

2025 Town of Miami Lakes Community Survey Findings Report

Presented to the Town of
Miami Lakes, Florida

March 2026



ETC
INSTITUTE

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Survey Highlights

In January–February 2026, the Town of Miami Lakes partnered with **ETC Institute** to conduct its second Community Survey, gathering vital feedback from residents to guide future planning, service delivery, and investment decisions. A random sample of 311 residents received the survey via mail, phone, and email in both English and Spanish, with an online version available to all residents. The results achieved a **95% confidence level** with a **±5.5% margin of error**, offering a reliable snapshot of community sentiment.

Overall Quality of Life

Results indicate strong resident satisfaction and positive Quality-of-Life (Q1) outcomes:

- **90%** of respondents were satisfied with Miami Lakes as a tree-friendly community.
- **88%** expressed satisfaction with the Town as a safe place and as a place to raise children.
- Satisfaction was comparatively lower for Miami Lakes as a place to work (**58%**).

Compared to the previous survey conducted in 2020–2021, satisfaction has remained consistently high across seven key aspects. Notably, safety continues to stand out as the most important aspect for residents and scored even higher than in the prior survey. This reflects the Town’s excellent work in maintaining a safe and secure environment for all Miami Lakers.

Satisfaction with Key Town Services

Residents also reported high levels of satisfaction with Major Town Service (Q5) areas:

- Safe and secure environment: **86%** | with 11% neutral |
- Tree canopy services: **76%** | with 14% neutral |
- Parks and facility rentals: **67%** | with 26% neutral |
- Planning services: **49%** | with 42% neutral |

When asked to prioritize services, residents identified:

1. Public safety
2. Tree canopy maintenance
3. Effectiveness of Town communication

Benchmarking Analysis

Comparative analysis shows Miami Lakes performing exceptionally well:

- The Town rated at or above national and Florida averages in **26 of 29 areas evaluated**.
- Significant strengths include: place to live, raise children, safety, code compliance services, and Town communication.
- No comparative weaknesses were identified in Quality of Life (Q1) or Major Town Service (Q5) areas.

Strategic Insights

Residents expressed highest satisfaction with Public Safety and Parks and Recreation, while Transportation received the lowest rating. Infrastructure and resiliency were identified as the top areas for potential increased funding.

Recommendations from ETC Institute

Based on the Importance-Satisfaction ratings for the major categories of services analyzed, ETC Institute recommends prioritizing investments in:

- Effectiveness of the Town’s communication
- Code compliance services and activities
- Commitment to a safe and secure environment

Additional recommended priority investment areas include:

- Infrastructure maintenance (sidewalks, green spaces, swales)
- Transportation, transit, and mobility (traffic congestion management, pedestrian and bicycle safety)
- Parks and tree canopy services (parks appearance, improved response times for tree trimming/removal requests)

Conclusion

The 2025–2026 Community Survey confirms **high overall satisfaction** and strong comparative performance, while also highlighting opportunities for targeted improvement. Conducting the Community Survey on a biennial basis is recommended to continuously assess resident needs, refine priorities, and ensure the delivery of high-quality services across the Town of Miami Lakes.

2025–2026 Community Survey Highlights

Quality of Life - Satisfaction



90%
Tree-Friendly
Community



88%
Safe & Family-
Friendly



58%
A Place to Work

Major Town Services - Satisfaction



86%
Safe & Secure
Environment



76%
Tree Canopy
Services



67%
Parks &
Facility Rentals



49%
Planning
Services

Resident Priorities (Key Services)



1. Public Safety



2. Tree Canopy Maintenance



3. Effective Town Communication

Benchmarking & Strategic Insights



26 of 29 areas assessed above national & Florida averages



Strengths: Place to live, safety, code compliance



Improvement areas: Transportation, infrastructure, resiliency



Recommendations for Investment



Communication | Code Compliance | Safety



Infrastructure Maintenance
& Mobility Improvements



Parks | Tree Canopy Services



...Growing Beautifully!!



Executive Summary

2025 Town of Miami Lakes Community Survey

Executive Summary



Purpose

ETC Institute administered a survey to residents of the Town of Miami Lakes during January and February of 2026. The purpose of the survey was to gather feedback from residents to help shape the future of the Town. This is the second survey administered for the Town of Miami Lakes; the first was conducted in 2020.

Methodology

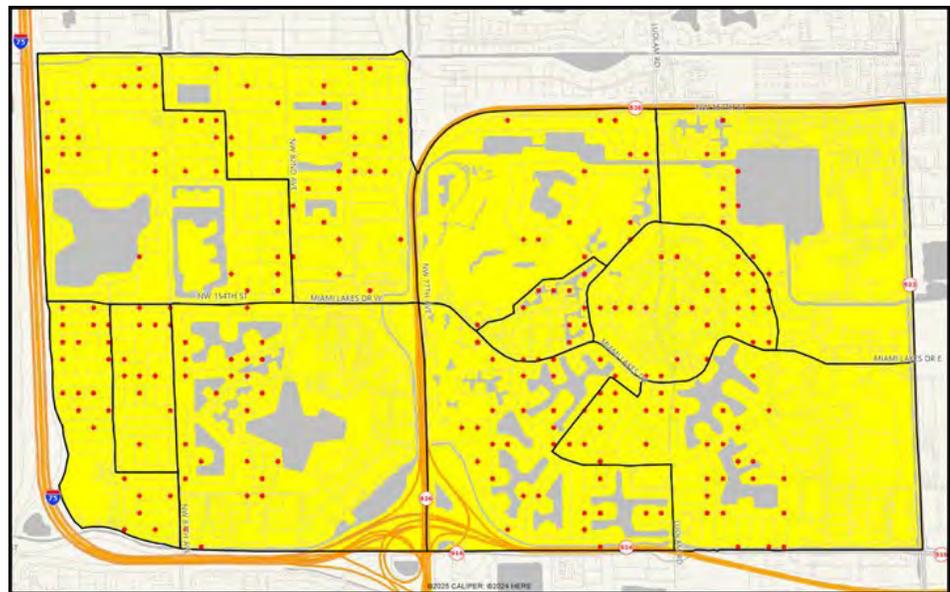
The seven-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the Town of Miami Lakes. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. The online survey was provided in both English and Spanish.

Approximately ten days after the surveys were mailed, ETC Institute sent follow-up messages to the households that received the survey to encourage participation. The messages contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of Miami Lakes from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

A total of 311 households completed the survey. The results for the sample of 311 households have a precision of at least $\pm 5.5\%$ at the 95% level of confidence.

Location of Respondents.

To better understand how well services are being delivered in different parts of the Town, the home address of survey respondents was geocoded. The map to the right shows the physical distribution of respondents to the survey based on the location of their home.



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The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the Town of Miami Lakes with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of Town services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- an executive summary of the survey methodology and major findings
- charts showing the overall results for most questions on the survey, including trends comparing the 2025 results to 2020 survey results where applicable
- benchmarking analysis showing how the Town of Miami Lakes compares to other communities regionally and nationally
- Importance-Satisfaction analysis that outlines priorities for investment
- tabular data showing the overall results of the survey
- a copy of the cover letter and survey instrument

Quality of Life in Miami Lakes

Ninety percent (90%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with Miami Lakes as a tree-friendly community with a beautiful canopy; 88% were satisfied with the Town as a safe place, and 88% were satisfied with Miami Lakes as a place to raise children. Residents were least satisfied with the Town as a place to work (58% were “very satisfied” or “satisfied”).

Satisfaction with Major Categories of Service

Eighty-six percent (86%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the Town’s commitment to ensuring a safe and secure environment; 76% were satisfied with the quality and support of services in maintaining a healthy and beautiful tree canopy, and 67% were satisfied with the quality and support of services for parks and facility rentals. Residents were least satisfied with the quality and support of services by the planning office (49% were “very satisfied” or “satisfied”).

Based on the sum of their top three choices, the categories of service that residents feel are most important for the Town to emphasize were: 1) commitment to ensuring a safe and secure environment, 2) quality and support of services in maintaining a healthy and beautiful tree canopy, and 3) effectiveness of the Town’s communication.

2025 Town of Miami Lakes Community Survey

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Satisfaction with Specific Town Services/Priorities

Police Related Services. The highest levels of satisfaction with police related services in Miami Lakes, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality, professionalism, and fairness of Town police officers (86%) and response time when reporting emergencies or incidents (83%). The police related service that respondents were least satisfied with was communication from police regarding safety updates, crime alerts, or community programs (63%).

Code Compliance Activities. The highest levels of satisfaction with code compliance activities, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcement of exterior maintenance of commercial business properties (69%) and enforcement of trash and debris on private property (67%). The code compliance activity that respondents were least satisfied with was enforcement of parking and vehicle violations (49%).

Maintenance - Infrastructure. Eighty-one percent (81%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the condition and maintenance of street signs and markings; 73% were satisfied with the condition and upkeep of green spaces, trails, and swales, and 70% were satisfied with the condition and maintenance of Townwide streetlights. Residents were least satisfied with the condition and maintenance of Town sidewalks (59%).

Based on the sum of their top three choices, the infrastructure services that residents feel are most important for the Town to emphasize were: 1) condition and maintenance of Town roads, 2) condition and maintenance of Town sidewalks, and 3) condition and upkeep of green spaces, trails, and swales.

Transportation, Transit, and Mobility. The highest levels of satisfaction with transportation, transit, and mobility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: pedestrian safety throughout the Town (70%), availability of public parking in key areas (67%), and maintenance and condition of bus stops and shelters (54%). The aspect of transportation, transit, and mobility services that respondents were least satisfied with was overall traffic flow and congestion management in major corridors (17%). This is also the area that respondents indicated is most important for the Town to emphasize.

Parks and Recreation. The highest levels of satisfaction with parks and recreation, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality/condition of Royal Oaks Park (75%), quality/condition of Veterans Park (75%), quality/condition of the tree canopy (75%), overall appearance of Town parks (74%), and quality/condition of the Youth Center (71%). The parks and recreation services that respondents were least satisfied with were the quality of youth programs (45%) and the quality of adult programs (44%). The parks and recreation service respondents indicated is most important for the Town to emphasize is the overall appearance of Town parks.

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Executive Summary



Economic Opportunity and Development. The highest levels of satisfaction with economic opportunity and development in Miami Lakes, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: efforts in assisting and promoting new businesses (50%) and level of support for current local businesses (48%). The aspect of economic opportunity and development that respondents were least satisfied with was efforts in assisting business expansion in industrial areas (40%).

Strategic Priorities. The highest levels of satisfaction with the Town’s strategic priority areas, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: Public Safety (81%) and Parks and Recreation (59%). The strategic priority that received the lowest rating was Transportation (49%).

Based on the sum of their top two choices, the strategic priority area that respondents would most support increasing funding with their tax dollars was infrastructure and resiliency.

County Services. The highest levels of satisfaction with Miami-Dade County’s services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall quality of fire rescue services (90%), overall quality of garbage collection (87%), overall quality of the library system and services (75%), and overall quality of recycling services (74%). The County service that received the lowest rating was the overall traffic flow on NW 57th, NW 67th and NW 87th (14%).

Other Findings

- **Sources of Information.** Seventy-two percent (72%) of residents surveyed indicated they currently get information about the Town of Miami Lakes through newspapers. Other sources of information include: Town website and/or social media (59%), and word of mouth (52%). *Multiple selections could be made for this question.*
- **Stormwater and Canal Improvements.** Based on the sum of their top three choices, the stormwater and canal improvements that respondents indicated should receive the highest priority were: 1) upgrading and enhancing drainage infrastructure, 2) improving stormwater maintenance, and 3) increasing street sweeping to reduce debris entering drains.
- **Parks Improvements.** Based on the sum of their top three choices, the parks improvements that respondents indicated should receive the highest priority were: 1) refurbishing existing parks or playgrounds, 2) beautifying existing parks, and 3) building additional Town indoor park facilities.

2025 Town of Miami Lakes Community Survey Executive Summary



- **Developments/Businesses Residents Would Like to See.** Seventy percent (70%) of residents indicated they would like to see more dining and entertainment in Miami Lakes, based on the sum of their top three choices. Other items residents would like to see include: grocery retail stores (64%) and general merchandise retail (37%).
- **Greatest Assets in Miami Lakes.** Based on the sum of their top three choices, the items that respondents believe are the Town's greatest assets were: 1) sense of safety, 2) retention of property values, and 3) sense of community.

2025 Town of Miami Lakes Community Survey

Executive Summary



How the Town of Miami Lakes Compares to Other Communities Nationally

The Town of Miami Lakes **rated above the National Average** in 26 of the 29 areas that were assessed. The Town rated significantly higher than the National Average (5% or more above) in all 26 of these areas. The table below shows how the Town of Miami Lakes compares to the National Average:

Service	Miami Lakes	U.S.	Difference	Category
As a place to live	87.3%	54.7%	32.6%	Quality of Life
Response time when reporting emergencies or incidents	83.1%	51.7%	31.4%	Police Related Services
As a safe place	88.3%	57.3%	31.0%	Quality of Life
As a place to raise children	87.5%	56.7%	30.8%	Quality of Life
Efforts to prevent crimes & maintain a safe community	76.4%	46.0%	30.4%	Police Related Services
Overall quality of recycling services	74.1%	44.7%	29.4%	County Services
Overall quality of bulk trash collection	73.4%	45.3%	28.1%	County Services
Condition & maintenance of street signs & markings	81.0%	54.4%	26.6%	Maintenance - Infrastructure
Condition & maintenance of Town roads	69.7%	43.5%	26.2%	Maintenance - Infrastructure
Overall quality of garbage collection	86.6%	60.8%	25.8%	County Services
Enforcement of exterior maintenance of commercial/business properties	69.3%	44.7%	24.6%	Code Compliance Activities
Enforcement of trash & debris on private property	67.0%	42.5%	24.5%	Code Compliance Activities
Reliability of sewer (wastewater) services	72.8%	50.9%	21.9%	County Services
Overall quality of fire rescue services	89.5%	68.0%	21.5%	County Services
Communication from police regarding safety updates, crime alerts, or community programs	62.8%	42.1%	20.7%	Police Related Services
Satisfaction with code compliance services/activities	60.3%	39.9%	20.4%	Major Categories of Service
Presence & visibility of police officers in your community, neighborhood, or area	69.6%	50.3%	19.3%	Police Related Services
As a place to retire	66.5%	47.3%	19.2%	Quality of Life
Enforcement of local traffic laws	65.1%	46.6%	18.5%	Police Related Services
Effectiveness of the Town's communication	55.5%	37.2%	18.3%	Major Categories of Service
Overall quality of drinking water	67.1%	49.3%	17.8%	County Services
Enforcement of overgrowth, mowing, and landscaping	59.5%	43.1%	16.4%	Code Compliance Activities
Condition & maintenance of Town sidewalks	59.0%	42.8%	16.2%	Maintenance - Infrastructure
Overall quality of library system & services	74.7%	58.8%	15.9%	County Services
Enforcement of property maintenance standards	55.0%	42.1%	12.9%	Code Compliance Activities
As a place to work	58.2%	46.7%	11.5%	Quality of Life
Availability & quality of bicycle infrastructure	36.4%	40.2%	-3.8%	Transportation, Transit, and Mobility
Overall quality of County transit services	26.4%	38.6%	-12.2%	County Services
Traffic flow & congestion management in major corridors	16.6%	43.2%	-26.6%	Transportation, Transit, and Mobility

2025 Town of Miami Lakes Community Survey

Executive Summary



How the Town of Miami Lakes Compares to Other Communities in the Region

The Town of Miami Lakes **rated above the Florida Average** in 26 of the 29 areas that were assessed. The Town rated significantly higher than the Florida Average (5% or more above) in all 26 of these areas. The table below shows how the Town of Miami Lakes compares to the Florida Average:

Service	Miami Lakes	Florida	Difference	Category
As a place to raise children	87.5%	49.1%	38.4%	Quality of Life
As a safe place	88.3%	57.1%	31.2%	Quality of Life
Overall quality of recycling services	74.1%	44.2%	29.9%	County Services
Condition & maintenance of street signs & markings	81.0%	51.2%	29.8%	Maintenance - Infrastructure
As a place to live	87.3%	58.0%	29.3%	Quality of Life
Response time when reporting emergencies or incidents	83.1%	55.3%	27.8%	Police Related Services
Overall quality of fire rescue services	89.5%	63.2%	26.3%	County Services
Overall quality of bulk trash collection	73.4%	48.2%	25.2%	County Services
Condition & maintenance of Town roads	69.7%	45.0%	24.7%	Maintenance - Infrastructure
Enforcement of exterior maintenance of commercial/business properties	69.3%	45.0%	24.3%	Code Compliance Activities
Efforts to prevent crimes & maintain a safe community	76.4%	52.4%	24.0%	Police Related Services
Overall quality of garbage collection	86.6%	64.4%	22.2%	County Services
Enforcement of trash & debris on private property	67.0%	46.7%	20.3%	Code Compliance Activities
Reliability of sewer (wastewater) services	72.8%	52.7%	20.1%	County Services
Overall quality of library system & services	74.7%	55.6%	19.1%	County Services
Enforcement of local traffic laws	65.1%	47.6%	17.5%	Police Related Services
Presence & visibility of police officers in your community, neighborhood, or area	69.6%	53.2%	16.4%	Police Related Services
Overall quality of drinking water	67.1%	51.6%	15.5%	County Services
Satisfaction with code compliance services/activities	60.3%	44.9%	15.4%	Major Categories of Service
As a place to work	58.2%	43.9%	14.3%	Quality of Life
Condition & maintenance of Town sidewalks	59.0%	47.1%	11.9%	Maintenance - Infrastructure
Communication from police regarding safety updates, crime alerts, or community programs	62.8%	51.6%	11.2%	Police Related Services
Enforcement of property maintenance standards	55.0%	44.0%	11.0%	Code Compliance Activities
Enforcement of overgrowth, mowing, and landscaping requirements	59.5%	49.0%	10.5%	Code Compliance Activities
Effectiveness of the Town's communication	55.5%	46.0%	9.5%	Major Categories of Service
As a place to retire	66.5%	57.4%	9.1%	Quality of Life
Availability & quality of bicycle infrastructure	36.4%	37.8%	-1.4%	Transportation, Transit, and Mobility
Overall quality of County transit services	26.4%	32.6%	-6.2%	County Services
Traffic flow & congestion management in major corridors	16.6%	42.3%	-25.7%	Transportation, Transit, and Mobility

2025 Town of Miami Lakes Community Survey Executive Summary



Investment Priorities

To ensure the Town continues to deliver a high quality of services to residents, ETC Institute recommends the Town emphasize the following areas.

Major Categories of Services. The table below shows the Importance-Satisfaction ratings for the major categories of services analyzed. Based on the results of this analysis, three services that are recommended as the top priorities for investment over the next two years, in order to raise the Town’s overall satisfaction rating are:

- Effectiveness of the Town’s communication (I-S Rating = 0.1446)
- Code compliance services/activities (I-S Rating = 0.1274)
- Commitment to ensuring a safe & secure environment (I-S Rating = 0.1125)

The table below shows the Importance-Satisfaction rating for all 8 major categories of Town services that were rated.

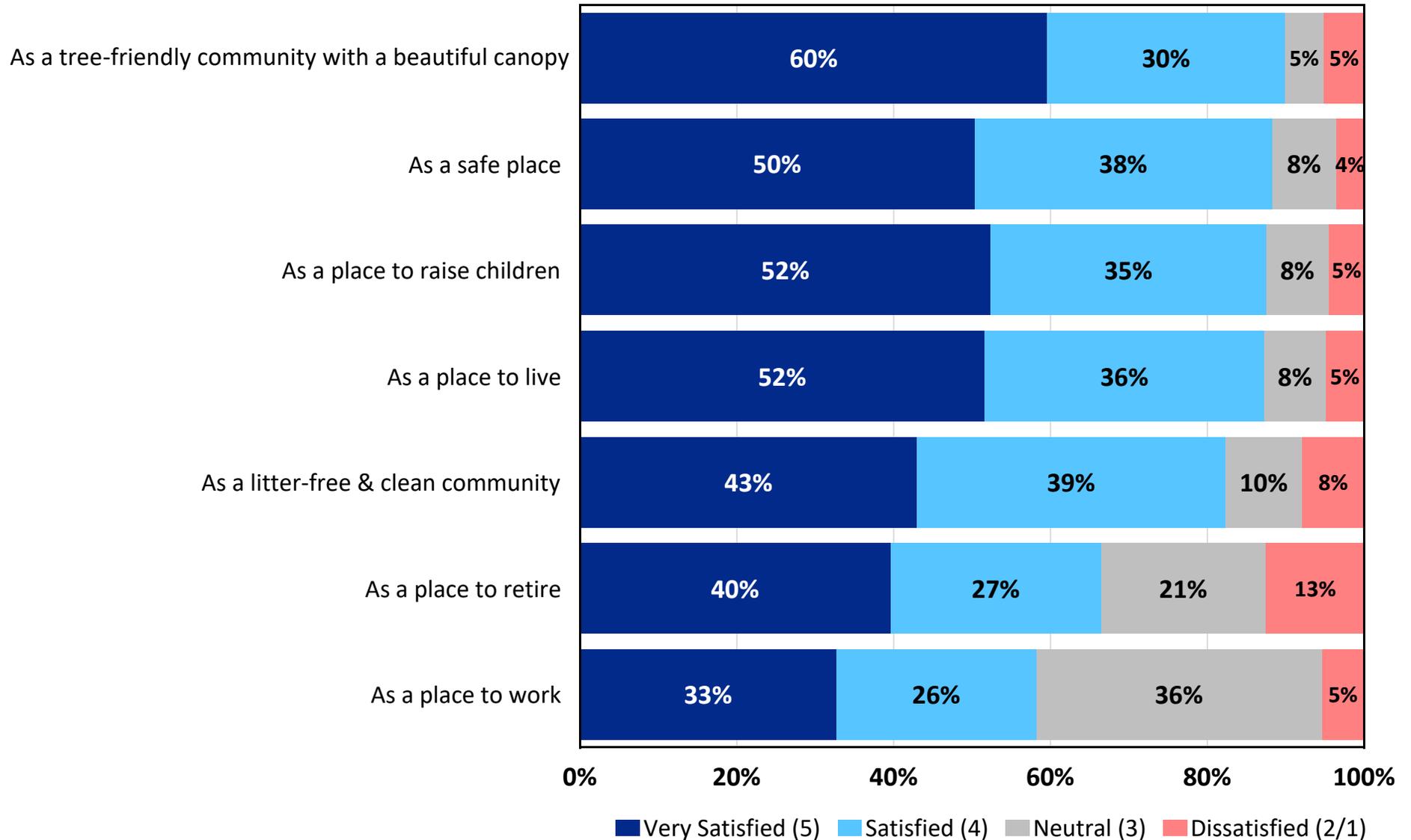
2025 Importance-Satisfaction Rating						
Town of Miami Lakes, FL						
<u>OVERALL</u>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Effectiveness of the Town's communication	33%	3	56%	6	0.1446	1
Satisfaction with code compliance services/activities	32%	4	60%	4	0.1274	2
Commitment to ensuring a safe & secure environment	80%	1	86%	1	0.1125	3
Medium Priority (IS < .10)						
Quality & support of services in maintaining a healthy & beautiful tree canopy	38%	2	76%	2	0.0899	4
Quality & support of services by special taxing districts	18%	7	51%	7	0.0873	5
Quality & support by building department	21%	6	59%	5	0.0855	6
Quality & support of services for parks & facility rentals	25%	5	67%	3	0.0811	7
Quality & support of services by planning office	16%	8	49%	8	0.0801	8



Charts and Graphs

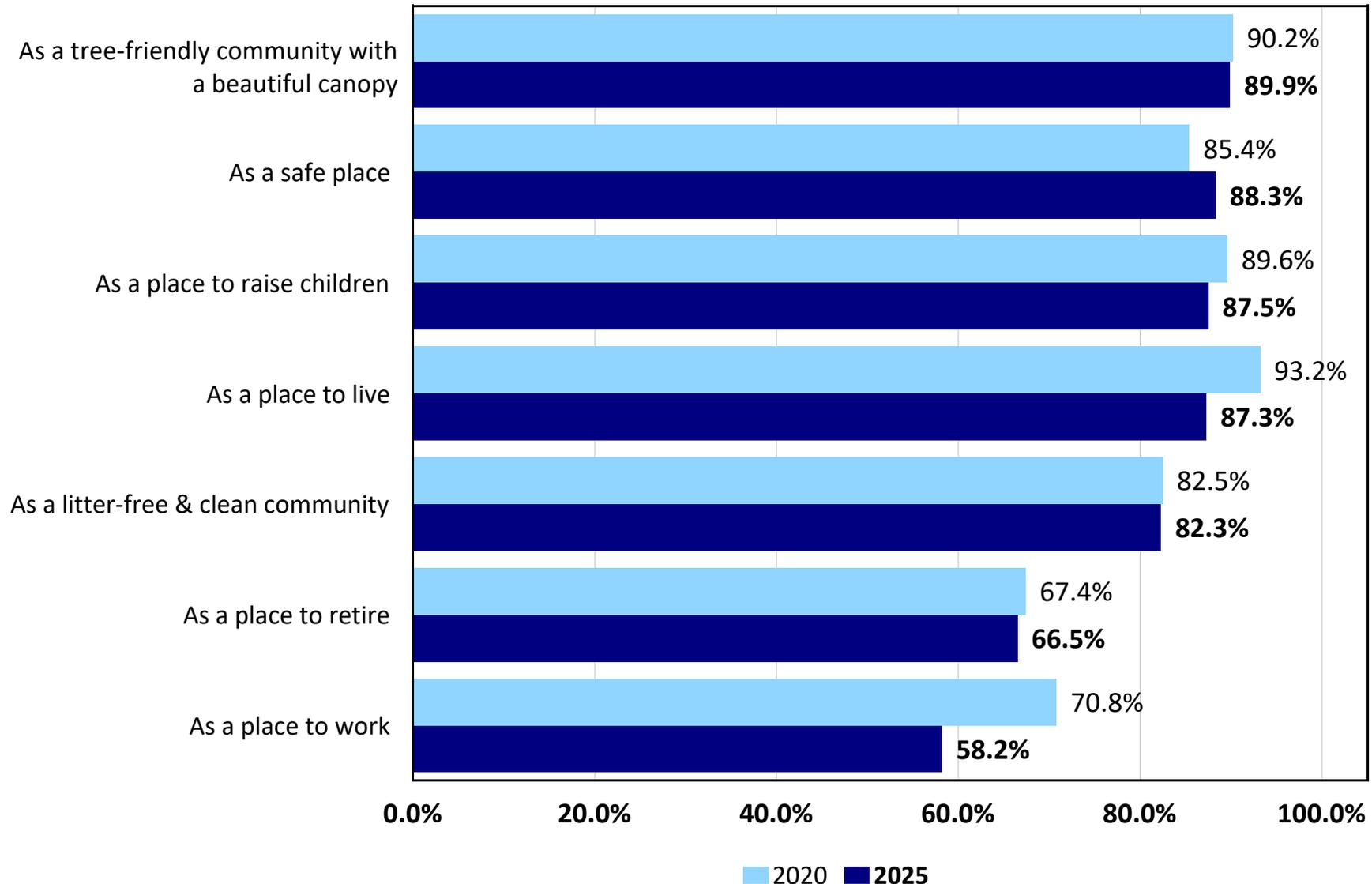
Q1. Satisfaction with Quality of Life in the Town of Miami Lakes

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



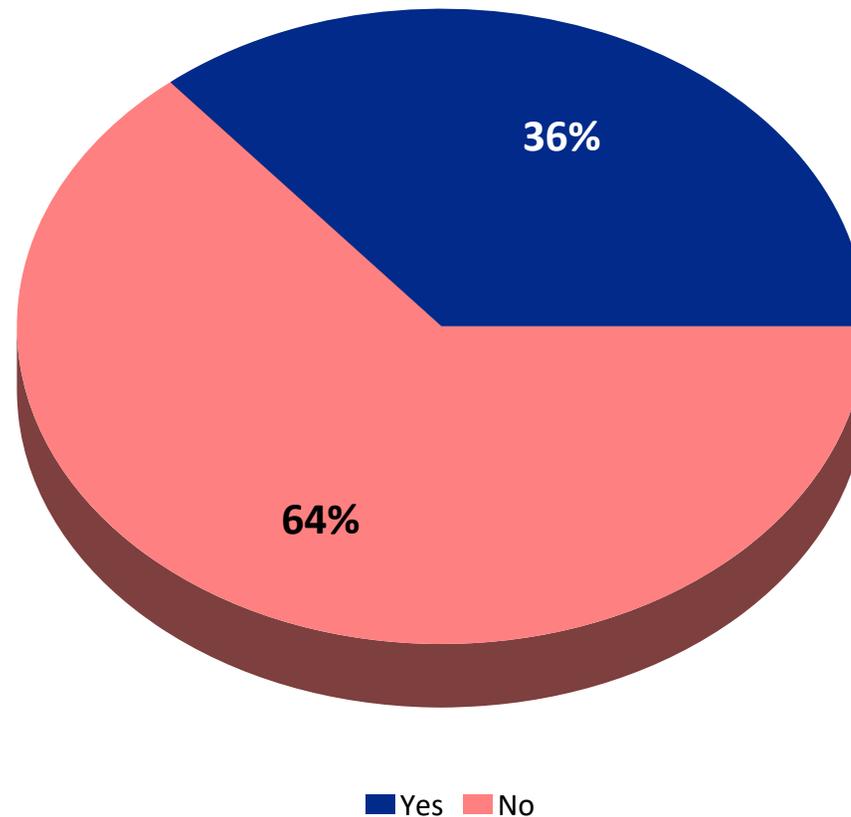
TRENDS: Satisfaction with Quality of Life in the Town of Miami Lakes - 2020 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



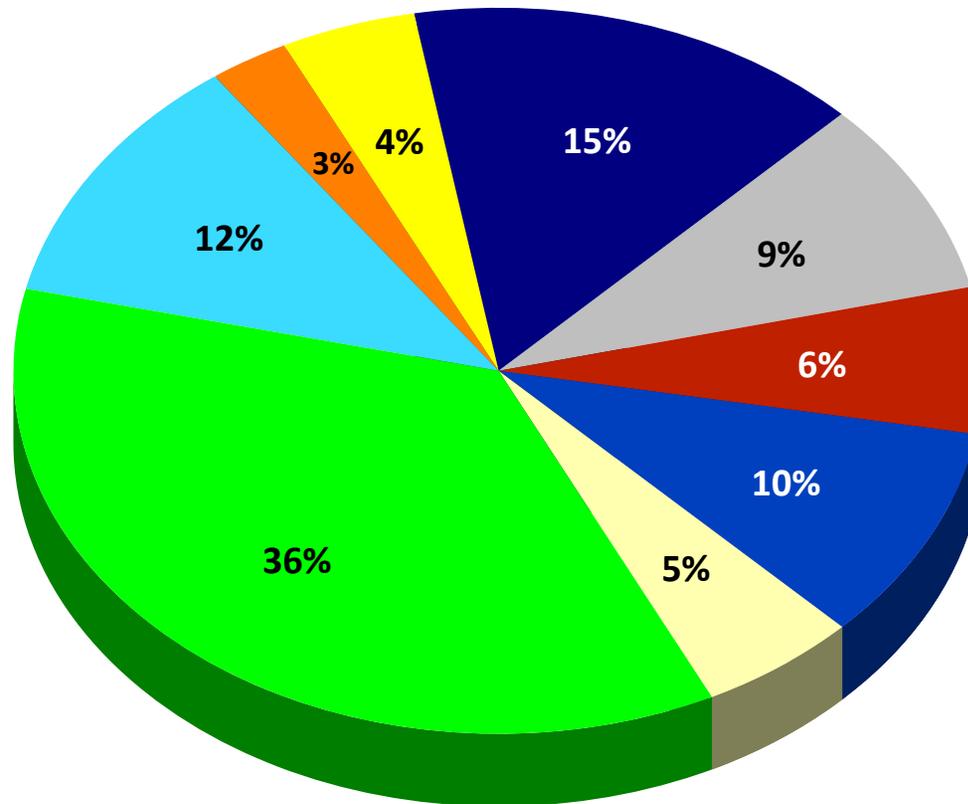
Q2. During the last 12 months, have you contacted the Town of Miami Lakes government by phone, in-person or electronically to ask a question, submit a service request, or file a complaint?

by percentage of respondents



Q2a. What was the reason for your MOST RECENT contact with the Town?

