of Confidence
 ↓ Significantly different from 2004 at 95% Level of Confidence

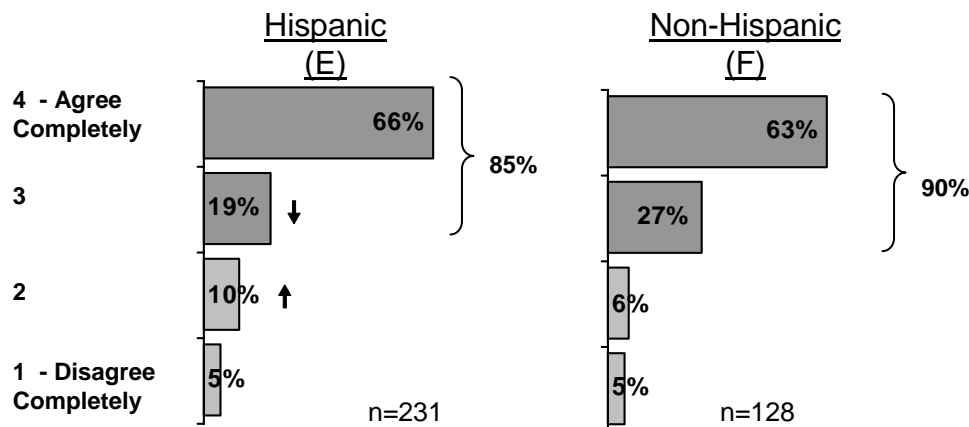
Neighborhood and Environmental Vitality

To What Extent Do Residents Agree with The Town Codes That Require Proper Maintenance of Residential Properties, In Terms of Appearance?

By Years Living in Miami Lakes



By Ethnicity



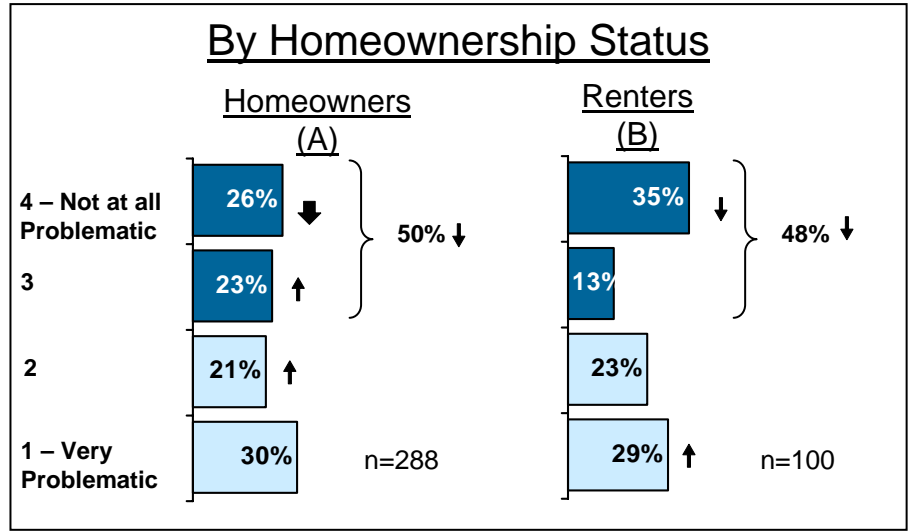
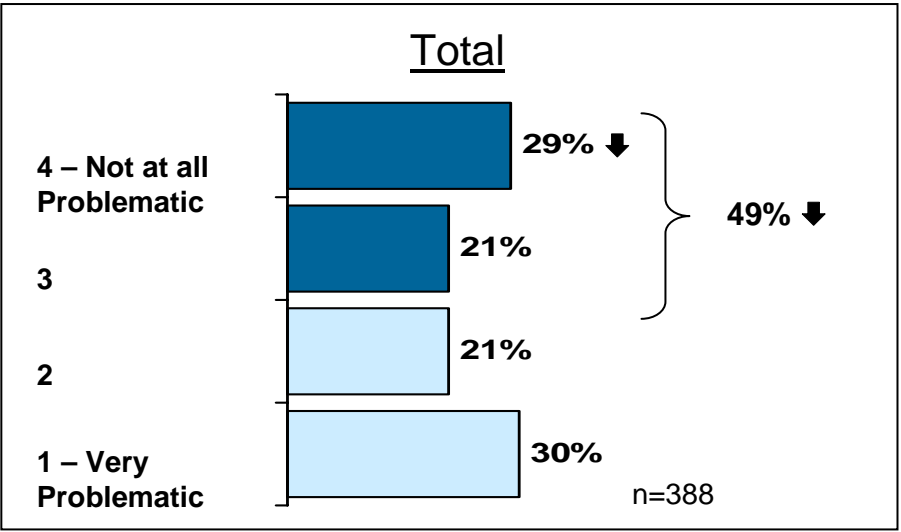
Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

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Neighborhood and Environmental Vitality

To What Extent Is Storm Water Drainage Problematic In Residents' Neighborhoods?

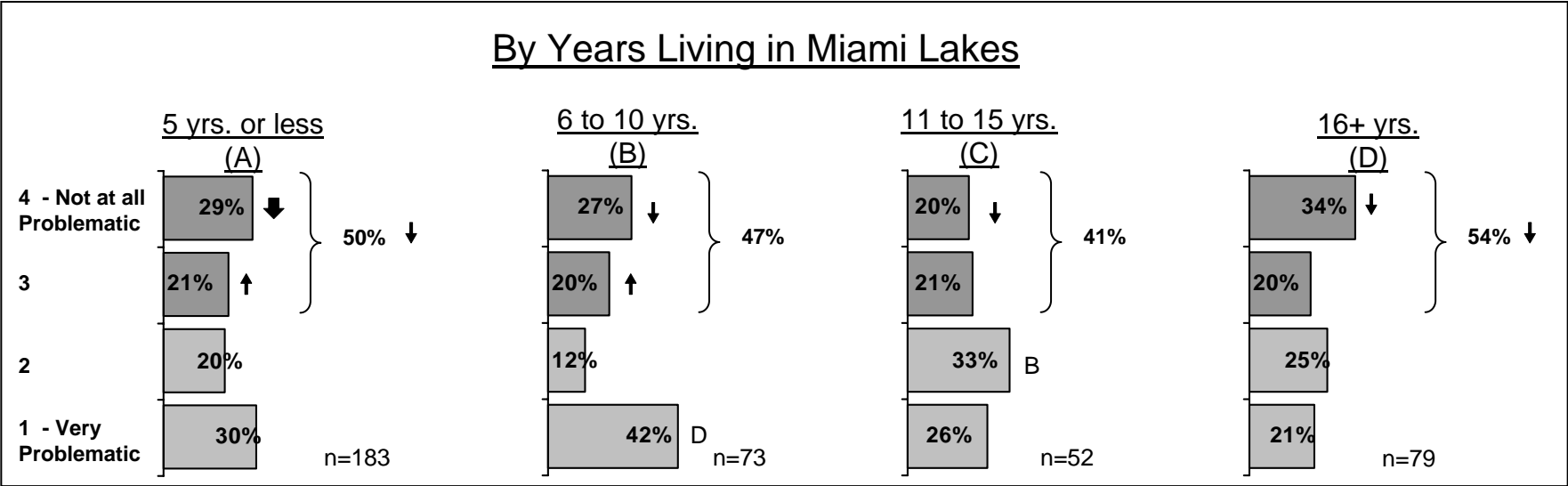


Capital letters indicate a significant difference between subgroups (A/B)
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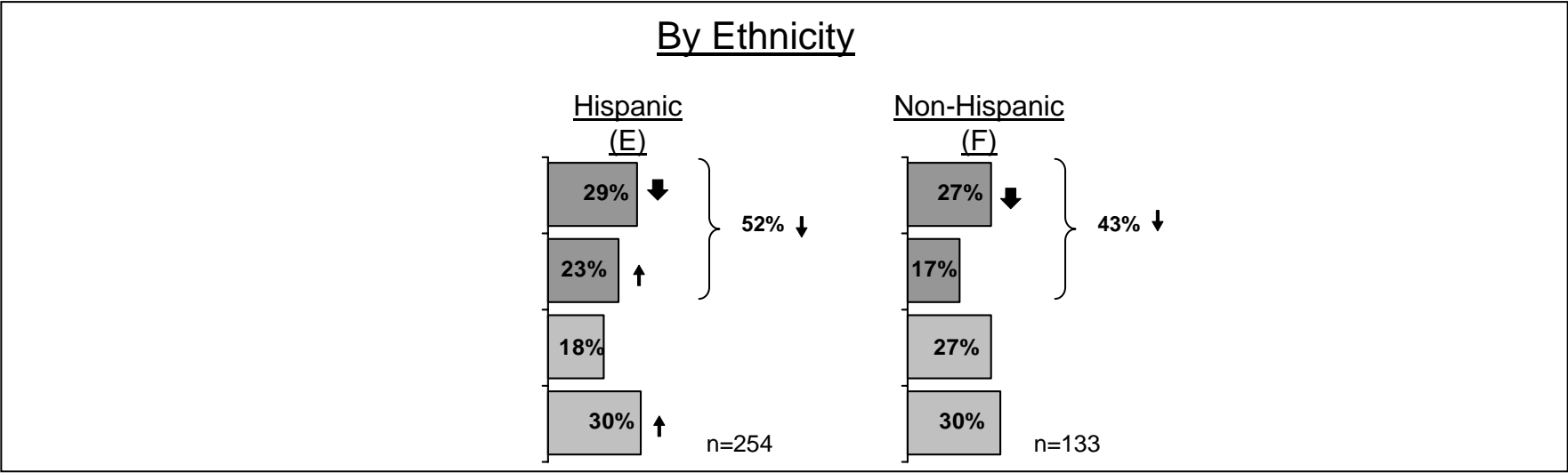
Neighborhood and Environmental Vitality

To What Extent Is Storm Water Drainage Problematic In Residents' Neighborhoods?

By Years Living in Miami Lakes



By Ethnicity

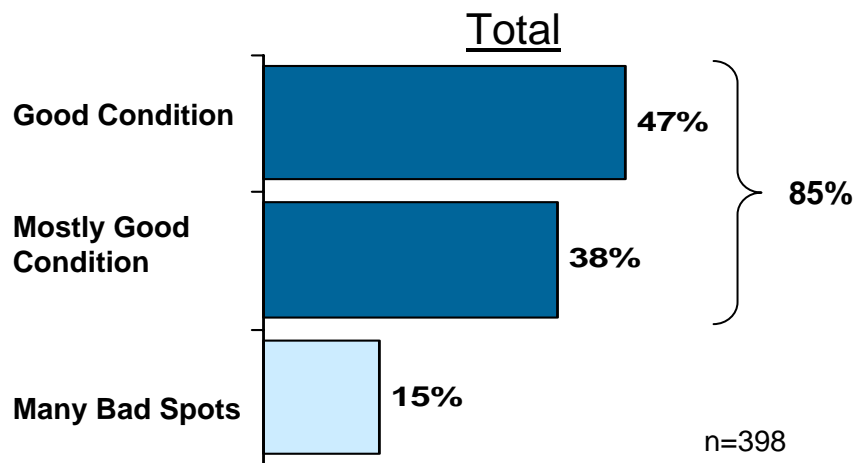


Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

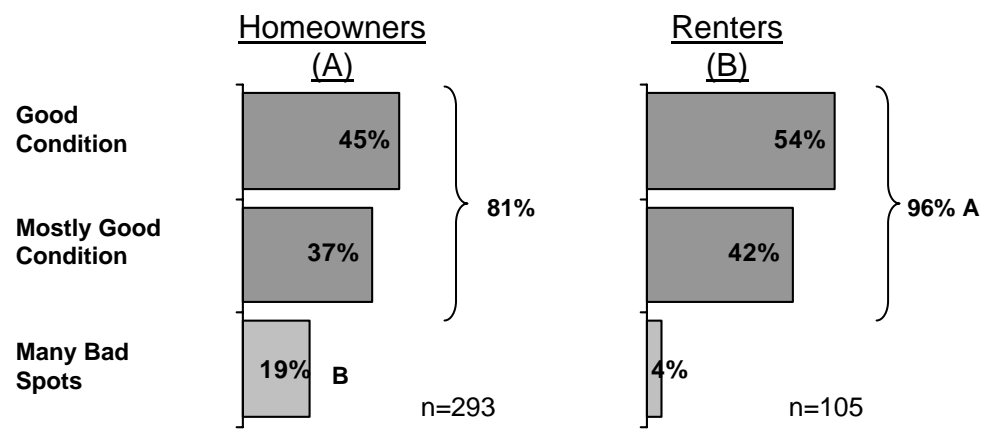
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Neighborhood and Environmental Vitality

How do Residents Rate the Condition of Roads in Miami Lakes?



By Homeownership Status

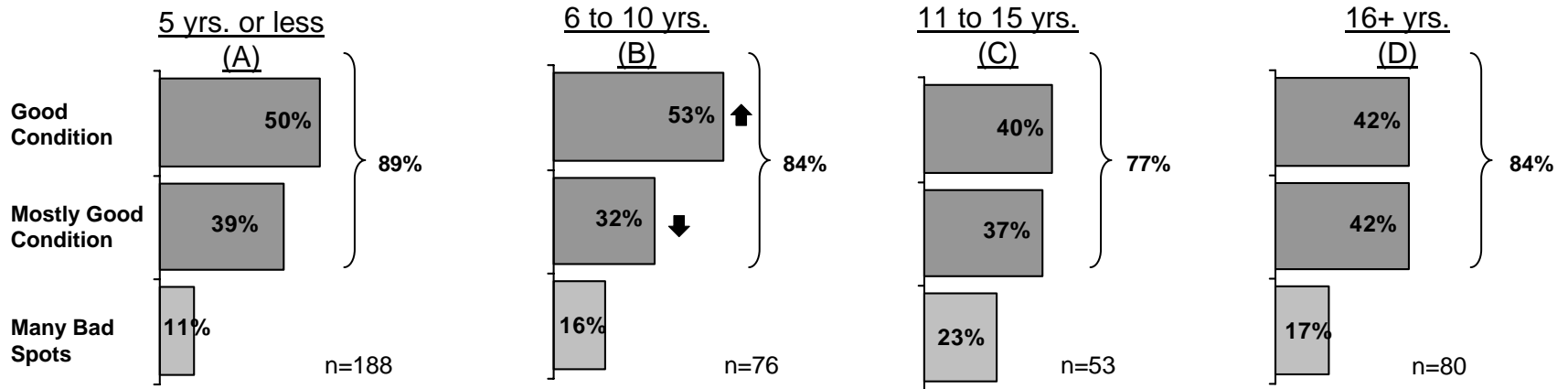


Capital letters indicate a significant difference between subgroups (A/B)

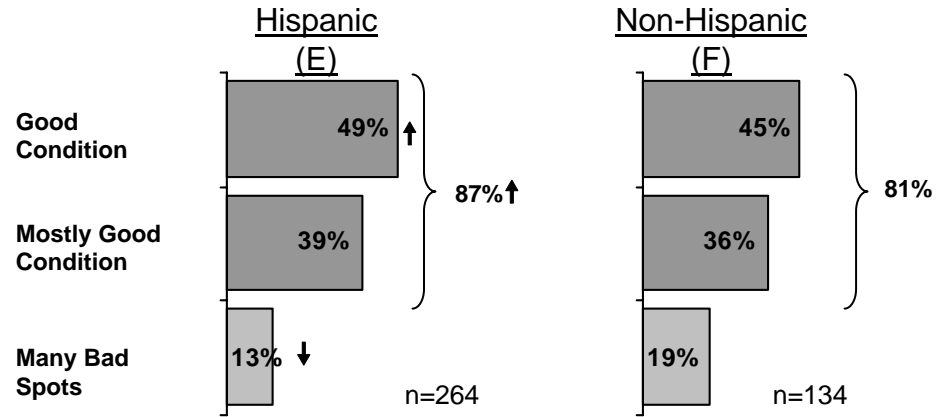
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Neighborhood and Environmental Vitality

How do Residents Rate the Condition of Roads in Miami Lakes? By Years Living in Miami Lakes



By Ethnicity

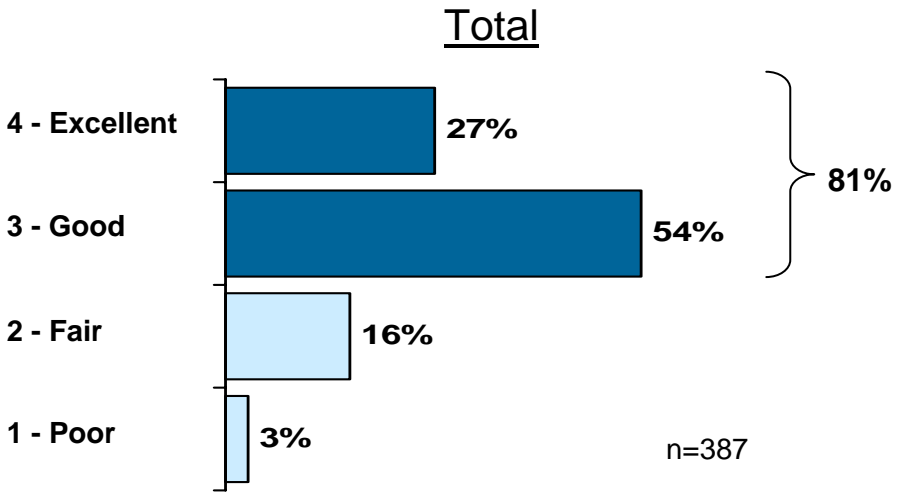


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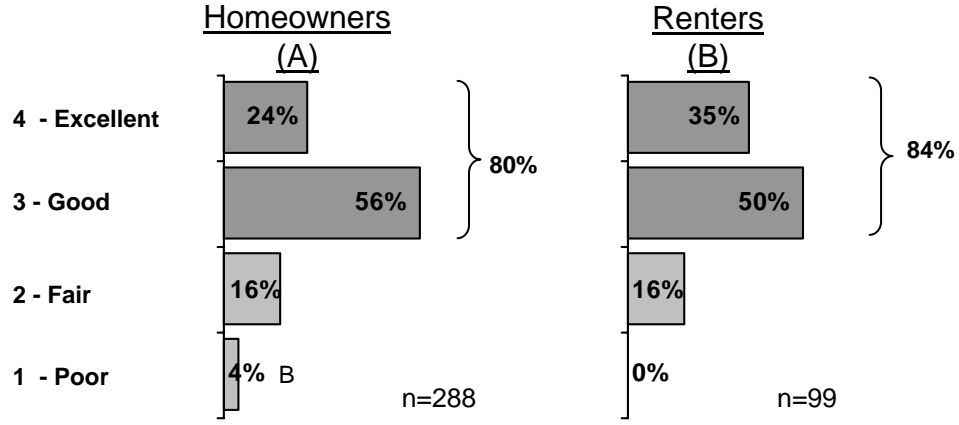
↑ Significantly different from 2004 at 80% Level of Confidence
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Neighborhood and Environmental Vitality

How Do Residents Rate The Town's Appearance of the Medians?