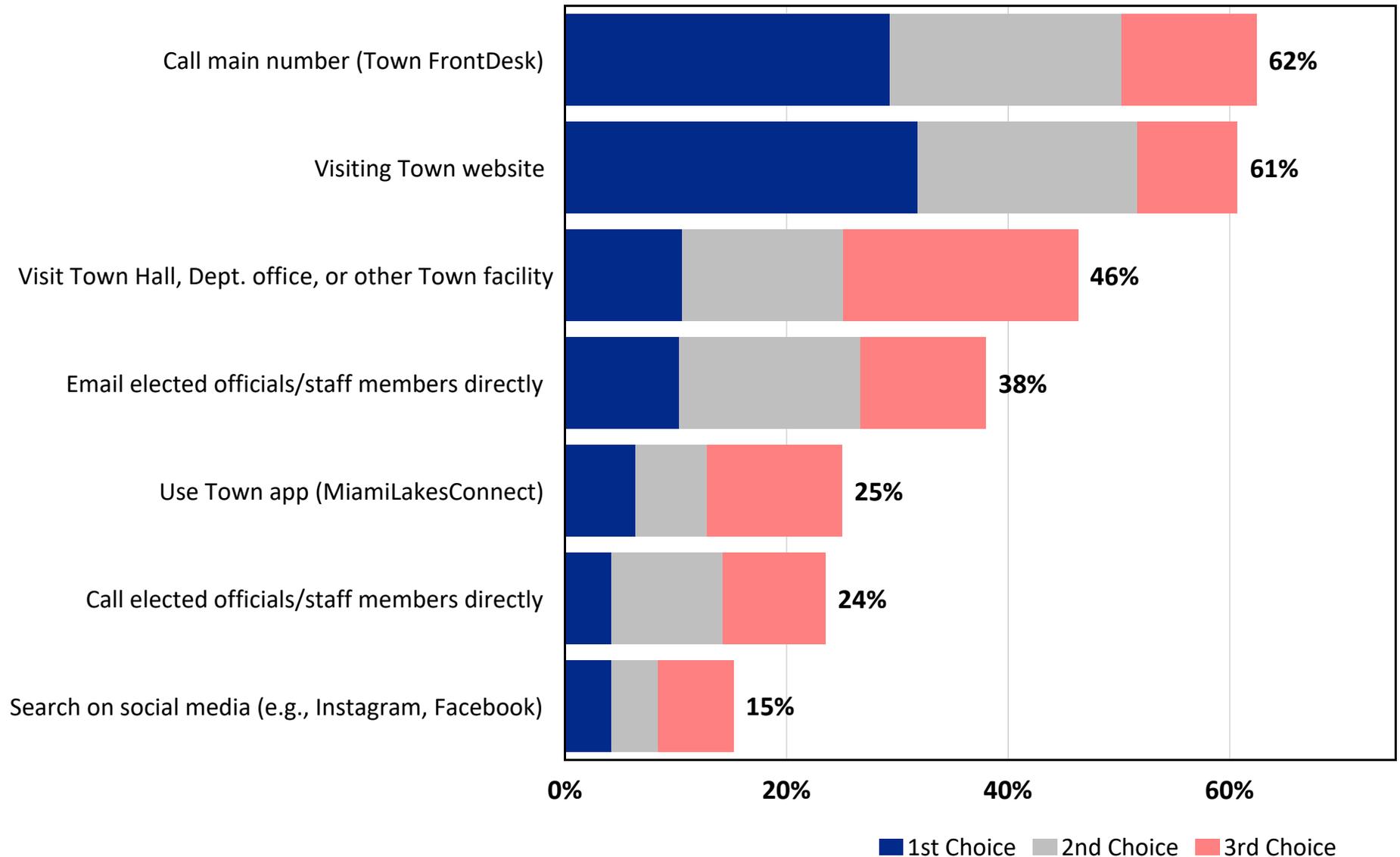
by percentage of respondents who contacted the Town during the last 12 months



- Apply for a building permit or plan review
- Check permit status
- Pay a fine
- File a complaint
- Report an issue/submit request
- Attend a public meeting or event
- Request help or search for information
- Express opinion to elected officials or staff members
- Other

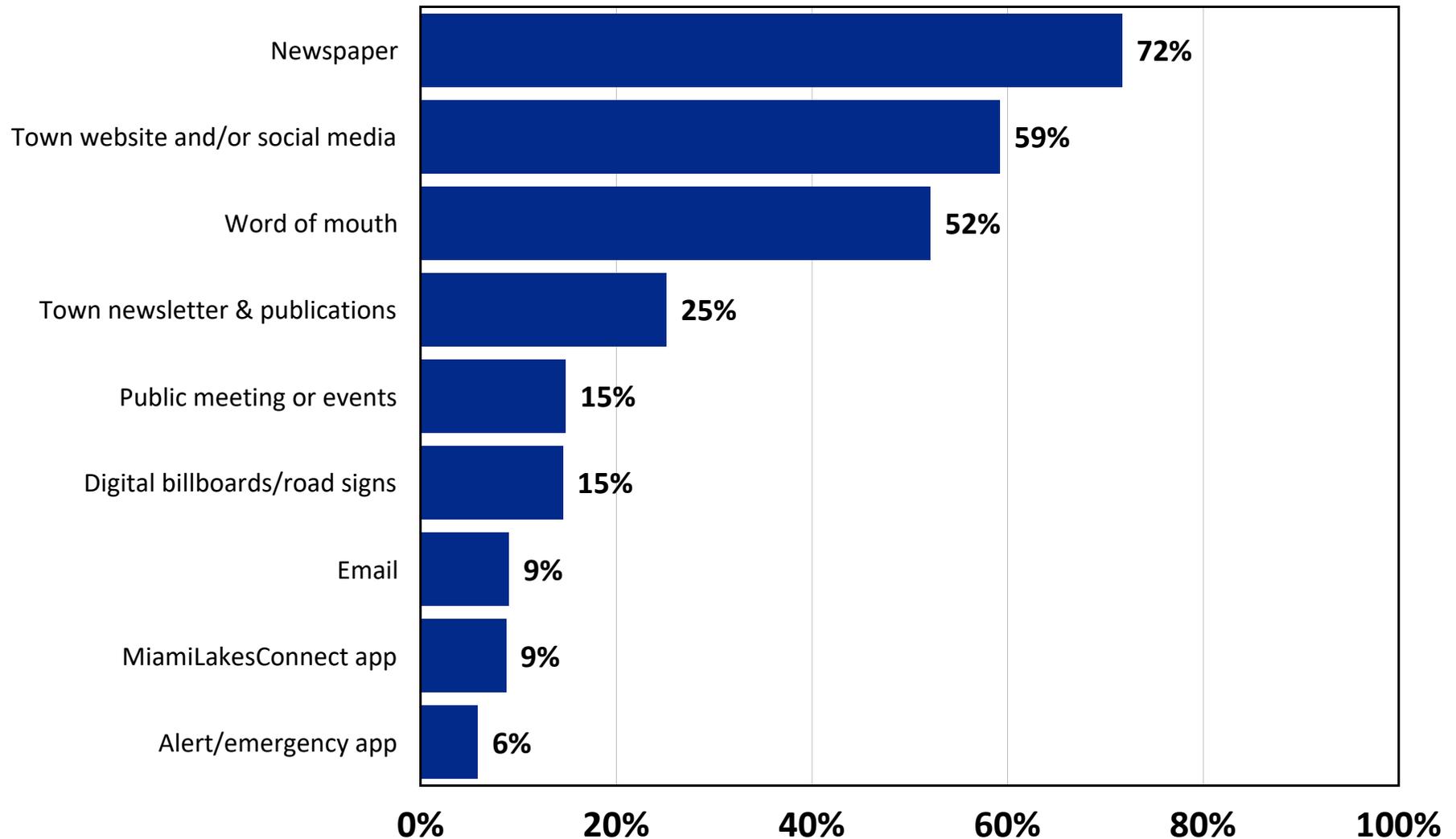
Q3. How Residents Are Most Likely to Contact the Town

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



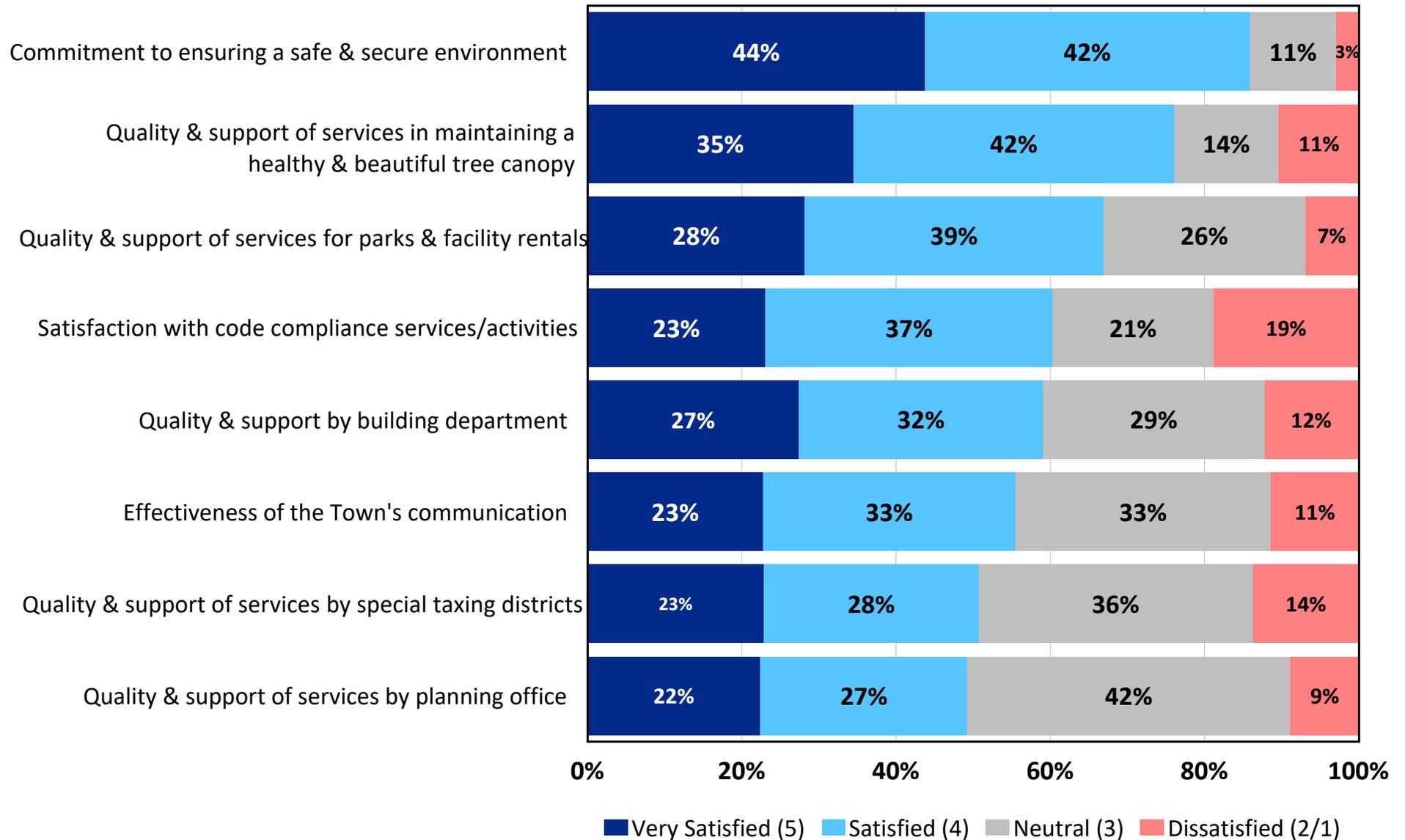
Q4. Sources of Information Residents Currently Use to Get Information About the Town of Miami Lakes

by percentage of respondents (multiple selections could be made)



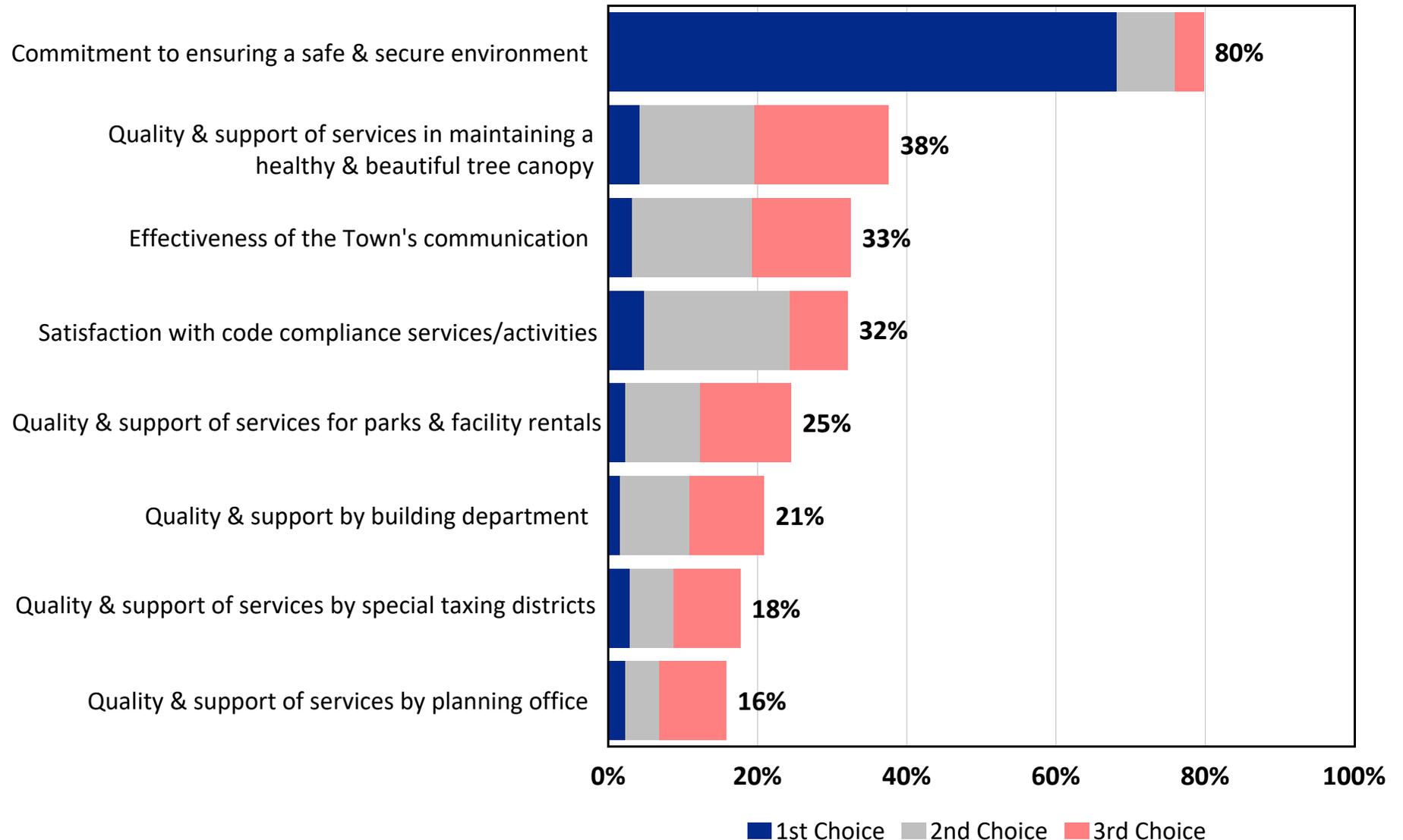
Q5. Satisfaction with Major Categories of Town Services

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



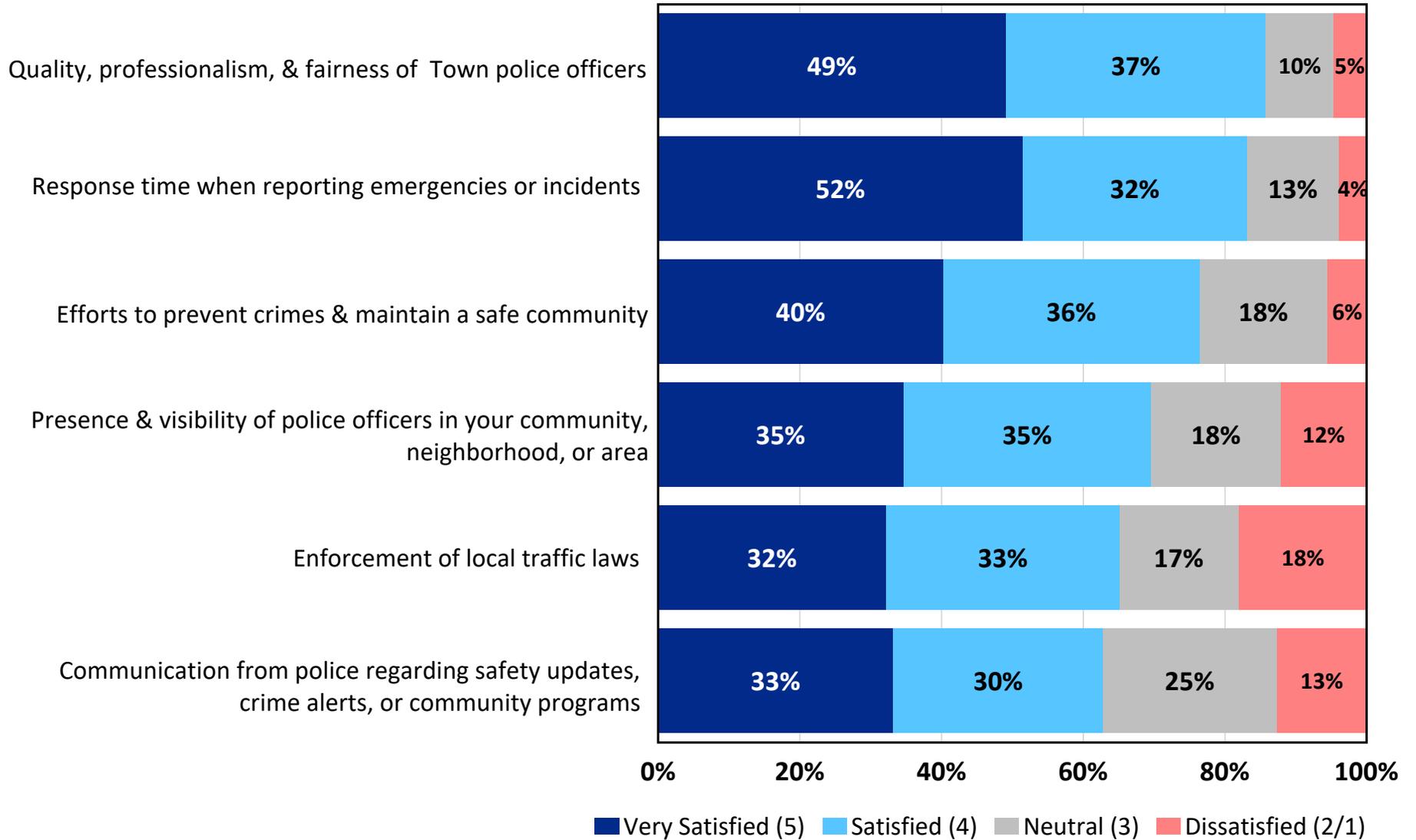
Q6. Major Categories of Services That Are Most Important for the Town to Emphasize

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



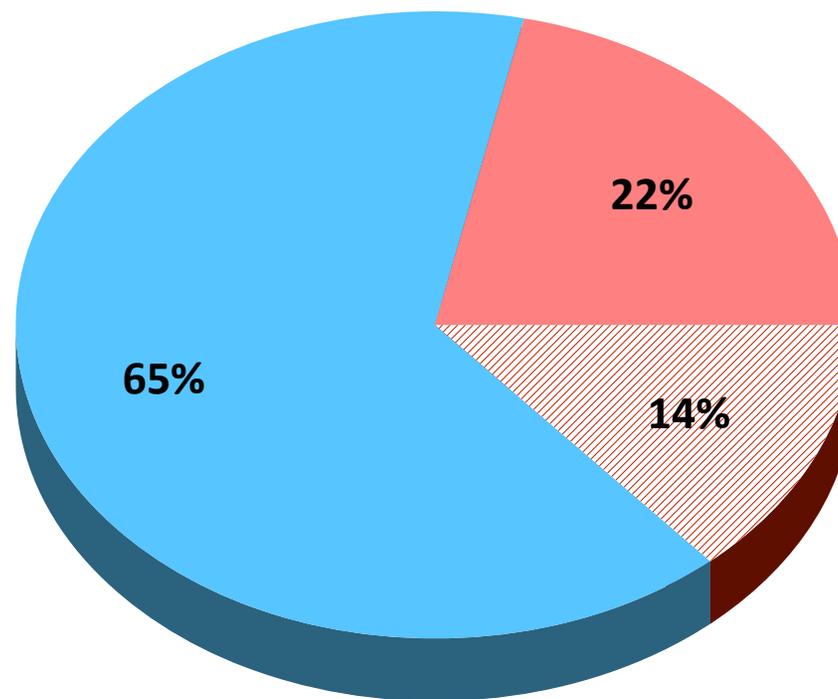
Q7. Satisfaction with Police Related Services

by percentage of respondents (excluding “don't know”)



Q8. Which of the following best describes your opinion about the Town 's codes and ordinances regulating property use?

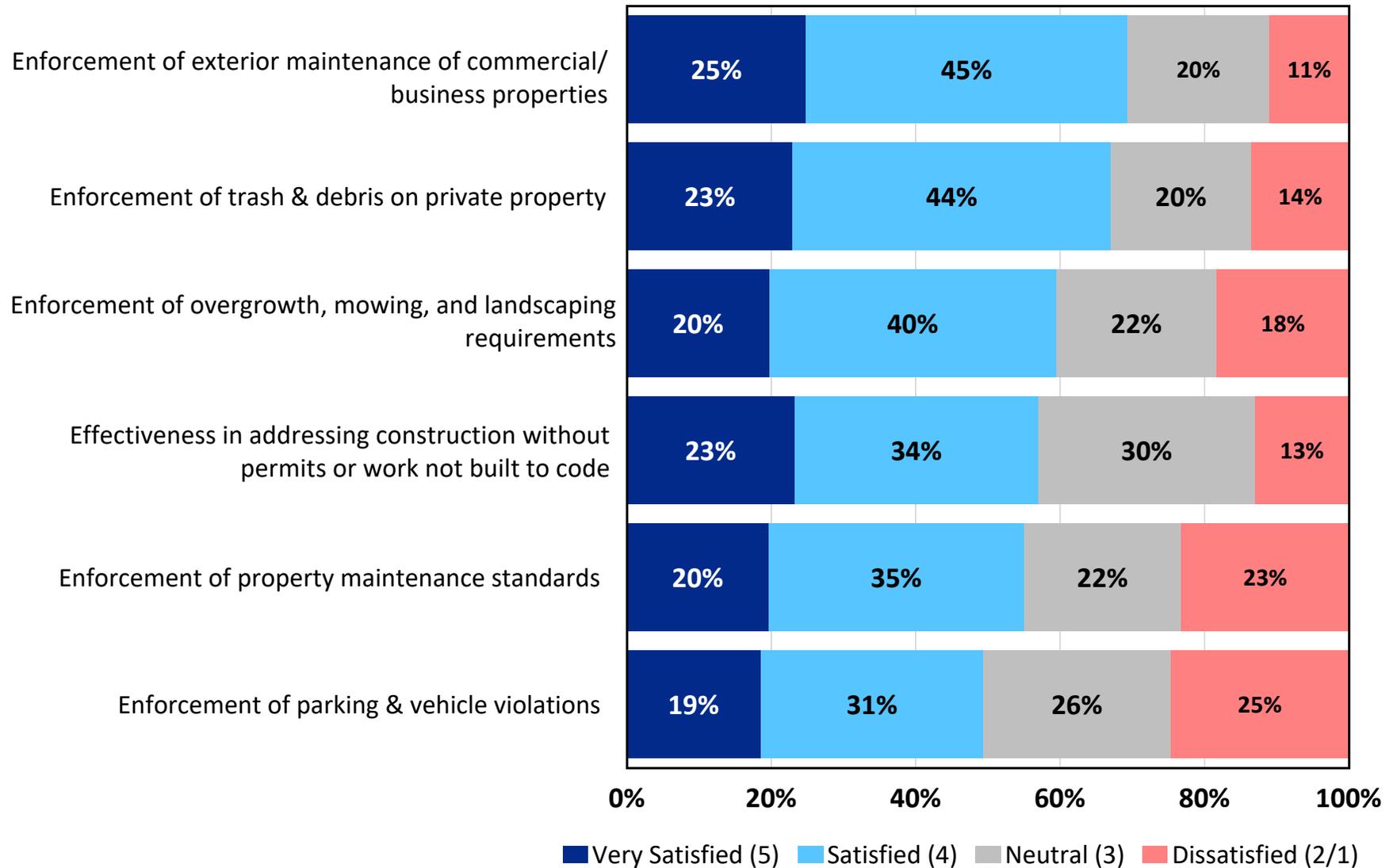
by percentage of respondents (excluding "not provided")



■ Too strict ■ About right ■ Too loose

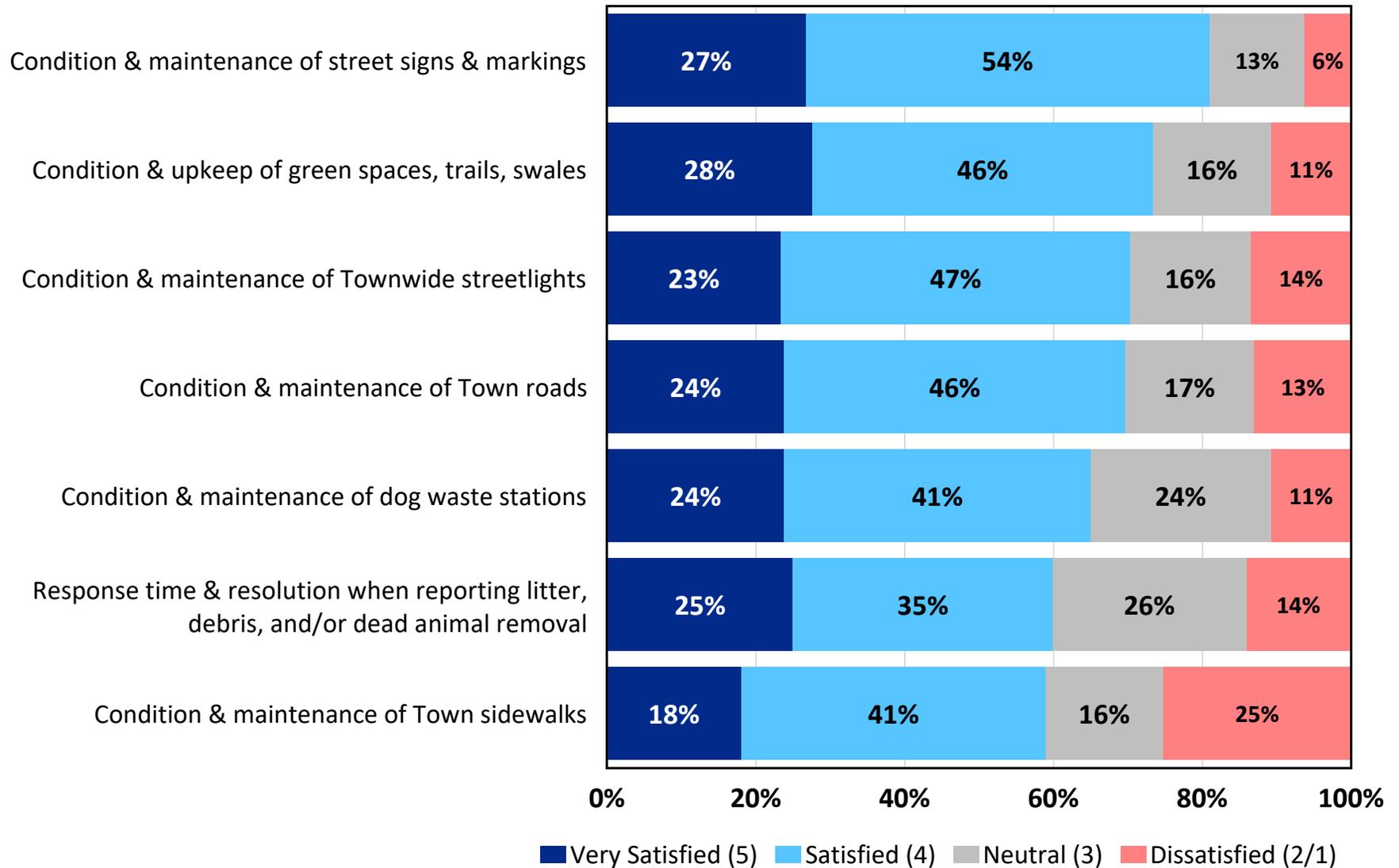
Q9. Satisfaction with Code Compliance Activities

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



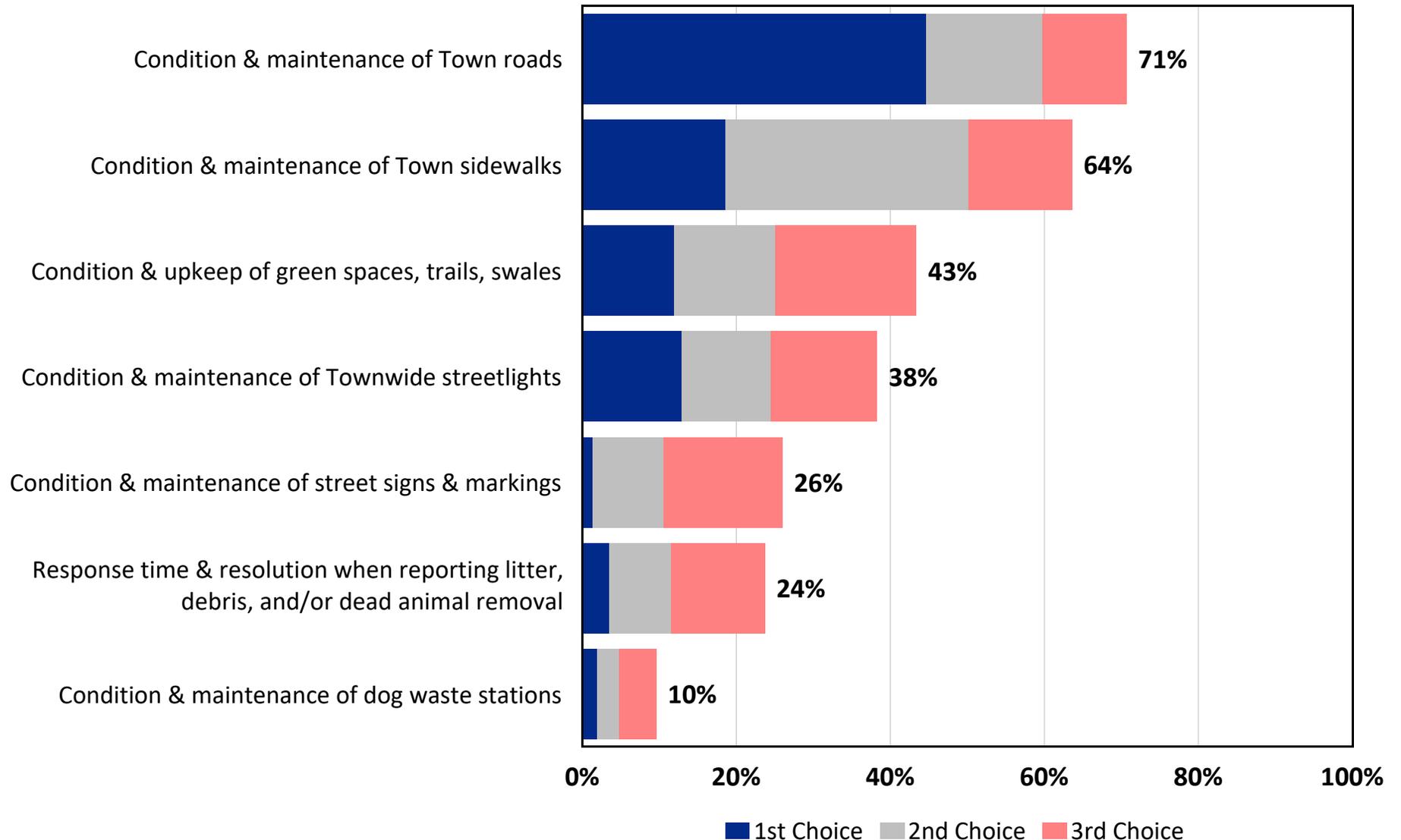
Q10. Satisfaction with Level of Maintenance - Infrastructure

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



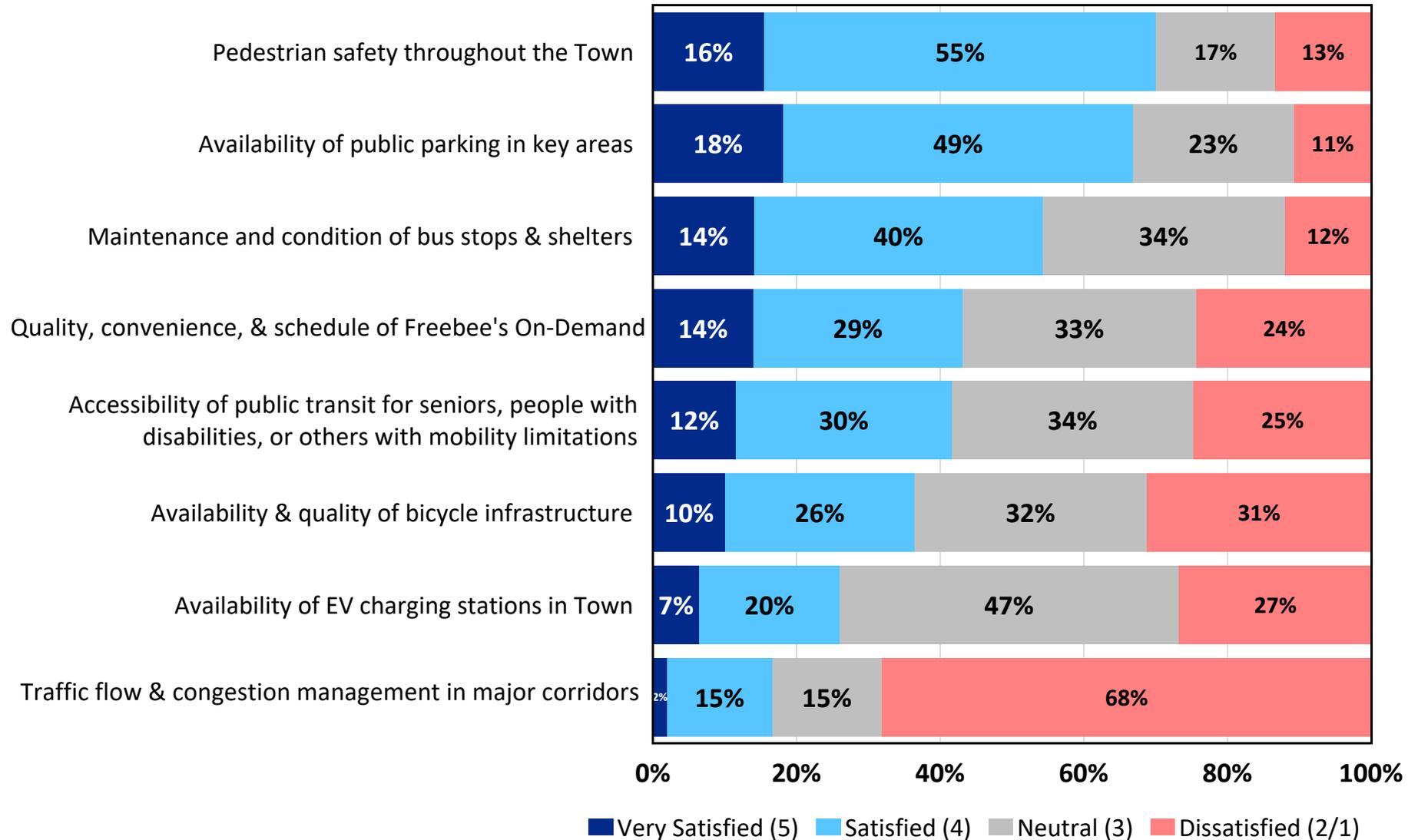
Q11. Infrastructure Services That Are Most Important for the Town to Emphasize

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



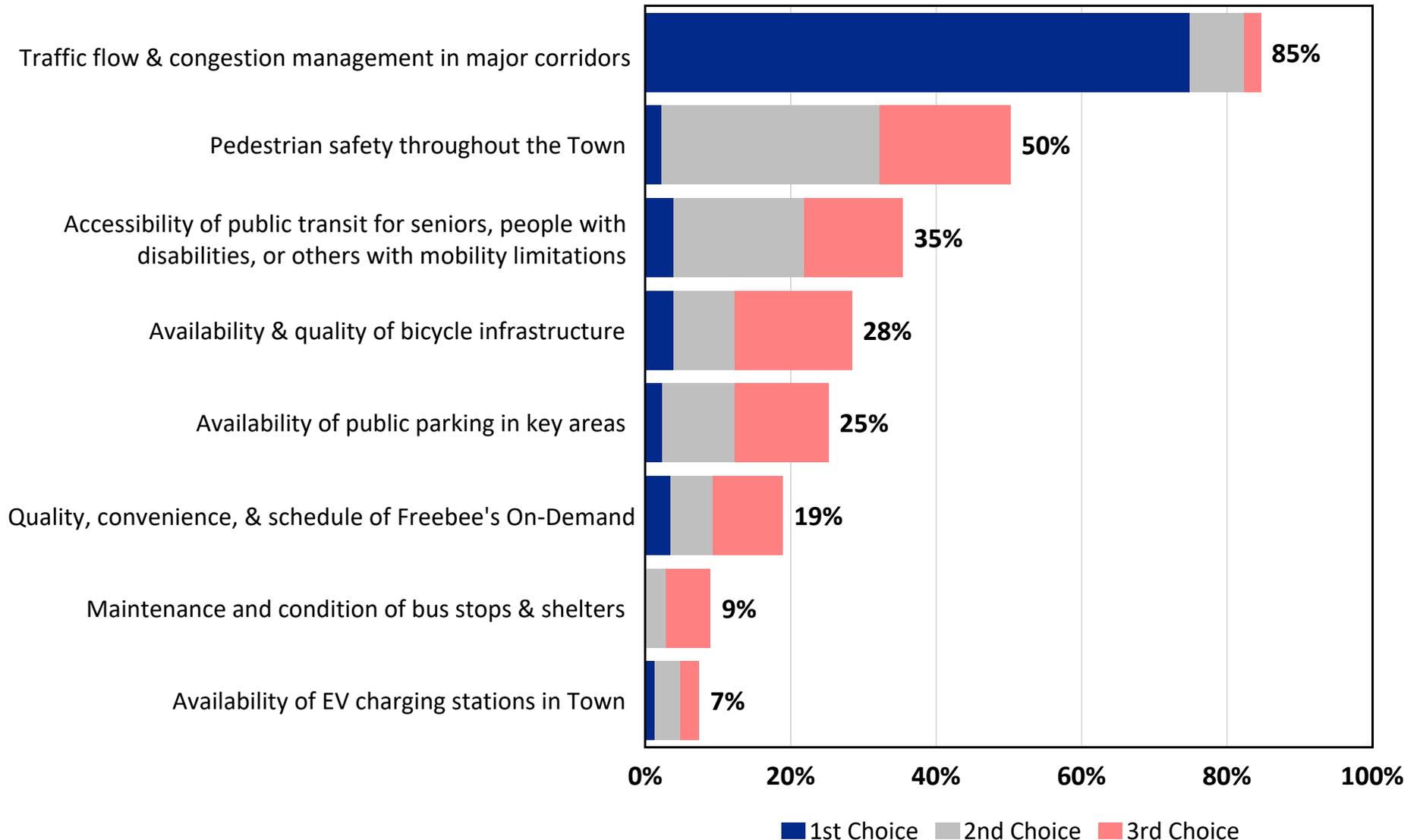
Q12. Satisfaction with Transportation, Transit, and Mobility

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



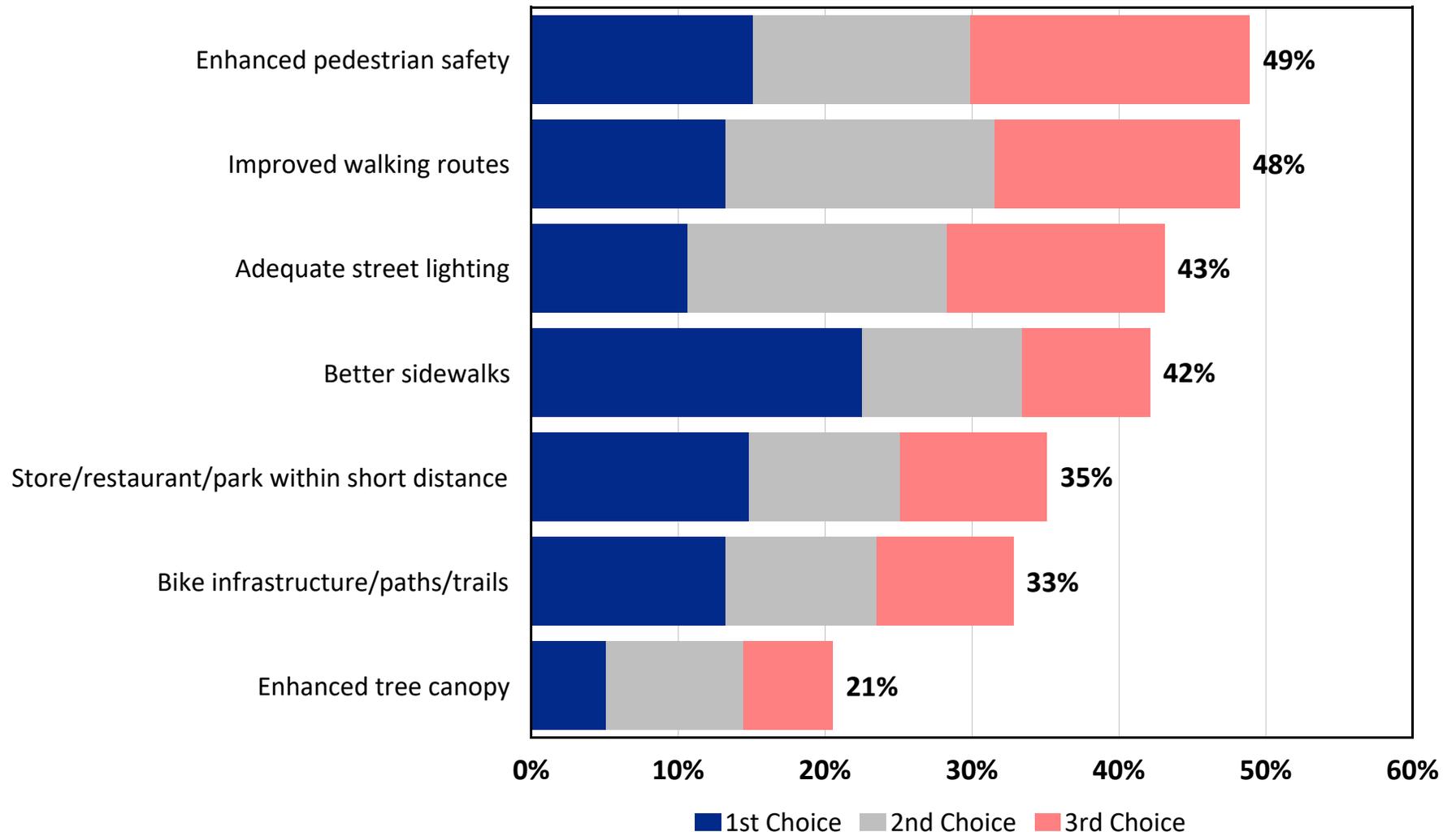
Q13. Transportation, Transit, and Mobility Services That Are Most Important for the Town to Emphasize

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



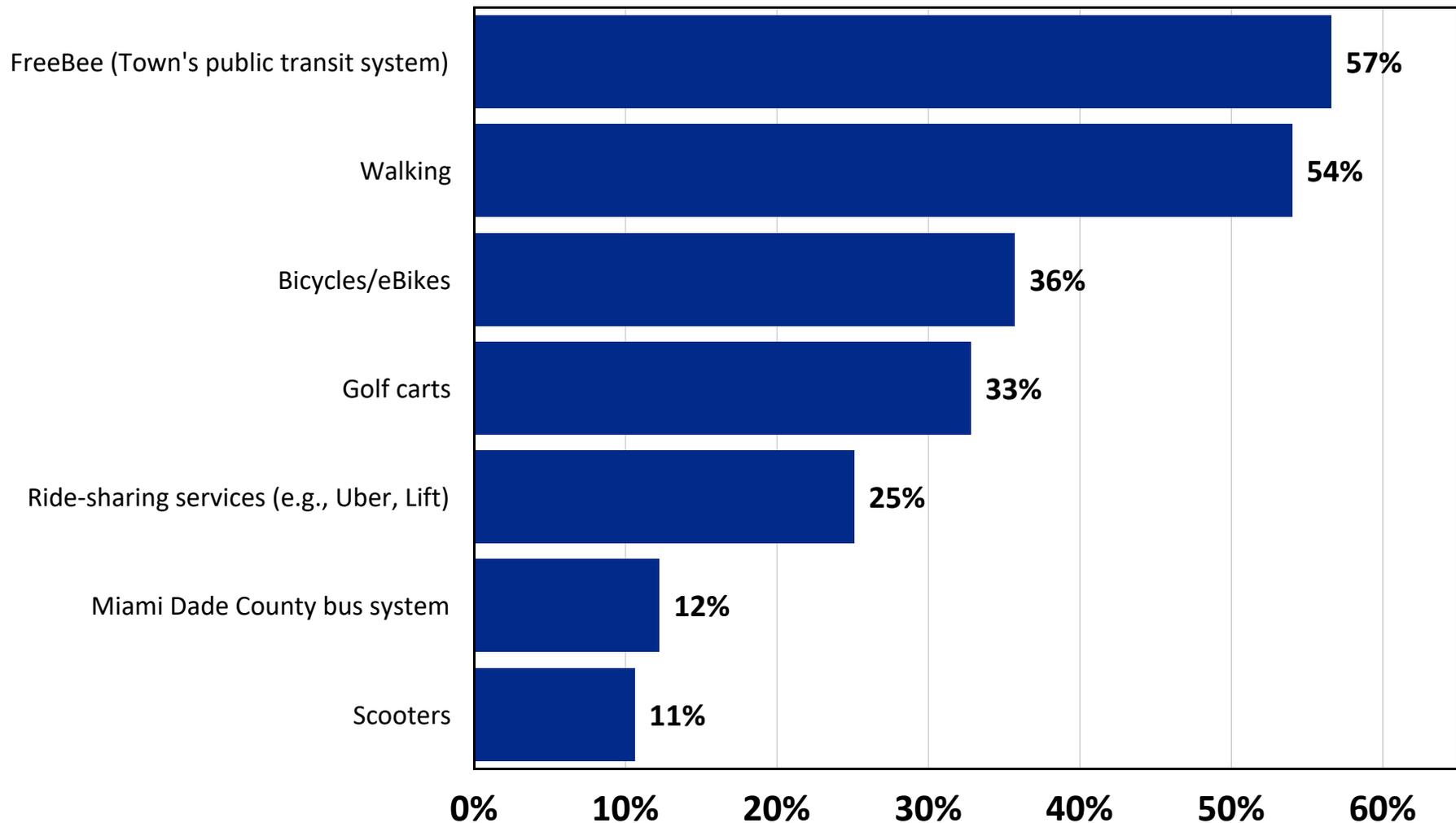
Q14. Infrastructure Improvements That Would Make Walking or Biking to a Grocery Store, Restaurant, or Park More Appealing Than Driving

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



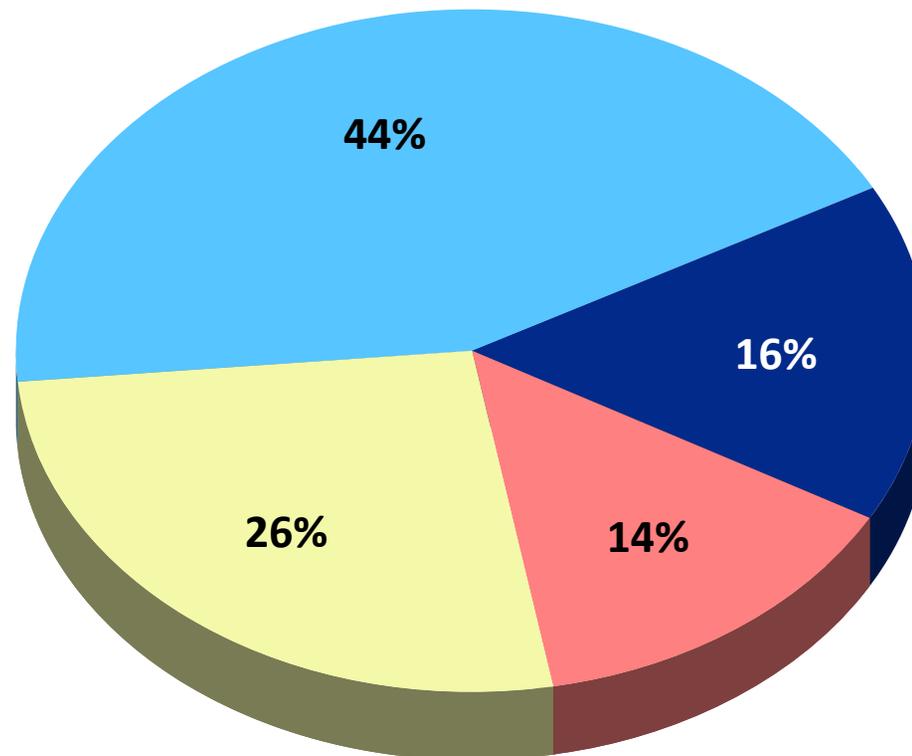
Q15. Types of Transportation That Respondents Would Consider Most Viable as an Alternative to Using a Car for Trips Within the Town of Miami Lakes

by percentage of respondents (multiple selections could be made)



Q16. Ratings of the Condition and Performance of Stormwater Drains, Inlets, and Ditches

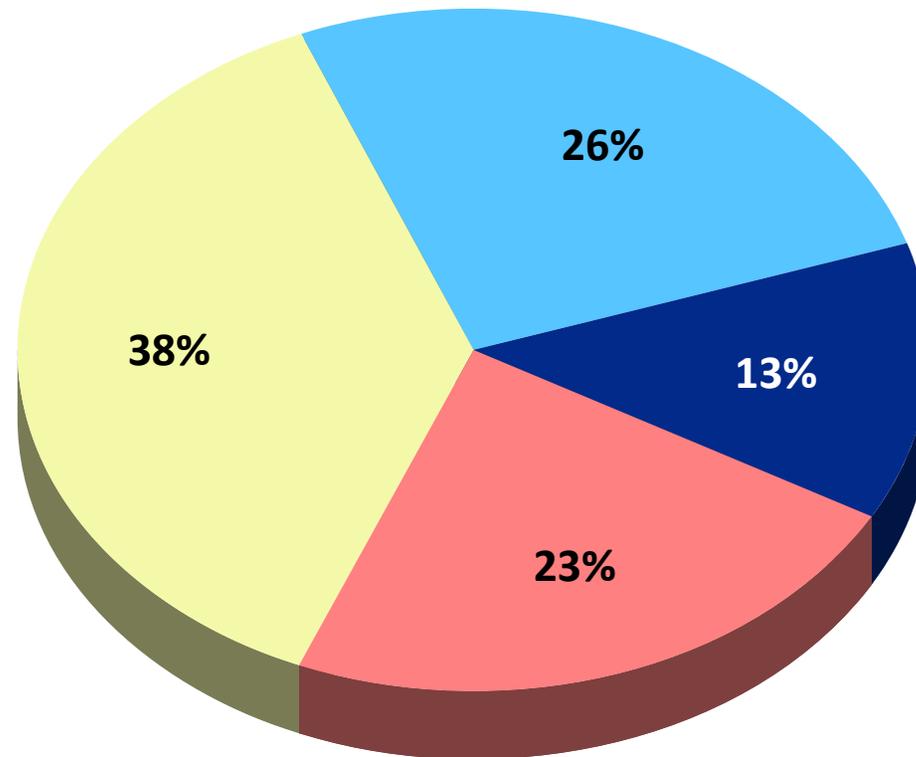
by percentage of respondents (excluding "not provided")



■ Excellent ■ Good ■ Fair ■ Poor

Q17. How Often Flooding Occurs During Heavy Rain

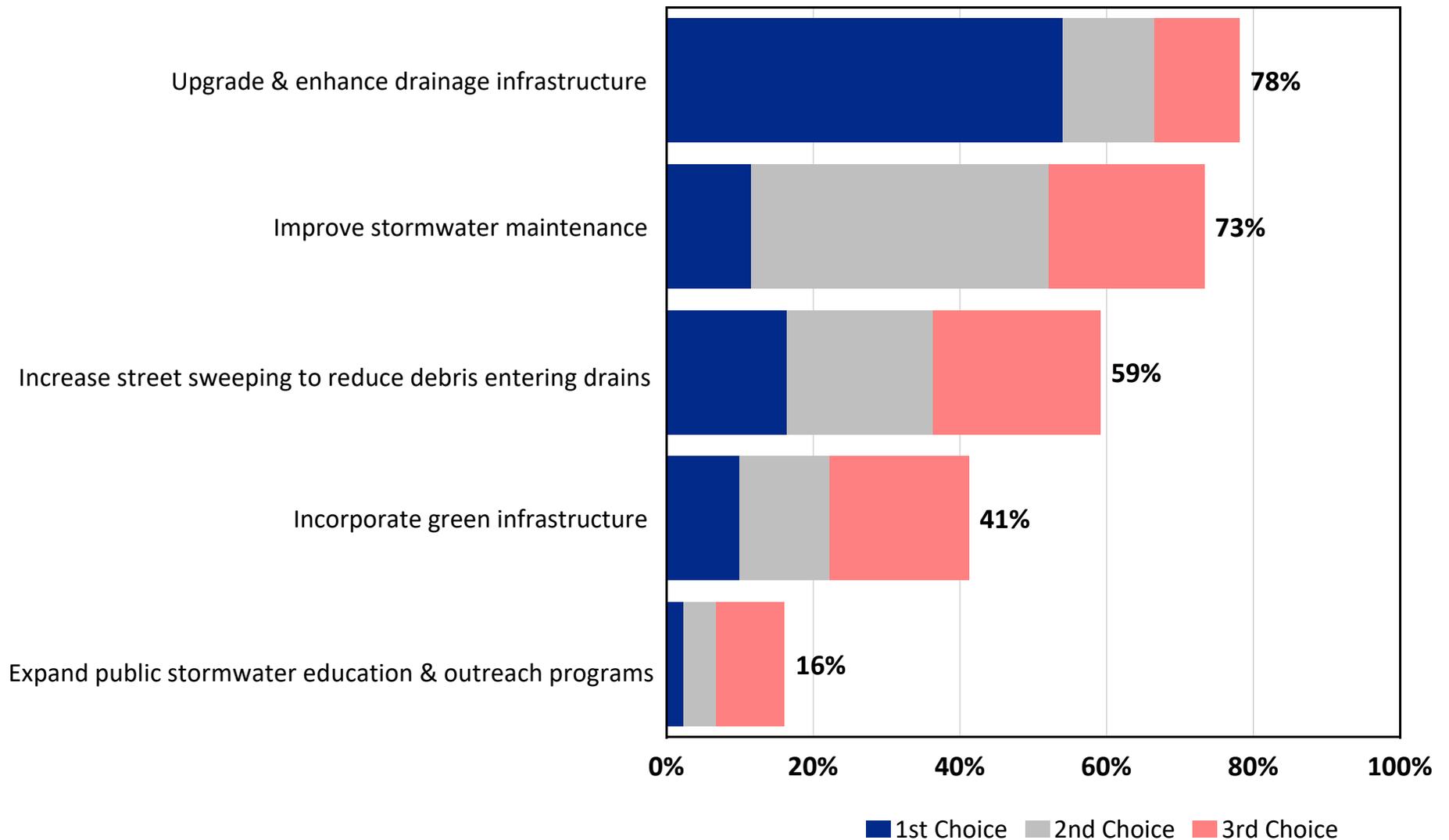
by percentage of respondents (excluding “not provided”)



■ Never ■ Rarely ■ Sometimes ■ Often

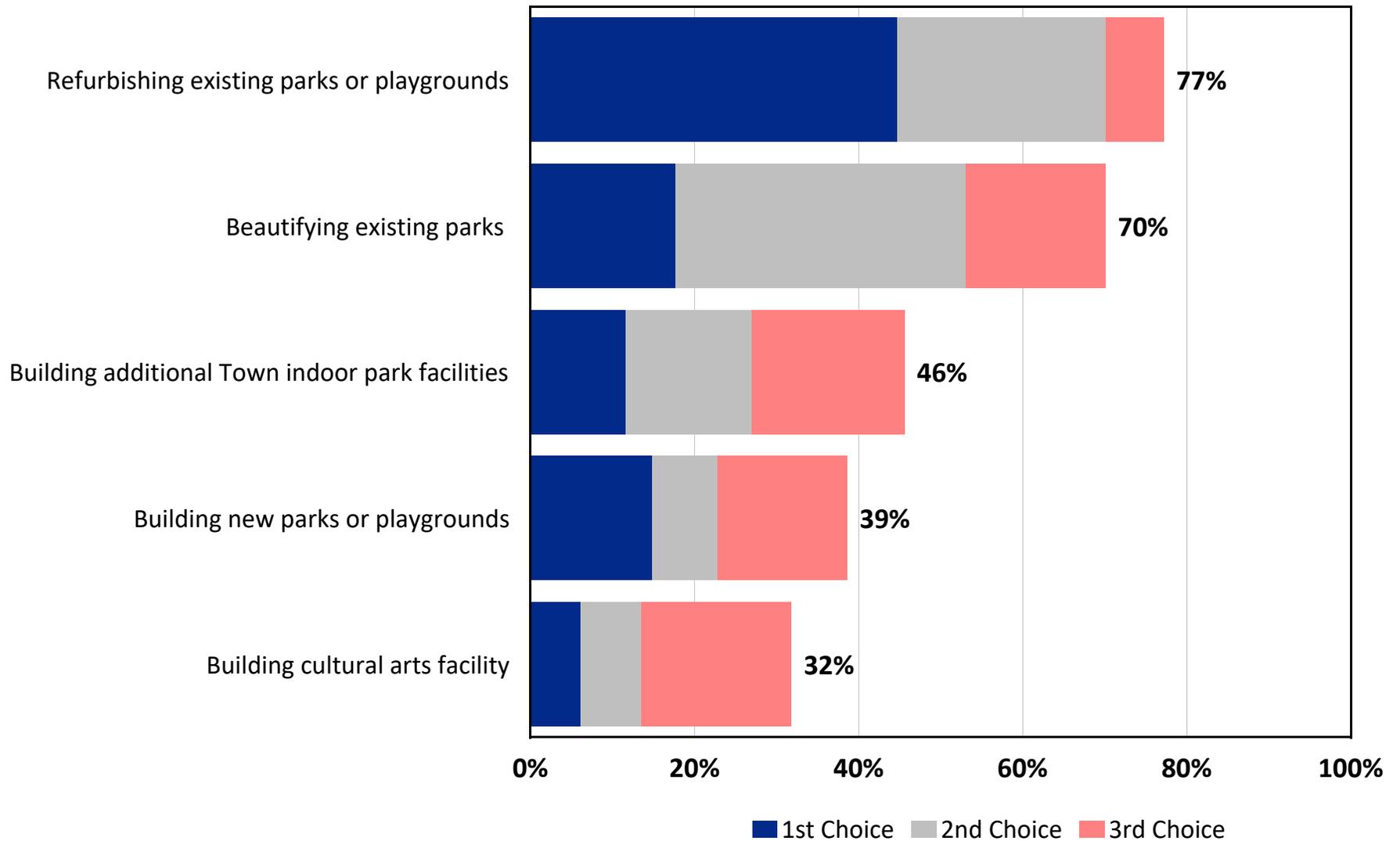
Q18. Stormwater and Canal Improvements That Should Receive the Highest Priority

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



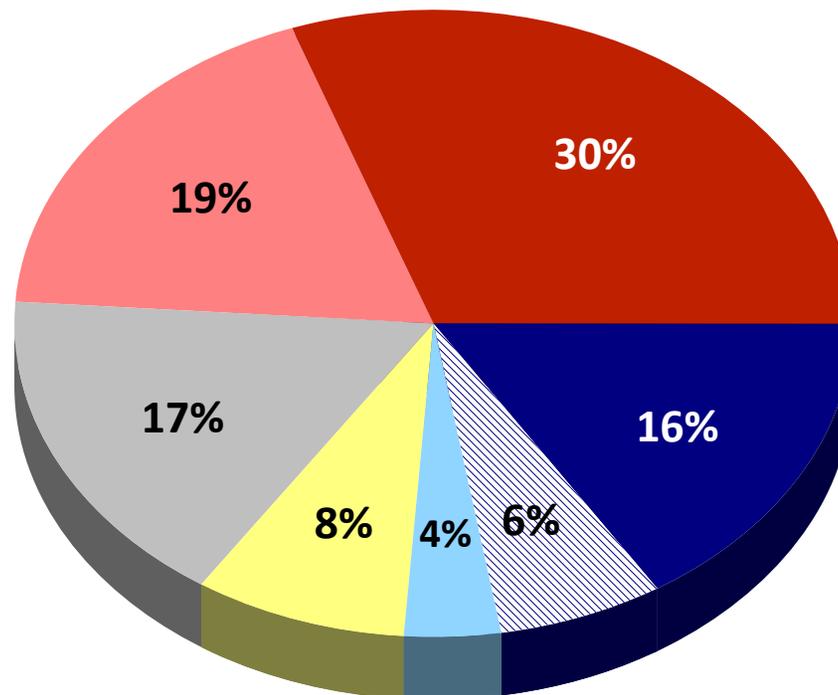
Q19. Parks Improvements That Should Receive the Highest Priority

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



Q20a. In the past 12 months, how many times have you or members of your household visited parks?

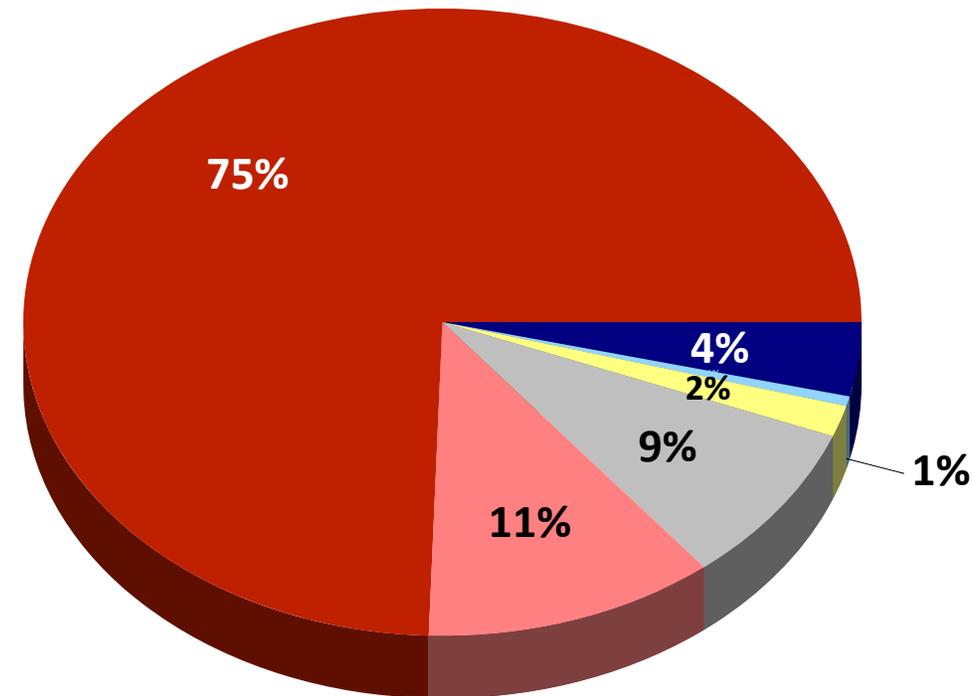
by percentage of respondents (excluding “not provided”)



■ 5 or less ■ 6 to 10 ■ 11 to 20 ■ 21 to 30
■ 31 to 40 ▨ 41 to 50 ■ 51 or more

Q20b. In the past 12 months, how many times have you or members of your household rented indoor/outdoor spaces?

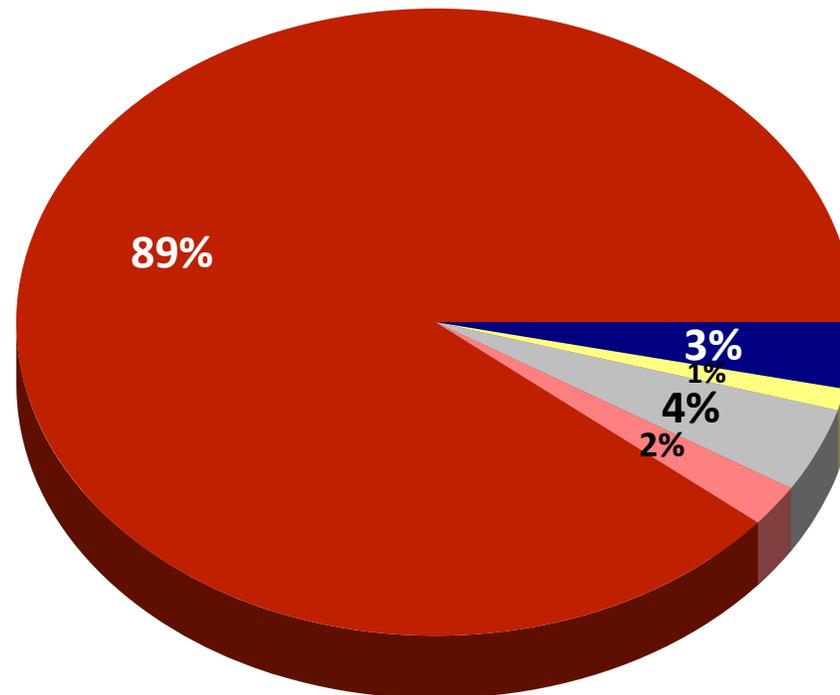
by percentage of respondents (excluding "not provided")



None One Two Three Four Five or more

Q20c. In the past 12 months, how many times have you or members of your household reserved athletic fields?