By Homeownership Status



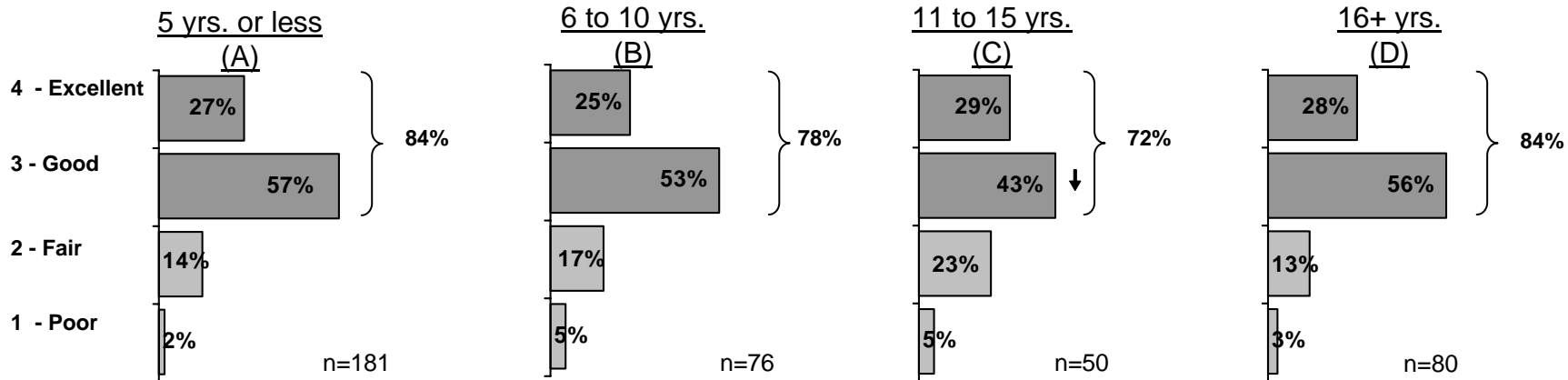
Capital letters indicate a significant difference between subgroups (A/B)

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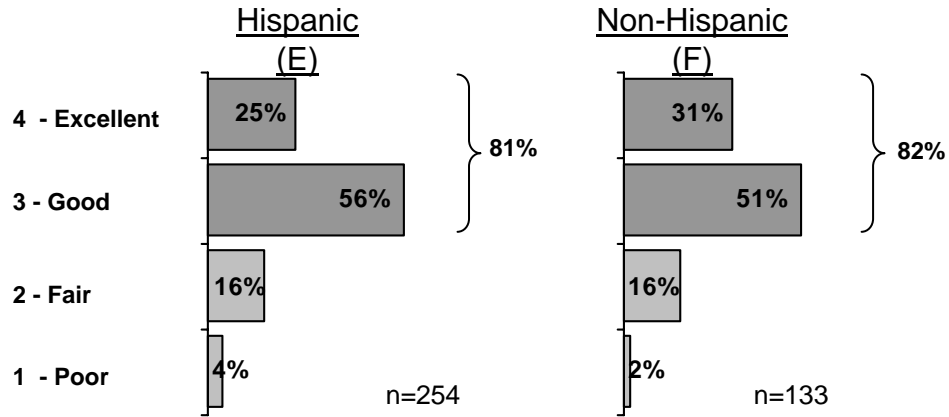
Neighborhood and Environmental Vitality

How Do Residents Rate The Town's Appearance of the Medians?

By Years Living in Miami Lakes



By Ethnicity

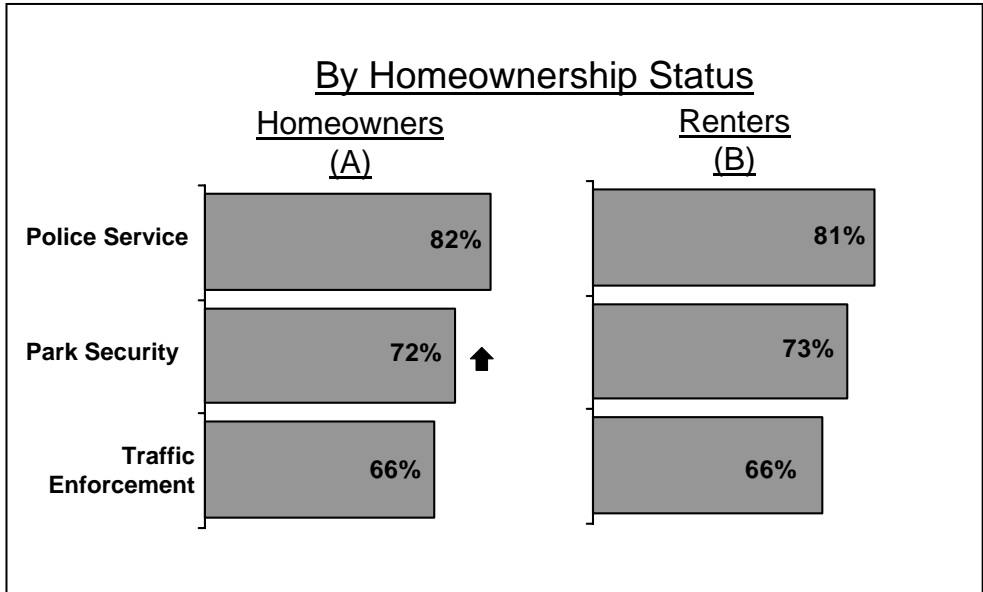
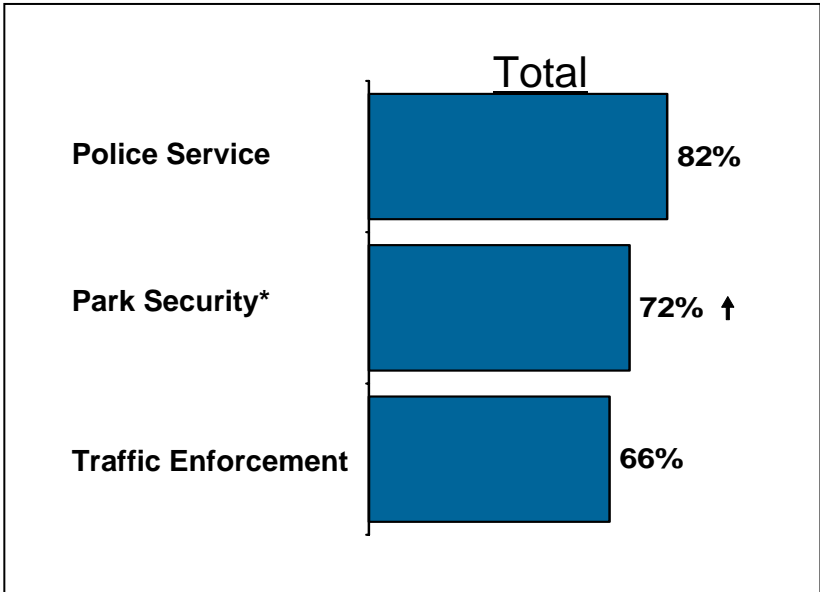


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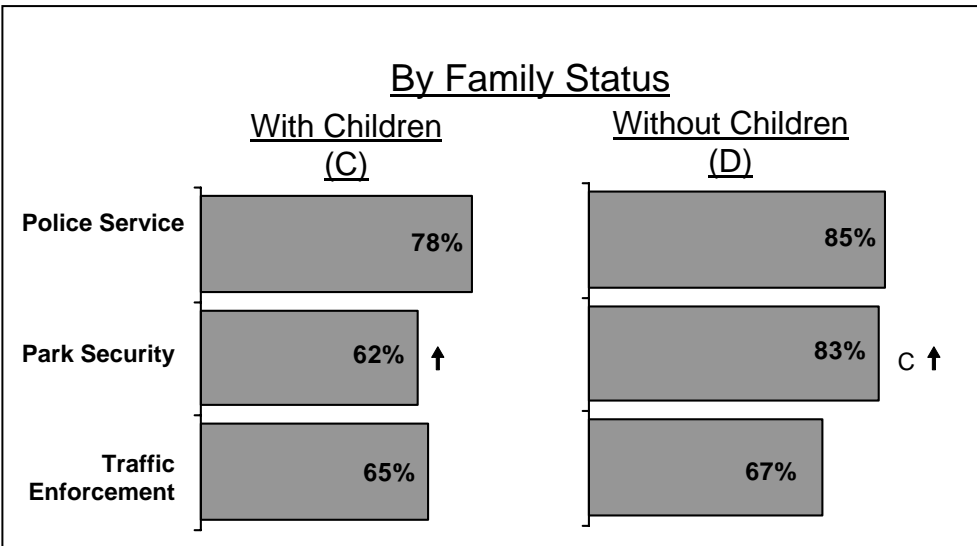
↑ Significantly different from 2004 at 80% Level of Confidence
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Neighborhood and Environmental Vitality

Overall Level of Satisfaction in Terms of...Top 2 Box Ratings



*31% said don't know



Capital letters indicate a significant difference between subgroups (A/B, C/D)

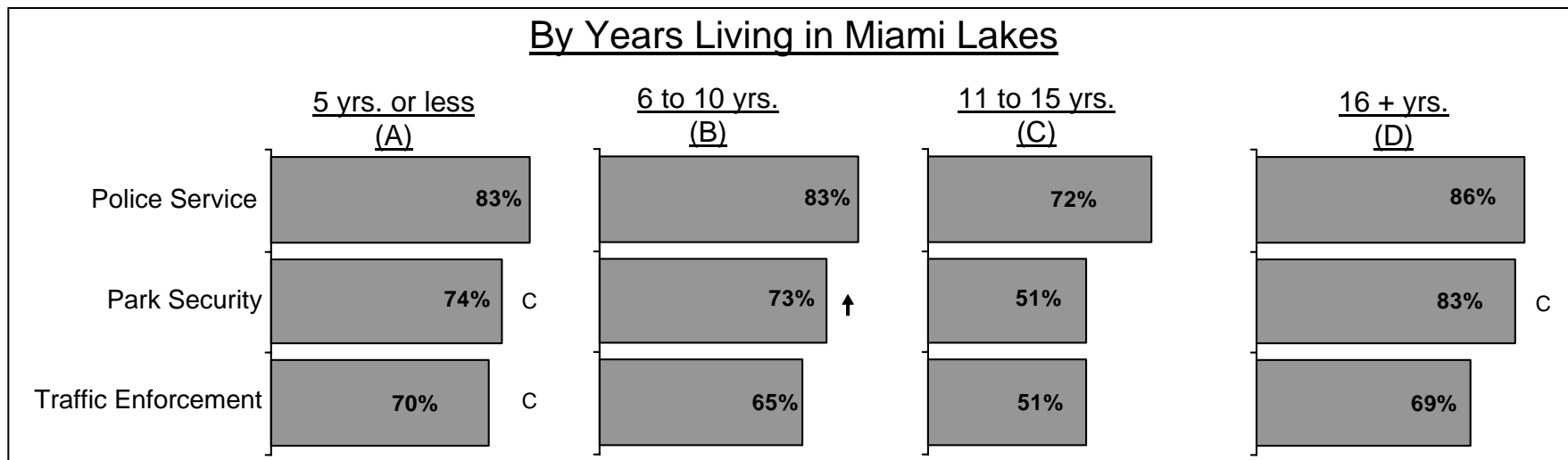
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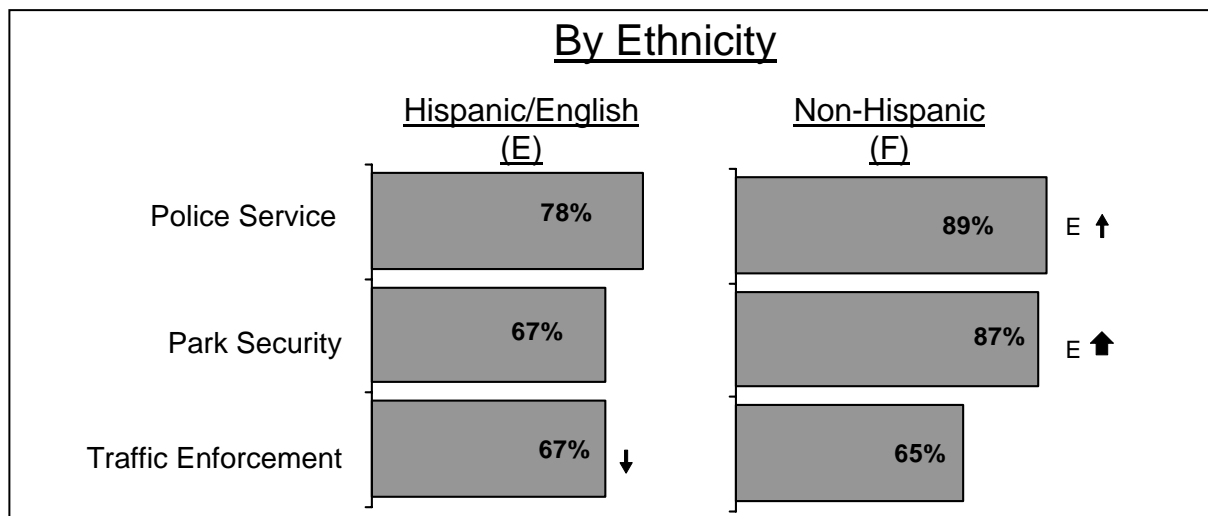
Neighborhood and Environmental Vitality

Overall Level of Satisfaction in Terms of...Top 2 Box Ratings

By Years Living in Miami Lakes



By Ethnicity



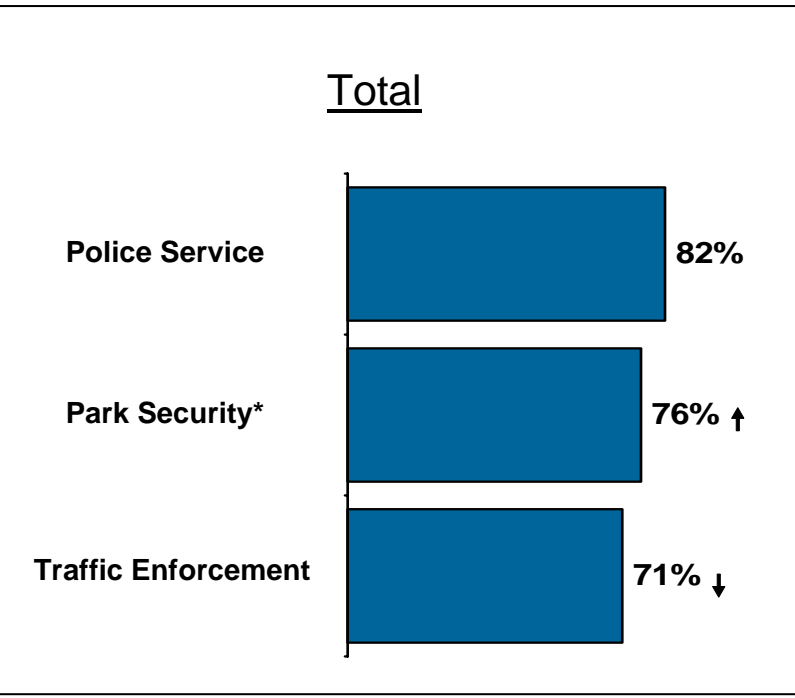
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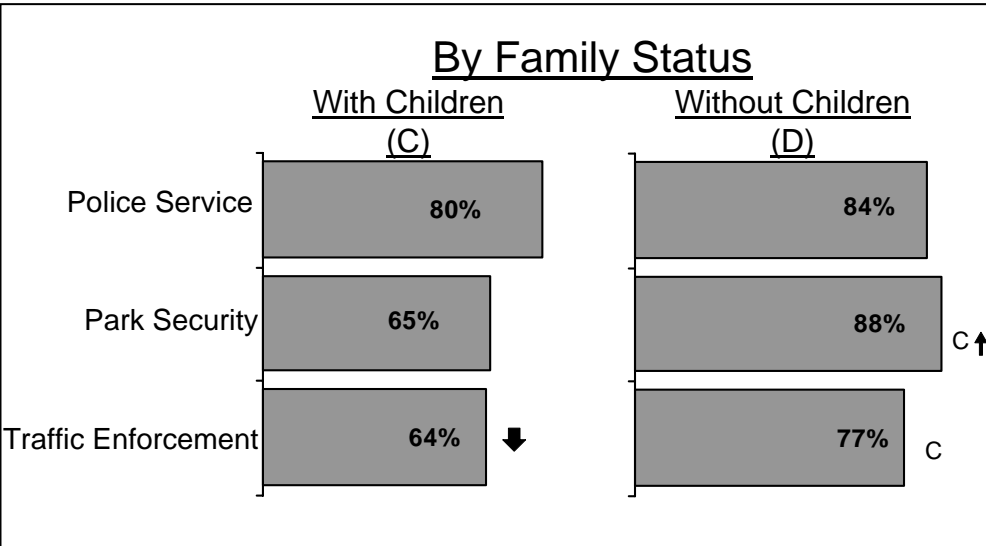
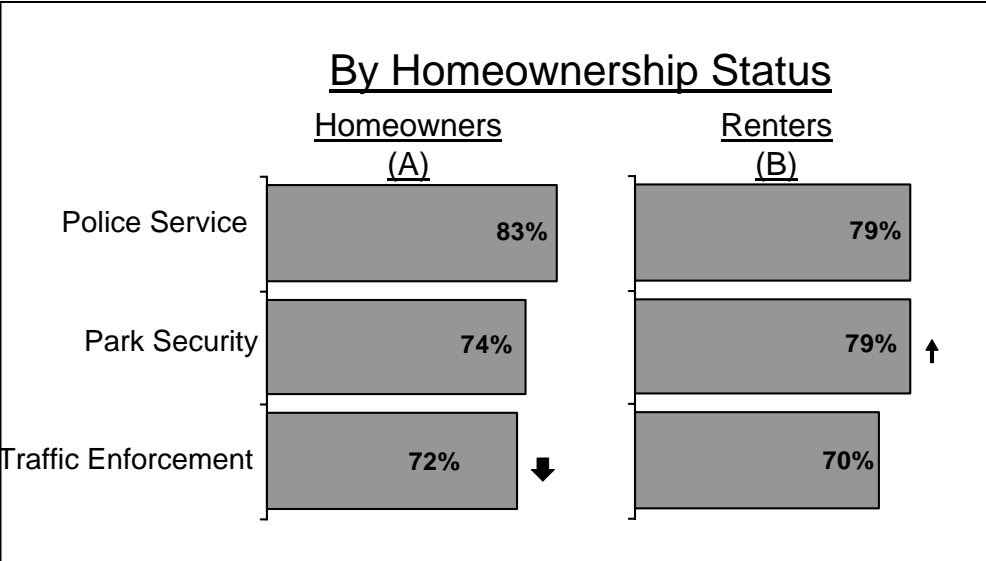
Neighborhood and Environmental Vitality

Level of Satisfaction in Terms of Friendliness and Being Approachable Top 2 Box Ratings