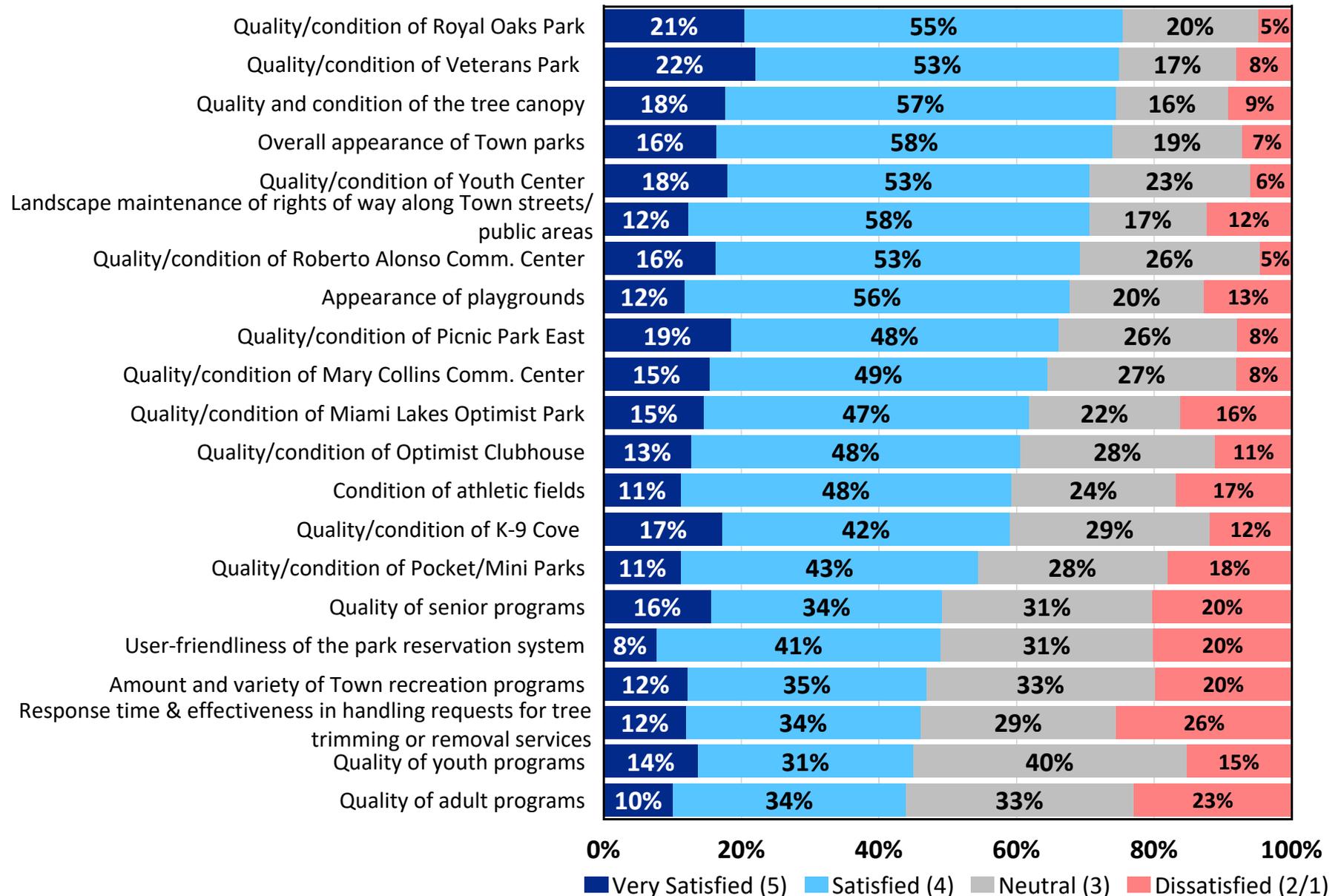
by percentage of respondents (excluding "not provided")



None One Two Three Five or more

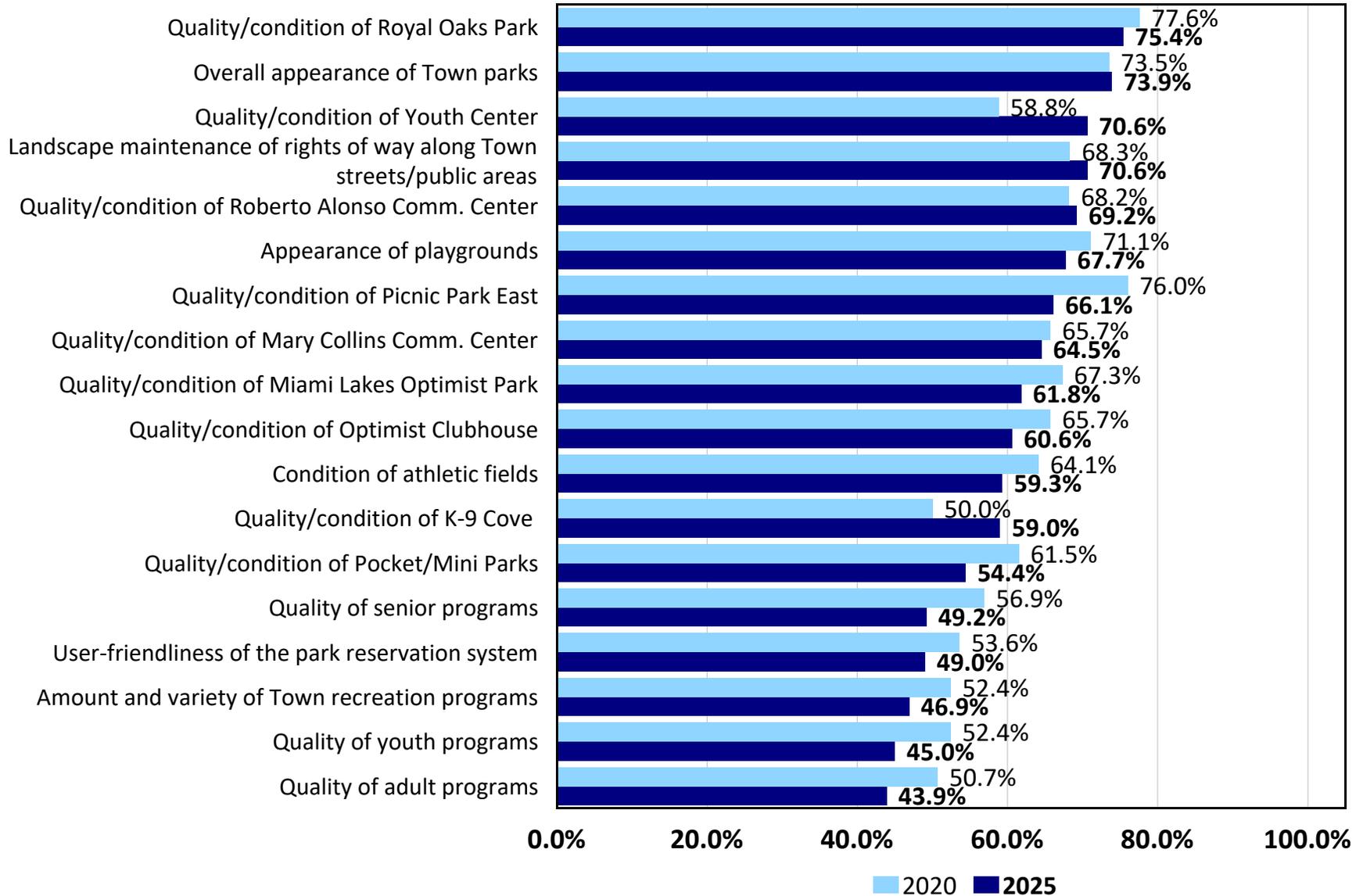
Q21. Satisfaction with Parks & Recreation and Tree Canopy

by percentage of respondents (excluding “don't know”)



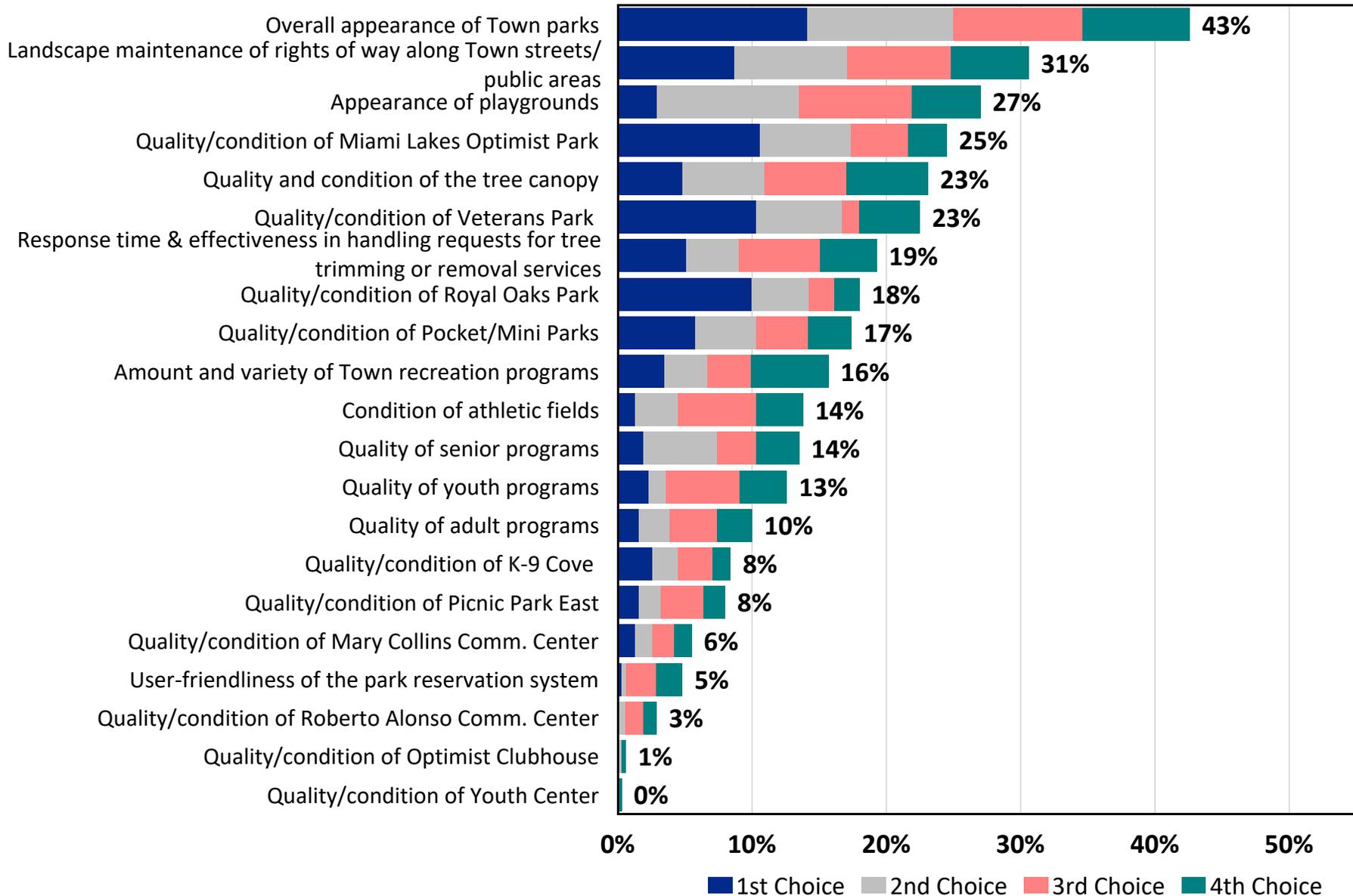
TRENDS: Satisfaction with Parks & Recreation and Tree Canopy - 2020 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



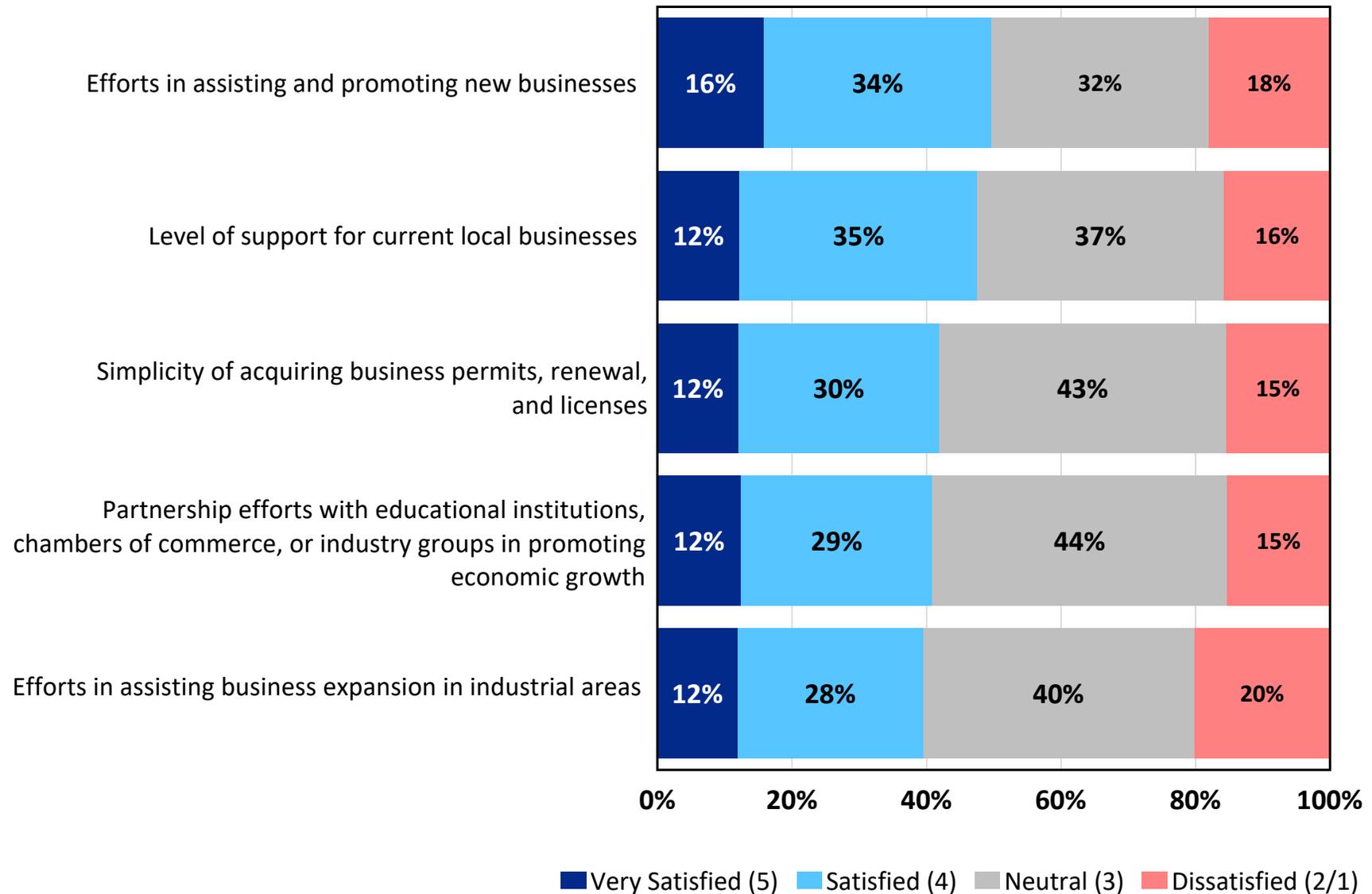
Q22. Parks & Recreation and Tree Canopy Items That Are Most Important to Emphasize

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



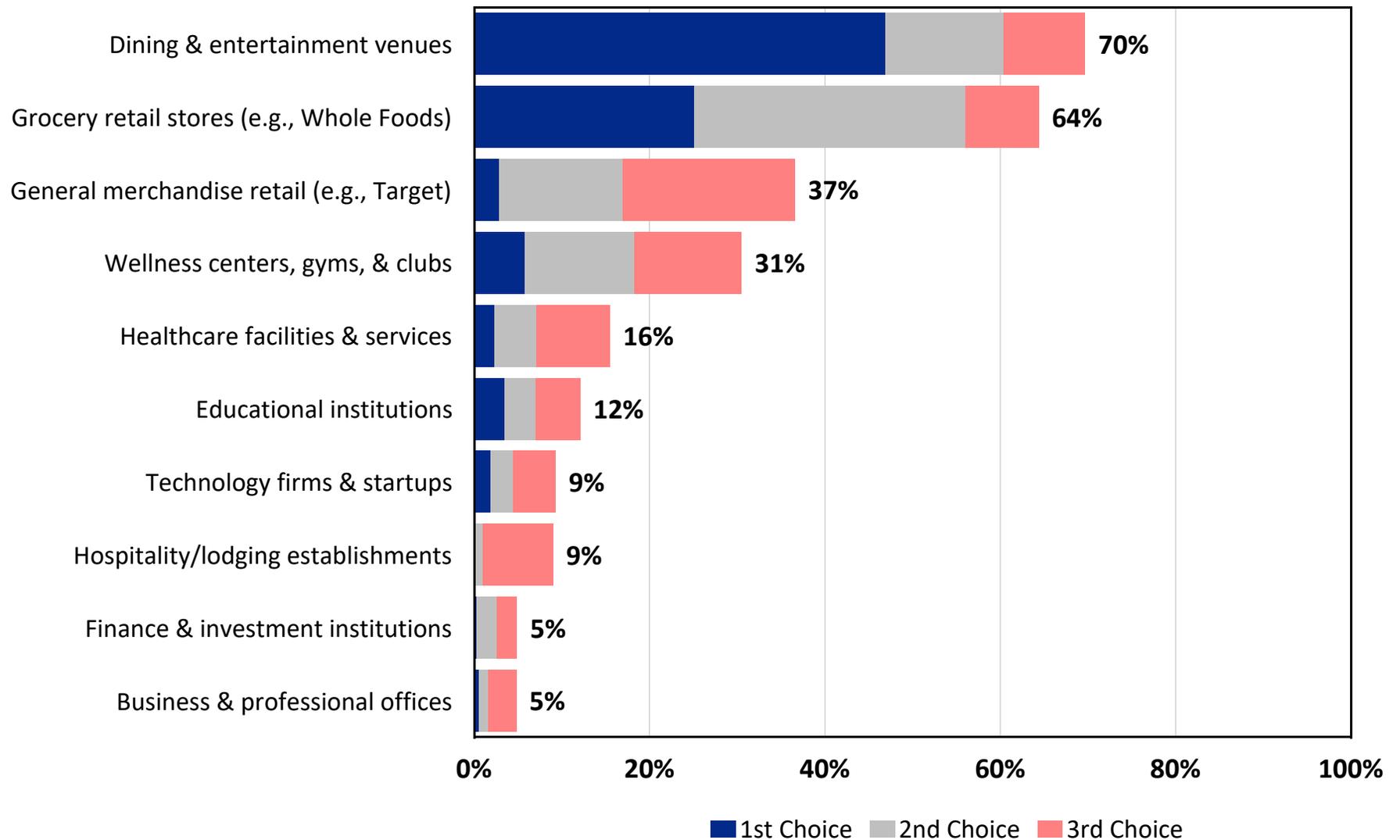
Q23. Satisfaction with Economic Opportunity and Development

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



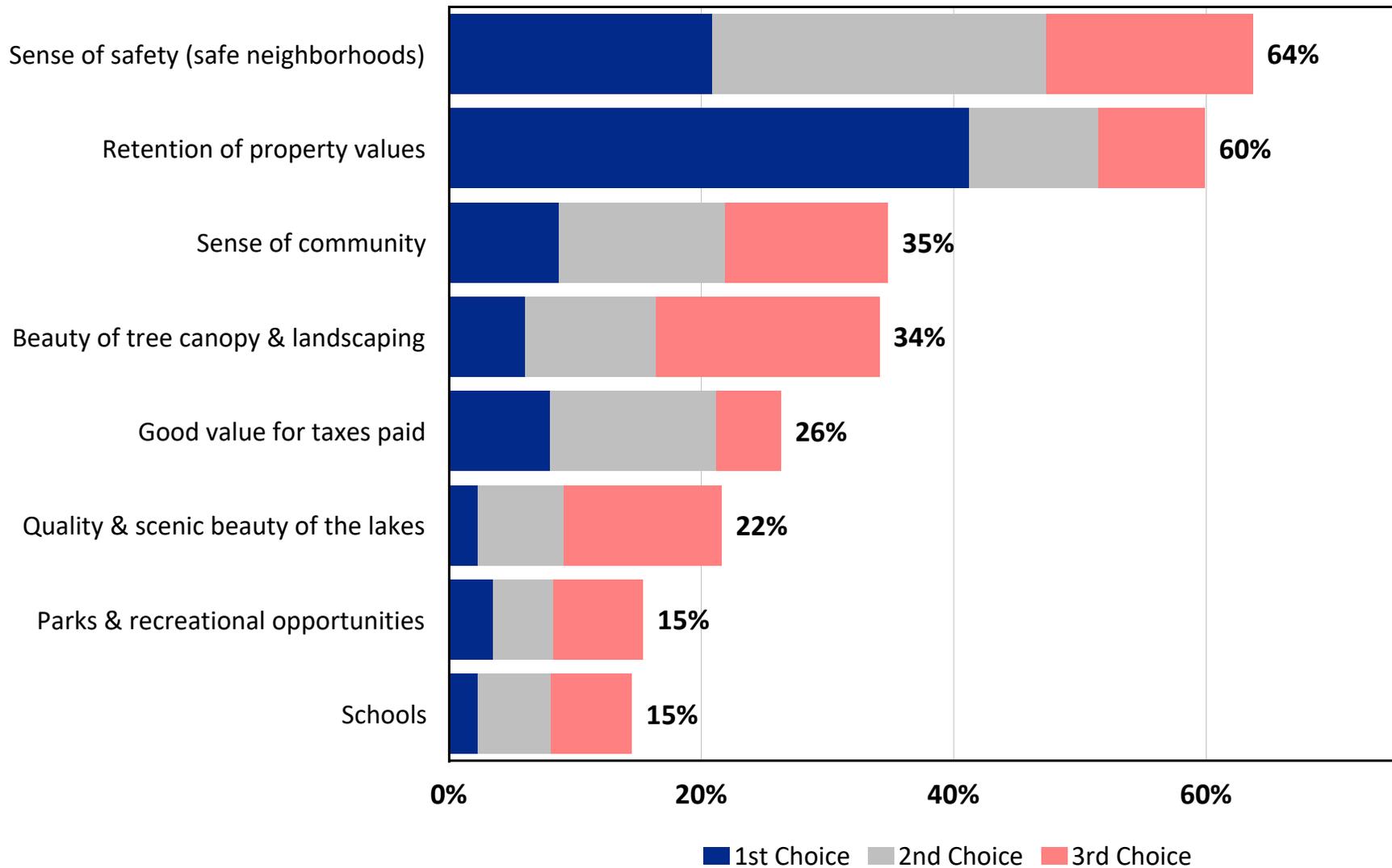
Q24. Types of Developments or Businesses That Respondents Would Like to See More of in Town

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



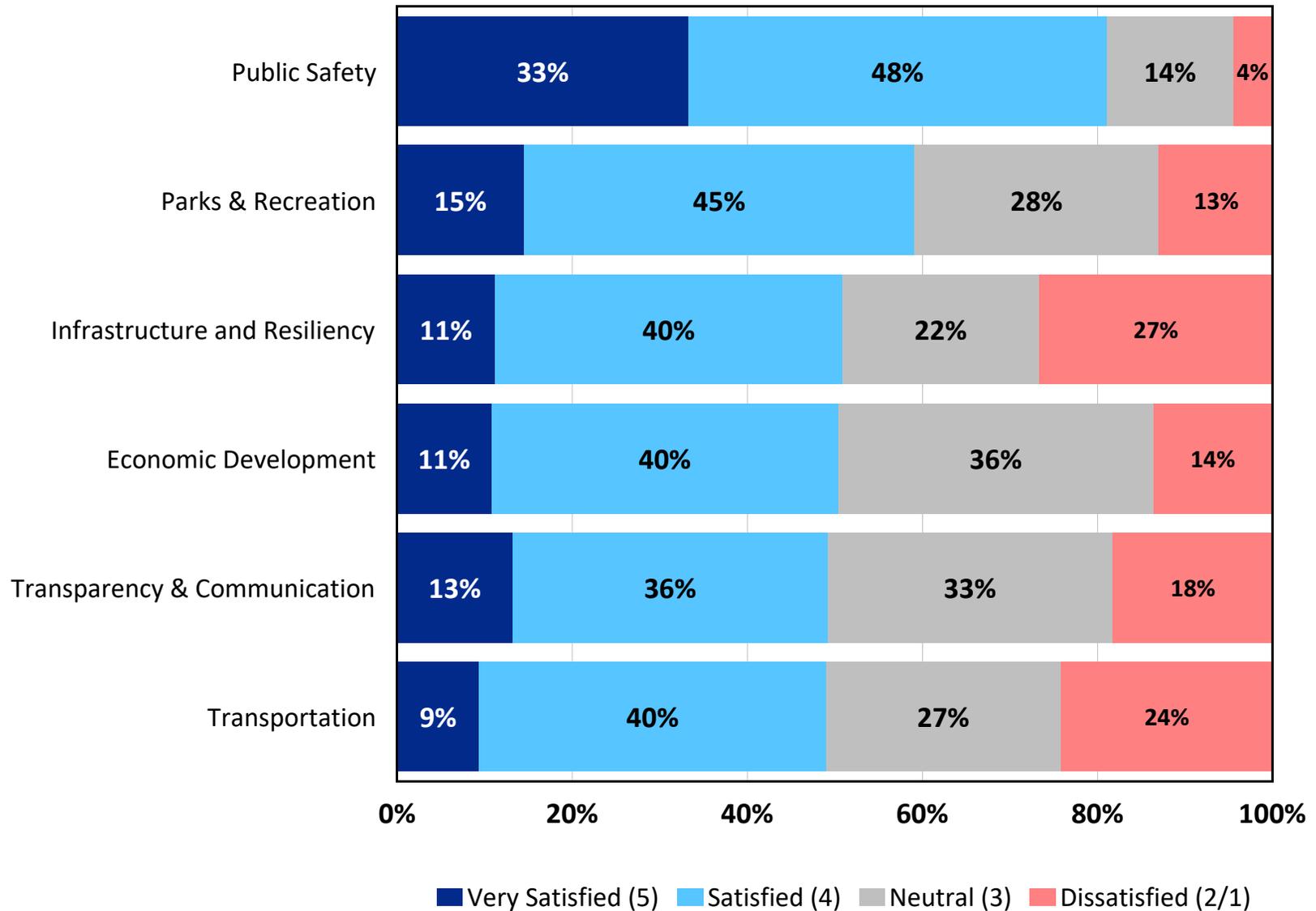
Q25. Items That Respondents Believe Are the Town's Greatest Assets

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



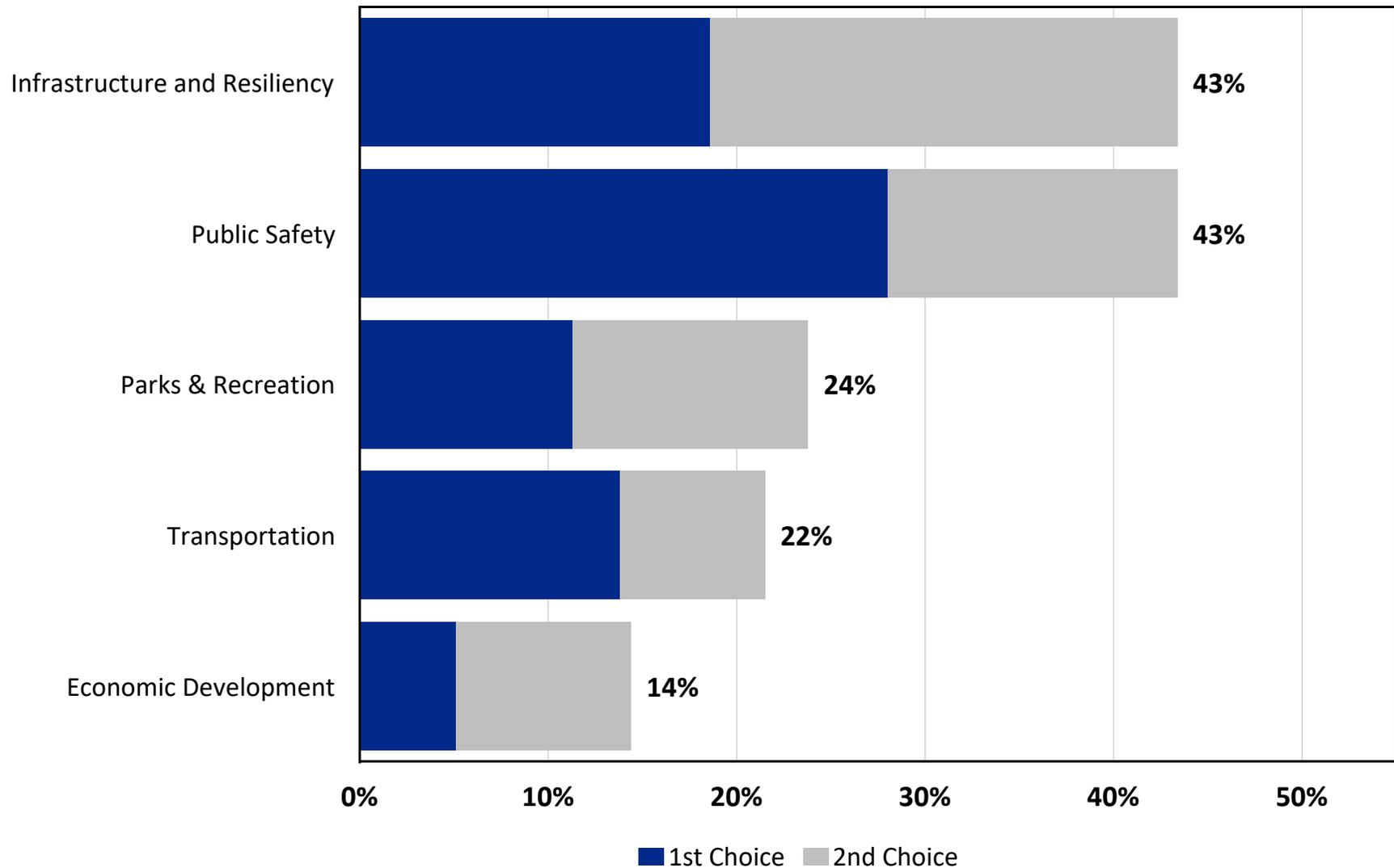
Q26. Satisfaction with the Town’s Strategic Priority Areas

by percentage of respondents (excluding “don't know”)



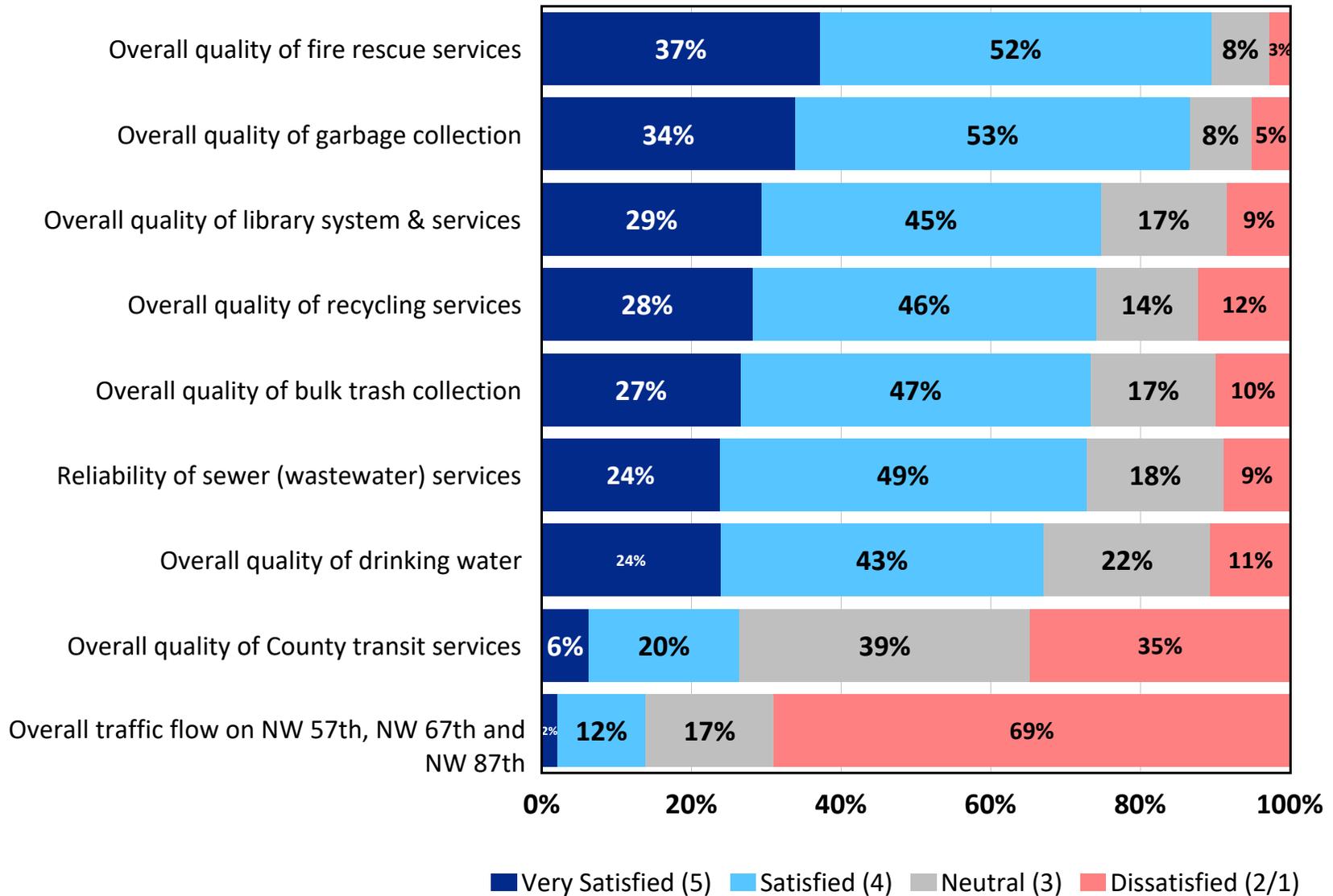
Q27. Priority Areas That Respondents Would Support Increasing Funding With Their Tax Dollars

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



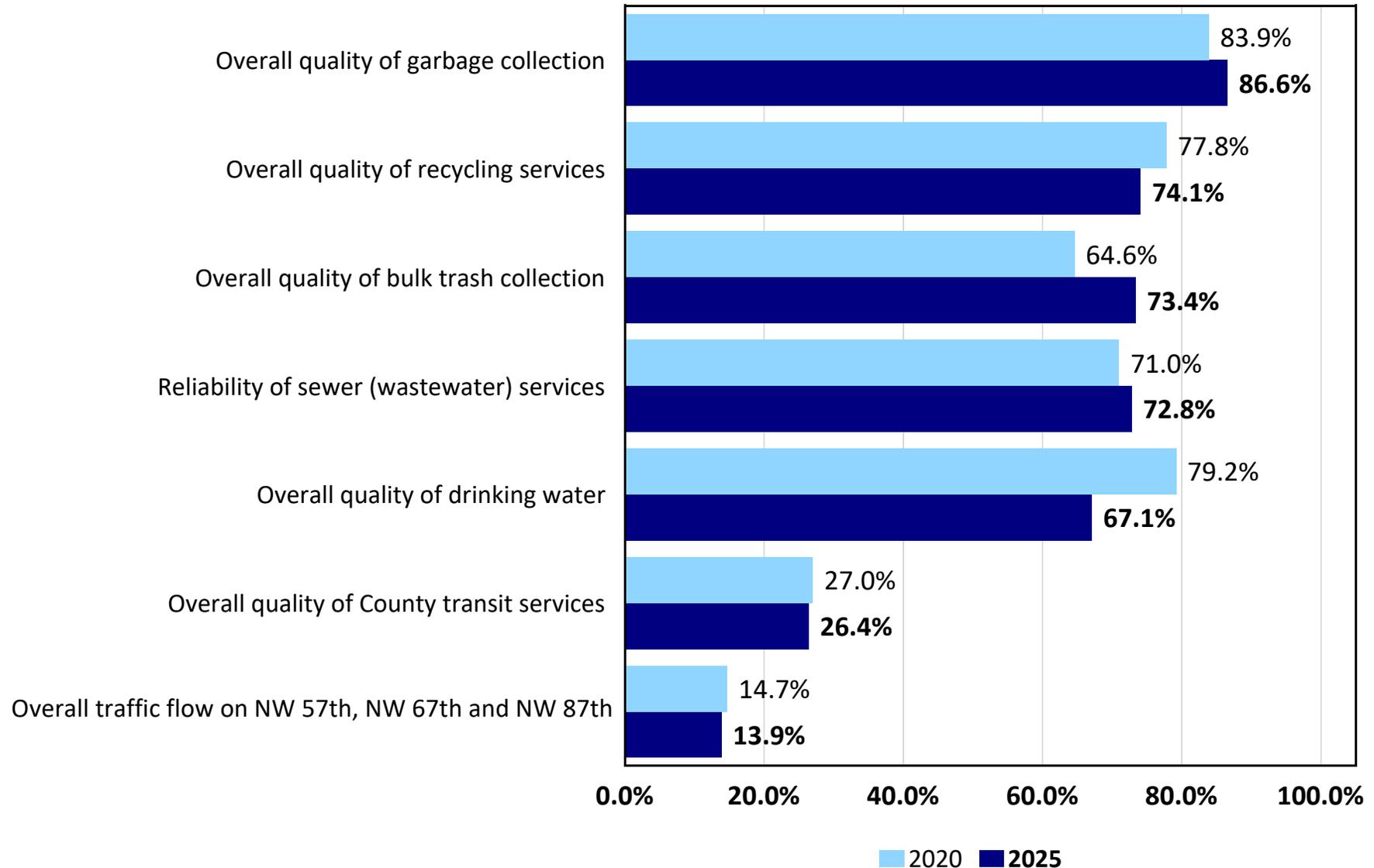
Q28. Satisfaction with Miami-Dade County Services

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



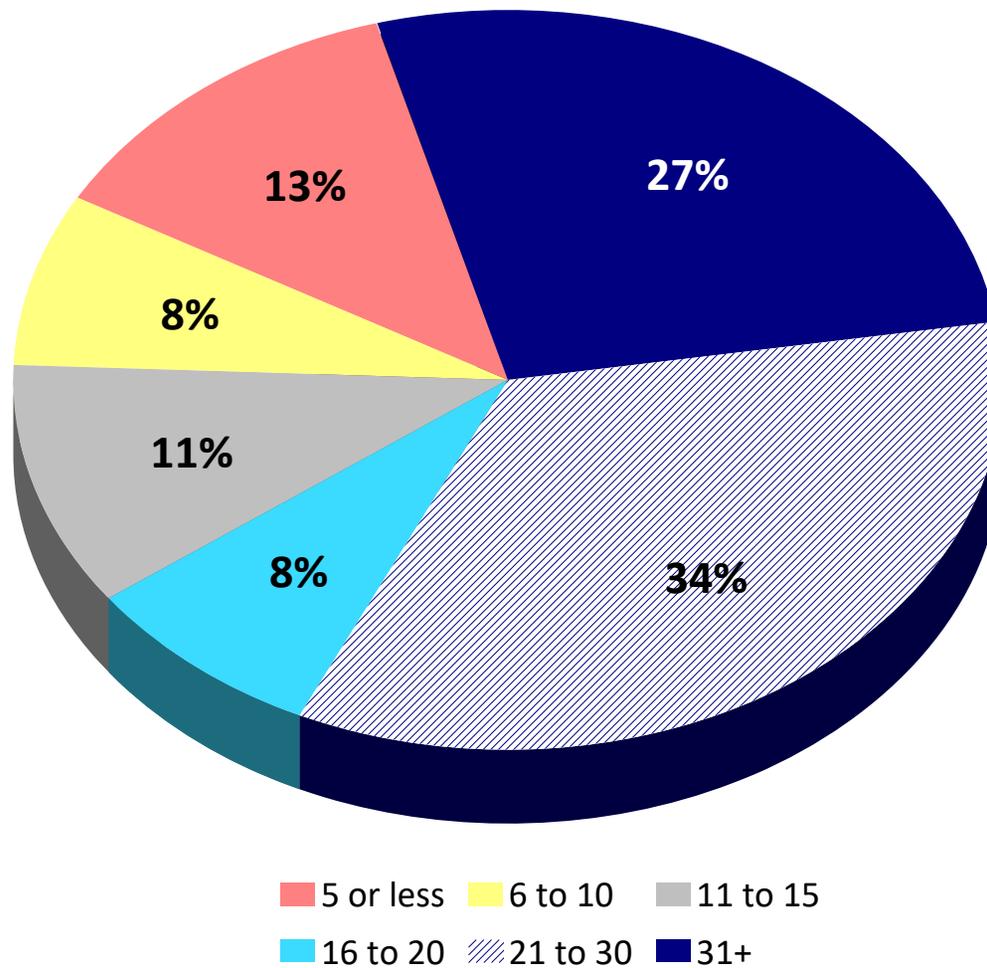
TRENDS: Satisfaction with Miami-Dade County Services 2020 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



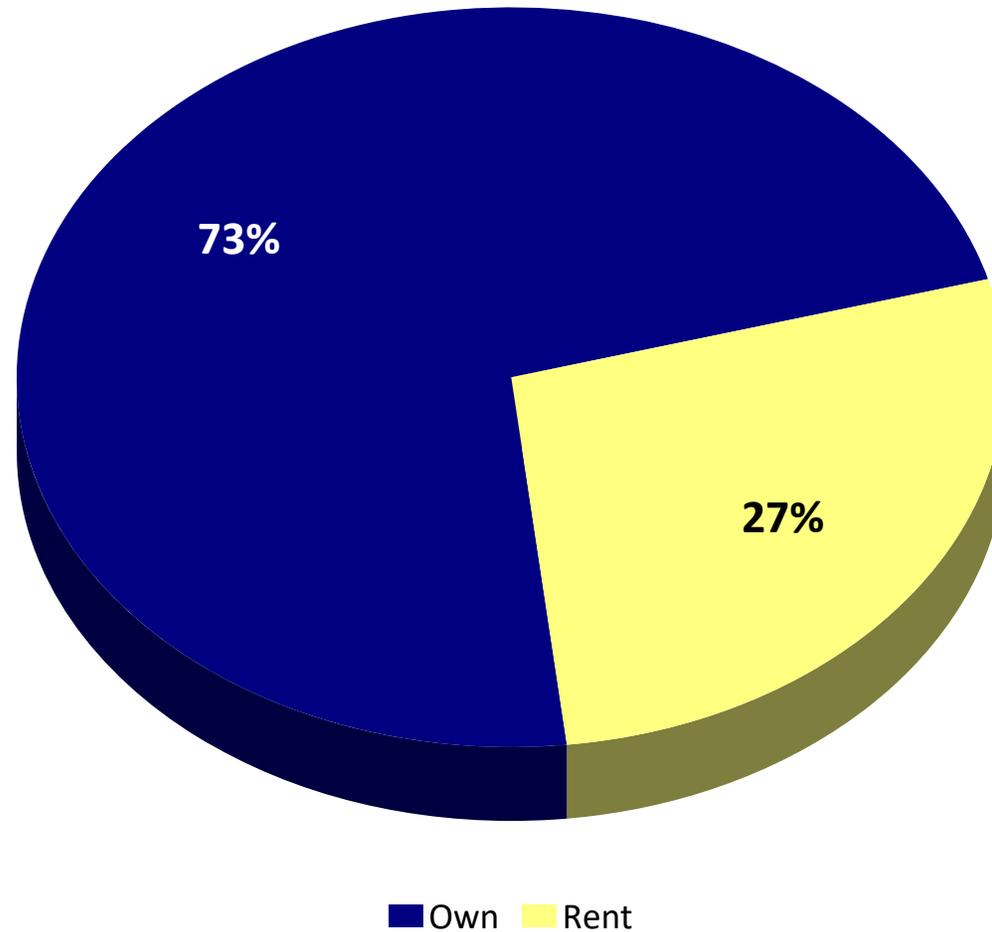
Q29. Demographics: How many years have you lived in the Town of Miami Lakes?

by percentage of respondents (excluding "not provided")



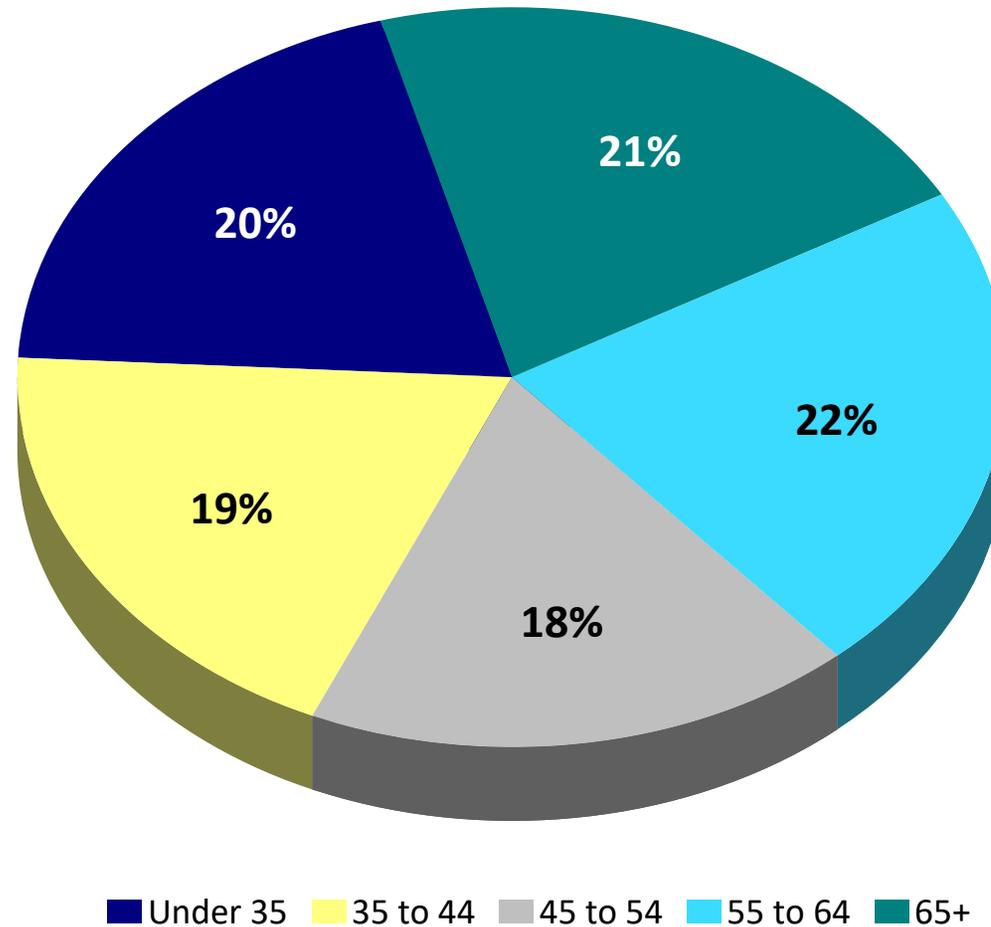
Q30. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding “not provided”)



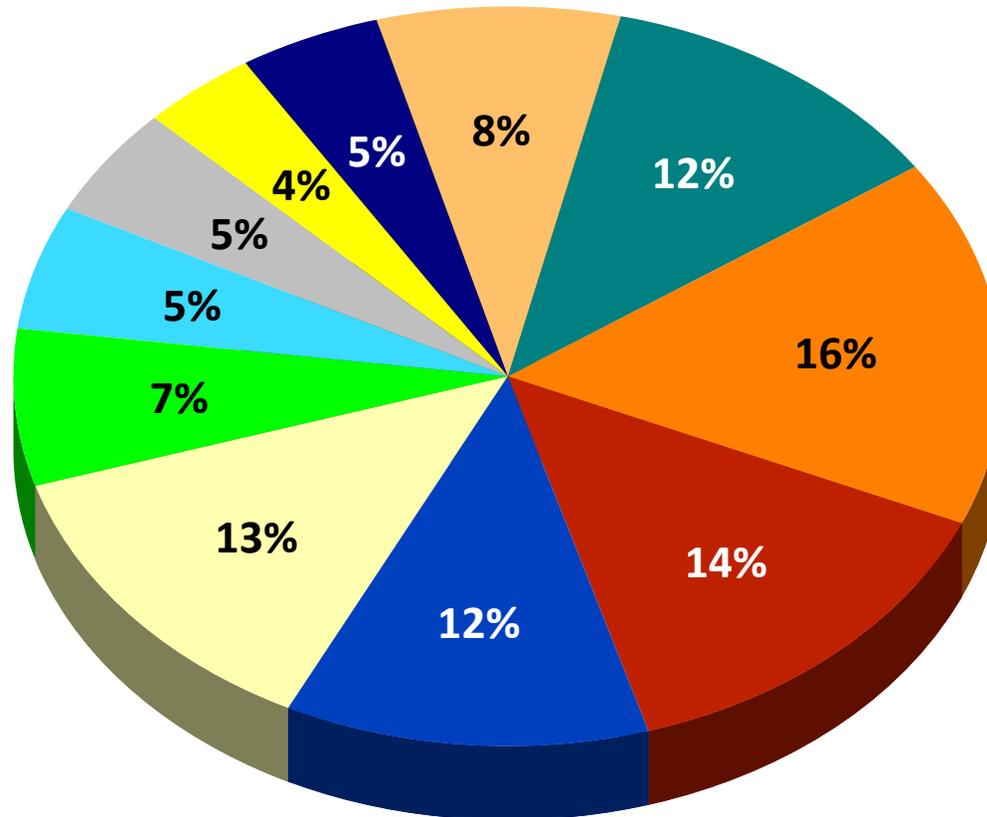
Q31. Demographics: Age of Respondent

by percentage of respondents (excluding "not provided")



Q32. Demographics: Age of Household Members

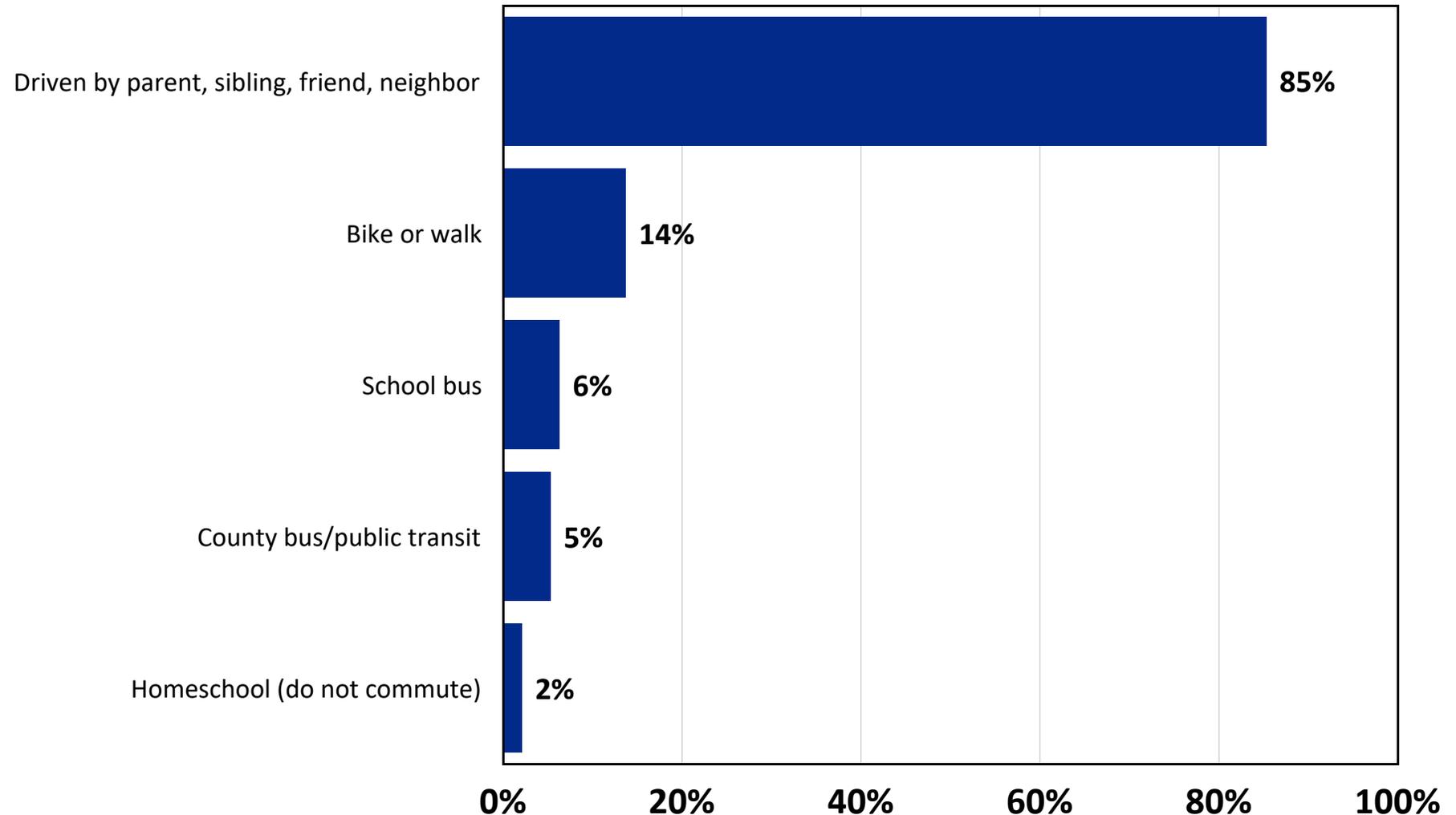
by percentage of persons in household



- Under age 5
- Ages 5 to 9
- Ages 10 to 14
- Ages 15 to 19
- Ages 20 to 24
- Ages 25 to 34
- Ages 35 to 44
- Ages 45 to 54
- Ages 55 to 64
- Ages 65 to 74
- Ages 75+

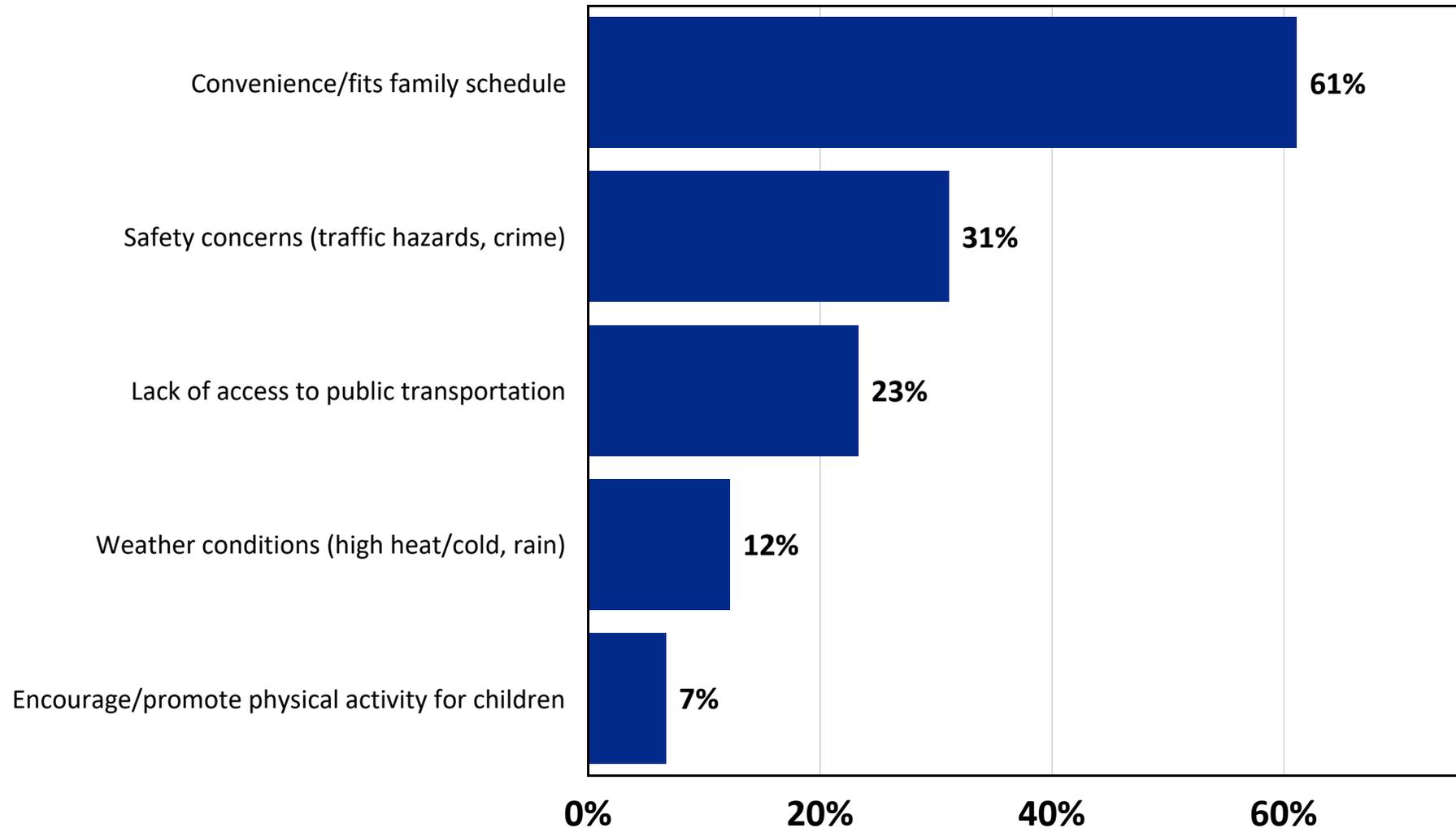
Q33. Demographics: If you have school-age children, how do they typically travel to school?

by percentage of respondents who have school-age children (excluding "no answer" - multiple selections could be made)



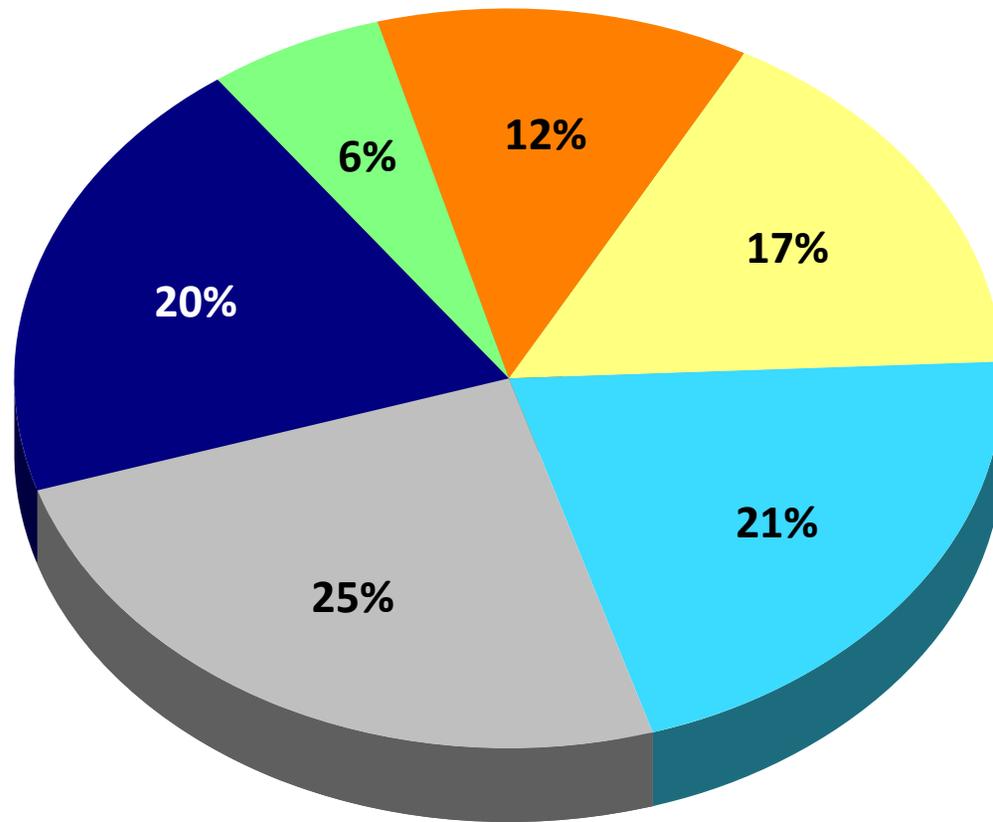
Q33a. Demographics: What are the main reasons you child(ren) use this method of transportation to school?

by percentage of respondents who have school-age children (excluding "no answer" - multiple selections could be made)



Q34. Demographics: Annual Household Income

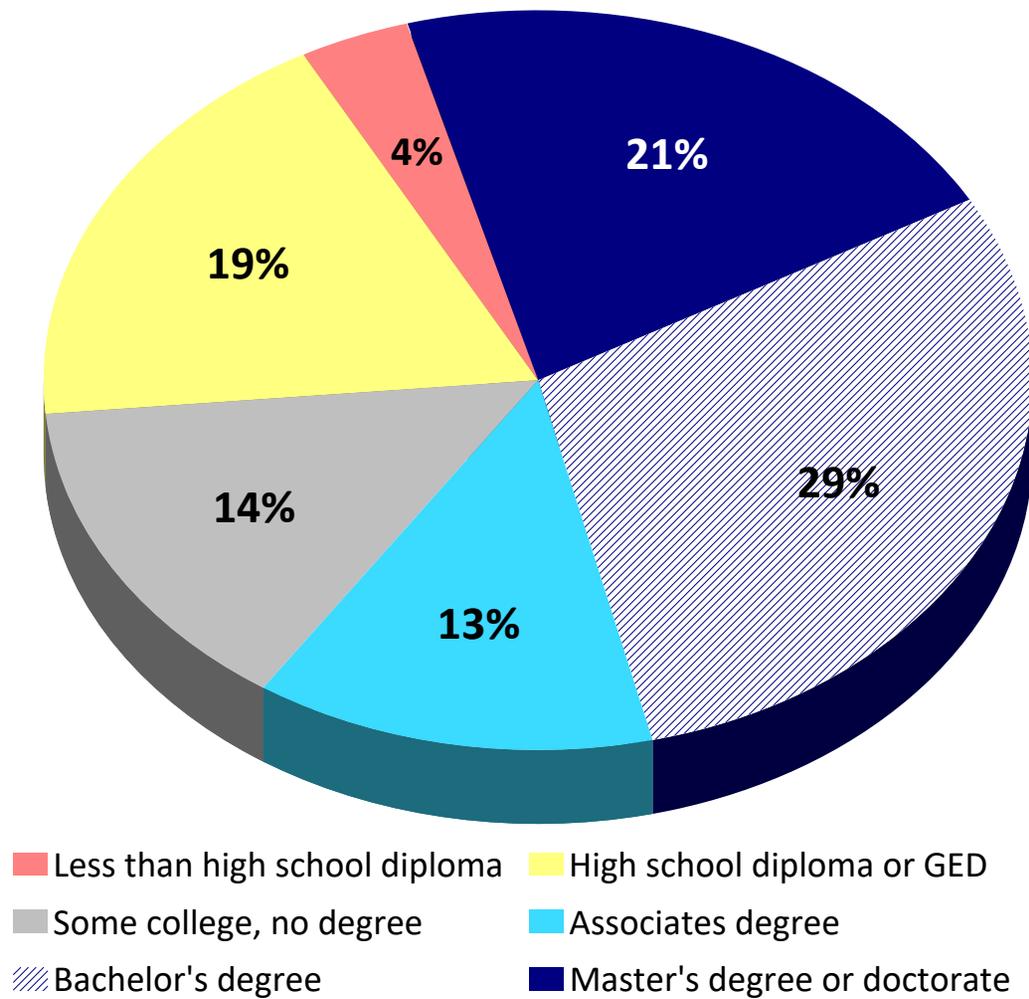
by percentage of respondents (excluding “not provided”)



Less than \$20K \$20K to \$49,999 \$50K to \$99,999
\$100K to \$149,999 \$150K to \$249,999 \$250K+

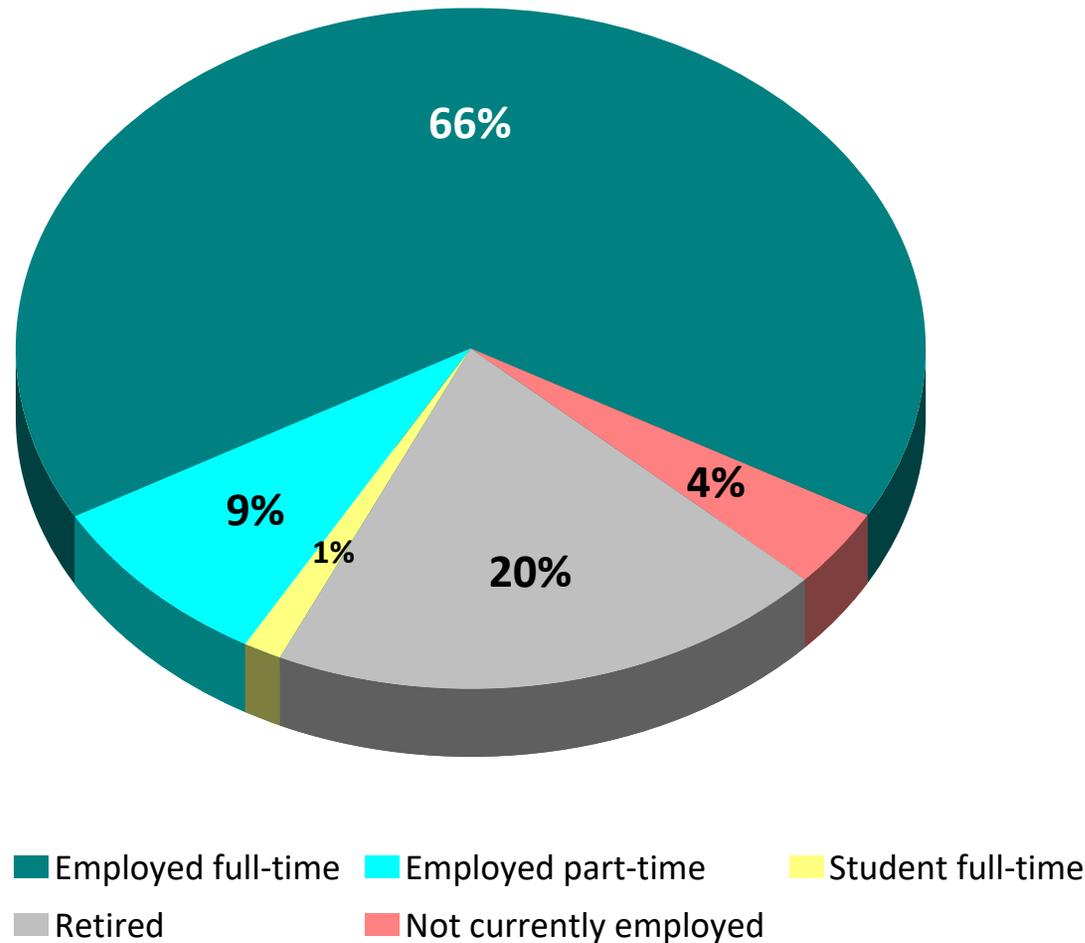
Q35. Demographics: Highest Degree or Level of Education Completed

by percentage of respondents (excluding "not provided")