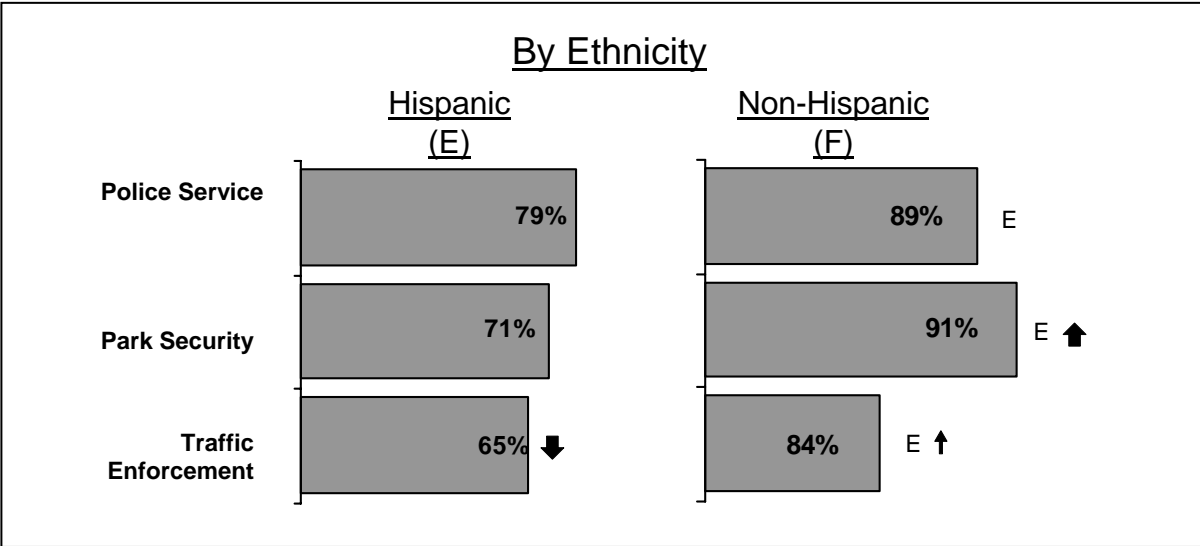
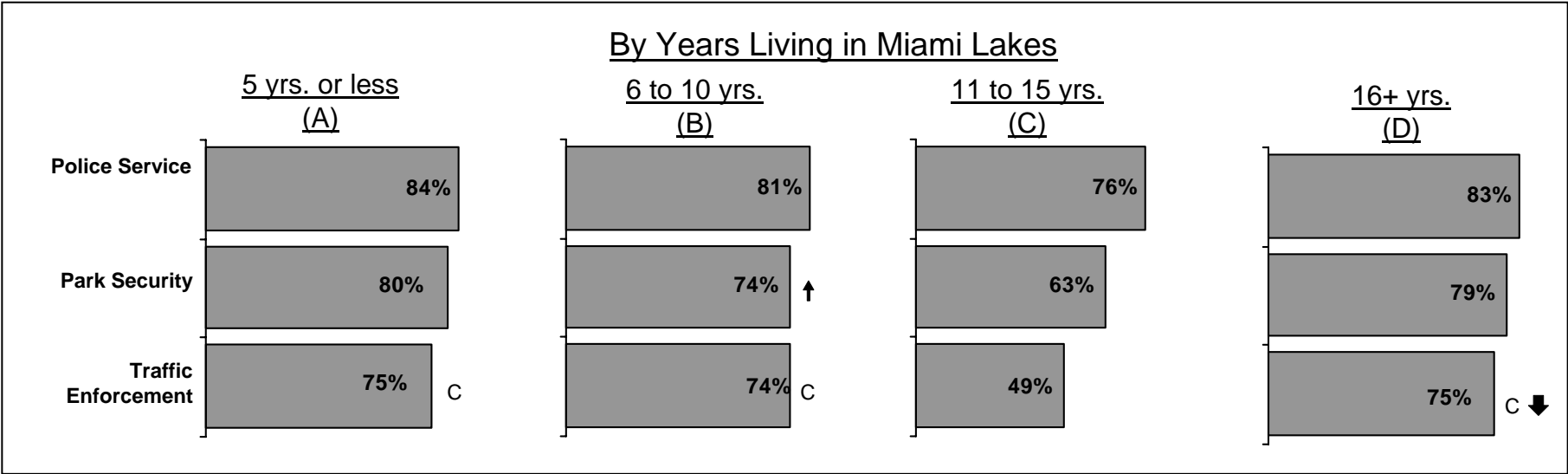
*42% said don't know. This compares to 27% in 2004 ↑

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Neighborhood and Environmental Vitality

Level of Satisfaction in Terms of Friendliness and Being Approachable Top 2 Box Ratings



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Safety/Law Enforcement

Safety/Law Enforcement (Summary)

SATISFACTION WITH OVERALL QUALITY OF POLICE DEPARTMENT

As in 2004, the majority of survey residents are satisfied with the overall quality of the police department; 34% said excellent and 53% said good. Only 5% said poor.

- Residents without children were more likely to rate the police department excellent (38%) in 2005 than in 2004 (28%).

CONTACT WITH POLICE DEPARTMENT

Just over one-third of surveyed residents (37%) report having had contact with the Town of Miami Lakes Police Department, either through a community-related effort or an enforcement action; somewhat fewer than in 2004 (46%). The most frequently reported reason for this contact was a response to a call/accident (24%).

- Homeowners are more likely to report having had contact with the police department (41%) than renters (25%). Homeowners are more likely to report having had contact with the police department as a result of a community function/town meeting (11%) or alarm (8%) than renters (0% each).
- In 2005, surveyed residents were more likely to state that their recent contact with the police department was initiated by the police (12%) or was a friendly conversation with an officer (9%) than in 2004 (6% and 3% respectively).
- Residents with children are less likely to report having had contact with the Town of Miami Lakes Police Department in 2005 (41%) than in 2004 (55%).
- Hispanic residents are less likely to report having had contact with the Police Department in 2005 (36%) than in 2004 (49%).

Seventy-one percent of surveyed residents state that the contact was made in-person.

- Residents with children are more likely to have reported having had contact in-person in 2005 (80%) than in 2004 (67%). Residents without children were more likely to have contact via telephone in 2005 (38%) than in 2004 (19%).

Safety/Law Enforcement (Summary)

SATISFACTION WITH SERVICE RECEIVED FROM POLICE DEPARTMENT

The majority of residents rate the service received from the Town of Miami Lakes Police Department as either excellent (50%) or good (29%); 13% rate the service poor.

- Homeowners are more satisfied with the service received from the Police Department (87%) than renters (39%). Renters are less satisfied with the service received from the Police Department in 2005 (39%) than they were in 2004 (81%).
- Hispanic residents are less satisfied with the service received from the Police Department in 2005 (72%) than they were in 2004 (84%) and as compared to non-Hispanic residents (91%).
- Unlike 2004, satisfaction with the Police Department is not significantly different among residents who report having had contact with the Police Department as compared to those who did not have contact.

NUMBER ONE POLICE PROBLEM

When asked what the number one problem in the Town of Miami Lakes is when it comes to police matters, almost one-third of surveyed residents (31%) said “traffic/speeding”; 10% said “burglary/robbery/break-ins”.

- Residents mentioned teen gangs (6%) and vandalism (3%) more so in 2005 than in 2004 (2% and 1% respectively).
- Homeowners are more likely to state that problems center around police response time and understaffed department (4%) than renters (0%).
- As compared to non-Hispanic residents (0%), Hispanic residents are more likely to mention vandalism (5%).

Safety/Law Enforcement (Summary)

CONTACT WITH NEIGHBORHOOD POLICE OFFICER

One-quarter of surveyed residents stated that they either know or have had contact with their neighborhood police officer. Almost half (45%) stated that the police officer initiated the contact. In total, about 11% of residents report that they've been contacted by their neighborhood police officer.

- Renters, long-time residents (16 or more years), and non-Hispanic residents are more likely to report knowing or having had contact with their neighborhood police officer in 2005 than they were in 2004.

SATISFACTION WITH TOWN'S EFFORTS IN PREVENTING JUVENILE CRIME

Almost three-quarters (73%) of surveyed residents said the town is doing an excellent (20%) or good (53%) job in terms of preventing juvenile crime. Only 6% feel the town is doing a poor job; slightly fewer than in 2004 (10%).

- Residents with children are more likely to feel the town is doing a poor job preventing juvenile crime (9%) than residents without children (2%).

VICTIM OF A CRIME

About the same as reported in 2004 (11%), 12% of surveyed residents stated that they were a victim of a crime in the past 12 months, predominantly burglary (40%) and vehicle theft (21%).

- Renters are more likely to have reported that they were a victim of a crime in the past 12 months in 2005 than in 2004 (16% vs. 2%).

As in 2004, most victims reported the crime to the police (85%).

Safety/Law Enforcement (Summary)

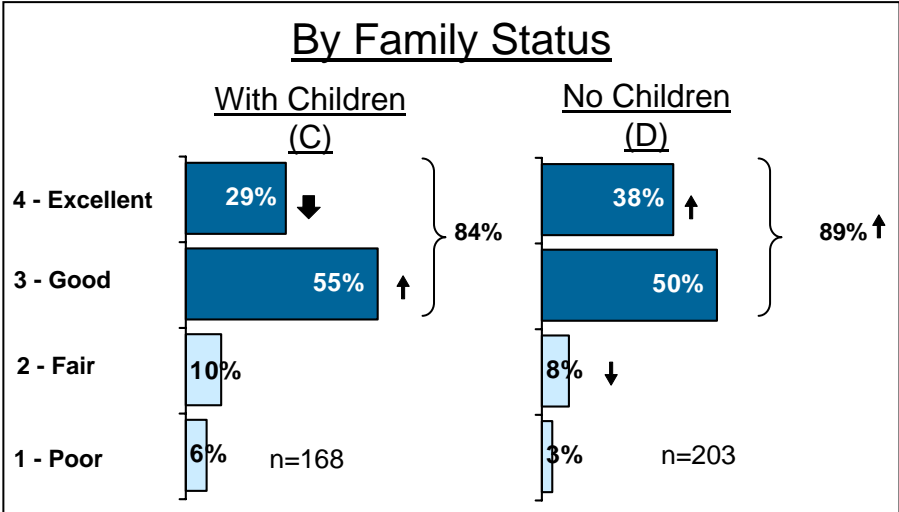
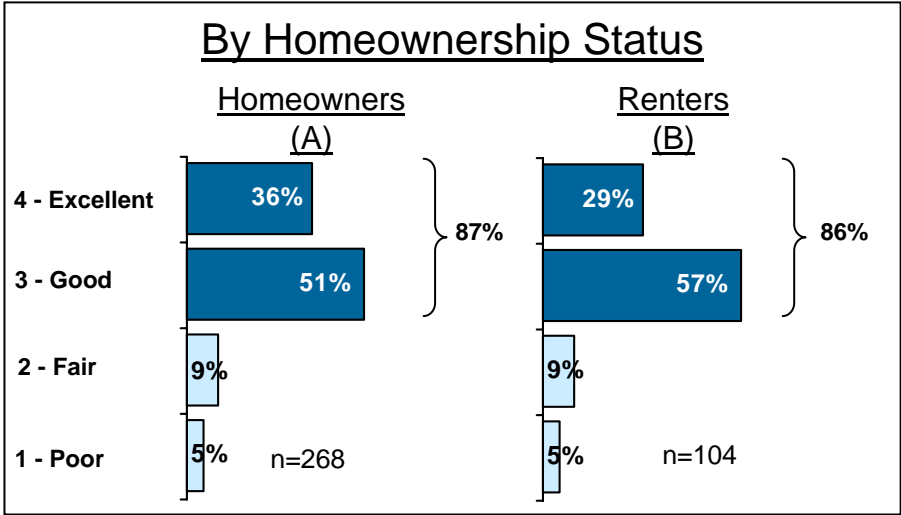
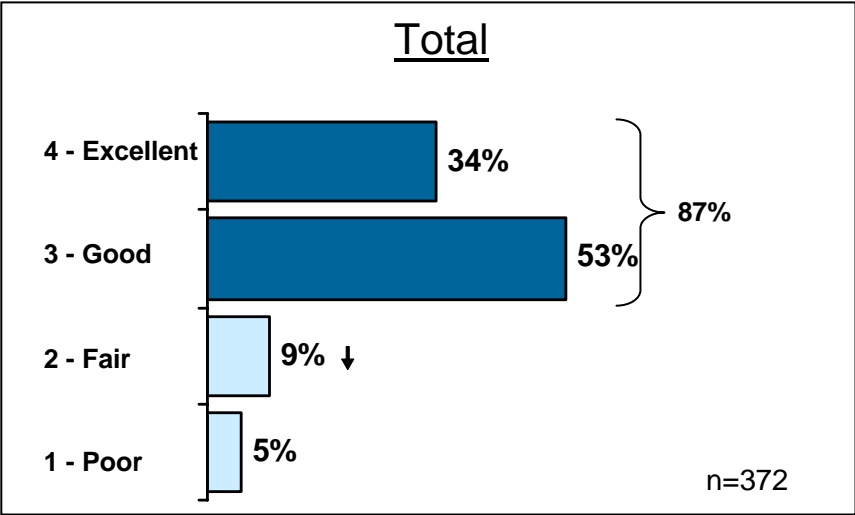
TOWN OF MIAMI LAKES A SAFE PLACE

Fifty-seven percent of surveyed residents feel that the Town of Miami Lakes has stayed the same in the past 12 months in terms of being a safe place to live, work, and raise a family; 28% feel the town is more safe while 15% feel it is less safe.

- Long-time residents (16 years or more) are more likely to feel that the town has become more safe in the past 12 months (43%) than in 2004 (26%) and as compared to newer residents (10 years or less).
- Surveyed residents stated that they feel safest on Main Street or some other shopping plaza during the day (95% Top 2 Box), walking alone in neighborhood during the day (95%), or in a Miami Lakes town park or facility during the day (95%).
- Top 2 Box ratings declined from 2004 to 2005 in terms of residents feeling safe on Main Street/other shopping plaza at night (80% vs. 74%) and in a town park or facility at night (70% vs. 60%).
- Most residents feel that is safe for children to play outdoors in the neighborhood in the day (80%) and at night (71%).

Safety/Law Enforcement

How Do Residents Rate The Overall Quality Of The Miami Lakes Police Department?



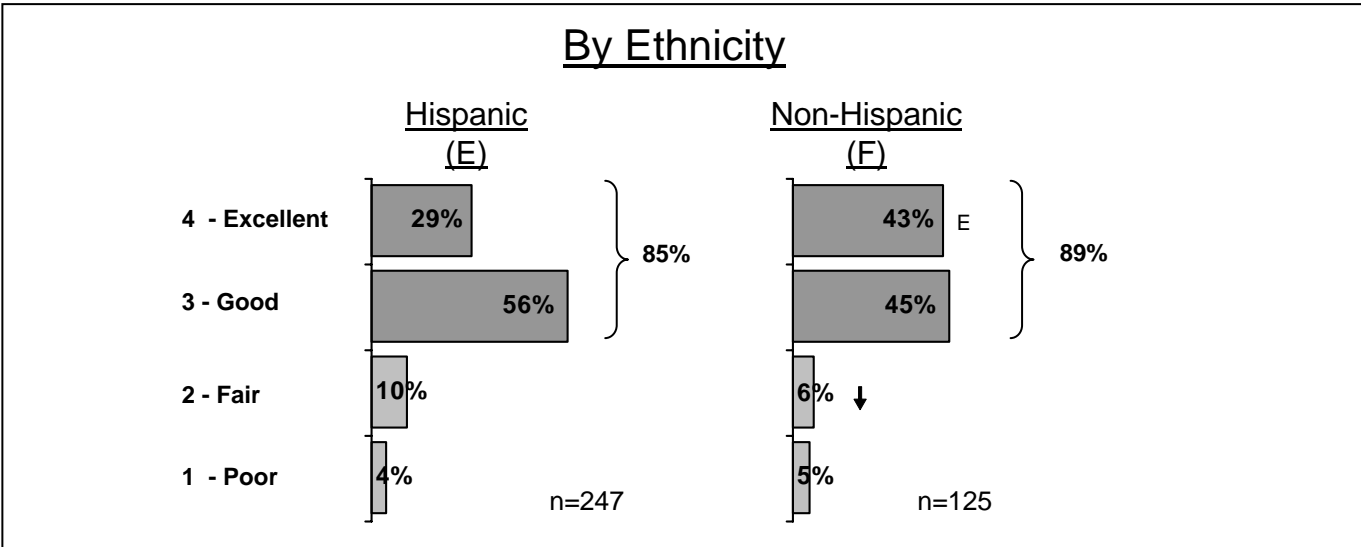
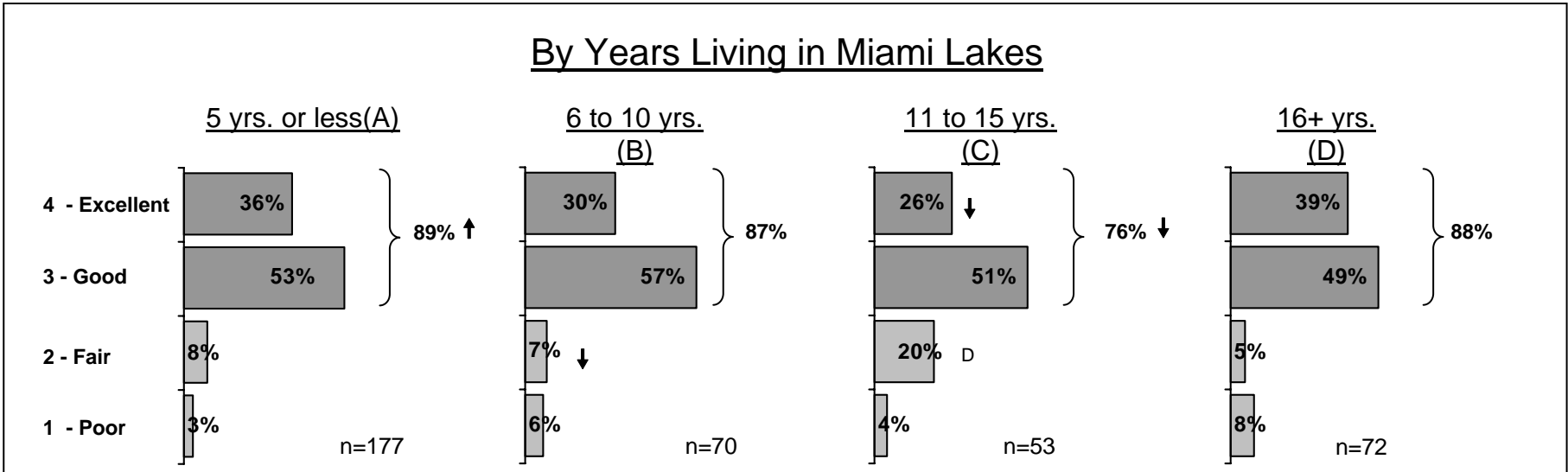
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Safety/Law Enforcement

How Do Residents Rate The Overall Quality Of The Miami Lakes Police Department?

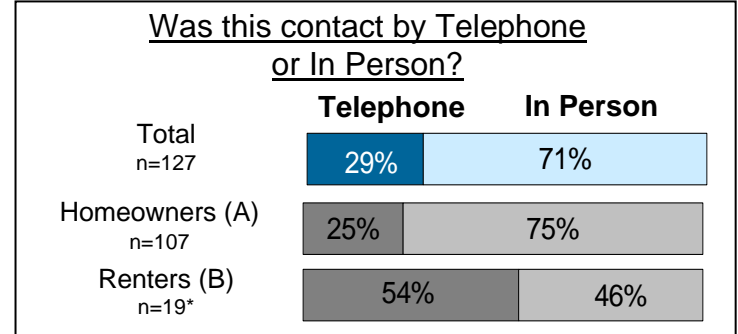
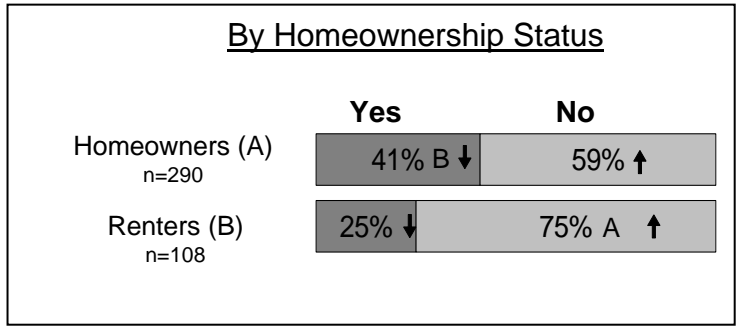
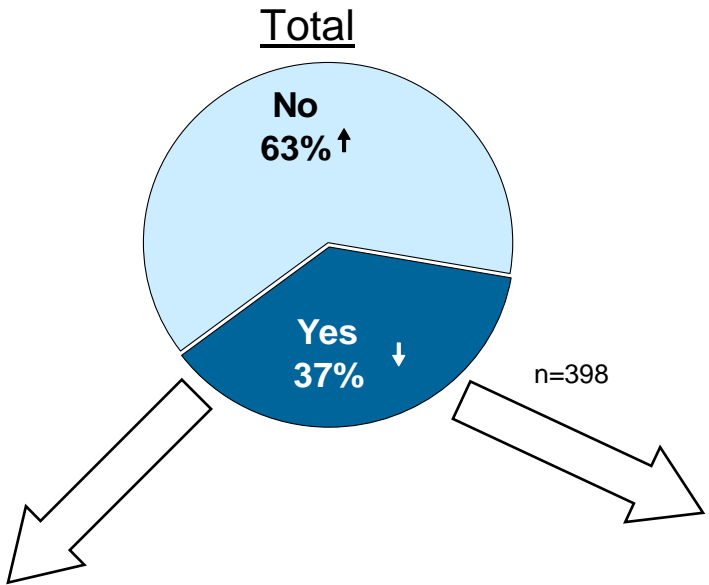


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Safety/Law Enforcement

Have Residents Had Contact with The Town of Miami Lakes Police Department? (either through a community-related effort or an enforcement action)



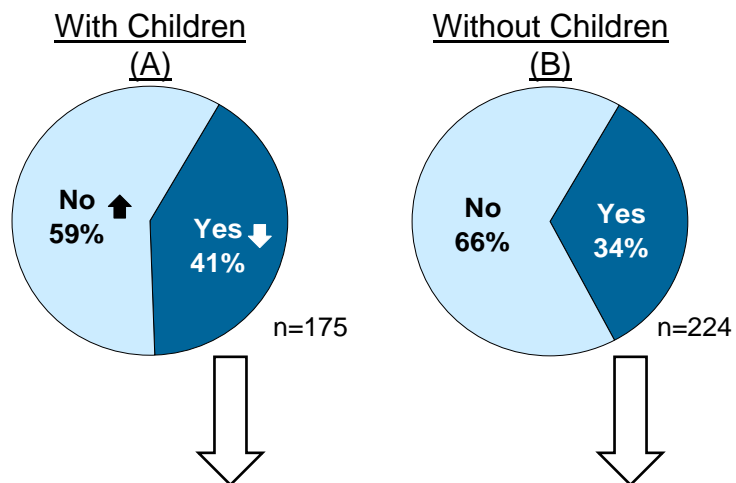
What Was The Nature Of Most Recent Contact? Top Mentions (6% or more)	Total (n=137)	Homeownership Status		Family Status		Years Living in Miami Lakes				Ethnicity	
		Home-owners (A) (n=110)	Renters (B) (n=27)	With Children (C) (n=64)	Without Children (D) (n=72)	5 yrs. or less (E) (n=49)	6 to 10 yrs. (F) (n=33)	11 to 15 yrs. (G) (n=31)	16+ yrs. (H) (n=25)	Hispanic (J) (n=92)	Non-Hispanic (K) (n=45)
Response to Call/Accident	24%	23%	28%	23%	25%	25%	37% ↑	17% ↓	14%	26%	21%
Traffic Citation	12%	11%	19%	16%	10%	17%	10%	13%	6%	16%	5%
Contact Initiated by Police	12% ↑	10%	21% ↑	16% ↑	8%	5%	20%	7%	21%	15% ↑	7%
Neighbor is police officer/friendly conversation	9% ↑	9% ↑	10%	5%	12% ↑	14%	3%	7%	10% ↑	6%	16% ↑
Community Function/Town Meeting	9%	11%B ↑	0%	14%	4%	7%	7%	10% ↑	12% ↑	8%	10%
Alarms (Business/Home)	7%	8%B	0%	2% ↓	11%	7%	0% ↓	19% FH	0%	6%	8%

* Caution: Extremely Low base Capital letters indicate a significant difference between subgroups (A/B, C/D, E/F/G/H, J/K) ↑ Significantly different from 2004 at 80% Level of Confidence ↓ Significantly different from 2004 at 95% Level of Confidence

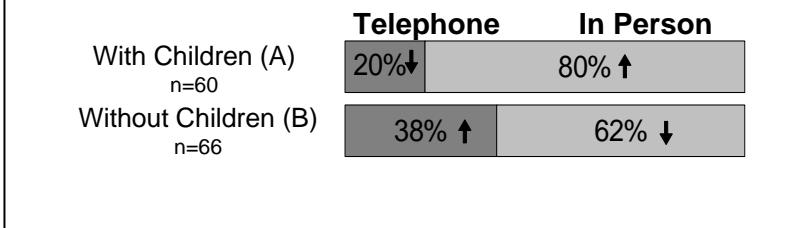
Safety/Law Enforcement

Have Residents Had Contact with The Town of Miami Lakes Police Department? (either through a community-related effort or an enforcement action)

Family Status



Was this contact by Telephone or In Person?



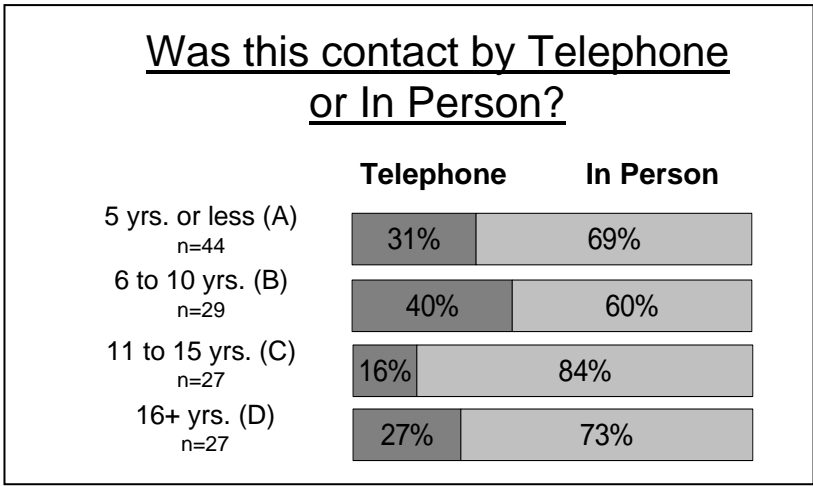
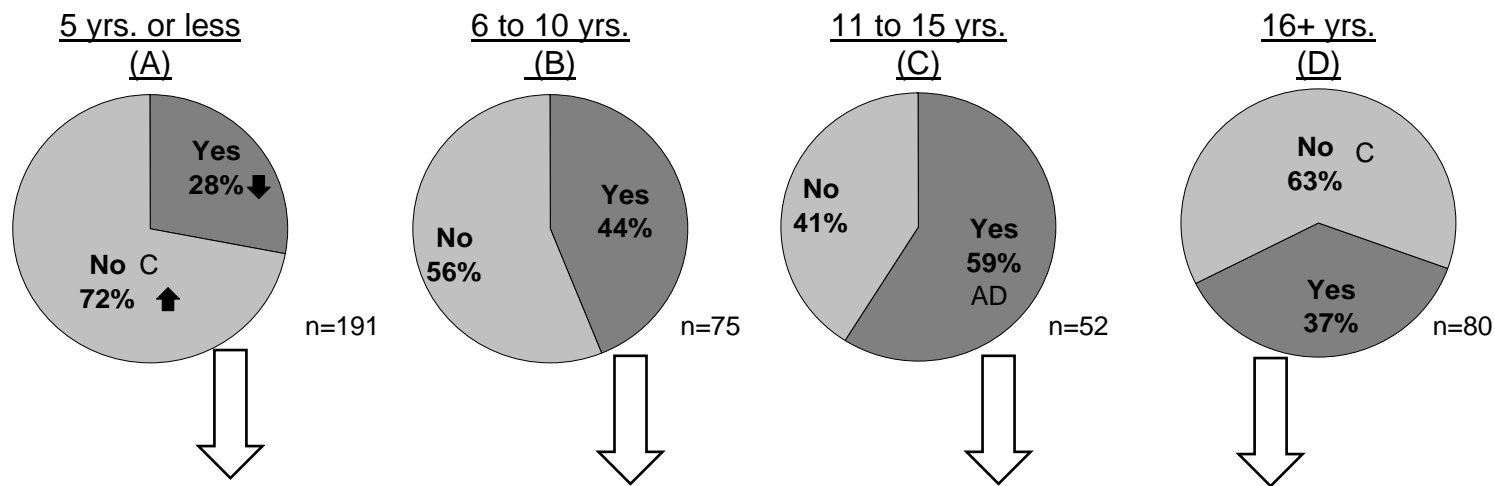
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Safety/Law Enforcement

Have Residents Had Contact with The Town of Miami Lakes Police Department? (either through a community-related effort or an enforcement action)

By Years Living in Miami Lakes



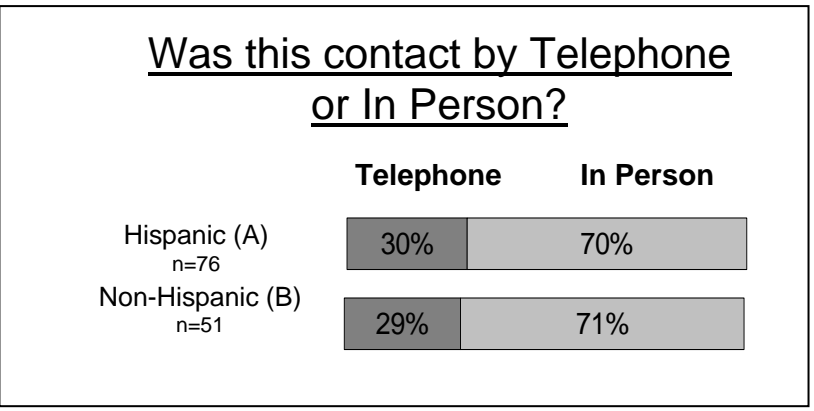
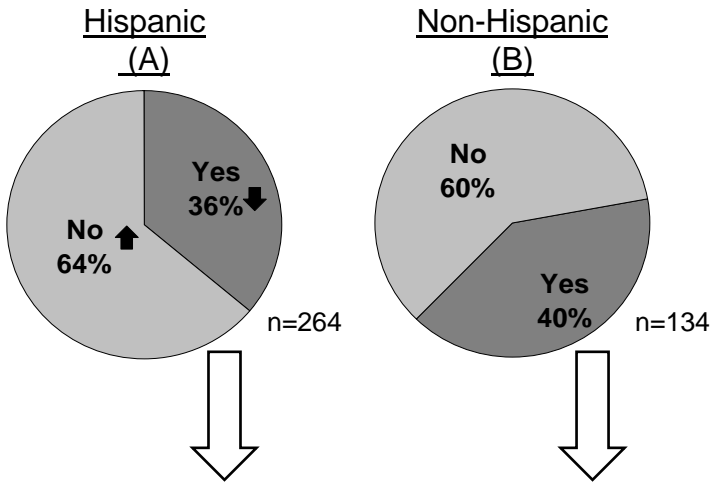
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Safety/Law Enforcement

Have Residents Had Contact with The Town of Miami Lakes Police Department? (either through a community-related effort or an enforcement action)

By Ethnicity

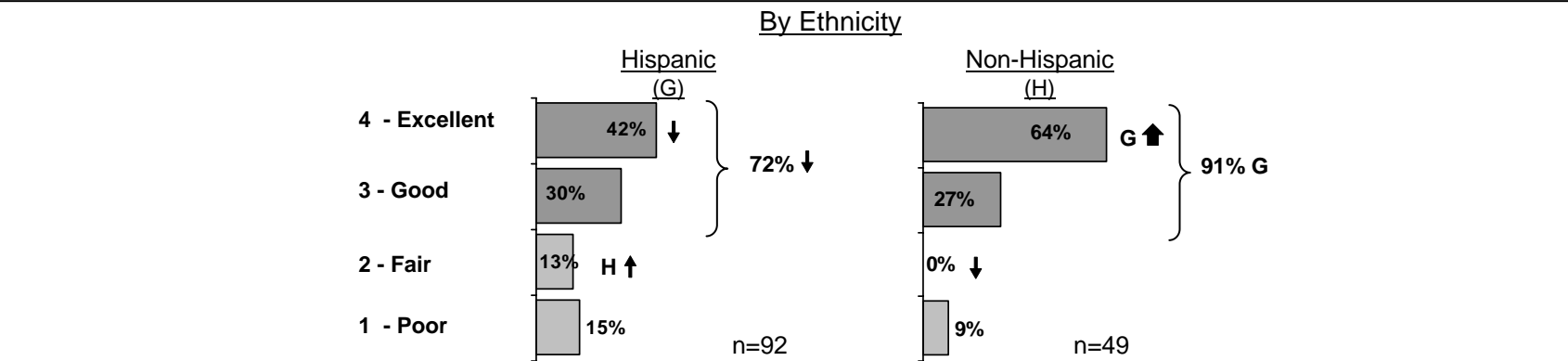
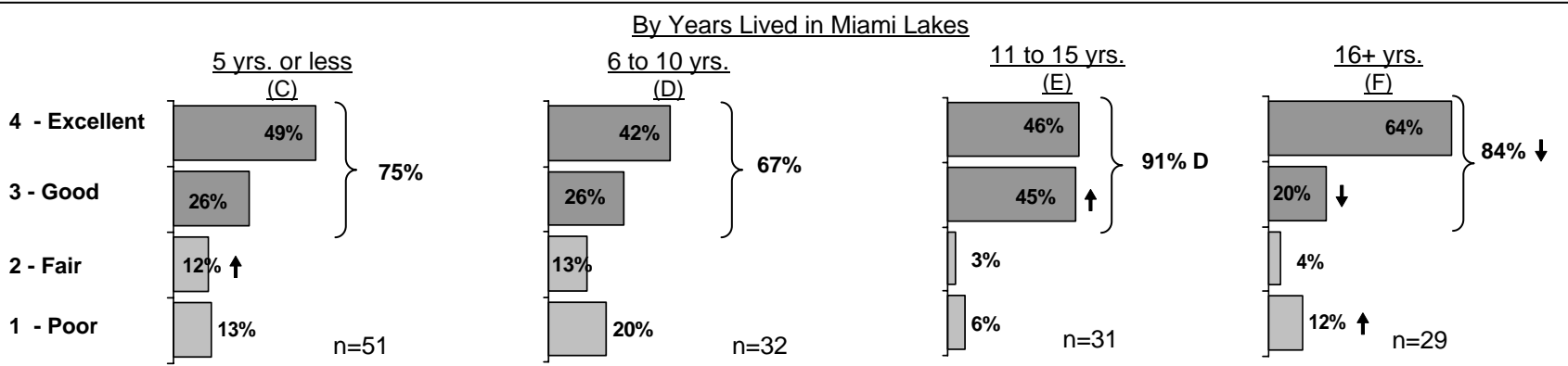
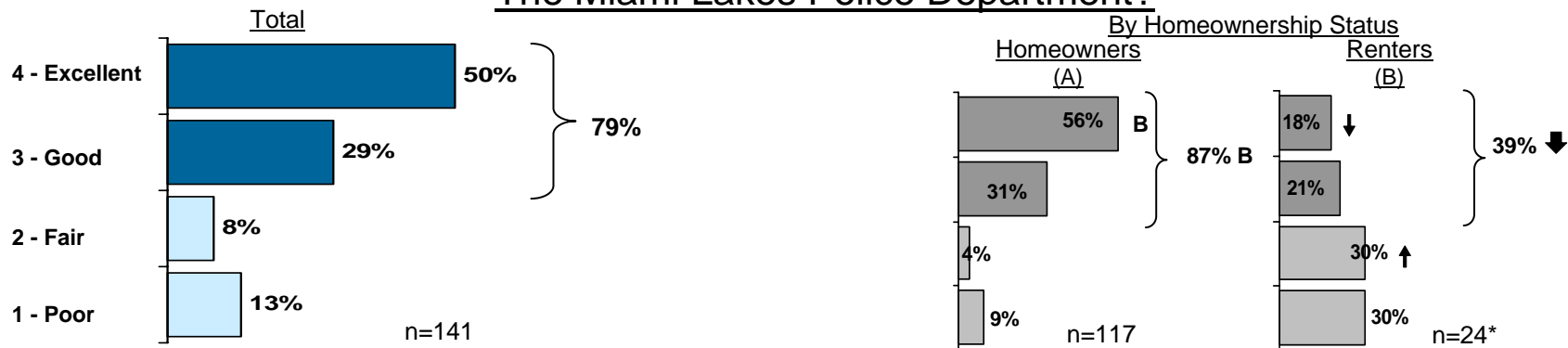


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Safety/Law Enforcement

How Do Residents Rate the Service They Received From The Miami Lakes Police Department?