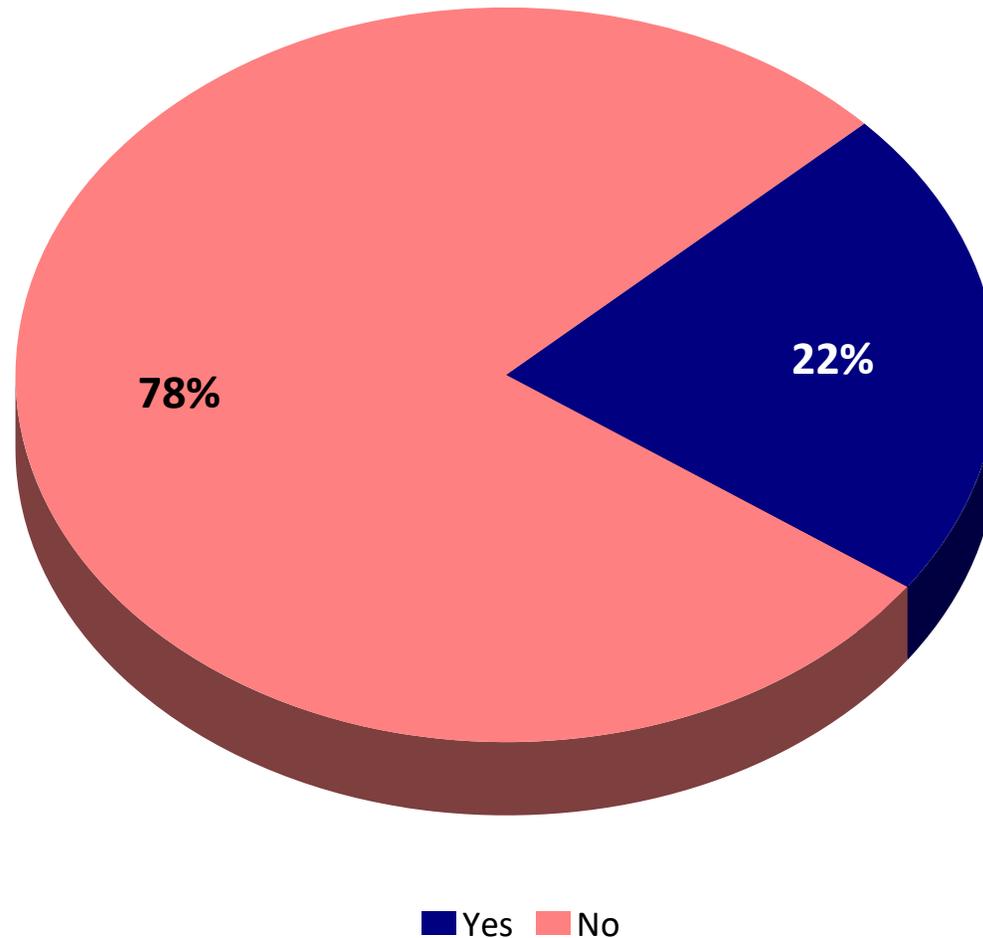
Q36. Demographics: Which of the following best describes your employment or student status?

by percentage of respondents (excluding "not provided")



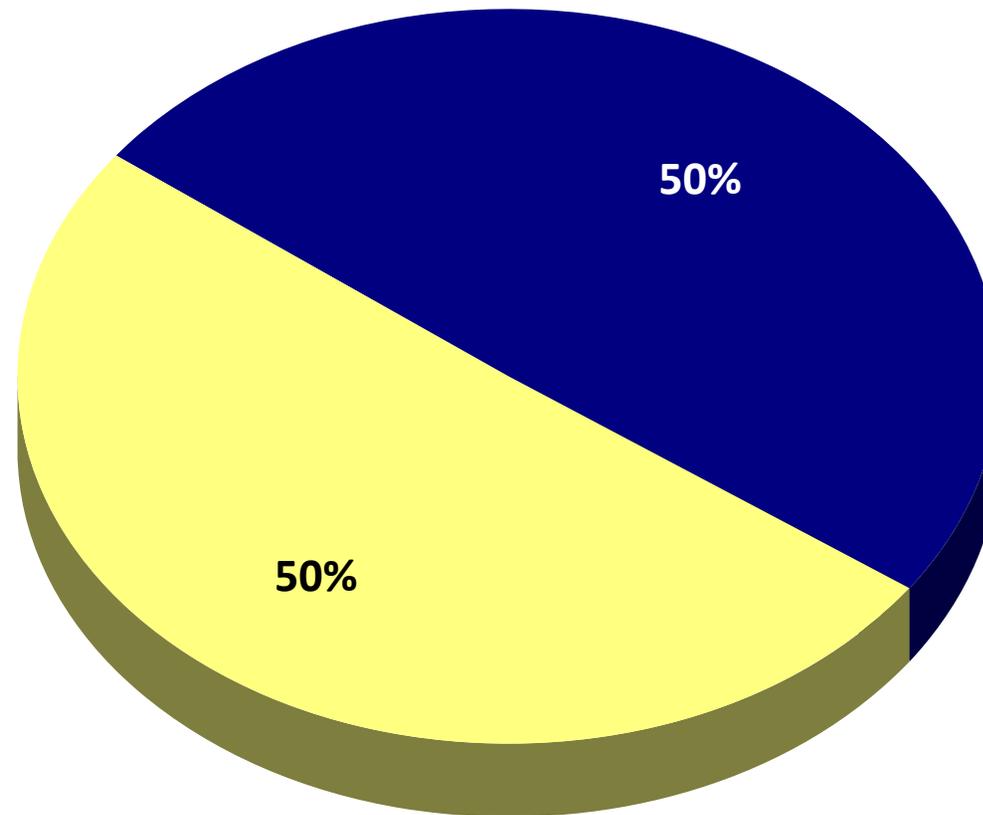
Q36a. Demographics: Do you work in the Town of Miami Lakes?

by percentage of respondents who are employed (excluding “not provided”)



Q37. Demographics: What is your gender identity?

by percentage of respondents (excluding “prefer not to answer”)



■ Male ■ Female



2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents in the continental United States. The second source is from a regional survey administered to a random sample of residents living in Florida during the summer of 2025.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of residents; the Florida average shown in the charts reflects the results of the regional survey of residents living in the state of Florida.

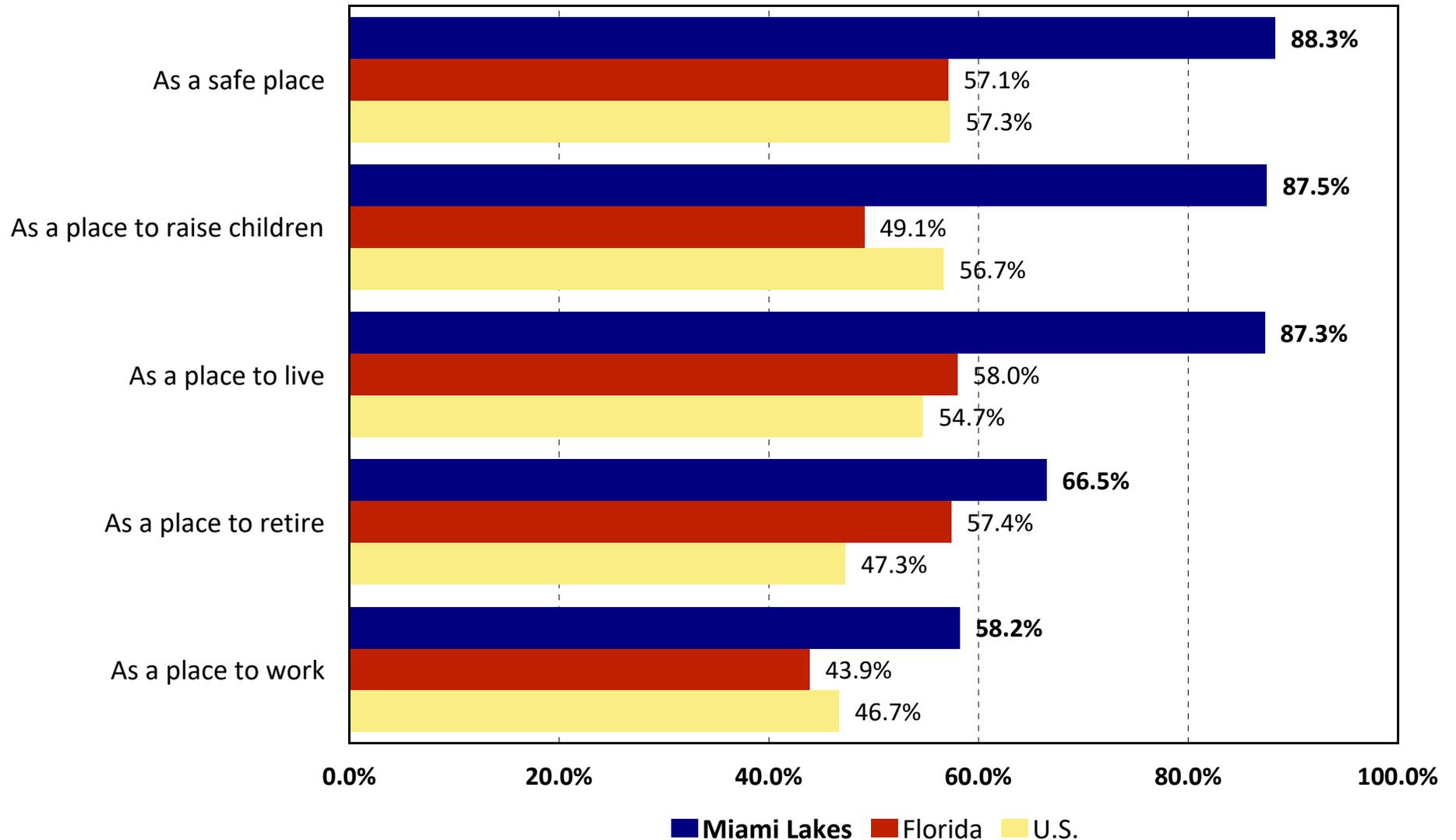
National Benchmarks

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

Satisfaction with Quality of Life

Miami Lakes vs. Florida vs. the U.S.

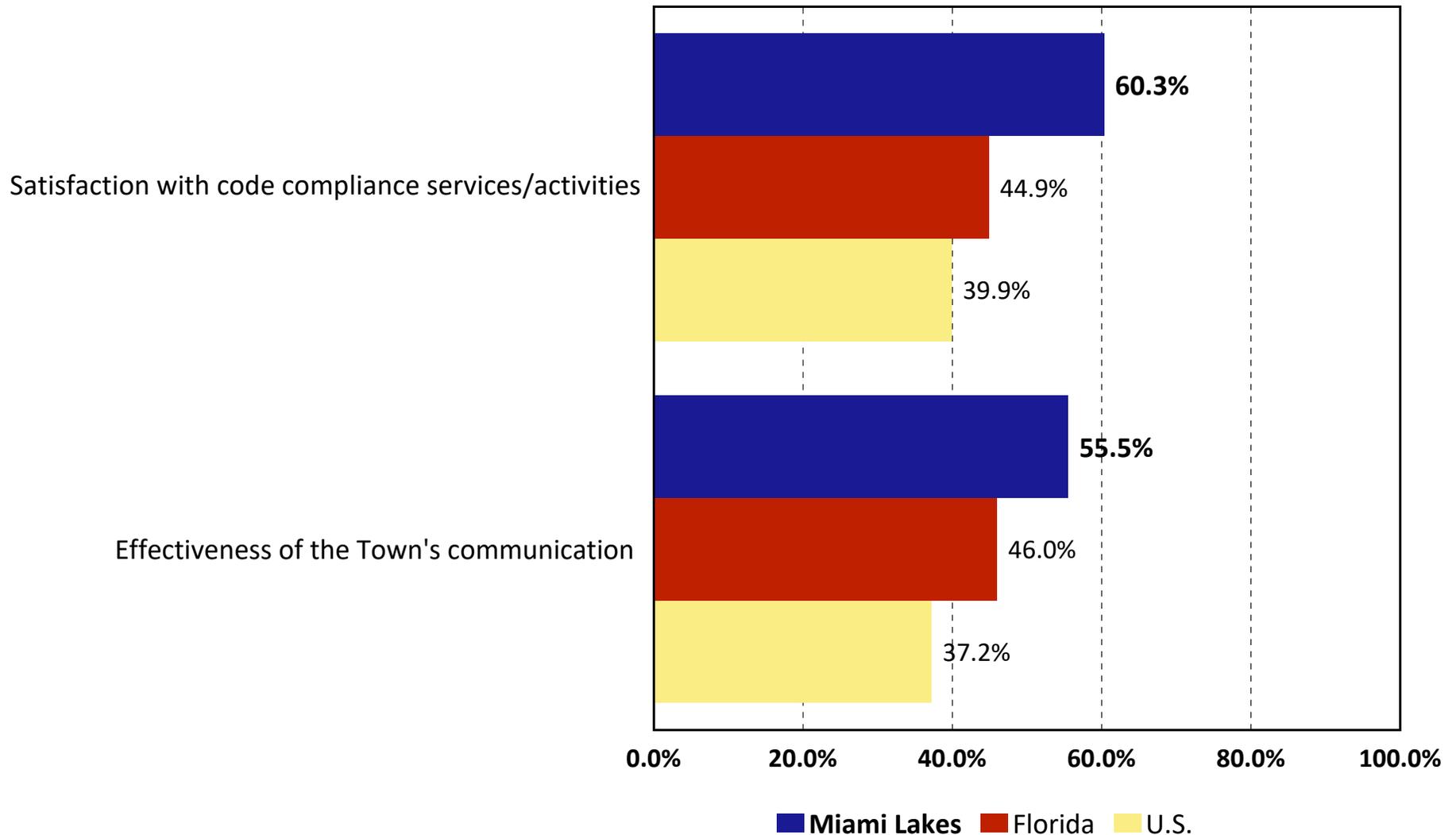
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Major Categories of Service

Miami Lakes vs. Florida vs. the U.S.

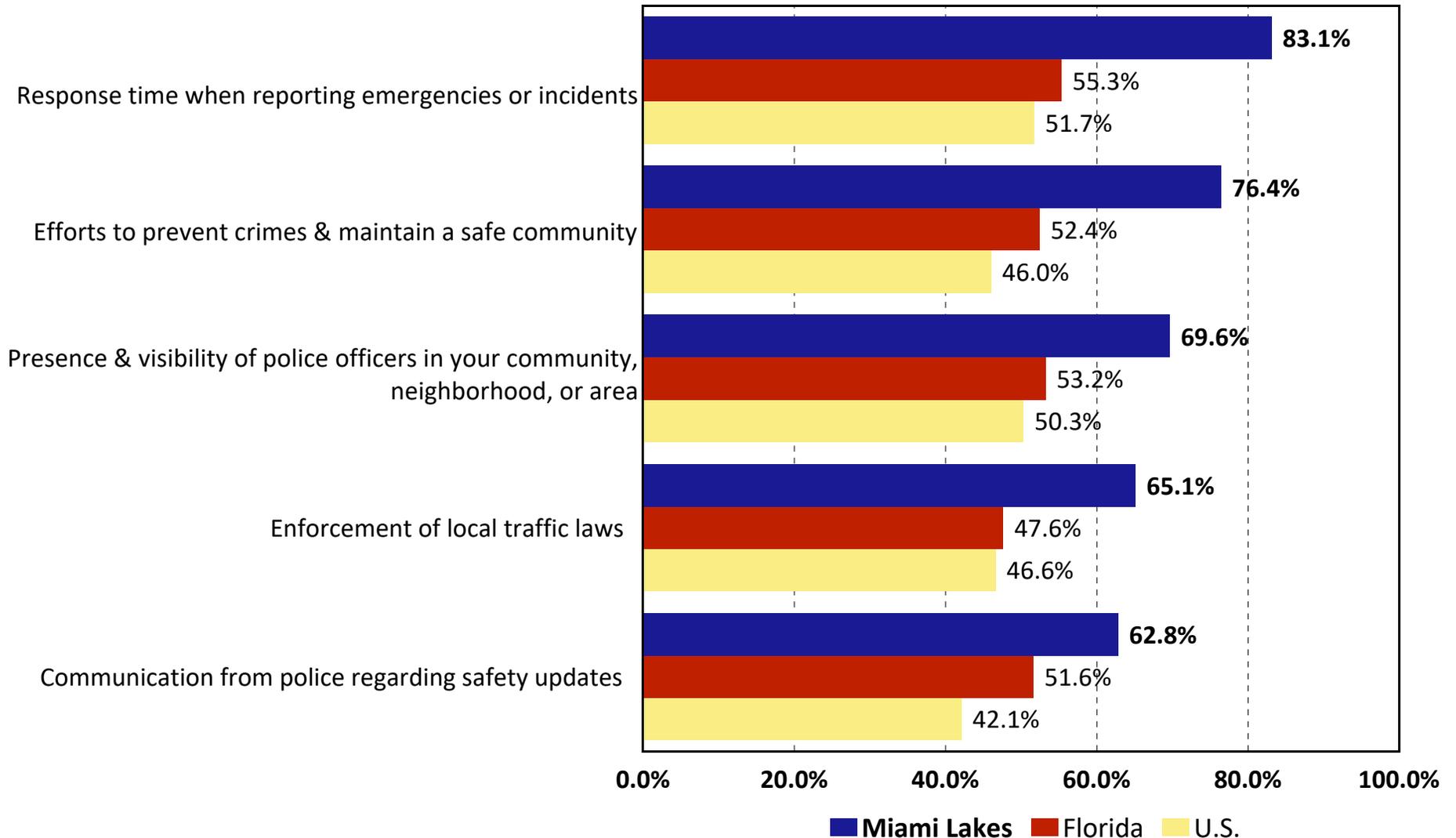
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Police Related Services

Miami Lakes vs. Florida vs. the U.S.

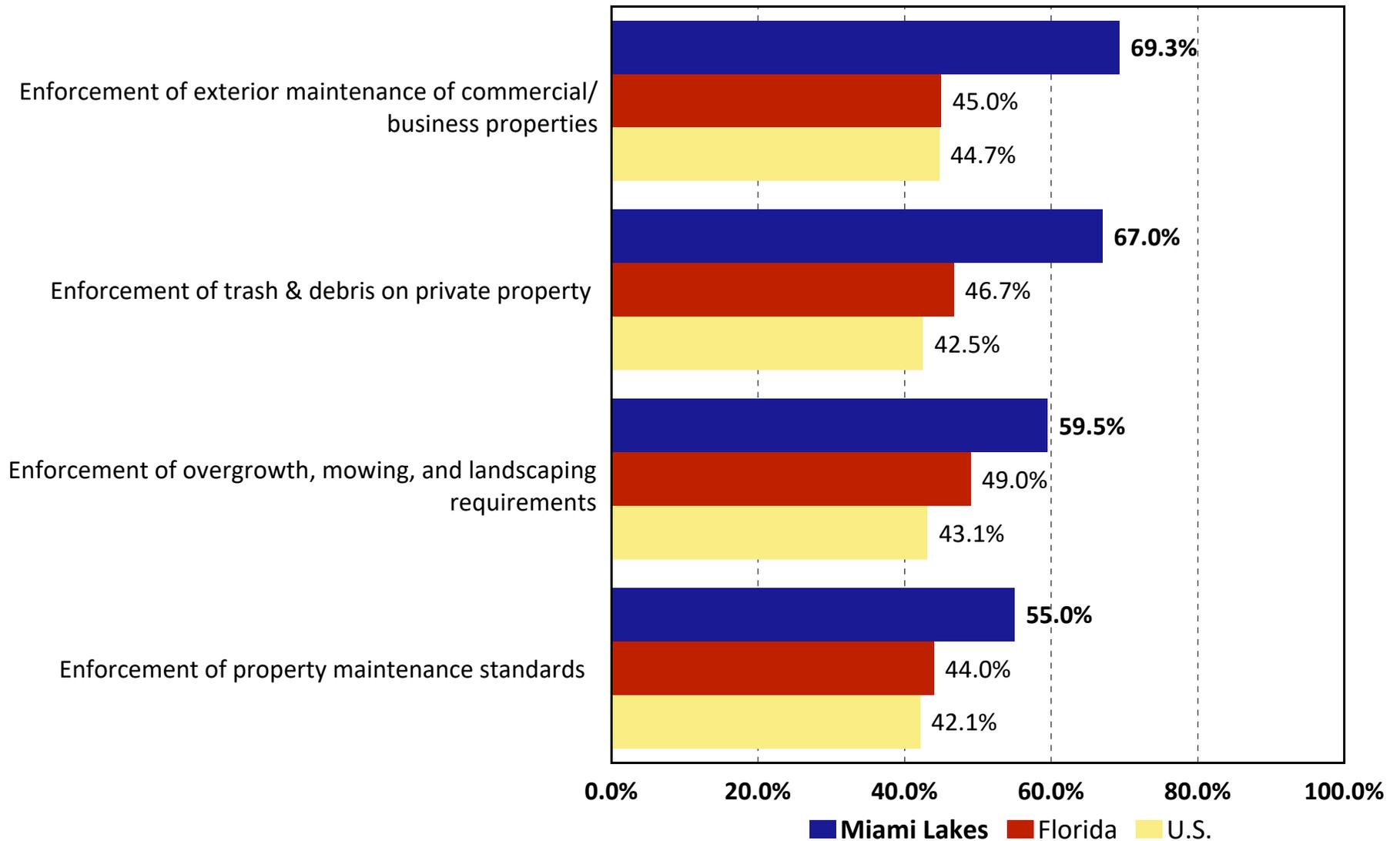
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Code Compliance Activities

Miami Lakes vs. Florida vs. the U.S.

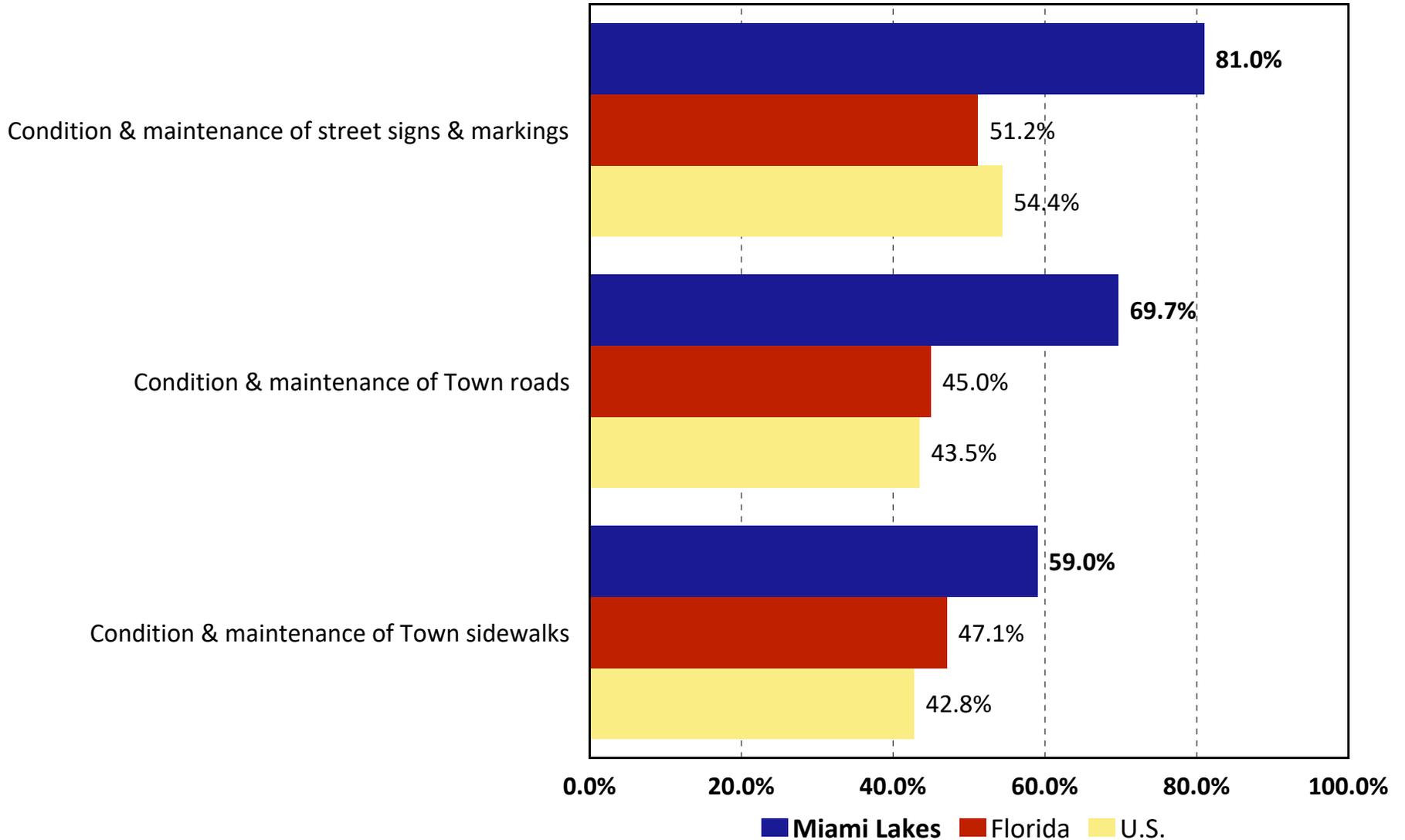
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Maintenance - Infrastructure

Miami Lakes vs. Florida vs. the U.S.

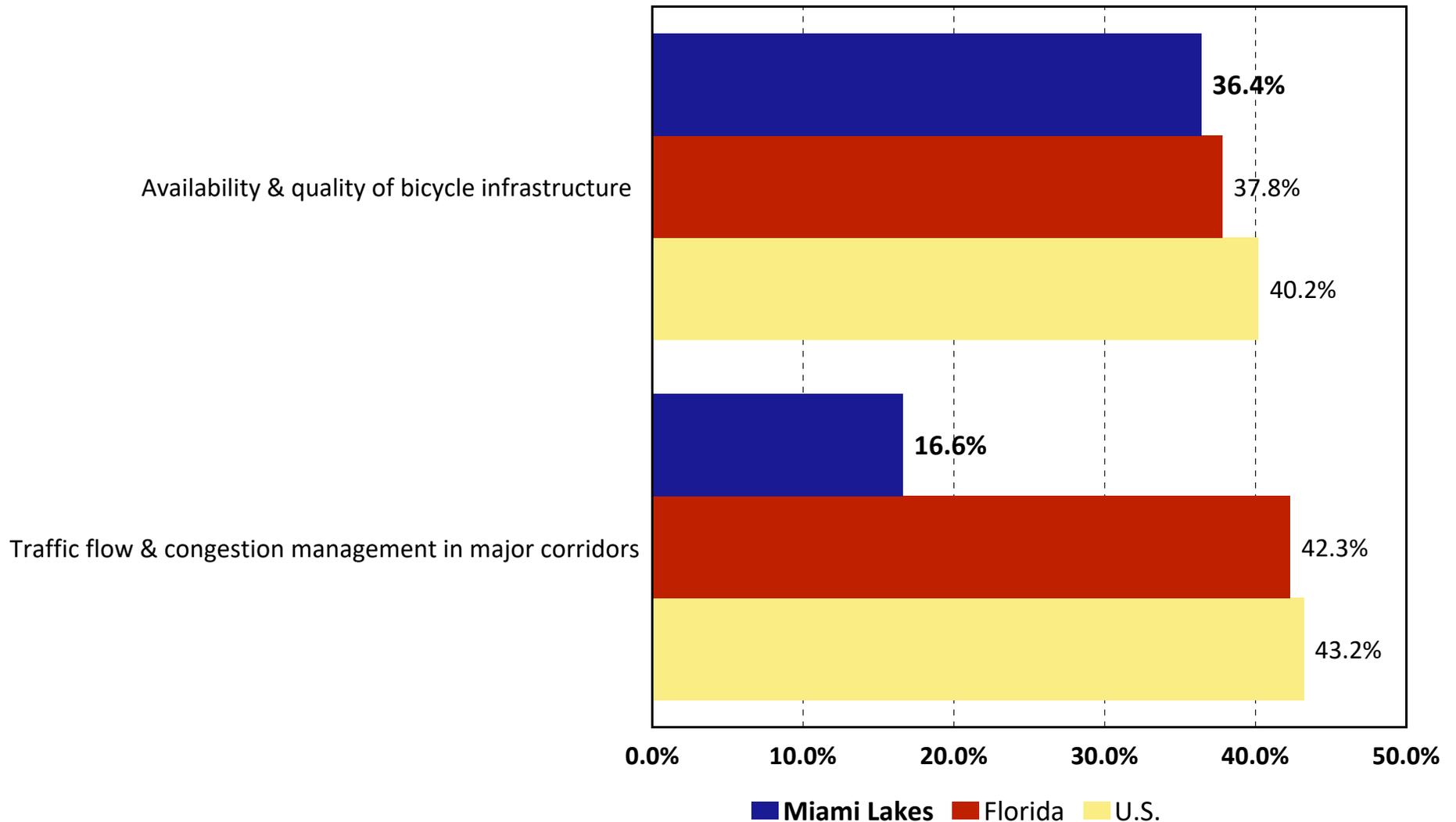
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Transportation, Transit, and Mobility

Miami Lakes vs. Florida vs. the U.S.

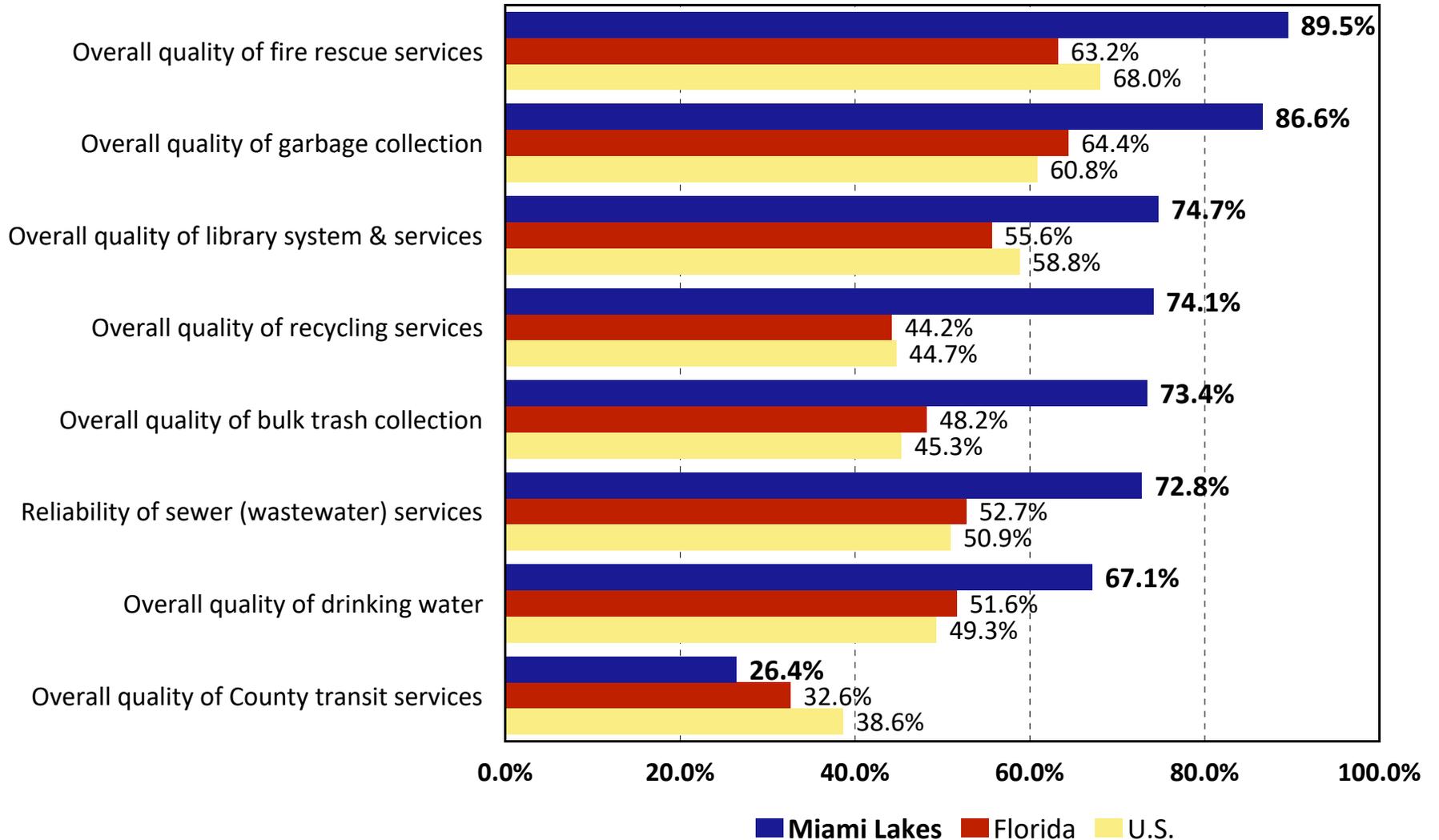
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with County Services

Miami Lakes vs. Florida vs. the U.S.

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



A graphic consisting of a white circle with a dark blue outline containing the number '3', followed by a dark blue horizontal bar containing the text 'Importance-Satisfaction Analysis' in white.

3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

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

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

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the categories of transportation, transit, and mobility that should receive the most emphasis. Eighty-five percent (84.6%) of the households surveyed selected *"traffic flow and congestion management in major corridors"* as one of the most important services for the Town to emphasize.

With regard to satisfaction, 16.6% of respondents rated *"traffic flow and congestion management in major corridors"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 84.6% was multiplied by 83.4% (1-0.166). This calculation yielded an I-S rating of 0.7056, which ranked first out of eight categories of transportation, transit, and mobility services analyzed.

Importance-Satisfaction Analysis



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

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

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

Tables showing the results for the Town of Miami Lakes are provided on the following pages.

2025 Importance-Satisfaction Rating

Town of Miami Lakes, FL

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Effectiveness of the Town's communication	33%	3	56%	6	0.1446	1
Satisfaction with code compliance services/activities	32%	4	60%	4	0.1274	2
Commitment to ensuring a safe & secure environment	80%	1	86%	1	0.1125	3
Medium Priority (IS <.10)						
Quality & support of services in maintaining a healthy & beautiful tree canopy	38%	2	76%	2	0.0899	4
Quality & support of services by special taxing districts	18%	7	51%	7	0.0873	5
Quality & support by building department	21%	6	59%	5	0.0855	6
Quality & support of services for parks & facility rentals	25%	5	67%	3	0.0811	7
Quality & support of services by planning office	16%	8	49%	8	0.0801	8

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should be the Town's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2025 Importance-Satisfaction Rating

Town of Miami Lakes, FL

Maintenance - Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition & maintenance of Town sidewalks	64%	2	59%	7	0.2608	1
Condition & maintenance of Town roads	71%	1	70%	4	0.2142	2
High Priority (IS .10-.20)						
Condition & upkeep of green spaces, trails, swales	43%	3	73%	2	0.1154	3
Condition & maintenance of Townwide streetlights	38%	4	70%	3	0.1138	4
Medium Priority (IS <.10)						
Response time & resolution when reporting litter, debris, and/or dead animal removal	24%	6	60%	6	0.0950	5
Condition & maintenance of street signs & markings	26%	5	81%	1	0.0494	6
Condition & maintenance of dog waste stations	10%	7	65%	5	0.0336	7

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should be the Town's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2025 Importance-Satisfaction Rating

Town of Miami Lakes, FL

Transportation, Transit, and Mobility

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Traffic flow & congestion management in major corridors	85%	1	17%	8	0.7056	1
Accessibility of public transit for seniors, people with disabilities, or others with mobility limitations	35%	3	42%	5	0.2067	2
High Priority (IS .10-.20)						
Availability & quality of bicycle infrastructure	28%	4	36%	6	0.1806	3
Pedestrian safety throughout the Town	50%	2	70%	1	0.1501	4
Quality, convenience, & schedule of Freebee's On-Demand	19%	6	43%	4	0.1075	5
Medium Priority (IS <.10)						
Availability of public parking in key areas	25%	5	67%	2	0.0837	6
Availability of EV charging stations in Town	7%	8	26%	7	0.0548	7
Maintenance and condition of bus stops & shelters	9%	7	54%	3	0.0411	8

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should be the Town's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2025 Importance-Satisfaction Rating Town of Miami Lakes, FL Parks & Recreation and Tree Canopy

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall appearance of Town parks	43%	1	74%	4	0.1112	1
Response time & effectiveness in handling requests for tree trimming or removal services	19%	7	46%	19	0.1042	2
Medium Priority (IS <.10)						
Quality/condition of Miami Lakes Optimist Park	25%	4	62%	11	0.0936	3
Landscape maintenance of rights of way along Town streets/public areas	31%	2	71%	6	0.0900	4
Appearance of playgrounds	27%	3	68%	8	0.0872	5
Amount and variety of Town recreation programs	16%	10	47%	18	0.0834	6
Quality/condition of Pocket/Mini Parks	17%	9	54%	15	0.0793	7
Quality of youth programs	13%	13	45%	20	0.0693	8
Quality of senior programs	14%	12	49%	16	0.0686	9
Quality and condition of the tree canopy	23%	5	75%	3	0.0589	10
Quality/condition of Veterans Park	23%	6	75%	2	0.0565	11
Condition of athletic fields	14%	11	59%	13	0.0562	12
Quality of adult programs	10%	14	44%	21	0.0561	13
Quality/condition of Royal Oaks Park	18%	8	75%	1	0.0443	14
Quality/condition of K-9 Cove	8%	15	59%	14	0.0344	15
Quality/condition of Picnic Park East	8%	16	66%	9	0.0271	16
User-friendliness of the park reservation system	5%	18	49%	17	0.0245	17
Quality/condition of Mary Collins Comm. Center	6%	17	65%	10	0.0195	18
Quality/condition of Roberto Alonso Comm. Center	3%	19	69%	7	0.0089	19
Quality/condition of Optimist Clubhouse	1%	20	61%	12	0.0024	20
Quality/condition of Youth Center	0.3%	21	71%	5	0.0009	21

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the Town's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.



4

Tabular Data

Q1. QUALITY OF LIFE. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. As a place to live	51.1%	35.4%	7.7%	3.9%	1.0%	1.0%
Q1-2. As a place to work	17.4%	13.5%	19.3%	1.6%	1.3%	46.9%
Q1-3. As a place to raise children	48.6%	32.5%	7.4%	2.9%	1.3%	7.4%
Q1-4. As a place to retire	34.1%	23.2%	18.0%	8.0%	2.9%	13.8%
Q1-5. As a safe place	49.8%	37.6%	8.0%	2.3%	1.3%	1.0%
Q1-6. As a tree-friendly community with a beautiful canopy	58.8%	29.9%	4.8%	3.2%	1.9%	1.3%
Q1-7. As a litter-free & clean community	42.1%	38.6%	9.6%	5.5%	2.3%	1.9%

WITHOUT "DON'T KNOW"

Q1. QUALITY OF LIFE. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. As a place to live	51.6%	35.7%	7.8%	3.9%	1.0%
Q1-2. As a place to work	32.7%	25.5%	36.4%	3.0%	2.4%
Q1-3. As a place to raise children	52.4%	35.1%	8.0%	3.1%	1.4%
Q1-4. As a place to retire	39.6%	26.9%	20.9%	9.3%	3.4%
Q1-5. As a safe place	50.3%	38.0%	8.1%	2.3%	1.3%
Q1-6. As a tree-friendly community with a beautiful canopy	59.6%	30.3%	4.9%	3.3%	2.0%
Q1-7. As a litter-free & clean community	43.0%	39.3%	9.8%	5.6%	2.3%

Q2. During the last 12 months, have you contacted the Town of Miami Lakes government by phone, in-person or electronically to ask a question, submit a service request, or file a complaint?

Q2. Have you contacted Town government by phone, in-person or electronically during last 12 months	Number	Percent
Yes	112	36.0 %
No	199	64.0 %
Total	311	100.0 %

Q2a. What was the reason for your MOST RECENT contact with the Town?

Q2a. Reason for your most recent contact with Town government	Number	Percent
Apply for a building permit or plan review	17	15.2 %
Check permit status	5	4.5 %
Pay a fine	3	2.7 %
File a complaint	13	11.6 %
Report an issue/submit request	40	35.7 %
Attend a public meeting or event	6	5.4 %
Request help or search for information	11	9.8 %
Express opinion to elected officials or staff members	7	6.3 %
Other	10	8.9 %
Total	112	100.0 %

Q2a-9. Other

- Baseball field rental for son's birthday party
- First...Show Loch Isle Homeowner Survey to fix (Sink Hole near 7031 Loch Isle Dr. South which belong to Town of Miami Lakes. Second...our HOA identified 9 trees unsafe. I have one oak tree near my AC/Electric Box/Water (if I removed and required us plant same tree. OAK TREE SHOULD BE PLANT 9 FEETS AWAY FROM HOUSE. I am comfortable putting plant in pot, instead a tree. House insurance requested pictures of trees near home, due Hurricane damaged car, house and kill human. (Since Miller and Helen Hurricane Storm.) It time to reviews policy on Oak: Maple Trees...and learn how dangerous storms caused lives and our pocket \$\$\$\$). Also, House Insurances are restricting coverages from trees damaged.
- Garage sale permit
- Gate
- Landscape
- Noise complaint because business music was on past 11pm on a weekday. Resident of main street.
- Obtain Guard Gate Fob
- Planning city events
- Respond to complaint
- To argue a fine issued for parking on my own lawn.
To reserve The Spot for a birthday party.

Q3. Below are eight methods you might use to contact the Town of Miami Lakes. Which THREE of the methods listed below would you be MOST LIKELY to use if you had to contact the Town?

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visiting Town website	99	31.8 %
Call main number (Town FrontDesk)	91	29.3 %
Call elected officials/staff members directly	13	4.2 %
Email elected officials/staff members directly	32	10.3 %
Visit Town Hall, Dept. office, or other Town facility	33	10.6 %
Search on social media (e.g., Instagram, Facebook)	13	4.2 %
Use Town app (MiamiLakesConnect)	20	6.4 %
Other	1	0.3 %
None chosen	9	2.9 %
Total	311	100.0 %

Q3. Below are eight methods you might use to contact the Town of Miami Lakes. Which THREE of the methods listed below would you be MOST LIKELY to use if you had to contact the Town?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visiting Town website	62	19.9 %
Call main number (Town FrontDesk)	65	20.9 %
Call elected officials/staff members directly	31	10.0 %
Email elected officials/staff members directly	51	16.4 %
Visit Town Hall, Dept. office, or other Town facility	45	14.5 %
Search on social media (e.g., Instagram, Facebook)	13	4.2 %
Use Town app (MiamiLakesConnect)	20	6.4 %
None chosen	24	7.7 %
Total	311	100.0 %

Q3. Below are eight methods you might use to contact the Town of Miami Lakes. Which THREE of the methods listed below would you be MOST LIKELY to use if you had to contact the Town?

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visiting Town website	28	9.0 %
Call main number (Town FrontDesk)	38	12.2 %
Call elected officials/staff members directly	29	9.3 %
Email elected officials/staff members directly	35	11.3 %
Visit Town Hall, Dept. office, or other Town facility	66	21.2 %
Search on social media (e.g., Instagram, Facebook)	21	6.8 %
Use Town app (MiamiLakesConnect)	38	12.2 %
Other	1	0.3 %
None chosen	55	17.7 %
Total	311	100.0 %

SUM OF TOP 3 CHOICES

Q3. Below are eight methods you might use to contact the Town of Miami Lakes. Which THREE of the methods listed below would you be MOST LIKELY to use if you had to contact the Town? (top 3)

<u>Q3. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Visiting Town website	189	60.8 %
Call main number (Town FrontDesk)	194	62.4 %
Call elected officials/staff members directly	73	23.5 %
Email elected officials/staff members directly	118	37.9 %
Visit Town Hall, Dept. office, or other Town facility	144	46.3 %
Search on social media (e.g., Instagram, Facebook)	47	15.1 %
Use Town app (MiamiLakesConnect)	78	25.1 %
Other	2	0.6 %
None chosen	9	2.9 %
Total	854	

Q3-8. Other:

<u>Q3-8. Other</u>	<u>Number</u>	<u>Percent</u>
HOA PROPERTY MANAGER OR HOA PRESIDENT	1	50.0 %
Mayor	1	50.0 %
Total	2	100.0 %

Q4. Please check ALL the ways you obtain news or information about the Town of Miami Lakes.

<u>Q4. Ways you obtain Town news or information</u>	<u>Number</u>	<u>Percent</u>
Newspaper (e.g., Miami Laker)	223	71.7 %
Town website and/or social media	184	59.2 %
Word of mouth (e.g., friends, neighbors)	162	52.1 %
Email	28	9.0 %
Town newsletter & publications	78	25.1 %
Public meeting or events (e.g., Town Hall meetings)	46	14.8 %
MiamiLakesConnect app (aka Town app or SeeClickFix)	27	8.7 %
Digital billboards/road signs	45	14.5 %
Alert/emergency app (e.g., Everbridge subscription)	18	5.8 %
Other	6	1.9 %
Total	817	

Q4-10. Other:

<u>Q4-10. Other</u>	<u>Number</u>	<u>Percent</u>
Word of mouth or private social media	1	16.7 %
Walking around	1	16.7 %
Facebook	1	16.7 %
Residents social media groups	1	16.7 %
Nextdoor app	1	16.7 %
Instagram	1	16.7 %
Total	6	100.0 %

Q5. OVERALL CATEGORIES OF TOWN SERVICES. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall Town commitment to ensuring a safe & secure environment, free from crime & fear of crime (police presence & protection)	42.8%	41.2%	10.9%	2.6%	0.3%	2.3%
Q5-2. Overall satisfaction with code compliance services & activities (e.g., property maintenance, work without permit, & overall due process)	20.6%	33.1%	18.6%	10.3%	6.4%	10.9%
Q5-3. Overall quality & support provided by building department such as permitting, development review, & inspection services	20.3%	23.5%	21.2%	5.8%	3.2%	26.0%
Q5-4. Overall quality & support of services provided by planning office (e.g., comprehensive plan, neighborhood/small area plans)	14.5%	17.4%	27.0%	4.5%	1.3%	35.4%
Q5-5. Overall quality & support of services provided for parks & facility rentals	22.5%	30.9%	20.9%	3.2%	2.3%	20.3%
Q5-6. Overall effectiveness of Town's communication & their commitment to being an open & transparent organization	18.6%	26.7%	27.0%	6.1%	3.2%	18.3%
Q5-7. Overall quality & support of services in maintaining a healthy & beautiful tree canopy (e.g., tree trimming or removal services)	32.8%	39.5%	12.9%	6.1%	3.9%	4.8%
Q5-8. Overall quality & support of services provided by special taxing districts (e.g., guard gates, security measures in place, length of process to gain entry)	15.1%	18.3%	23.5%	5.5%	3.5%	34.1%

WITHOUT "DON'T KNOW"**Q5. OVERALL CATEGORIES OF TOWN SERVICES. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall Town commitment to ensuring a safe & secure environment, free from crime & fear of crime (police presence & protection)	43.8%	42.1%	11.2%	2.6%	0.3%
Q5-2. Overall satisfaction with code compliance services & activities (e.g., property maintenance, work without permit, & overall due process)	23.1%	37.2%	20.9%	11.6%	7.2%
Q5-3. Overall quality & support provided by building department such as permitting, development review, & inspection services	27.4%	31.7%	28.7%	7.8%	4.3%
Q5-4. Overall quality & support of services provided by planning office (e.g., comprehensive plan, neighborhood/small area plans)	22.4%	26.9%	41.8%	7.0%	2.0%
Q5-5. Overall quality & support of services provided for parks & facility rentals	28.2%	38.7%	26.2%	4.0%	2.8%
Q5-6. Overall effectiveness of Town's communication & their commitment to being an open & transparent organization	22.8%	32.7%	33.1%	7.5%	3.9%
Q5-7. Overall quality & support of services in maintaining a healthy & beautiful tree canopy (e.g., tree trimming or removal services)	34.5%	41.6%	13.5%	6.4%	4.1%
Q5-8. Overall quality & support of services provided by special taxing districts (e.g., guard gates, security measures in place, length of process to gain entry)	22.9%	27.8%	35.6%	8.3%	5.4%

Q6. Which THREE of the items listed in Question 5 do you think are the MOST IMPORTANT services for the Town to emphasize?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall Town commitment to ensuring a safe & secure environment, free from crime & fear of crime (police presence & protection)	212	68.2 %
Overall satisfaction with code compliance services & activities (e.g., property maintenance, work without permit, & overall due process)	15	4.8 %
Overall quality & support provided by building department such as permitting, development review, & inspection services	5	1.6 %
Overall quality & support of services provided by planning office (e.g., comprehensive plan, neighborhood/small area plans)	7	2.3 %
Overall quality & support of services provided for parks & facility rentals	10	3.2 %
Overall effectiveness of Town's communication & their commitment to being an open & transparent organization	13	4.2 %
Overall quality & support of services in maintaining a healthy & beautiful tree canopy (e.g., tree trimming or removal services)	15	4.8 %
Overall quality & support of services provided by special taxing districts (e.g., guard gates, security measures in place, length of process to gain entry)	9	2.9 %
None chosen	25	8.0 %
Total	311	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think are the MOST IMPORTANT services for the Town to emphasize?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall Town commitment to ensuring a safe & secure environment, free from crime & fear of crime (police presence & protection)	24	7.7 %
Overall satisfaction with code compliance services & activities (e.g., property maintenance, work without permit, & overall due process)	61	19.6 %
Overall quality & support provided by building department such as permitting, development review, & inspection services	29	9.3 %
Overall quality & support of services provided by planning office (e.g., comprehensive plan, neighborhood/small area plans)	14	4.5 %
Overall quality & support of services provided for parks & facility rentals	31	10.0 %
Overall effectiveness of Town's communication & their commitment to being an open & transparent organization	50	16.1 %
Overall quality & support of services in maintaining a healthy & beautiful tree canopy (e.g., tree trimming or removal services)	48	15.4 %
Overall quality & support of services provided by special taxing districts (e.g., guard gates, security measures in place, length of process to gain entry)	18	5.8 %
<u>None chosen</u>	<u>36</u>	<u>11.6 %</u>
Total	311	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think are the MOST IMPORTANT services for the Town to emphasize?

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall Town commitment to ensuring a safe & secure environment, free from crime & fear of crime (police presence & protection)	12	3.9 %
Overall satisfaction with code compliance services & activities (e.g., property maintenance, work without permit, & overall due process)	24	7.7 %
Overall quality & support provided by building department such as permitting, development review, & inspection services	31	10.0 %
Overall quality & support of services provided by planning office (e.g., comprehensive plan, neighborhood/small area plans)	28	9.0 %
Overall quality & support of services provided for parks & facility rentals	38	12.2 %
Overall effectiveness of Town's communication & their commitment to being an open & transparent organization	41	13.2 %
Overall quality & support of services in maintaining a healthy & beautiful tree canopy (e.g., tree trimming or removal services)	56	18.0 %
Overall quality & support of services provided by special taxing districts (e.g., guard gates, security measures in place, length of process to gain entry)	28	9.0 %
<u>None chosen</u>	<u>53</u>	<u>17.0 %</u>
Total	311	100.0 %

SUM OF TOP 3 CHOICES**Q6. Which THREE of the items listed in Question 5 do you think are the MOST IMPORTANT services for the Town to emphasize? (top 3)**

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall Town commitment to ensuring a safe & secure environment, free from crime & fear of crime (police presence & protection)	248	79.7 %
Overall satisfaction with code compliance services & activities (e.g., property maintenance, work without permit, & overall due process)	100	32.2 %
Overall quality & support provided by building department such as permitting, development review, & inspection services	65	20.9 %
Overall quality & support of services provided by planning office (e.g., comprehensive plan, neighborhood/small area plans)	49	15.8 %
Overall quality & support of services provided for parks & facility rentals	79	25.4 %
Overall effectiveness of Town's communication & their commitment to being an open & transparent organization	104	33.4 %
Overall quality & support of services in maintaining a healthy & beautiful tree canopy (e.g., tree trimming or removal services)	119	38.3 %
Overall quality & support of services provided by special taxing districts (e.g., guard gates, security measures in place, length of process to gain entry)	55	17.7 %
None chosen	25	8.0 %
Total	844	

Q7. POLICE RELATED SERVICES. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality, professionalism, & fairness of Town police officers	44.7%	33.4%	8.7%	2.9%	1.3%	9.0%
Q7-2. Police response time when reporting emergencies or incidents	38.3%	23.5%	9.6%	2.6%	0.3%	25.7%
Q7-3. Enforcement of local traffic laws	29.6%	30.2%	15.4%	10.9%	5.8%	8.0%
Q7-4. Overall communication from police regarding safety updates, crime alerts, or community programs	27.0%	24.1%	19.9%	8.0%	2.3%	18.6%
Q7-5. Overall efforts to prevent crimes & maintain a safe community	37.3%	33.4%	16.7%	4.2%	1.0%	7.4%
Q7-6. Overall presence & visibility of police officers in your community, neighborhood, or area	34.1%	34.4%	18.0%	8.4%	3.5%	1.6%

WITHOUT "DON'T KNOW"**Q7. POLICE RELATED SERVICES. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality, professionalism, & fairness of Town police officers	49.1%	36.7%	9.5%	3.2%	1.4%
Q7-2. Police response time when reporting emergencies or incidents	51.5%	31.6%	13.0%	3.5%	0.4%
Q7-3. Enforcement of local traffic laws	32.2%	32.9%	16.8%	11.9%	6.3%
Q7-4. Overall communication from police regarding safety updates, crime alerts, or community programs	33.2%	29.6%	24.5%	9.9%	2.8%
Q7-5. Overall efforts to prevent crimes & maintain a safe community	40.3%	36.1%	18.1%	4.5%	1.0%
Q7-6. Overall presence & visibility of police officers in your community, neighborhood, or area	34.6%	35.0%	18.3%	8.5%	3.6%

Q8. CODES AND ORDINANCES THAT REGULATE PROPERTY. Which of the following BEST DESCRIBES your opinion about the Town's codes and ordinances regulating property use (e.g., development, maintenance, construction, lawn care, appearance, lot size, setbacks, permits required, and land use).

Q8. Your opinion about Town's codes & ordinances regulating property use	Number	Percent
Too strict	59	19.0 %
About right	176	56.6 %
Too loose	37	11.9 %
Not provided	39	12.5 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"

Q8. CODES AND ORDINANCES THAT REGULATE PROPERTY. Which of the following BEST DESCRIBES your opinion about the Town's codes and ordinances regulating property use (e.g., development, maintenance, construction, lawn care, appearance, lot size, setbacks, permits required, and land use). (without "not provided")

Q8. Your opinion about Town's codes & ordinances regulating property use	Number	Percent
Too strict	59	21.7 %
About right	176	64.7 %
Too loose	37	13.6 %
Total	272	100.0 %

Q9. CODE COMPLIANCE ACTIVITIES. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Overall enforcement of property maintenance standards (e.g., exterior upkeep, painting, fences, roofs)	17.7%	31.8%	19.6%	15.8%	5.1%	10.0%
Q9-2. Overall enforcement of overgrowth, mowing, & landscaping requirements	18.0%	36.3%	20.3%	11.9%	4.8%	8.7%
Q9-3. Overall enforcement of exterior maintenance of commercial/business properties	21.9%	39.2%	17.4%	6.8%	2.9%	11.9%
Q9-4. Enforcement of parking & vehicle violations (e.g., overnight parking on swale, commercial vehicles, recreational vehicles)	15.4%	25.7%	21.5%	12.9%	7.7%	16.7%
Q9-5. Overall enforcement of trash & debris on private property	20.9%	39.9%	17.7%	9.3%	2.9%	9.3%
Q9-6. Overall effectiveness in addressing construction without permits or work not built to code	15.4%	22.5%	19.9%	4.8%	3.9%	33.4%

WITHOUT "DON'T KNOW"**Q9. CODE COMPLIANCE ACTIVITIES. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Overall enforcement of property maintenance standards (e.g., exterior upkeep, painting, fences, roofs)	19.6%	35.4%	21.8%	17.5%	5.7%
Q9-2. Overall enforcement of overgrowth, mowing, & landscaping requirements	19.7%	39.8%	22.2%	13.0%	5.3%
Q9-3. Overall enforcement of exterior maintenance of commercial/business properties	24.8%	44.5%	19.7%	7.7%	3.3%
Q9-4. Enforcement of parking & vehicle violations (e.g., overnight parking on swale, commercial vehicles, recreational vehicles)	18.5%	30.9%	25.9%	15.4%	9.3%
Q9-5. Overall enforcement of trash & debris on private property	23.0%	44.0%	19.5%	10.3%	3.2%
Q9-6. Overall effectiveness in addressing construction without permits or work not built to code	23.2%	33.8%	30.0%	7.2%	5.8%

Q10. LEVEL OF MAINTENANCE-INFRASTRUCTURE. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall condition & maintenance of Town roads	23.2%	44.7%	16.7%	10.3%	2.6%	2.6%
Q10-2. Overall condition & maintenance of Town sidewalks	17.4%	39.5%	15.1%	19.3%	5.1%	3.5%
Q10-3. Overall condition & maintenance of streets signs & markings	25.7%	52.4%	12.2%	5.1%	1.0%	3.5%
Q10-4. Overall condition & upkeep of green spaces, trails, swales	26.4%	43.7%	15.1%	7.1%	3.2%	4.5%
Q10-5. Overall condition & maintenance of dog waste stations	19.9%	34.4%	20.3%	4.5%	4.5%	16.4%
Q10-6. Overall response time & resolution when reporting litter, debris, and/or dead animal removal	15.4%	21.5%	16.1%	6.4%	2.3%	38.3%
Q10-7. Overall condition & maintenance of Townwide streetlights	21.9%	43.7%	15.1%	8.4%	4.2%	6.8%

WITHOUT "DON'T KNOW"

Q10. LEVEL OF MAINTENANCE-INFRASTRUCTURE. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall condition & maintenance of Town roads	23.8%	45.9%	17.2%	10.6%	2.6%
Q10-2. Overall condition & maintenance of Town sidewalks	18.0%	41.0%	15.7%	20.0%	5.3%
Q10-3. Overall condition & maintenance of streets signs & markings	26.7%	54.3%	12.7%	5.3%	1.0%
Q10-4. Overall condition & upkeep of green spaces, trails, swales	27.6%	45.8%	15.8%	7.4%	3.4%
Q10-5. Overall condition & maintenance of dog waste stations	23.8%	41.2%	24.2%	5.4%	5.4%
Q10-6. Overall response time & resolution when reporting litter, debris, and/or dead animal removal	25.0%	34.9%	26.0%	10.4%	3.6%
Q10-7. Overall condition & maintenance of Townwide streetlights	23.4%	46.9%	16.2%	9.0%	4.5%

Q11. Which THREE of the items listed in Question 10 do you think are the MOST IMPORTANT maintenance areas for the Town to prioritize?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall condition & maintenance of Town roads	139	44.7 %
Overall condition & maintenance of Town sidewalks	58	18.6 %
Overall condition & maintenance of streets signs & markings	4	1.3 %
Overall condition & upkeep of green spaces, trails, swales	37	11.9 %
Overall condition & maintenance of dog waste stations	6	1.9 %
Overall response time & resolution when reporting litter, debris, and/or dead animal removal	11	3.5 %
Overall condition & maintenance of Townwide streetlights	40	12.9 %
None chosen	16	5.1 %
Total	311	100.0 %

Q11. Which THREE of the items listed in Question 10 do you think are the MOST IMPORTANT maintenance areas for the Town to prioritize?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall condition & maintenance of Town roads	47	15.1 %
Overall condition & maintenance of Town sidewalks	98	31.5 %
Overall condition & maintenance of streets signs & markings	29	9.3 %
Overall condition & upkeep of green spaces, trails, swales	41	13.2 %
Overall condition & maintenance of dog waste stations	9	2.9 %
Overall response time & resolution when reporting litter, debris, and/or dead animal removal	25	8.0 %
Overall condition & maintenance of Townwide streetlights	36	11.6 %
None chosen	26	8.4 %
Total	311	100.0 %

Q11. Which THREE of the items listed in Question 10 do you think are the MOST IMPORTANT maintenance areas for the Town to prioritize?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall condition & maintenance of Town roads	34	10.9 %
Overall condition & maintenance of Town sidewalks	42	13.5 %
Overall condition & maintenance of streets signs & markings	48	15.4 %
Overall condition & upkeep of green spaces, trails, swales	57	18.3 %
Overall condition & maintenance of dog waste stations	15	4.8 %
Overall response time & resolution when reporting litter, debris, and/or dead animal removal	38	12.2 %
Overall condition & maintenance of Townwide streetlights	43	13.8 %
None chosen	34	10.9 %
Total	311	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the items listed in Question 10 do you think are the MOST IMPORTANT maintenance areas for the Town to prioritize? (top 3)

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall condition & maintenance of Town roads	220	70.7 %
Overall condition & maintenance of Town sidewalks	198	63.7 %
Overall condition & maintenance of streets signs & markings	81	26.0 %
Overall condition & upkeep of green spaces, trails, swales	135	43.4 %
Overall condition & maintenance of dog waste stations	30	9.6 %
Overall response time & resolution when reporting litter, debris, and/or dead animal removal	74	23.8 %
Overall condition & maintenance of Townwide streetlights	119	38.3 %
None chosen	16	5.1 %
Total	873	

Q12. TRANSPORTATION, TRANSIT, AND MOBILITY. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Overall traffic flow & congestion management in major corridors (NW 154th, NW 87th, NW 67th)	1.9%	14.1%	14.8%	33.8%	32.2%	3.2%
Q12-2. Accessibility of public transit for seniors, people with disabilities, or others with mobility limitations	7.1%	18.3%	20.6%	10.9%	4.2%	38.9%
Q12-3. Availability & quality of bicycle infrastructure (e.g., bike lanes, racks)	8.0%	20.9%	25.7%	16.7%	8.0%	20.6%
Q12-4. Quality, convenience, & schedule of Freebee's On-Demand	7.7%	16.1%	18.0%	10.3%	3.2%	44.7%
Q12-5. Pedestrian safety throughout Town	14.5%	51.1%	15.4%	8.7%	3.9%	6.4%
Q12-6. Availability of public parking in key areas	16.4%	43.7%	20.3%	6.8%	2.9%	10.0%
Q12-7. Availability of EV (electric vehicle) charging stations in Town	2.6%	7.7%	18.6%	6.8%	3.9%	60.5%
Q12-8. Maintenance & condition of bus stops & shelters	9.0%	25.7%	21.5%	6.1%	1.6%	36.0%

WITHOUT "DON'T KNOW"

Q12. TRANSPORTATION, TRANSIT, AND MOBILITY. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall traffic flow & congestion management in major corridors (NW 154th, NW 87th, NW 67th)	2.0%	14.6%	15.3%	34.9%	33.2%
Q12-2. Accessibility of public transit for seniors, people with disabilities, or others with mobility limitations	11.6%	30.0%	33.7%	17.9%	6.8%
Q12-3. Availability & quality of bicycle infrastructure (e.g., bike lanes, racks)	10.1%	26.3%	32.4%	21.1%	10.1%
Q12-4. Quality, convenience, & schedule of Freebee's On-Demand	14.0%	29.1%	32.6%	18.6%	5.8%
Q12-5. Pedestrian safety throughout Town	15.5%	54.6%	16.5%	9.3%	4.1%
Q12-6. Availability of public parking in key areas	18.2%	48.6%	22.5%	7.5%	3.2%
Q12-7. Availability of EV (electric vehicle) charging stations in Town	6.5%	19.5%	47.2%	17.1%	9.8%
Q12-8. Maintenance & condition of bus stops & shelters	14.1%	40.2%	33.7%	9.5%	2.5%

Q13. Which THREE of the items listed in Question 12 do you think are the MOST IMPORTANT transportation aspects for the Town to emphasize?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall traffic flow & congestion management in major corridors (NW 154th, NW 87th, NW 67th)	233	74.9 %
Accessibility of public transit for seniors, people with disabilities, or others with mobility limitations	12	3.9 %
Availability & quality of bicycle infrastructure (e.g., bike lanes, racks)	12	3.9 %
Quality, convenience, & schedule of Freebee's On-Demand	11	3.5 %
Pedestrian safety throughout Town	7	2.3 %
Availability of public parking in key areas	7	2.3 %
Availability of EV (electric vehicle) charging stations in Town	4	1.3 %
None chosen	25	8.0 %
Total	311	100.0 %

Q13. Which THREE of the items listed in Question 12 do you think are the MOST IMPORTANT transportation aspects for the Town to emphasize?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall traffic flow & congestion management in major corridors (NW 154th, NW 87th, NW 67th)	23	7.4 %
Accessibility of public transit for seniors, people with disabilities, or others with mobility limitations	56	18.0 %
Availability & quality of bicycle infrastructure (e.g., bike lanes, racks)	26	8.4 %
Quality, convenience, & schedule of Freebee's On-Demand	18	5.8 %
Pedestrian safety throughout Town	93	29.9 %
Availability of public parking in key areas	31	10.0 %
Availability of EV (electric vehicle) charging stations in Town	11	3.5 %
Maintenance & condition of bus stops & shelters	9	2.9 %
None chosen	44	14.1 %
Total	311	100.0 %

Q13. Which THREE of the items listed in Question 12 do you think are the MOST IMPORTANT transportation aspects for the Town to emphasize?