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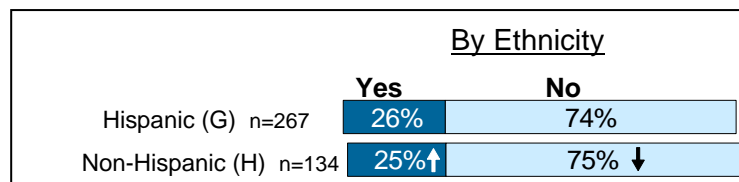
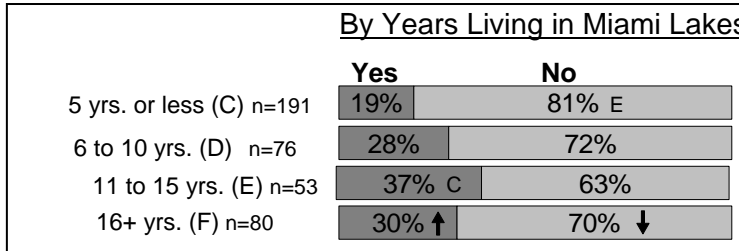
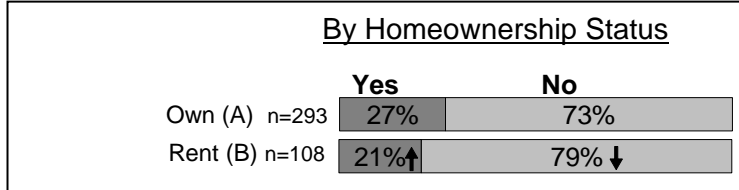
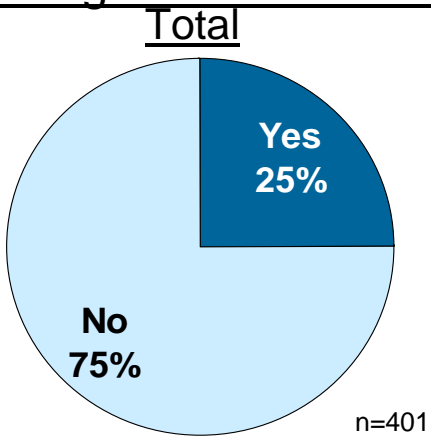
Safety/Law Enforcement

What is the Number One Problem in Miami Lakes When it Comes to Police Matters? (Base includes 'no issues' responses)	Total (n=401)	Homeownership Status		Years Living in Miami Lakes				Ethnicity	
		Owners	Renters	5 yrs. or less	6 to 10 yrs.	11 to 15 yrs.	16+ yrs.	Hispanic	Non-Hispanic
		A (n=293)	B (n=108)	C (n=191)	D (n=76)	E (n=53)	F (n=80)	G (n=267)	H (n=134)
<u>Traffic (Net) (Traffic/Speeding/Need More Street Signs)</u>	31%	31%	33%	32%	29%	38%	28%	32%	29%
Traffic/Speeding	31%	31%	30%	31%	29%	38%	28%	31%	29%
<u>Youth Related (Net) (Lack of Activities/Teen Gangs/Youth Problems)</u>	12% ↑	12% ↗	12%	9%	20% ↗	13%	9% ↑	12%	11% ↗
Teen Gangs	6% ↗	6% ↑	7% ↑	3% ↑	5% ↗	2%	0% ↑	3% ↑	3% ↑
Lack of Activities for Preteens and Teens	3%	2%	6%	5%	12%	2%	5%	6%	6%
<u>Theft (Net) (Burglary/Robberies/Break-ins/Auto Theft/Car Jacking)</u>	10%	10%	10%	10%	4% ↓	10%	15%	10%	10%
Burglary/Robberies/Break-ins	10%	9%	10%	9%	4% ↓	10%	15%	10%	10%
<u>Police Quality (Net) (Police Response Time/Sub-Standard Policemen/Don't Really do Anything)</u>	5% ↓	7%B	0% ↓	3% ↓	10%	9%	5%	5%	6%
Police Response Time/Understaffed/Police Not in the Right Place at the Right Time	3%	4%B	0%	3%	3%	4%	1%	3%	3%
<u>Miscellaneous (Net) (Overall Crime Rate/Growth/Vandalism)</u>	8%	8%	10% ↑	10% ↗	6%	8%	8%	10% ↑	6%
Vandalism	3% ↑	3% ↑	3%	3%	4%	7% ↑	2%	5% H ↗	0%
<u>Can't think of anything/No Issues</u>	32%	33%	32%	35%	32%	20%	35%	30%	38%

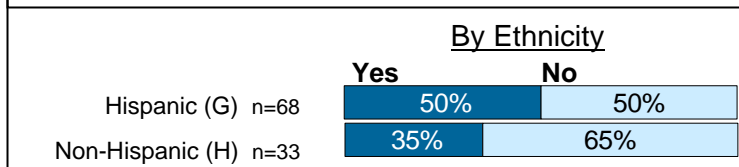
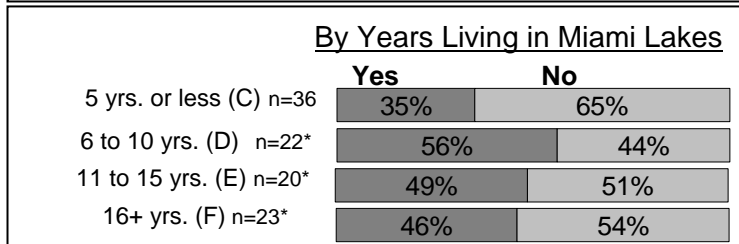
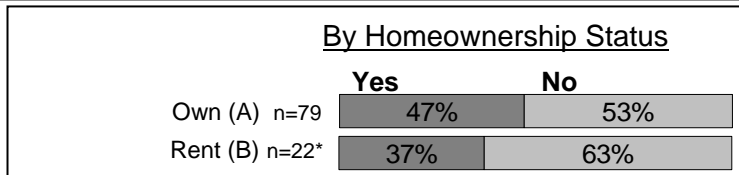
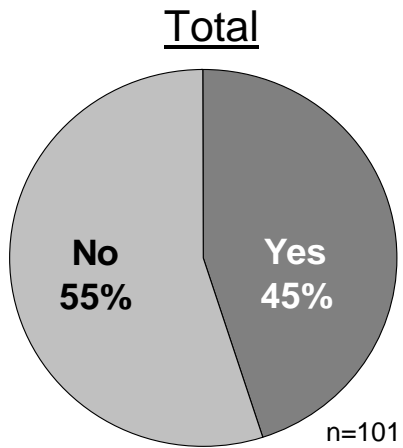
Multiple Responses Accepted Top Mentions Only
 Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)
 ↑ Significantly different from 2004 at 80% Level of Confidence
 ↓ ↗ ↘ Significantly different from 2004 at 95% Level of Confidence

Safety/Law Enforcement

Do Residents Know /Had Contact With Their Neighborhood Police Officer?



Was This Contact Initiated By The Police Officer?



*Caution: Low base Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

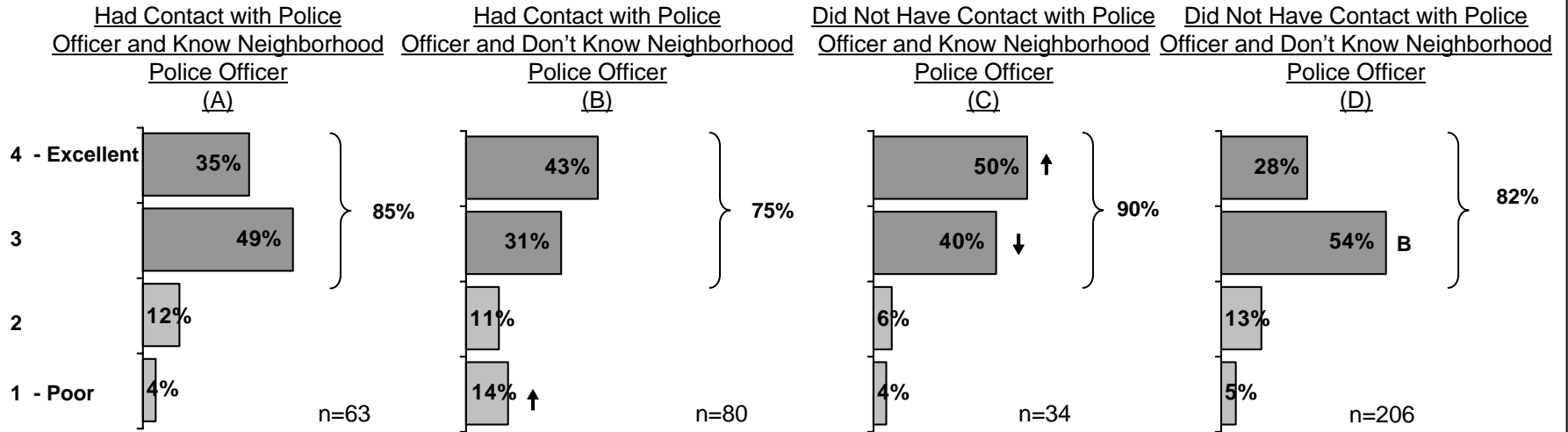
↑ Significantly different from 2004 at 80% Level of Confidence

↓↑ Significantly different from 2004 at 95% Level of Confidence

Safety/Law Enforcement

How do Residents Rate Police Service

Contact with Police Officer



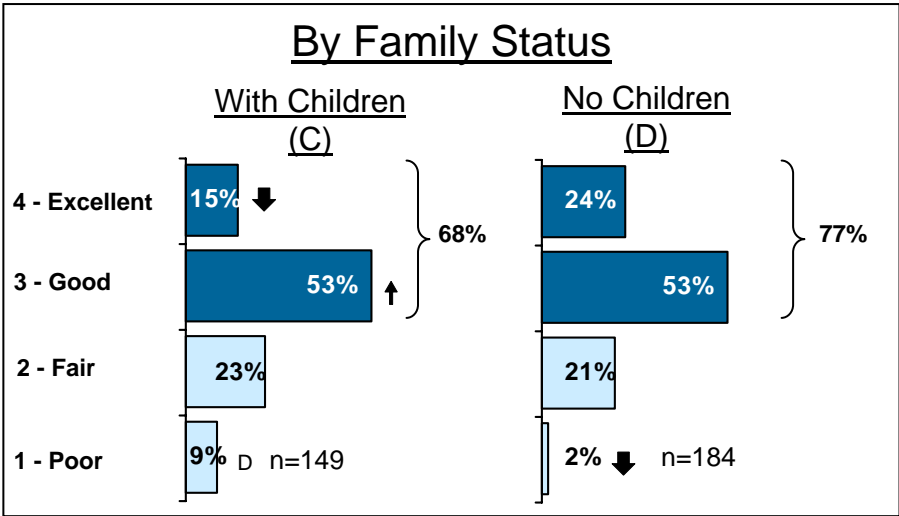
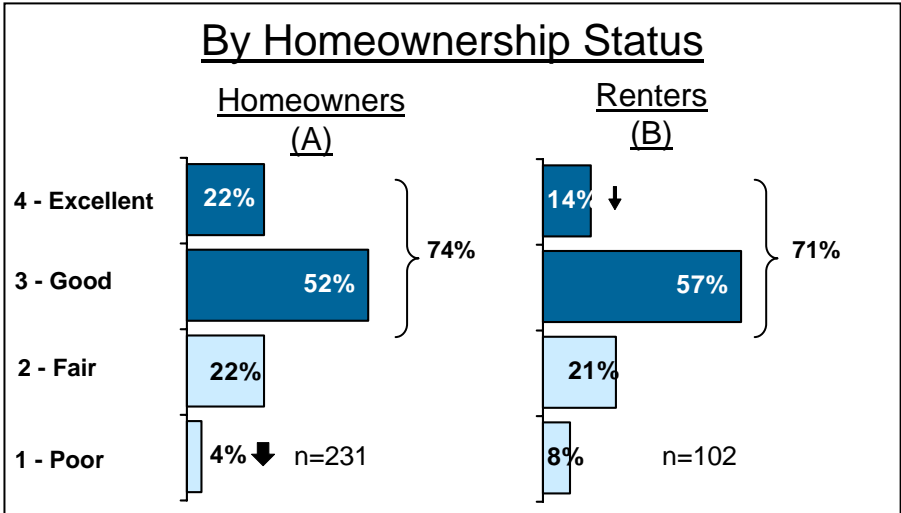
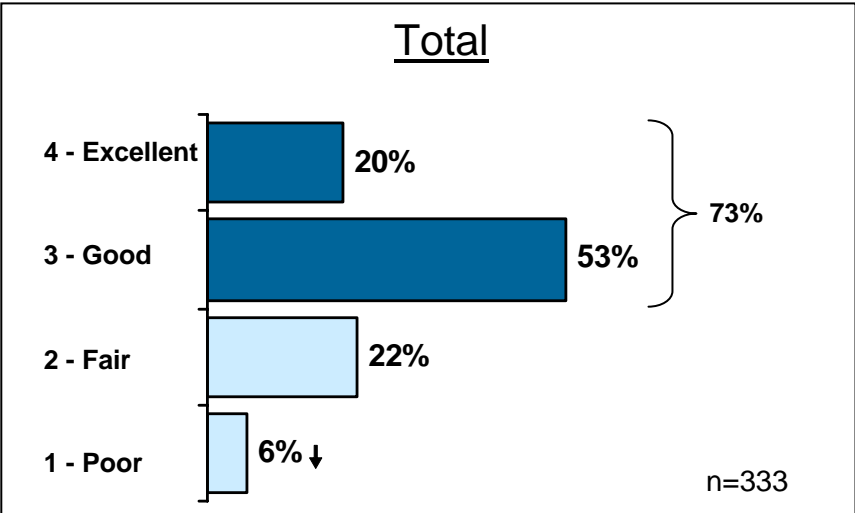
Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

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↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Safety/Law Enforcement

How Do Residents Rate The Town's Efforts In Preventing Juvenile Crime?



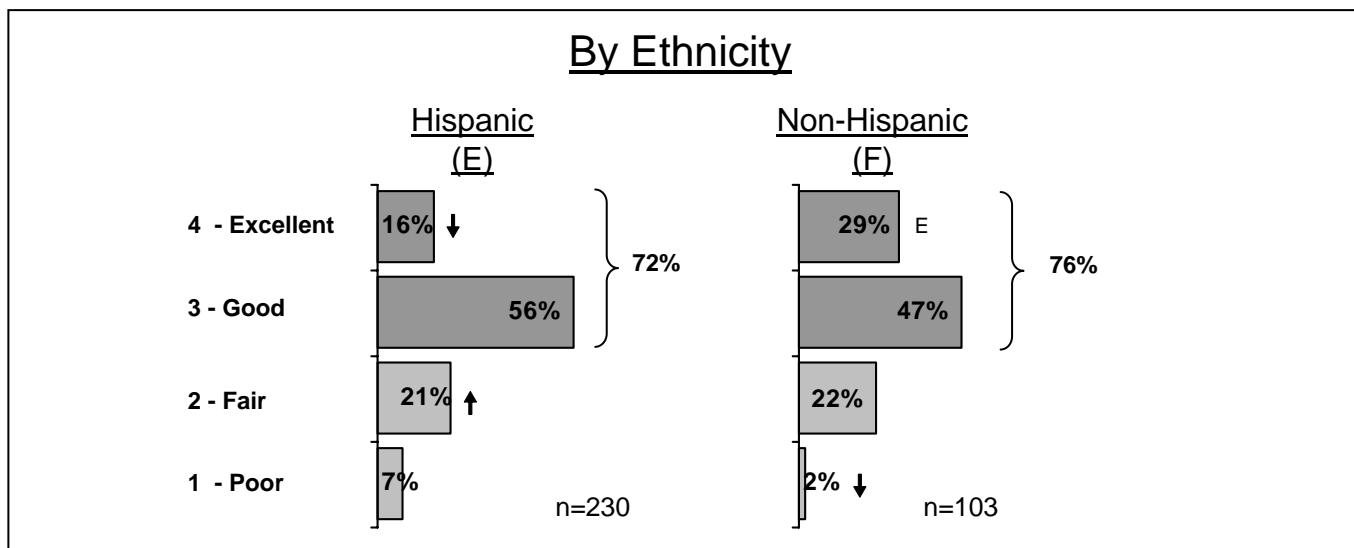
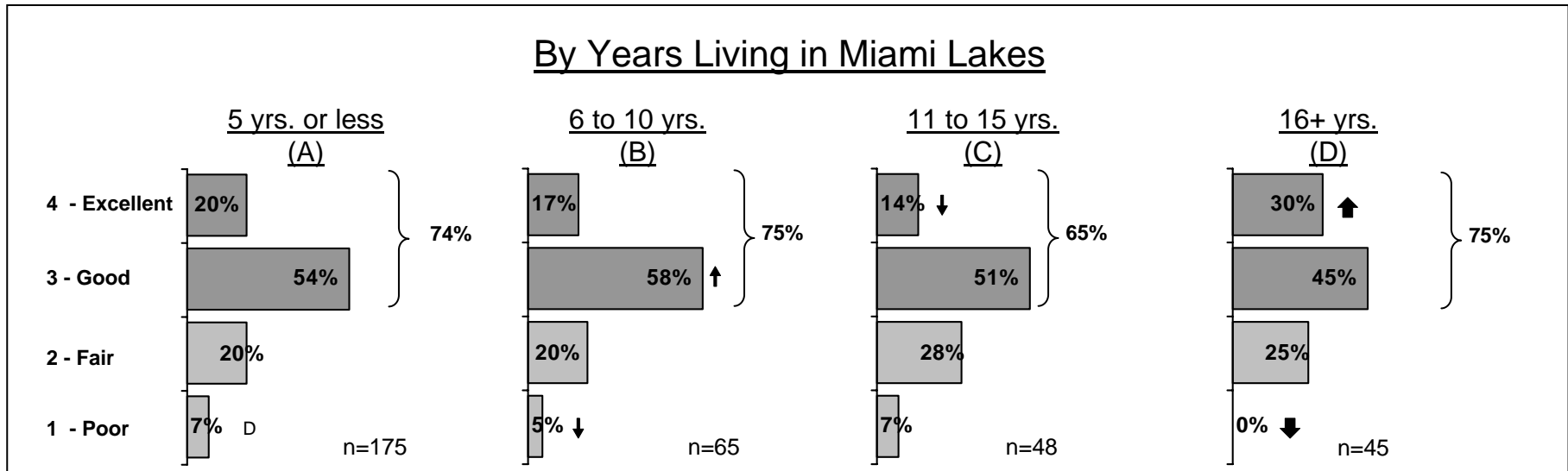
Capital letters indicate a significant difference between subgroups (A/B, C/D)

↑ Significantly different from 2004 at 80% Level of Confidence

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Safety/Law Enforcement

How Do Residents Rate The Town's Efforts In Preventing Juvenile Crime?

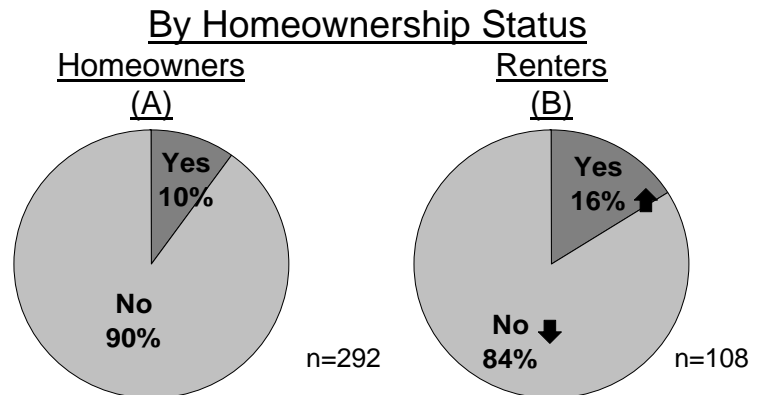
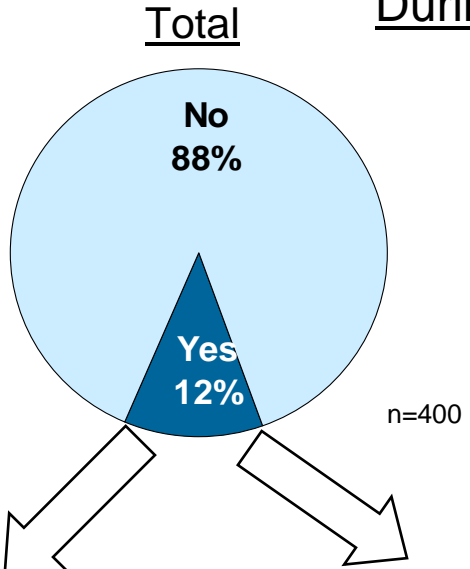


Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

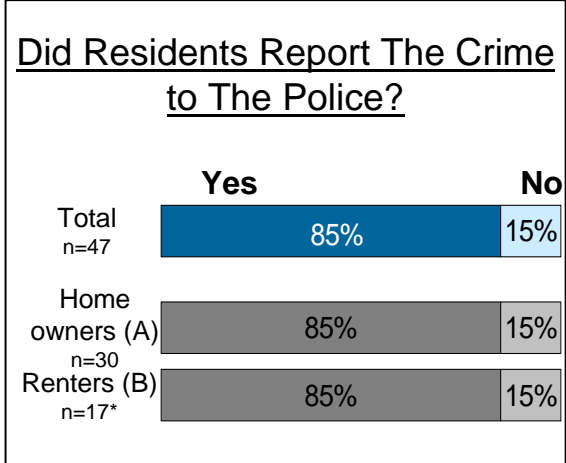
↑ Significantly different from 2004 at 80% Level of Confidence
 ↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Safety/Law Enforcement

Were Residents (Or Members of Their Family) Victims of a Crime in Miami Lakes During the Past 12 Months?



What Type of Crime?	Total (n=47)	Homeownership Status		Years Living in Miami Lakes				Ethnicity	
		Home owners (A) (n=30)	Renters (B) (n=17*)	5 yrs. or less (C) (n=28)	6 to 10 yrs. (D) (n=9*)	11 to 15 yrs. (E) (n=7*)	16+ yrs. (F) (n=3*)	Hispanic (G) (n=33)	Non-Hispanic (H) (n=14*)
Burglary	40%	55%B	15%	25% ↓	44%	100% CDF ↑	29%	36% ↓	49%
Vehicle Theft	21%	8%	43% ↑	35% DEF	0%	0% ↓	0%	24%	13%
Petty Theft	16%	19% ↑	10% ↓	19% ↑	0% ↓	0%	71% DE	7%	37%
Vandalism	12%	10%	15%	17%	11%	0%	%	11%	14%
Gangs	12% ↑	0%	32% ↑	9%	32% ↑	0%	%	17% ↑	0%
Assault	5%	7%	0%	4%	11%	0%	%	7%	0%



*Caution: Extremely Low base

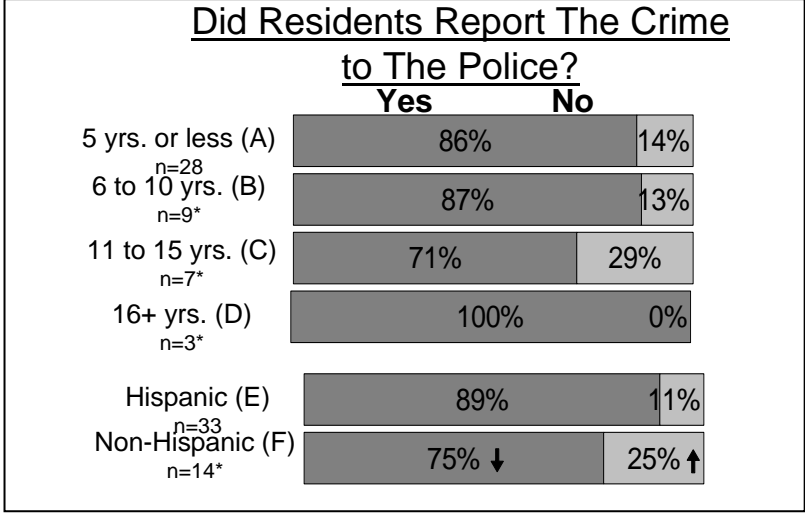
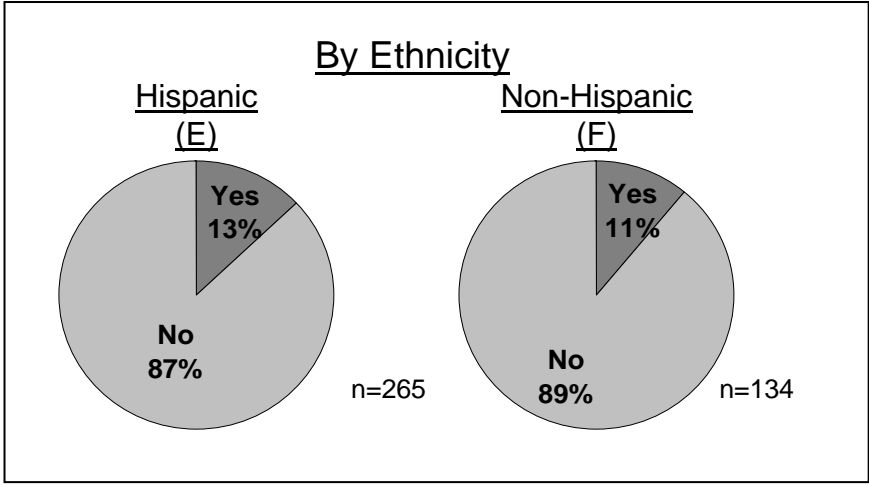
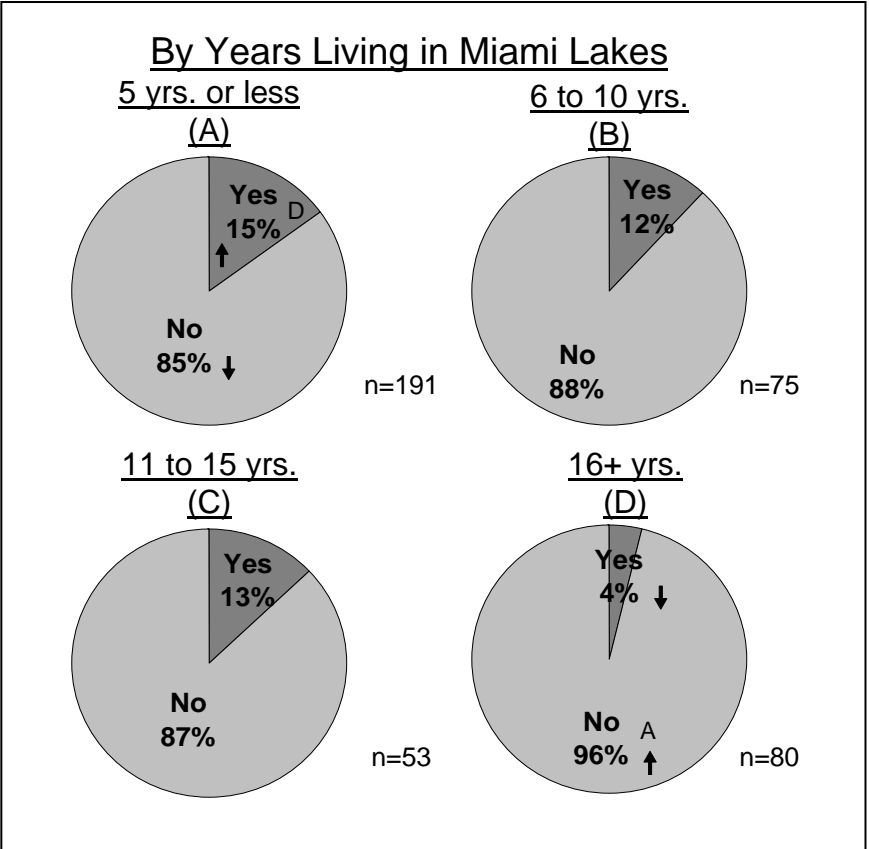
Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

↑ Significantly different from 2004 at 80% Level of Confidence

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Safety/Law Enforcement

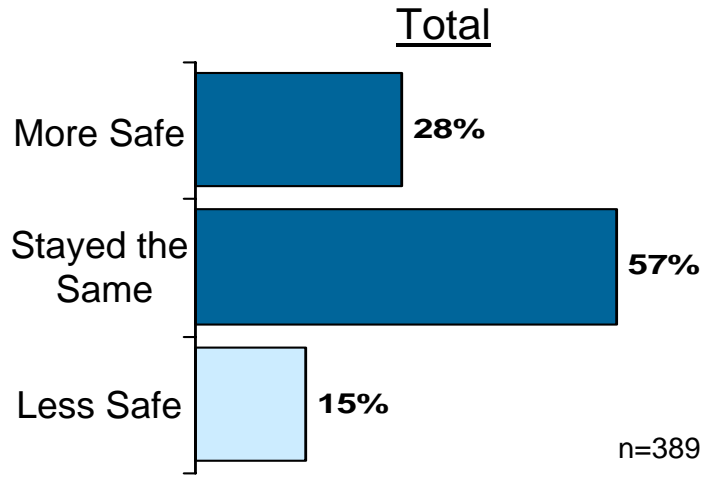
Were Residents (Or Members of Their Family) Victims of a Crime in Miami Lakes During the Past 12 Months?



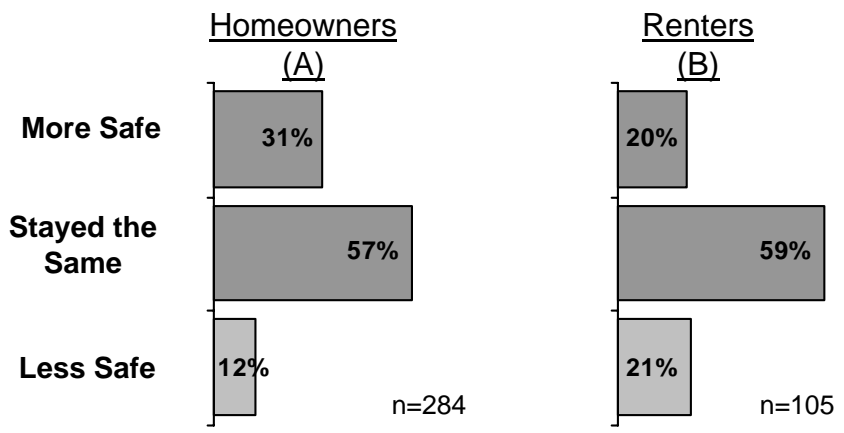
* Caution: Extremely low base Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F) ↑ Significantly different from 2004 at 80% Level of Confidence
 ↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Safety/Law Enforcement

In the Past 12 Months, Do Residents Think Miami Lakes Has Become More, Less, or Stayed the Same as Far as a Safe Place to Live, Work, and Raise a Family?



By Homeownership Status



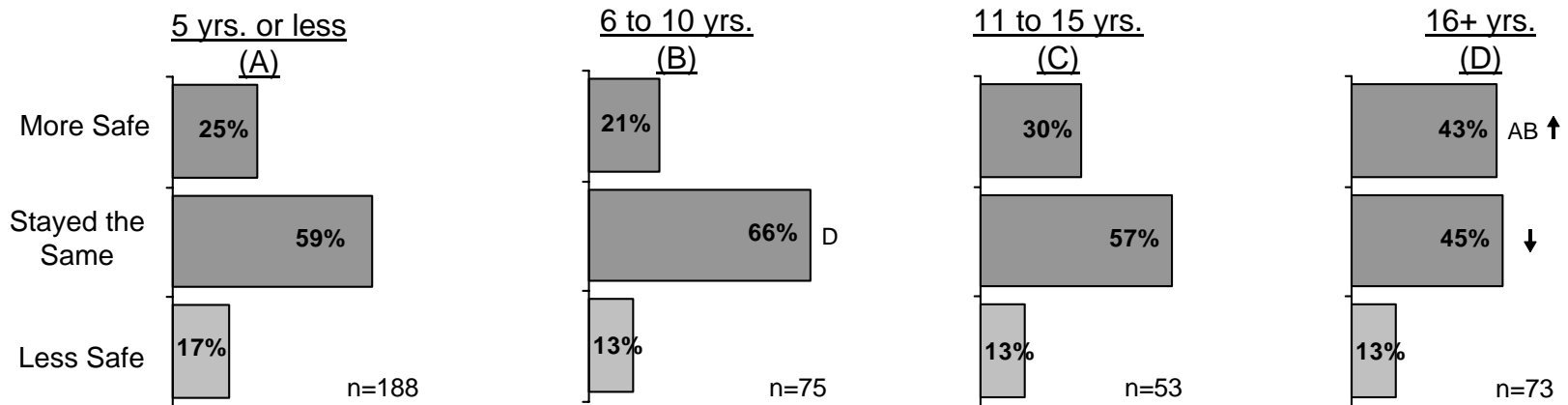
Capital letters indicate a significant difference between subgroups (A/B)

↑ Significantly different from 2004 at 80% Level of Confidence
 ↓ Significantly different from 2004 at 95% Level of Confidence

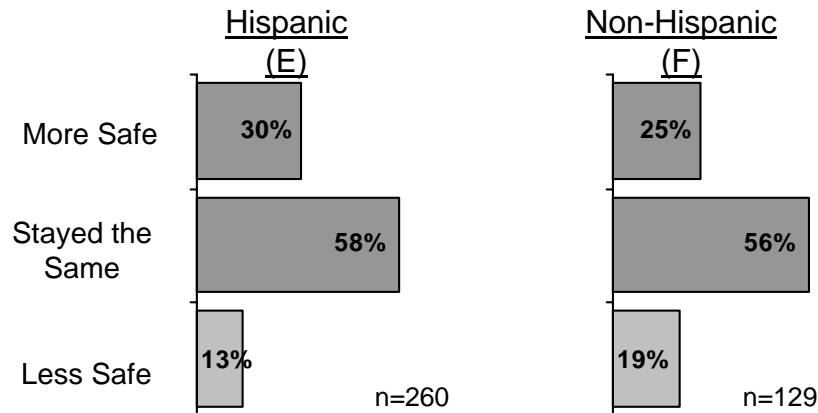
Safety/Law Enforcement

In the Past 12 Months, Do Residents Think Miami Lakes Has Become More, Less, or Stayed the Same as Far as a Safe Place to Live, Work, and Raise a Family?

By Years Living in Miami Lakes



By Ethnicity



Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

↑ Significantly different from 2004 at 80% Level of Confidence
 ↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Safety/Law Enforcement

How Safe Do Residents Feel...? Top 2 Box Ratings

	By Homeownership Status			By Years Lived in Miami Lakes				By Ethnicity	
	Total	Homeowners (A)	Renters (B)	5 yrs. or less (C)	6 to 10 yrs. (D)	11 to 15 yrs. (E)	16+ yrs. (F)	Hispanic (G)	Non-Hispanic (H)
Walking Alone In Your Neighborhood During the Day	95%	96%	94%	↑ 98%	86%	98%	↑ 97%	94%	↑ 98%
In Miami Lake's Main Street/other Shopping Plaza during the Day	95%	96%	92%	96%	88%	98%	97%	93%	98%
In a Miami Lakes' Town Park or Facility During the Day	95%	↑ 96%	92%	95%	95%	97%	93%	94%	↑ 98%
Walking Alone in Your Neighborhood At Night	75%	78%	66%	73%	72%	77%	79%	72%	79%
In Miami Lake's Main Street/other Shopping Plaza at Night	74%	72%	77%	78%	76%	72%	63%	73%	74%
In a Miami Lakes' Town Park or Facility at Night	60%	62%	54%	58%	62%	51%	69%	56%	67%
For Children to Play Outdoors in Your Neighborhood During Daytime	80%	83%	75%	83%	73%	72%	88%	81%	80%
For Children to Play Outdoors in Your Neighborhood During Early Evening	71%	71%	71%	73%	66%	67%	74%	72%	69%

Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

↑ Significantly different from 2004 at 80% Level of Confidence

↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

Other Services/Facilities (Summary)

SATISFACTION WITH QUALITY/VARIETY OF ACTIVITIES/PROGRAMS

Satisfaction with the quality of activities/programs is high among survey residents, with 36% rating excellent and 52% rating good; only 1% rated the offerings poor.

- Renters are more satisfied with the quality of activities/programs (97% Top 2 Box) than homeowners (85%).
- Non-Hispanic residents are more satisfied with the quality of activities/programs in 2005 (94% Top 2 Box) than they were in 2004 (80%) and as compared to Hispanic residents (85%).

Additionally, satisfaction with the variety of activities and programs offered by the Town of Miami Lakes is high; 32% excellent and 56% good.

- Homeowners are more satisfied with the variety of activities and programs offered by the Town of Miami Lakes in 2005 (87%) than they were in 2004 (82%).
- Non-Hispanic residents are more likely to rate the variety of activities and programs offered excellent (43%) than Hispanic residents (25%).

When residents were asked what town activities they would be interested in participating, the most frequently mentioned activity was arts and crafts classes (16%); 39% could not think of anything.

Other Services/Facilities (Summary)

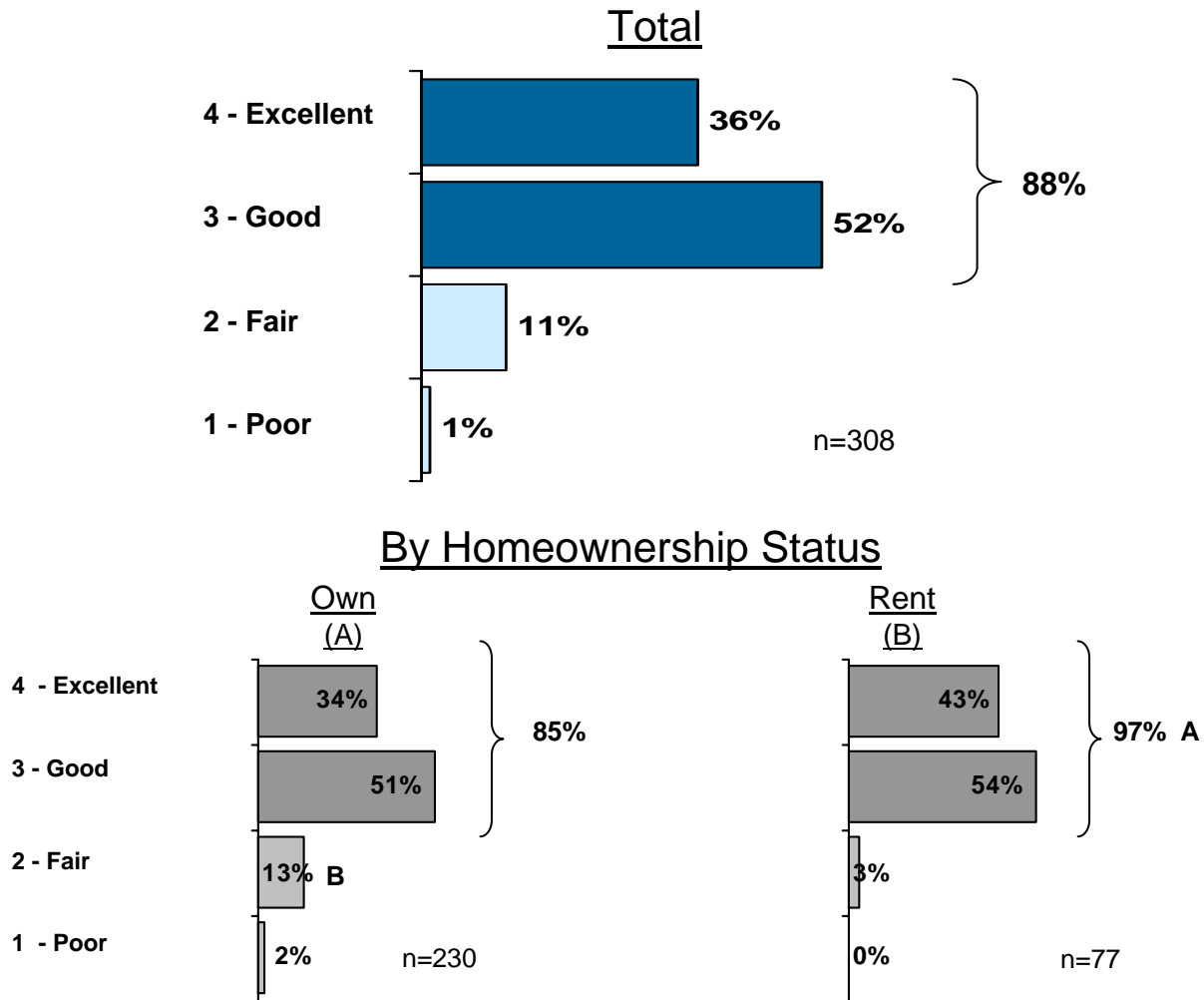
AWARENESS OF ACTIVITIES/PROGRAMS

The Veterans Day Parade (78%), the theatre productions by the Main Street Players (67%), and the free concerts (62%) continue to garner the highest awareness among surveyed residents. The free ballet classes for kids (23%) and the free Tai Chi and Nutrition classes (25%) garner the lowest awareness.

- One-half of residents are aware of the Miami Lakes Classic Cars Cruise; more than in 2004 (39%).
- Non-Hispanic residents are more likely to report being aware of the theatre productions by the Main Street Players in 2005 (84%) than in 2004 (66%).
- Long-time residents (more than 10 years) are more likely than newer residents (5 years or less) to report being aware of the Veterans Day Parade.
- Non-Hispanic residents are more likely than Hispanic residents to report being aware of the Veterans Day Parade (90% vs. 71%), the free concerts (74% vs. 56%), the Classic Cars Cruise (60% vs. 46%), the theatre productions by the Main Street Players (84% vs. 58%), the Jingle Down Main Street Fun Walk (69% vs. 55%).

Other Services/Facilities

Level of Satisfaction with the Quality of Activities and Programs Offered by The Town of Miami Lakes



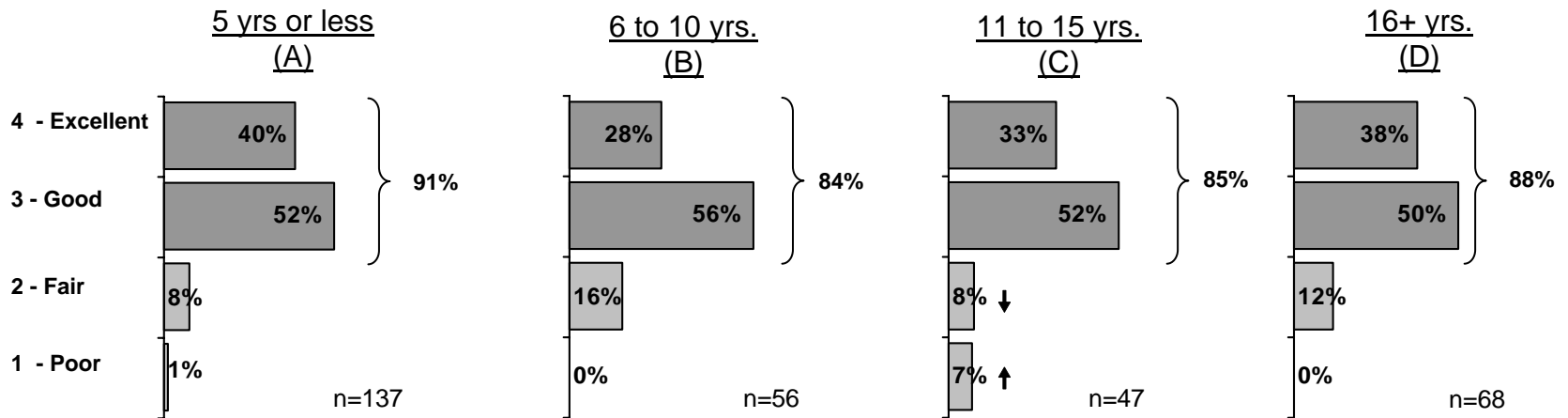
Capital letters indicate a significant difference between subgroups (A/B)

↑ Significantly different from 2004 at 80% Level of Confidence

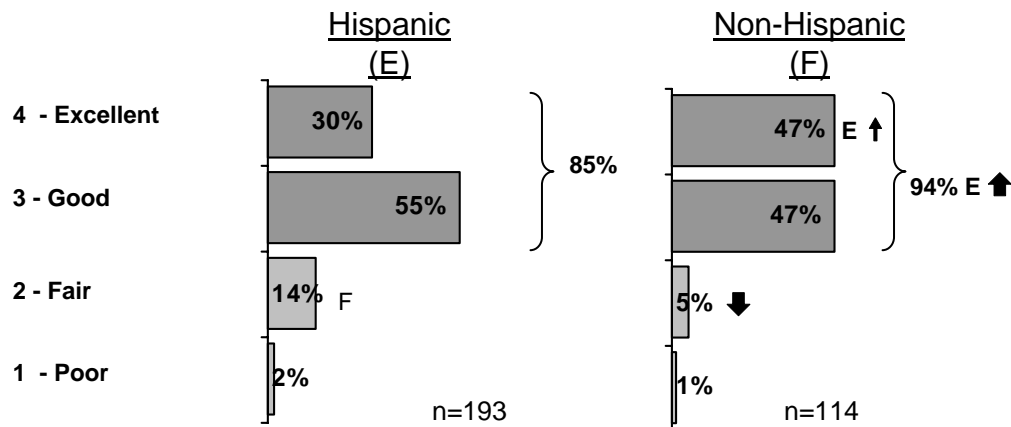
↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

Level of Satisfaction with the Quality of Activities and Programs Offered by The Town of Miami Lakes By Years Living in Miami Lakes



By Ethnicity



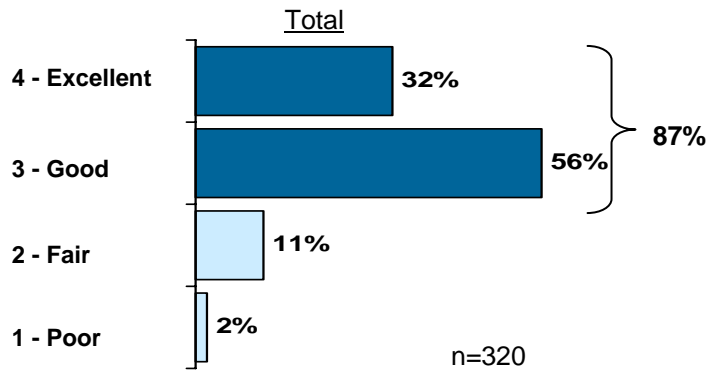
Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

↑ Significantly different from 2004 at 80% Level of Confidence

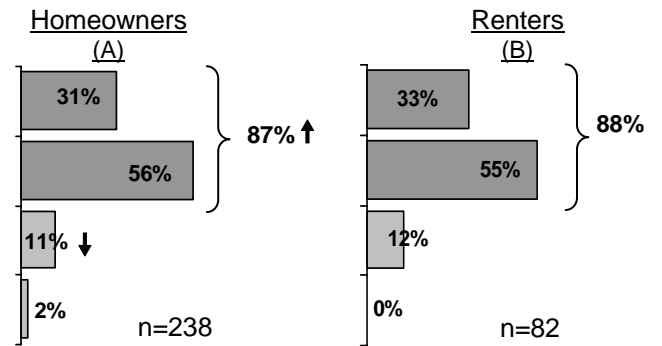
↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

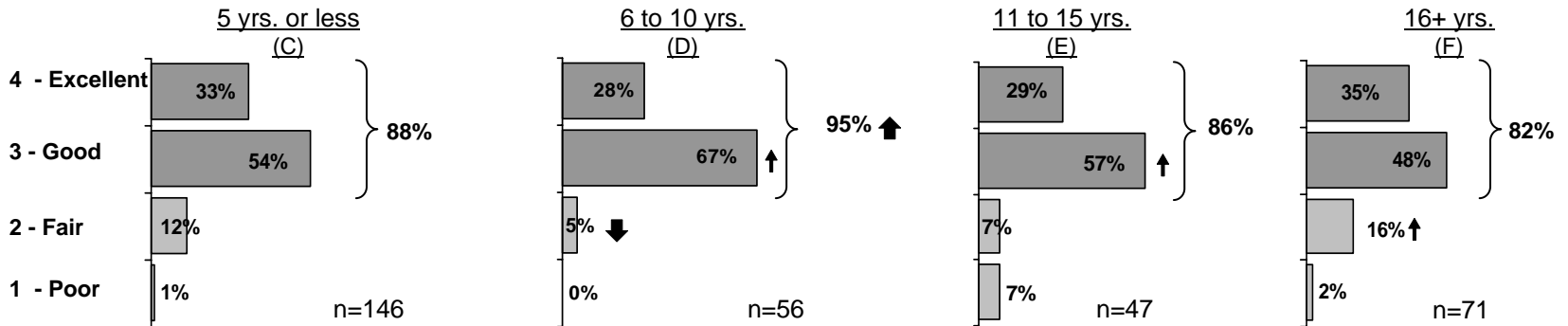
Level of Satisfaction with the Variety of Activities and Programs Offered by The Town of Miami Lakes



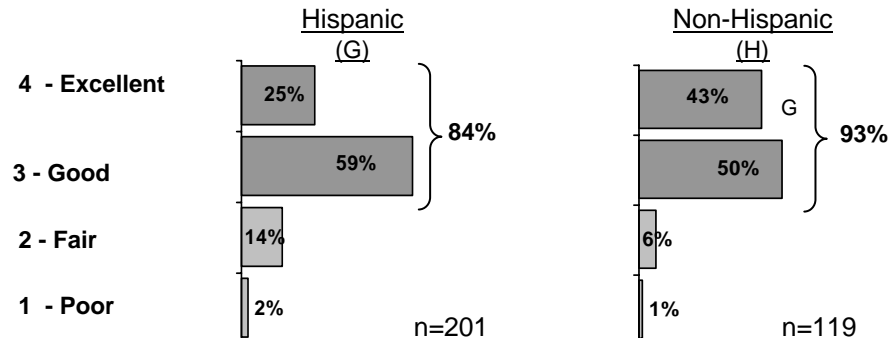
By Homeownership Status



By Years Lived in Miami Lakes



By Ethnicity



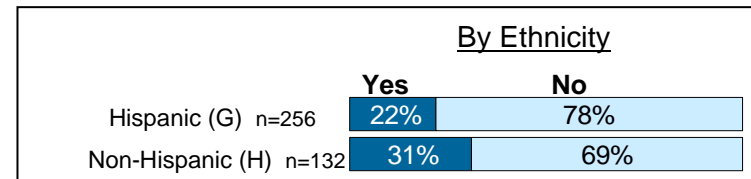
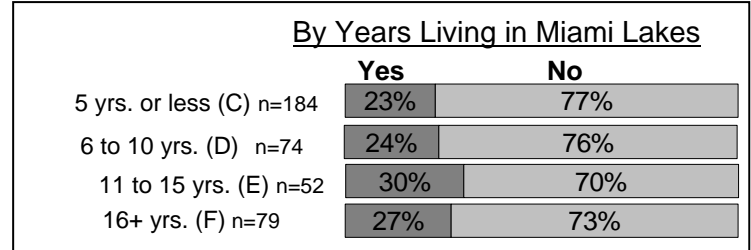
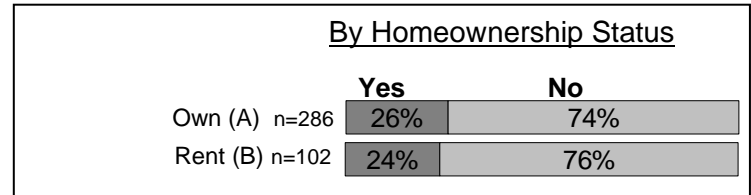
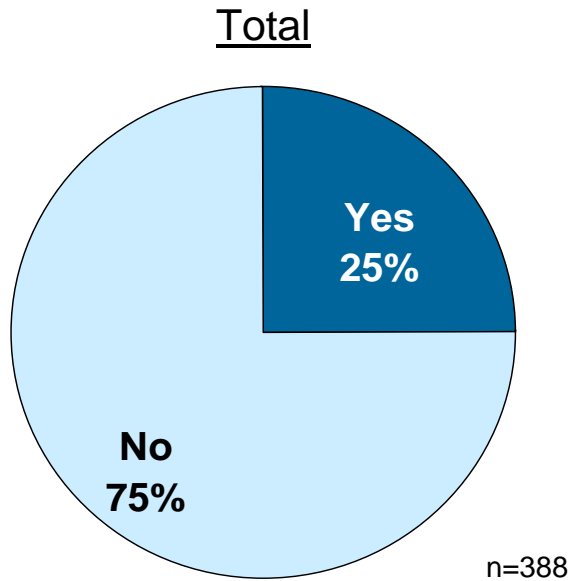
Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

↑ Significantly different from 2004 at 80% Level of Confidence

↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

Are Residents Aware of Free Tai Chi and Nutrition Classes At The Community Center For Residents 55 and older?



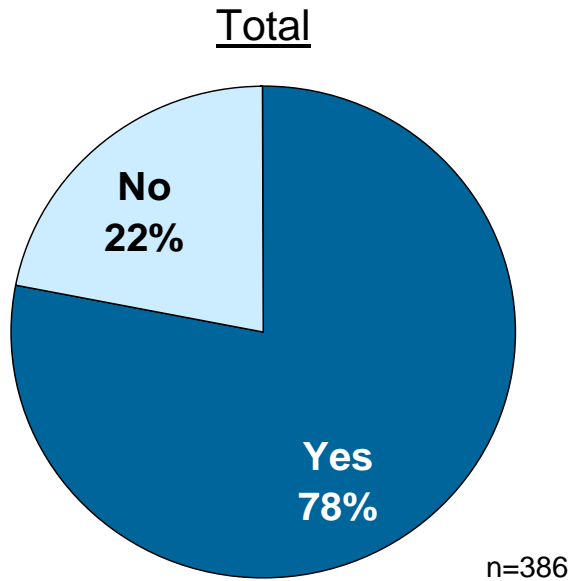
Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

↑ Significantly different from 2004 at 80% Level of Confidence

↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

Are Residents Aware of the Veterans Day Parade?



By Homeownership Status

	Yes	No
Own (A) n=284	78%	22%
Rent (B) n=102	76%	24%

By Years Living in Miami Lakes

	Yes	No
5 yrs. or less (C) n=183	71%	29% ^{EF}
6 to 10 yrs. (D) n=72	76%	24%
11 to 15 yrs. (E) n=52	88% ^C	12%
16+ yrs. (F) n=80	87% ^C	13%

By Ethnicity

	Yes	No
Hispanic (G) n=253	71% [↓]	29% ^{↑H}
Non-Hispanic (H) n=133	90% ^G	10%

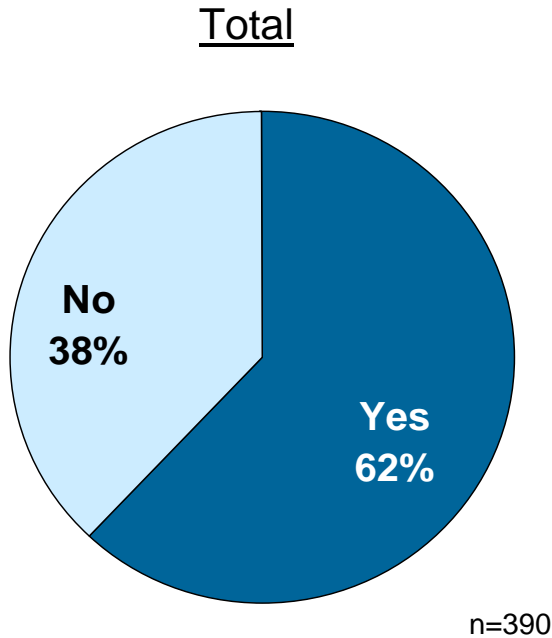
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↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

Are Residents Aware of the Free Concerts?



By Homeownership Status

	Yes	No
Own (A) n=285	61%	39%
Rent (B) n=105	65%	35%

By Years Living in Miami Lakes

	Yes	No
5 yrs. or less (C) n=188	61%	39%
6 to 10 yrs. (D) n=72	49% ↓	51% E ↑
11 to 15 yrs. (E) n=50	77% D	23%
16+ yrs. (F) n=80	66% ↓	34% ↑

By Ethnicity

	Yes	No
Hispanic (G) n=257	56%	44% H
Non-Hispanic (H) n=133	74% G	26%

Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

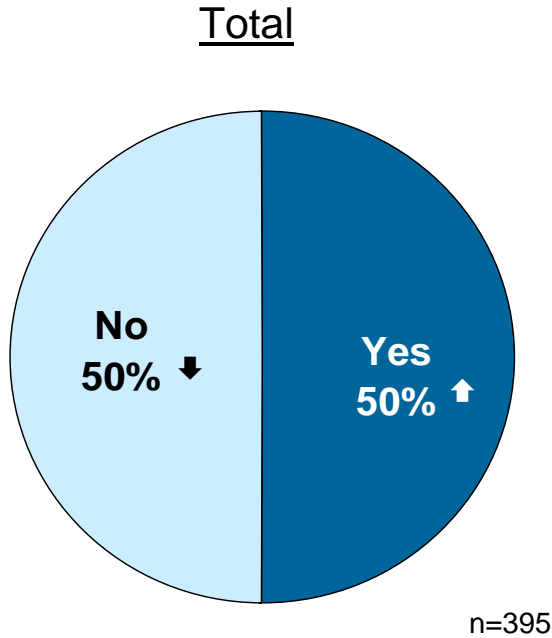
↑ Significantly different from 2004 at 80% Level of Confidence

↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Capital letters indicate a significant difference between subgroups (A/B/C/D)

Other Services/Facilities

Are Residents Aware of the Miami Lakes Classic Cars Cruise?



By Homeownership Status

	Yes	No
Own (A) n=289	48% ↑	52% ↓
Rent (B) n=105	59% ↑	41% ↓

By Years Living in Miami Lakes

	Yes	No
5 yrs. or less (C) n=189	51% ↑	49% ↓
6 to 10 yrs. (D) n=74	36%	64% EF
11 to 15 yrs. (E) n=52	60% D ↑	40% ↓
16+ yrs. (F) n=80	57% D	43%

By Ethnicity

	Yes	No
Hispanic (G) n=260	46%	54% H
Non-Hispanic (H) n=134	60% G ↑	41% ↓

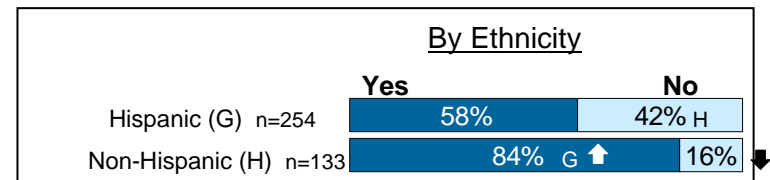
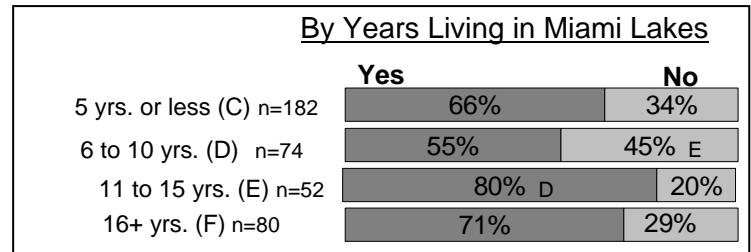
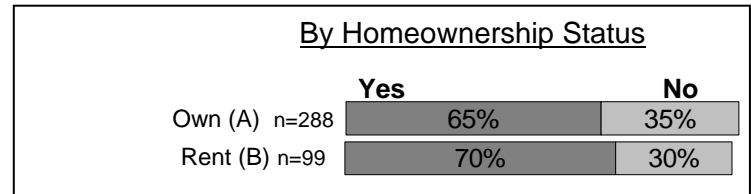
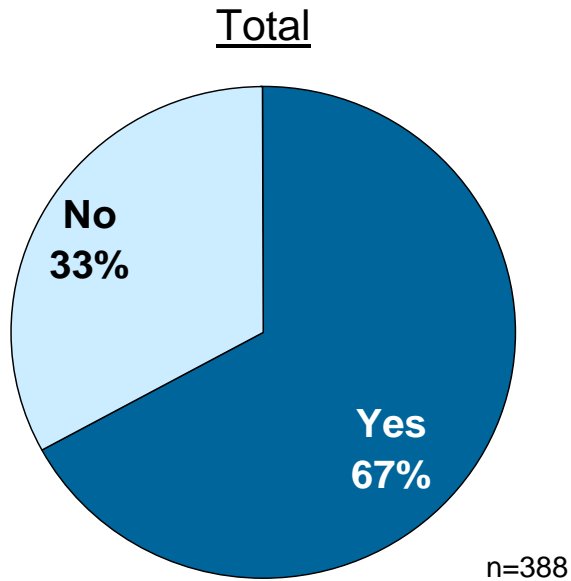
Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

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↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Capital letters indicate a significant difference between subgroups (A/B/C/D)

Are Residents Aware of Theater Productions by the Main Street Players?



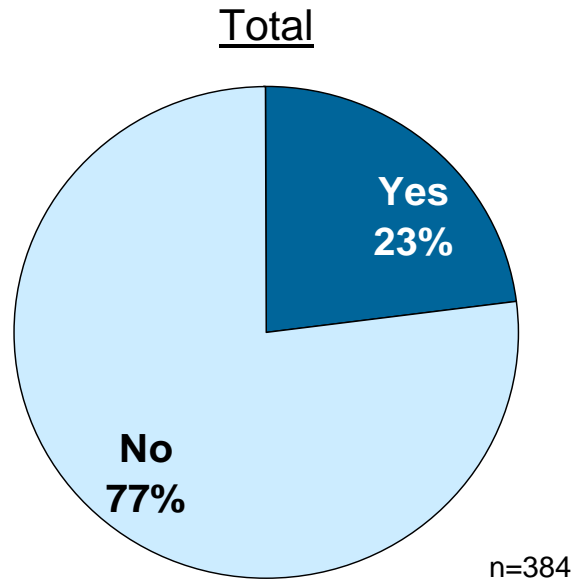
Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

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↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

Are Residents Aware of the Free Ballet Classes For Kids At The Community Center?



By Homeownership Status

	Yes	No
Own (A) n=282	23%	77%
Rent (B) n=102	26%	74%

By Years Living in Miami Lakes

	Yes	No
5 yrs. or less (C) n=184	25%	75%
6 to 10 yrs. (D) n=72	18%↓	82%↑
11 to 15 yrs. (E) n=52	21%	79%
16+ yrs. (F) n=77	26%	74%

By Ethnicity

	Yes	No
Hispanic (G) n=253	21%↓	79%↑
Non-Hispanic (H) n=131	28%	72%

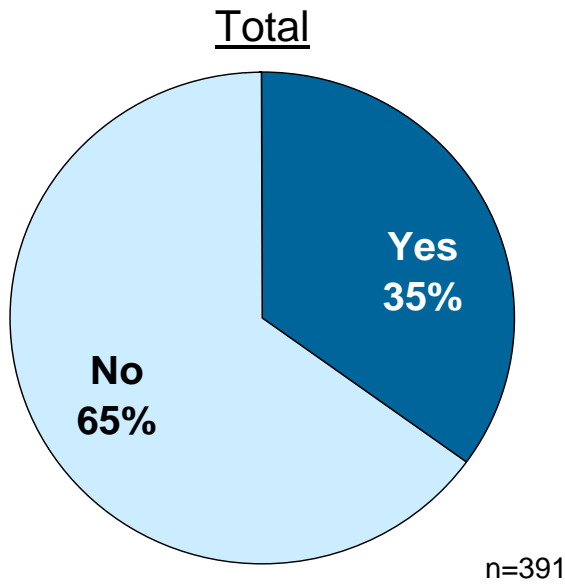
Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

↑ Significantly different from 2004 at 80% Level of Confidence

↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

Are Residents Aware of the Free Arts and Crafts Classes at the Community Center for Residents 55 and older?



By Homeownership Status

	Yes	No
Own (A) n=288	35%	65%
Rent (B) n=102	34%	66%

By Years Living in Miami Lakes

	Yes	No
5 yrs. or less (C) n=185	33%	67%
6 to 10 yrs. (D) n=74	25%	75%
11 to 15 yrs. (E) n=52	45%	55%
16+ yrs. (F) n=80	41%	59%

By Ethnicity

	Yes	No
Hispanic (G) n=257	32%	68%
Non-Hispanic (H) n=133	40%	60%

Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

↑ Significantly different from 2004 at 80% Level of Confidence

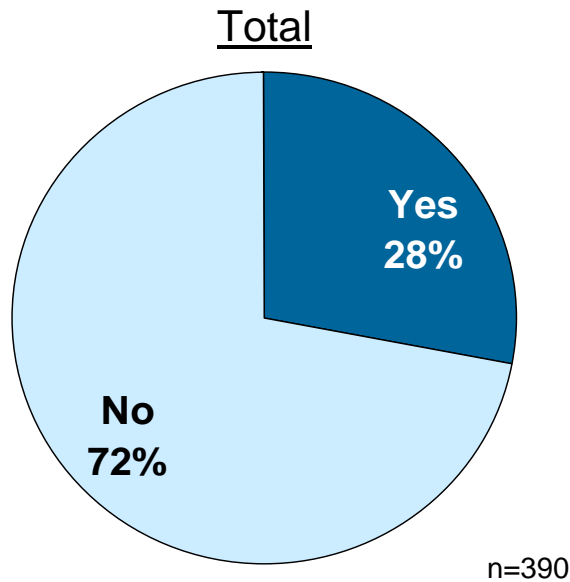
↓ ↑ Significantly different from 2004 at 95% Level of Confidence

*Caution: Low base

Capital letters indicate a significant difference between subgroups (A/B/C/D, E/F)

Other Services/Facilities

Are Residents Aware of the Spanish Classes at the Community Center?



By Homeownership Status

	Yes	No
Own (A) n=288	28%↓	72%↑
Rent (B) n=102	28%	72%

By Years Living in Miami Lakes

	Yes	No
5 yrs. or less (C) n=185	31%	69%
6 to 10 yrs. (D) n=74	20%	80%
11 to 15 yrs. (E) n=52	25%	75%
16+ yrs. (F) n=80	30%	70%

By Ethnicity

	Yes	No
Hispanic (G) n=256	26%↓	74%↑
Non-Hispanic (H) n=134	32%	68%

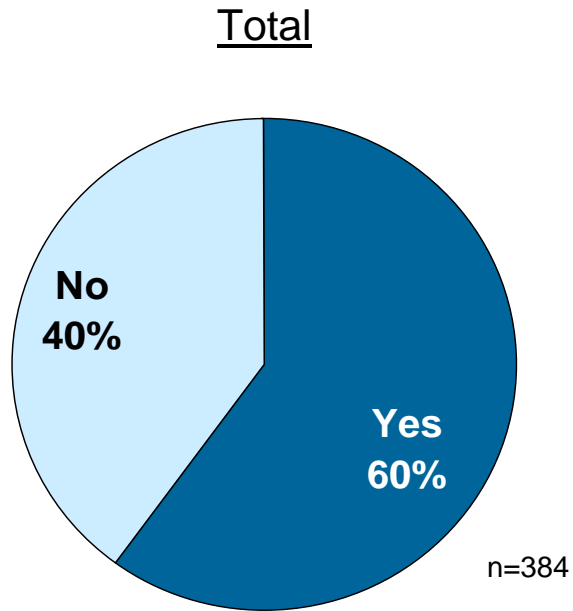
Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

↑ Significantly different from 2004 at 80% Level of Confidence

↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

Are Residents Aware of the Jingle Down Main Street 5K Run and Fun Walk Program?



By Homeownership Status

	Yes	No
Own (A) n=285	59%	41%
Rent (B) n=99	62%	38%

By Years Living in Miami Lakes

	Yes	No
5 yrs. or less (C) n=181	58%	42%
6 to 10 yrs. (D) n=74	62%	38%
11 to 15 yrs. (E) n=51	71%	29%
16+ yrs. (F) n=79	54% ↓	46% ↑

By Ethnicity

	Yes	No
Hispanic (G) n=252	55%	45% H
Non-Hispanic (H) n=132	69% G	31%

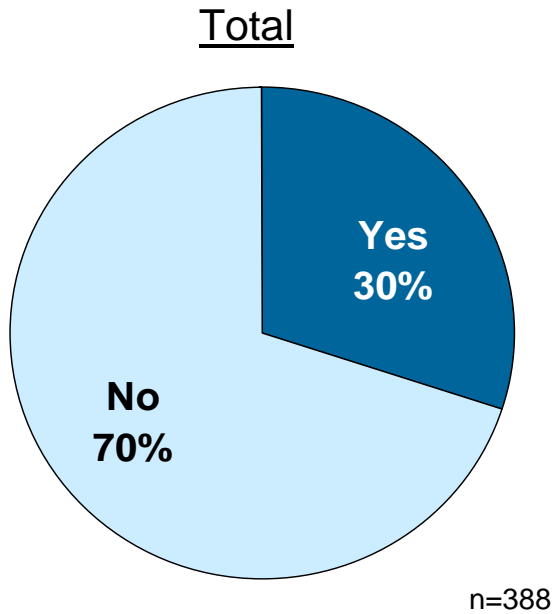
Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

↑ Significantly different from 2004 at 80% Level of Confidence

↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

Are Residents Aware of the Free Painting Classes?



By Homeownership Status

	Yes	No
Own (A) n=286	33%	67%
Rent (B) n=102	20%	80%

By Years Living in Miami Lakes

	Yes	No
5 yrs. or less (C) n=185	25%	75%
6 to 10 yrs. (D) n=74	25%	75%
11 to 15 yrs. (E) n=52	37%	63%
16+ yrs. (F) n=78	40%	60%

By Ethnicity

	Yes	No
Hispanic (G) n=256	26%	74%
Non-Hispanic (H) n=132	38% ↑	62% ↓

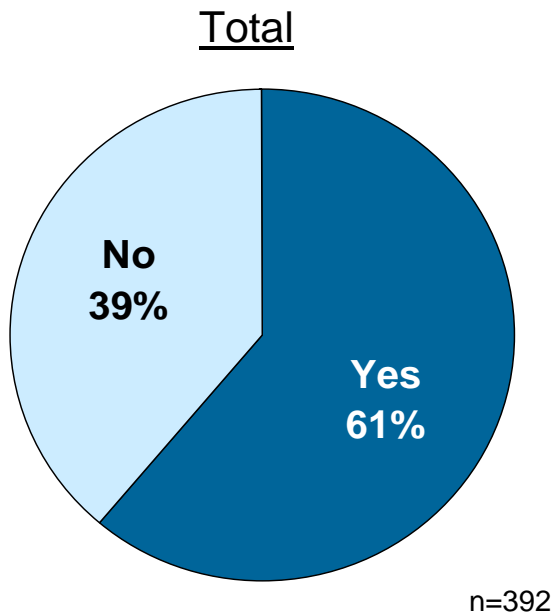
Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

↑ Significantly different from 2004 at 80% Level of Confidence

↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Other Services/Facilities

Are Residents Aware of the Miami Lakes Arts and Crafts July 4th Celebration?*



By Homeownership Status

	Yes	No
Own (A) n=290	61%	39%
Rent (B) n=102	60%	40%

By Years Living in Miami Lakes

	Yes	No
5 yrs. or less (C) n=185	55%	45%
6 to 10 yrs. (D) n=74	64%	36%
11 to 15 yrs. (E) n=53	68%	32%
16+ yrs. (F) n=80	68%	32%

By Ethnicity

	Yes	No
Hispanic (G) n=259	57%	43%
Non-Hispanic (H) n=133	68%	32%

Capital letters indicate a significant difference between subgroups (A/B, C/D/E/F, G/H)

*Question not asked in 2004.

Other Services/Facilities

What Town Activities Would Residents Be Interested In Participating? (Base include 'don't know/none' responses)	Total (n=401)	Homeownership Status		Family Status		By Years Living in Miami Lakes				By Ethnicity	
		Home-owners A (n=293)	Renters B (n=108)	With Children C (n=176)	Without Children D (n=225)	5 yrs. or less E (n=191)	6 to 10 yrs. F (n=76)	11 to 15 yrs. G (n=53)	16+ yrs. H (n=80)	Hispanic J (n=267)	Non-Hispanic K (n=134)
		Arts and Crafts/Arts Classes/Crafts Classes/Painting Classes	16%	16%	17%	18%	15%	19% ^H	20% ^H	16%	6% ↓
Free concerts	4%	6% ↑	1%	5%	4%	3%	7%	4%	6% ↑	6% ↑	2% ↓
Veterans' Day Parade	4%	4% ↑	3%	6%	3%	3%	5%	0%	8% ^G ↑	4%	4%
Free Ballet Classes for Kids at Community Center	4%	4%	2%	7% ^D	1%	4%	8% ^H	4% ↑	0%	6% ^K	0%
Plays/Theatre	4%	2%	9% ↑	2%	5%	6% ^G ↑	1%	0%	4%	4%	4%
Tai Chi	3%	3%	1% ↓	2%	3%	2%	3%	4%	3%	3%	3%
Sports/Sports Events	3%	2%	3%	4%	1%	2%	4%	2%	1%	3%	2%
Car Show/Classic Car Show/Car Cruise/Car Club	2% ↓	2% ↓	4%	3%	2% ↓	2% ↓	2%	0% ↓	4%	3% ↓	2%
Exercise Class	2%	2%	2%	0%	3% ^C	2%	3%	0%	3%	0%	5% ^J ↑
Parks/Recreation Activities	2% ↑	2% ^B ↑	0%	3% ↑	1%	0%	3%	0%	5% ↑	0%	5% ^J ↑
Jingle Down Main Street 5K Run and Walk Program	2% ↓	1%	2%	2%	1% ↓	2%	0% ↓	4%	0% ↓	2% ↓	0%
Don't Know/None/Nothing	39%	39% ↑	41% ↑	33%	44% ↑	44% ^F ↑	27%	41% ↑	39%	40% ↑	37% ↑

Top Mentions Only (2% or more) Capital letters indicate a significant difference between subgroups (A/B, C/D, E/F/G/H, J/K)

↑ Significantly different from 2004 at 80% Level of Confidence

↓ ↑ Significantly different from 2004 at 95% Level of Confidence

Demographics

Demographics

Demographics	Total
<u>Gender</u>	(n=401)
Male	42%
Female	58%
<u>Employment</u>	(n=401)
Employed	74%
In Miami Lakes	27%
Outside of Miami Lakes	73%
Not employed	26%
<u>Annual Household Income</u>	(n=400)
Under \$25,000	15%
\$25,000 but under \$50,000	25%
\$50,000 but under \$75,000	23%
\$75,000 but under \$100,000	15%
\$100,000+	22%
<u>Ethnicity</u>	(n=401)
Hispanic	67%
Caucasian/White	29%
African-American/Black	2%
Asian	1%
American Indian	#
Other	1%
<u>Languages Spoken Fluently (Other Than English) – Top Mentions</u>	(n=401)
Spanish	62%
French	2%
Italian	2%
Portuguese	2%
German	2%
Chinese	2%
Creole	1%
Hebrew/Yiddish	1%
Arabic/Persian/Farsi	1%
No other languages spoken	34%

↑ Significantly different from 2004 at 80% Level of Confidence
 ↓ Significantly different from 2004 at 95% Level of Confidence

= Less than 0.5%

Demographics

Demographics	Total
<u>Homeownership Status</u>	(n=401)
Homeowner	73%
Renter	27%
<u>Length of Time Lived in Miami Lakes</u>	(n=401)
Less than 1 year	6%
1 to 5 years	42%
6 to 10 years	19%
11 to 15 years	13%
16 to 20 years	7%
Over 20 years	13%
<u>Type of Home Live In</u>	(n=401)
Single family home	59%
Apartment/Condominium part of complex/community	22%
Apartment/Condominium not part of complex/community	14%
Duplex	1%
Other	4%
<u>Family Status</u>	(n=401)
Have children living at home	44%
Under 5 years old	40%
5-11 years old	36%
12-14 years old	29%
15-18 years old	24%
Do not have children living at home	56%
<u>Types of School Children Attend</u>	(n=131)
Public school	75%
Private/Parochial school	26%
Charter school	3%
Home school	0%
Do not have any school age children living at home	23%

↑ Significantly different from 2004 at 80% Level of Confidence

↓ † Significantly different from 2004 at 95% Level of Confidence

= Less than 0.5% Town Of Miami Lakes - 2005 Resident Satisfaction Study