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall traffic flow & congestion management in major corridors (NW 154th, NW 87th, NW 67th)	7	2.3 %
Accessibility of public transit for seniors, people with disabilities, or others with mobility limitations	42	13.5 %
Availability & quality of bicycle infrastructure (e.g., bike lanes, racks)	50	16.1 %
Quality, convenience, & schedule of Freebee's On-Demand	30	9.6 %
Pedestrian safety throughout Town	56	18.0 %
Availability of public parking in key areas	40	12.9 %
Availability of EV (electric vehicle) charging stations in Town	8	2.6 %
Maintenance & condition of bus stops & shelters	19	6.1 %
None chosen	59	19.0 %
Total	311	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE of the items listed in Question 12 do you think are the MOST IMPORTANT transportation aspects for the Town to emphasize? (top 3)

<u>Q13. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall traffic flow & congestion management in major corridors (NW 154th, NW 87th, NW 67th)	263	84.6 %
Accessibility of public transit for seniors, people with disabilities, or others with mobility limitations	110	35.4 %
Availability & quality of bicycle infrastructure (e.g., bike lanes, racks)	88	28.3 %
Quality, convenience, & schedule of Freebee's On-Demand	59	19.0 %
Pedestrian safety throughout Town	156	50.2 %
Availability of public parking in key areas	78	25.1 %
Availability of EV (electric vehicle) charging stations in Town	23	7.4 %
Maintenance & condition of bus stops & shelters	28	9.0 %
None chosen	25	8.0 %
Total	830	

Q14. Below are eight infrastructure improvements. Which THREE would make walking or biking to a grocery store, restaurant, or park MORE APPEALING THAN DRIVING?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Better sidewalks	70	22.5 %
Improved walking routes	41	13.2 %
Bike infrastructure/paths/trails	41	13.2 %
Enhanced tree canopy	16	5.1 %
Store/restaurant/park within short distance	46	14.8 %
Adequate street lighting	33	10.6 %
Enhanced pedestrian safety	47	15.1 %
Other	5	1.6 %
None chosen	12	3.9 %
Total	311	100.0 %

Q14. Below are eight infrastructure improvements. Which THREE would make walking or biking to a grocery store, restaurant, or park MORE APPEALING THAN DRIVING?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Better sidewalks	34	10.9 %
Improved walking routes	57	18.3 %
Bike infrastructure/paths/trails	32	10.3 %
Enhanced tree canopy	29	9.3 %
Store/restaurant/park within short distance	32	10.3 %
Adequate street lighting	55	17.7 %
Enhanced pedestrian safety	46	14.8 %
Other	3	1.0 %
None chosen	23	7.4 %
Total	311	100.0 %

Q14. Below are eight infrastructure improvements. Which THREE would make walking or biking to a grocery store, restaurant, or park MORE APPEALING THAN DRIVING?

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Better sidewalks	27	8.7 %
Improved walking routes	52	16.7 %
Bike infrastructure/paths/trails	29	9.3 %
Enhanced tree canopy	19	6.1 %
Store/restaurant/park within short distance	31	10.0 %
Adequate street lighting	46	14.8 %
Enhanced pedestrian safety	59	19.0 %
Other	5	1.6 %
None chosen	43	13.8 %
Total	311	100.0 %

SUM OF TOP 3 CHOICES

Q14. Below are eight infrastructure improvements. Which THREE would make walking or biking to a grocery store, restaurant, or park MORE APPEALING THAN DRIVING? (top 3)

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Better sidewalks	131	42.1 %
Improved walking routes	150	48.2 %
Bike infrastructure/paths/trails	102	32.8 %
Enhanced tree canopy	64	20.6 %
Store/restaurant/park within short distance	109	35.0 %
Adequate street lighting	134	43.1 %
Enhanced pedestrian safety	152	48.9 %
Other	13	4.2 %
None chosen	12	3.9 %
Total	867	

Q14-8. Other

- Improved dog friendly spaces
- Increase number of vehicles and time
- More entertainment for family; nightlife
- More public transport
- Need additional transportation option for the youth, we use to have the circular bus it was s great help for school hours and less parents traffic or uber vehicles to support the kids to go and get back from school. Hi about adding a trolley like gables, Doral, even MGatdens has them. The Freebee can't support the kids demand, my son already waited 2-3 hours to get a freebee ride. Also need pedestrian crosswalks on 154th under palmetto, our town kids and tourists from the hotels can't cross safely to access each dude for restaurants, parks, etc.
- Not enough people walk or bike during the week to justify infrastructure projects targeting those themes. More needs to be done to improve traffic movement during work weeks and around schools.
- Open side streets that closed off direct access to shopping centers
- please fix the traffic lights so that they are in sync on Miami Lakes Drive , on the west side of the palmetto
- Sync traffic lights, improve traffic flow during peak hours, seems like the traffic lights bog down the flow in all directions.
- Traffic infrastructure
- Tree trimming
- Tree trimming
- TREES CANOPY. BLOCK STREET LIGHTS

Q15. Which of the following types of transportation would you consider to be the MOST VIABLE as an alternative to using a car for trips within the Town of Miami Lakes?

Q15. Most viable transportation types as an alternative to using a car for trips within Town

	Number	Percent
Miami Dade County bus system	38	12.2 %
FreeBee (Town's public transit system)	176	56.6 %
Bicycles/eBikes	111	35.7 %
Walking	168	54.0 %
Golf carts	102	32.8 %
Scooters	33	10.6 %
Ride-sharing services (e.g., Uber, Lift)	78	25.1 %
Other	3	1.0 %
Total	709	

Q15-8. Other

- Circular bus as we had before or trolleys
- Golf carts and scooters should be banned
- Metrorail system

Q16. STORMWATER AND CANALS INFRASTRUCTURE AND CONDITION. How would you rate the condition and performance of stormwater drains, inlets, and ditches in your neighborhood?

Q16. How would you rate condition & performance of stormwater drains, inlets, & ditches in your neighborhood	Number	Percent
Excellent	47	15.1 %
Good	129	41.5 %
Fair	78	25.1 %
Poor	42	13.5 %
Not provided	15	4.8 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"

Q16. STORMWATER AND CANALS INFRASTRUCTURE AND CONDITION. How would you rate the condition and performance of stormwater drains, inlets, and ditches in your neighborhood? (without "not provided")

Q16. How would you rate condition & performance of stormwater drains, inlets, & ditches in your neighborhood	Number	Percent
Excellent	47	15.9 %
Good	129	43.6 %
Fair	78	26.4 %
Poor	42	14.2 %
Total	296	100.0 %

Q17. STORMWATER AND CANALS FLOODING FREQUENCY. During heavy rain, how often does flooding occur on YOUR STREET?

Q17. How often does flooding occur on your street during heavy rain

	Number	Percent
Never	39	12.5 %
Rarely	78	25.1 %
Sometimes	113	36.3 %
Often	69	22.2 %
Not provided	12	3.9 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"

Q17. STORMWATER AND CANALS FLOODING FREQUENCY. During heavy rain, how often does flooding occur on YOUR STREET? (without "not provided")

Q17. How often does flooding occur on your street during heavy rain

	Number	Percent
Never	39	13.0 %
Rarely	78	26.1 %
Sometimes	113	37.8 %
Often	69	23.1 %
Total	299	100.0 %

Q18. Below are six stormwater and canals improvements. Which THREE of the stormwater and canals improvements should the Town place the HIGHEST PRIORITY on?

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Upgrade & enhance drainage infrastructure	168	54.0 %
Improve stormwater maintenance	36	11.6 %
Incorporate green infrastructure (e.g., rain gardens, swales, bioswales)	31	10.0 %
Increase street sweeping to reduce debris entering drains	51	16.4 %
Expand public stormwater education & outreach programs	7	2.3 %
Other	1	0.3 %
None chosen	17	5.5 %
Total	311	100.0 %

Q18. Below are six stormwater and canals improvements. Which THREE of the stormwater and canals improvements should the Town place the HIGHEST PRIORITY on?

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Upgrade & enhance drainage infrastructure	39	12.5 %
Improve stormwater maintenance	126	40.5 %
Incorporate green infrastructure (e.g., rain gardens, swales, bioswales)	38	12.2 %
Increase street sweeping to reduce debris entering drains	62	19.9 %
Expand public stormwater education & outreach programs	14	4.5 %
Other	1	0.3 %
None chosen	31	10.0 %
Total	311	100.0 %

Q18. Below are six stormwater and canals improvements. Which THREE of the stormwater and canals improvements should the Town place the HIGHEST PRIORITY on?

Q18. 3rd choice	Number	Percent
Upgrade & enhance drainage infrastructure	36	11.6 %
Improve stormwater maintenance	66	21.2 %
Incorporate green infrastructure (e.g., rain gardens, swales, bioswales)	59	19.0 %
Increase street sweeping to reduce debris entering drains	71	22.8 %
Expand public stormwater education & outreach programs	29	9.3 %
Other	1	0.3 %
None chosen	49	15.8 %
Total	311	100.0 %

SUM OF TOP 3 CHOICES

Q18. Below are six stormwater and canals improvements. Which THREE of the stormwater and canals improvements should the Town place the HIGHEST PRIORITY on? (top 3)

Q18. Sum of top 3 choices	Number	Percent
Upgrade & enhance drainage infrastructure	243	78.1 %
Improve stormwater maintenance	228	73.3 %
Incorporate green infrastructure (e.g., rain gardens, swales, bioswales)	128	41.2 %
Increase street sweeping to reduce debris entering drains	184	59.2 %
Expand public stormwater education & outreach programs	50	16.1 %
Other	3	1.0 %
None chosen	17	5.5 %
Total	853	

Q18-6. Other

- Flooding at Gage Place after rain
- Need to clean up our exits and canals are full of garbage .‘they cut the grass but don’t pick up trash .
- Our townhouse streets are a nightmare no place for the water to drain.

Q19. Which THREE of the parks improvements listed below should the Town place the HIGHEST PRIORITY on?

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Building new parks or playgrounds	46	14.8 %
Refurbishing existing parks or playgrounds (e.g., benches, signs, trash cans)	139	44.7 %
Beautifying existing parks (e.g., landscaping enhancements)	55	17.7 %
Building additional Town indoor park facilities (e.g., senior centers and/or community centers)	36	11.6 %
Building cultural arts facility	19	6.1 %
Other	3	1.0 %
None chosen	13	4.2 %
Total	311	100.0 %

Q19. Which THREE of the parks improvements listed below should the Town place the HIGHEST PRIORITY on?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Building new parks or playgrounds	25	8.0 %
Refurbishing existing parks or playgrounds (e.g., benches, signs, trash cans)	79	25.4 %
Beautifying existing parks (e.g., landscaping enhancements)	110	35.4 %
Building additional Town indoor park facilities (e.g., senior centers and/or community centers)	48	15.4 %
Building cultural arts facility	23	7.4 %
Other	2	0.6 %
None chosen	24	7.7 %
Total	311	100.0 %

Q19. Which THREE of the parks improvements listed below should the Town place the HIGHEST PRIORITY on?

<u>Q19. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Building new parks or playgrounds	49	15.8 %
Refurbishing existing parks or playgrounds (e.g., benches, signs, trash cans)	22	7.1 %
Beautifying existing parks (e.g., landscaping enhancements)	53	17.0 %
Building additional Town indoor park facilities (e.g., senior centers and/or community centers)	58	18.6 %
Building cultural arts facility	57	18.3 %
Other	17	5.5 %
None chosen	55	17.7 %
Total	311	100.0 %

SUM OF TOP 3 CHOICES

Q19. Which THREE of the parks improvements listed below should the Town place the HIGHEST PRIORITY on? (top 3)

<u>Q19. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Building new parks or playgrounds	120	38.6 %
Refurbishing existing parks or playgrounds (e.g., benches, signs, trash cans)	240	77.2 %
Beautifying existing parks (e.g., landscaping enhancements)	218	70.1 %
Building additional Town indoor park facilities (e.g., senior centers and/or community centers)	142	45.7 %
Building cultural arts facility	99	31.8 %
Other	22	7.1 %
None chosen	13	4.2 %
Total	854	

Q19-6. Other

- Adding more basketball courts
- Allow pets to be walked inside Royal Oaks. Many of the families attending kids recreational sports are not even from Miami Lakes which I don't see any problem but where I see a problem is when I live two blocks from the park and I want to exercise while I walk my dog and there are signs everywhere with no pets.
- Anything that doesn't raise taxes
- Better lighting
- Cover park fences with hedges to make neighborhood look better
- Cultural center
- Dog park
- Don't spend our tax dollars unless real maintenance is needed. We have no need to waste money on new parks, we have plenty of parks as it is.
- Eliminate optimist park. Waste of money to serve extremely small population of Miami lakes.
- Fix what we have first and upgrade and keep.
- Improve dog park: poor location and planning
- MLO needs help. The fields flood and are uneven in some areas or have small holes/ditches where kids can trip or twist their ankles.
Royal Oaks Park needs to be more available for Flag Football, especially during playoffs/championships rather than favoring soccer.
- Need more community activities, book, clubs, hobbies, etc.
- Stop wasting excessive money on parks.
- They should have redone the optimist park to attract more participants.
- We don't need more parks and surely don't need to spend millions on optimist park.

Q20a. In the past 12 months, how many times have you or members of your household visited parks?

Q20a. How many times have your household members visited parks in past 12 months	Number	Percent
5 or less	85	27.3 %
6-10	52	16.7 %
11-20	47	15.1 %
21-30	23	7.4 %
31-40	10	3.2 %
41-50	18	5.8 %
51 or more	45	14.5 %
Not provided	31	10.0 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"**Q20a. In the past 12 months, how many times have you or members of your household visited parks? (without "not provided")**

Q20a. How many times have your household members visited parks in past 12 months	Number	Percent
5 or less	85	30.4 %
6-10	52	18.6 %
11-20	47	16.8 %
21-30	23	8.2 %
31-40	10	3.6 %
41-50	18	6.4 %
51 or more	45	16.1 %
Total	280	100.0 %

Q20b. In the past 12 months, how many times have you or members of your household rented indoor/outdoor spaces (Rec. Centers/Pavilions)?

Q20b. How many times have your household members rented indoor/outdoor spaces (rec. centers/pavilions) in past 12 months

	Number	Percent
0	140	45.0 %
1	21	6.8 %
2	16	5.1 %
3	3	1.0 %
4	1	0.3 %
5+	7	2.3 %
Not provided	123	39.5 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"

Q20b. In the past 12 months, how many times have you or members of your household rented indoor/outdoor spaces (Rec. Centers/Pavilions)? (without "not provided")

Q20b. How many times have your household members rented indoor/outdoor spaces (rec. centers/pavilions) in past 12 months

	Number	Percent
0	140	74.5 %
1	21	11.2 %
2	16	8.5 %
3	3	1.6 %
4	1	0.5 %
5+	7	3.7 %
Total	188	100.0 %

Q20c. In the past 12 months, how many times have you or members of your household reserved athletic fields?

Q20c. How many times have your household members reserved athletic fields in past 12 months

	Number	Percent
0	161	51.8 %
1	4	1.3 %
2	8	2.6 %
3	2	0.6 %
5+	6	1.9 %
Not provided	130	41.8 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"

Q20c. In the past 12 months, how many times have you or members of your household reserved athletic fields? (without "not provided")

Q20c. How many times have your household members reserved athletic fields in past 12 months

	Number	Percent
0	161	89.0 %
1	4	2.2 %
2	8	4.4 %
3	2	1.1 %
5+	6	3.3 %
Total	181	100.0 %

Q21. PARKS & RECREATION AND TREE CANOPY. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Overall quality/condition of Royal Oaks Park	16.1%	43.1%	15.4%	2.6%	1.3%	21.5%
Q21-2. Overall quality/condition of Miami Lakes Optimist Park	11.6%	37.3%	17.4%	9.0%	3.9%	20.9%
Q21-3. Overall quality/condition of Picnic Park East (Youth Center)	11.3%	28.9%	15.8%	3.5%	1.3%	39.2%
Q21-4. Overall quality/condition of Veterans Park (Picnic Park West)	16.7%	39.9%	12.9%	4.8%	1.3%	24.4%
Q21-5. Overall quality/condition of K-9 Cove (Dog Recreation)	7.1%	17.0%	11.9%	3.2%	1.6%	59.2%
Q21-6. Overall quality/condition of Pocket/Mini Parks (tot lots)	7.4%	28.3%	18.0%	9.0%	2.9%	34.4%
Q21-7. Overall appearance of Town parks	14.8%	51.8%	17.0%	4.8%	1.6%	10.0%
Q21-8. Appearance of playgrounds	10.3%	48.9%	17.0%	9.3%	1.9%	12.5%
Q21-9. Condition of athletic fields	7.7%	33.1%	16.4%	8.7%	2.9%	31.2%
Q21-10. Overall quality/condition of Roberto Alonso Comm. Center	8.0%	26.0%	12.9%	1.6%	0.6%	50.8%
Q21-11. Overall quality/condition of Optimist Clubhouse	5.8%	21.9%	12.9%	4.8%	0.3%	54.3%
Q21-12. Overall quality/condition of Youth Center	7.7%	22.5%	10.0%	2.6%	0.0%	57.2%
Q21-13. Overall quality/condition of Mary Collins Comm. Center	8.7%	27.7%	15.4%	3.9%	0.6%	43.7%
Q21-14. User-friendliness of park reservation system	3.5%	19.0%	14.1%	6.4%	2.9%	54.0%
Q21-15. Amount & variety of Town recreation programs	7.7%	21.9%	20.9%	8.4%	4.2%	37.0%

Q21. PARKS & RECREATION AND TREE CANOPY. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-16. Quality of youth programs	5.8%	13.2%	16.7%	3.2%	3.2%	57.9%
Q21-17. Quality of adult programs	4.5%	15.1%	14.8%	6.8%	3.5%	55.3%
Q21-18. Quality of senior programs	6.4%	13.8%	12.5%	5.8%	2.6%	58.8%
Q21-19. Landscape maintenance of rights of way along Town streets/public areas	10.9%	51.8%	15.1%	7.1%	3.9%	11.3%
Q21-20. Overall quality & condition of tree canopy	16.4%	53.1%	15.1%	6.4%	2.3%	6.8%
Q21-21. Overall response time & effectiveness in handling requests for tree trimming or removal services	7.7%	21.9%	18.3%	10.3%	6.1%	35.7%

WITHOUT "DON'T KNOW"

Q21. PARKS & RECREATION AND TREE CANOPY. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Overall quality/ condition of Royal Oaks Park	20.5%	54.9%	19.7%	3.3%	1.6%
Q21-2. Overall quality/ condition of Miami Lakes Optimist Park	14.6%	47.2%	22.0%	11.4%	4.9%
Q21-3. Overall quality/ condition of Picnic Park East (Youth Center)	18.5%	47.6%	25.9%	5.8%	2.1%
Q21-4. Overall quality/ condition of Veterans Park (Picnic Park West)	22.1%	52.8%	17.0%	6.4%	1.7%
Q21-5. Overall quality/ condition of K-9 Cove (Dog Recreation)	17.3%	41.7%	29.1%	7.9%	3.9%
Q21-6. Overall quality/ condition of Pocket/Mini Parks (tot lots)	11.3%	43.1%	27.5%	13.7%	4.4%
Q21-7. Overall appearance of Town parks	16.4%	57.5%	18.9%	5.4%	1.8%
Q21-8. Appearance of playgrounds	11.8%	55.9%	19.5%	10.7%	2.2%
Q21-9. Condition of athletic fields	11.2%	48.1%	23.8%	12.6%	4.2%
Q21-10. Overall quality/ condition of Roberto Alonso Comm. Center	16.3%	52.9%	26.1%	3.3%	1.3%
Q21-11. Overall quality/ condition of Optimist Clubhouse	12.7%	47.9%	28.2%	10.6%	0.7%
Q21-12. Overall quality/ condition of Youth Center	18.0%	52.6%	23.3%	6.0%	0.0%
Q21-13. Overall quality/ condition of Mary Collins Comm. Center	15.4%	49.1%	27.4%	6.9%	1.1%

WITHOUT "DON'T KNOW"

Q21. PARKS & RECREATION AND TREE CANOPY. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-14. User-friendliness of park reservation system	7.7%	41.3%	30.8%	14.0%	6.3%
Q21-15. Amount & variety of Town recreation programs	12.2%	34.7%	33.2%	13.3%	6.6%
Q21-16. Quality of youth programs	13.7%	31.3%	39.7%	7.6%	7.6%
Q21-17. Quality of adult programs	10.1%	33.8%	33.1%	15.1%	7.9%
Q21-18. Quality of senior programs	15.6%	33.6%	30.5%	14.1%	6.3%
Q21-19. Landscape maintenance of rights of way along Town streets/public areas	12.3%	58.3%	17.0%	8.0%	4.3%
Q21-20. Overall quality & condition of tree canopy	17.6%	56.9%	16.2%	6.9%	2.4%
Q21-21. Overall response time & effectiveness in handling requests for tree trimming or removal services	12.0%	34.0%	28.5%	16.0%	9.5%

Q22. Which FOUR of the items listed in Question 21 do you think are the MOST IMPORTANT areas for the Town to emphasize?

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality/condition of Royal Oaks Park	31	10.0 %
Overall quality/condition of Miami Lakes Optimist Park	33	10.6 %
Overall quality/condition of Picnic Park East (Youth Center)	5	1.6 %
Overall quality/condition of Veterans Park (Picnic Park West)	32	10.3 %
Overall quality/condition of K-9 Cove (Dog Recreation)	8	2.6 %
Overall quality/condition of Pocket/Mini Parks (tot lots)	18	5.8 %
Overall appearance of Town parks	44	14.1 %
Appearance of playgrounds	9	2.9 %
Condition of athletic fields	4	1.3 %
Overall quality/condition of Mary Collins Comm. Center	4	1.3 %
User-friendliness of park reservation system	1	0.3 %
Amount & variety of Town recreation programs	11	3.5 %
Quality of youth programs	7	2.3 %
Quality of adult programs	5	1.6 %
Quality of senior programs	6	1.9 %
Landscape maintenance of rights of way along Town streets/ public areas	27	8.7 %
Overall quality & condition of tree canopy	15	4.8 %
Overall response time & effectiveness in handling requests for tree trimming or removal services	16	5.1 %
<u>None chosen</u>	<u>35</u>	<u>11.3 %</u>
Total	311	100.0 %

Q22. Which FOUR of the items listed in Question 21 do you think are the MOST IMPORTANT areas for the Town to emphasize?

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality/condition of Royal Oaks Park	13	4.2 %
Overall quality/condition of Miami Lakes Optimist Park	21	6.8 %
Overall quality/condition of Picnic Park East (Youth Center)	5	1.6 %
Overall quality/condition of Veterans Park (Picnic Park West)	20	6.4 %
Overall quality/condition of K-9 Cove (Dog Recreation)	6	1.9 %
Overall quality/condition of Pocket/Mini Parks (tot lots)	14	4.5 %
Overall appearance of Town parks	34	10.9 %
Appearance of playgrounds	33	10.6 %
Condition of athletic fields	10	3.2 %
Overall quality/condition of Roberto Alonso Comm. Center	2	0.6 %
Overall quality/condition of Optimist Clubhouse	1	0.3 %
Overall quality/condition of Mary Collins Comm. Center	4	1.3 %
User-friendliness of park reservation system	1	0.3 %
Amount & variety of Town recreation programs	10	3.2 %
Quality of youth programs	4	1.3 %
Quality of adult programs	7	2.3 %
Quality of senior programs	17	5.5 %
Landscape maintenance of rights of way along Town streets/ public areas	26	8.4 %
Overall quality & condition of tree canopy	19	6.1 %
Overall response time & effectiveness in handling requests for tree trimming or removal services	12	3.9 %
<u>None chosen</u>	<u>52</u>	<u>16.7 %</u>
Total	311	100.0 %

Q22. Which FOUR of the items listed in Question 21 do you think are the MOST IMPORTANT areas for the Town to emphasize?

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality/condition of Royal Oaks Park	6	1.9 %
Overall quality/condition of Miami Lakes Optimist Park	13	4.2 %
Overall quality/condition of Picnic Park East (Youth Center)	10	3.2 %
Overall quality/condition of Veterans Park (Picnic Park West)	4	1.3 %
Overall quality/condition of K-9 Cove (Dog Recreation)	8	2.6 %
Overall quality/condition of Pocket/Mini Parks (tot lots)	12	3.9 %
Overall appearance of Town parks	30	9.6 %
Appearance of playgrounds	26	8.4 %
Condition of athletic fields	18	5.8 %
Overall quality/condition of Roberto Alonso Comm. Center	4	1.3 %
Overall quality/condition of Mary Collins Comm. Center	5	1.6 %
User-friendliness of park reservation system	7	2.3 %
Amount & variety of Town recreation programs	10	3.2 %
Quality of youth programs	17	5.5 %
Quality of adult programs	11	3.5 %
Quality of senior programs	9	2.9 %
Landscape maintenance of rights of way along Town streets/ public areas	24	7.7 %
Overall quality & condition of tree canopy	19	6.1 %
Overall response time & effectiveness in handling requests for tree trimming or removal services	19	6.1 %
<u>None chosen</u>	<u>59</u>	<u>19.0 %</u>
Total	311	100.0 %

Q22. Which FOUR of the items listed in Question 21 do you think are the MOST IMPORTANT areas for the Town to emphasize?

<u>Q22. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality/condition of Royal Oaks Park	6	1.9 %
Overall quality/condition of Miami Lakes Optimist Park	9	2.9 %
Overall quality/condition of Picnic Park East (Youth Center)	5	1.6 %
Overall quality/condition of Veterans Park (Picnic Park West)	14	4.5 %
Overall quality/condition of K-9 Cove (Dog Recreation)	4	1.3 %
Overall quality/condition of Pocket/Mini Parks (tot lots)	10	3.2 %
Overall appearance of Town parks	25	8.0 %
Appearance of playgrounds	16	5.1 %
Condition of athletic fields	11	3.5 %
Overall quality/condition of Roberto Alonso Comm. Center	3	1.0 %
Overall quality/condition of Optimist Clubhouse	1	0.3 %
Overall quality/condition of Youth Center	1	0.3 %
Overall quality/condition of Mary Collins Comm. Center	4	1.3 %
User-friendliness of park reservation system	6	1.9 %
Amount & variety of Town recreation programs	18	5.8 %
Quality of youth programs	11	3.5 %
Quality of adult programs	8	2.6 %
Quality of senior programs	10	3.2 %
Landscape maintenance of rights of way along Town streets/ public areas	18	5.8 %
Overall quality & condition of tree canopy	19	6.1 %
Overall response time & effectiveness in handling requests for tree trimming or removal services	13	4.2 %
<u>None chosen</u>	<u>99</u>	<u>31.8 %</u>
Total	311	100.0 %

SUM OF TOP 4 CHOICES**Q22. Which FOUR of the items listed in Question 21 do you think are the MOST IMPORTANT areas for the Town to emphasize? (top 4)**

<u>Q22. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality/condition of Royal Oaks Park	56	18.0 %
Overall quality/condition of Miami Lakes Optimist Park	76	24.4 %
Overall quality/condition of Picnic Park East (Youth Center)	25	8.0 %
Overall quality/condition of Veterans Park (Picnic Park West)	70	22.5 %
Overall quality/condition of K-9 Cove (Dog Recreation)	26	8.4 %
Overall quality/condition of Pocket/Mini Parks (tot lots)	54	17.4 %
Overall appearance of Town parks	133	42.8 %
Appearance of playgrounds	84	27.0 %
Condition of athletic fields	43	13.8 %
Overall quality/condition of Roberto Alonso Comm. Center	9	2.9 %
Overall quality/condition of Optimist Clubhouse	2	0.6 %
Overall quality/condition of Youth Center	1	0.3 %
Overall quality/condition of Mary Collins Comm. Center	17	5.5 %
User-friendliness of park reservation system	15	4.8 %
Amount & variety of Town recreation programs	49	15.8 %
Quality of youth programs	39	12.5 %
Quality of adult programs	31	10.0 %
Quality of senior programs	42	13.5 %
Landscape maintenance of rights of way along Town streets/ public areas	95	30.5 %
Overall quality & condition of tree canopy	72	23.2 %
Overall response time & effectiveness in handling requests for tree trimming or removal services	60	19.3 %
None chosen	35	11.3 %
Total	1034	

Q23. ECONOMIC OPPORTUNITY AND DEVELOPMENT. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Overall efforts in assisting & promoting new businesses	8.7%	18.6%	17.7%	6.8%	3.2%	45.0%
Q23-2. Level of support for current local businesses	6.4%	18.6%	19.3%	6.1%	2.3%	47.3%
Q23-3. Overall efforts in assisting business expansion in industrial areas	5.1%	11.9%	17.4%	6.1%	2.6%	56.9%
Q23-4. Partnership efforts with educational institutions, chambers of commerce, or industry groups in promoting economic growth	5.5%	12.5%	19.3%	5.1%	1.6%	55.9%
Q23-5. Simplicity of acquiring business permits, renewal, & licenses	4.5%	11.3%	16.1%	2.6%	3.2%	62.4%

WITHOUT "DON'T KNOW"

Q23. ECONOMIC OPPORTUNITY AND DEVELOPMENT. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Overall efforts in assisting & promoting new businesses	15.8%	33.9%	32.2%	12.3%	5.8%
Q23-2. Level of support for current local businesses	12.2%	35.4%	36.6%	11.6%	4.3%
Q23-3. Overall efforts in assisting business expansion in industrial areas	11.9%	27.6%	40.3%	14.2%	6.0%
Q23-4. Partnership efforts with educational institutions, chambers of commerce, or industry groups in promoting economic growth	12.4%	28.5%	43.8%	11.7%	3.6%
Q23-5. Simplicity of acquiring business permits, renewal, & licenses	12.0%	29.9%	42.7%	6.8%	8.5%

Q24. Which THREE types of developments or businesses would you like to see more of in Town?

<u>Q24. Top choice</u>	<u>Number</u>	<u>Percent</u>
Dining & entertainment venues	146	46.9 %
Grocery retail stores (e.g., Whole Foods)	78	25.1 %
General merchandise retail (e.g., Target)	9	2.9 %
Healthcare facilities & services	7	2.3 %
Technology firms & startups	6	1.9 %
Finance & investment institutions	1	0.3 %
Wellness centers, gyms, & clubs	18	5.8 %
Educational institutions	11	3.5 %
Business & professional offices	2	0.6 %
None chosen	33	10.6 %
Total	311	100.0 %

Q24. Which THREE types of developments or businesses would you like to see more of in Town?

<u>Q24. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Dining & entertainment venues	42	13.5 %
Grocery retail stores (e.g., Whole Foods)	96	30.9 %
General merchandise retail (e.g., Target)	44	14.1 %
Healthcare facilities & services	15	4.8 %
Technology firms & startups	8	2.6 %
Finance & investment institutions	7	2.3 %
Wellness centers, gyms, & clubs	39	12.5 %
Educational institutions	11	3.5 %
Hospitality/lodging establishments	3	1.0 %
Business & professional offices	3	1.0 %
None chosen	43	13.8 %
Total	311	100.0 %

Q24. Which THREE types of developments or businesses would you like to see more of in Town?

Q24. 3rd choice	Number	Percent
Dining & entertainment venues	29	9.3 %
Grocery retail stores (e.g., Whole Foods)	26	8.4 %
General merchandise retail (e.g., Target)	61	19.6 %
Healthcare facilities & services	26	8.4 %
Technology firms & startups	15	4.8 %
Finance & investment institutions	7	2.3 %
Wellness centers, gyms, & clubs	38	12.2 %
Educational institutions	16	5.1 %
Hospitality/lodging establishments	25	8.0 %
Business & professional offices	10	3.2 %
None chosen	58	18.6 %
Total	311	100.0 %

SUM OF TOP 3 CHOICES**Q24. Which THREE types of developments or businesses would you like to see more of in Town? (top 3)**

Q24. Sum of top 3 choices	Number	Percent
Dining & entertainment venues	217	69.8 %
Grocery retail stores (e.g., Whole Foods)	200	64.3 %
General merchandise retail (e.g., Target)	114	36.7 %
Healthcare facilities & services	48	15.4 %
Technology firms & startups	29	9.3 %
Finance & investment institutions	15	4.8 %
Wellness centers, gyms, & clubs	95	30.5 %
Educational institutions	38	12.2 %
Hospitality/lodging establishments	28	9.0 %
Business & professional offices	15	4.8 %
None chosen	33	10.6 %
Total	832	

Q25. From the list below, which THREE items are the Town's greatest assets?

Q25. Top choice	Number	Percent
Retention of property values	128	41.2 %
Good value for taxes paid	25	8.0 %
Parks & recreational opportunities	11	3.5 %
Sense of community	27	8.7 %
Sense of safety (safe neighborhoods)	65	20.9 %
Beauty of tree canopy & landscaping	19	6.1 %
Schools	7	2.3 %
Quality & scenic beauty of the lakes	7	2.3 %
None chosen	22	7.1 %
Total	311	100.0 %

Q25. From the list below, which THREE items are the Town's greatest assets?

Q25. 2nd choice	Number	Percent
Retention of property values	32	10.3 %
Good value for taxes paid	41	13.2 %
Parks & recreational opportunities	15	4.8 %
Sense of community	41	13.2 %
Sense of safety (safe neighborhoods)	82	26.4 %
Beauty of tree canopy & landscaping	32	10.3 %
Schools	18	5.8 %
Quality & scenic beauty of the lakes	21	6.8 %
None chosen	29	9.3 %
Total	311	100.0 %

Q25. From the list below, which THREE items are the Town's greatest assets?

Q25. 3rd choice	Number	Percent
Retention of property values	26	8.4 %
Good value for taxes paid	16	5.1 %
Parks & recreational opportunities	22	7.1 %
Sense of community	40	12.9 %
Sense of safety (safe neighborhoods)	51	16.4 %
Beauty of tree canopy & landscaping	55	17.7 %
Schools	20	6.4 %
Quality & scenic beauty of the lakes	39	12.5 %
None chosen	42	13.5 %
Total	311	100.0 %

SUM OF TOP 3 CHOICES**Q25. From the list below, which THREE items are the Town's greatest assets? (top 3)**

<u>Q25. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Retention of property values	186	59.8 %
Good value for taxes paid	82	26.4 %
Parks & recreational opportunities	48	15.4 %
Sense of community	108	34.7 %
Sense of safety (safe neighborhoods)	198	63.7 %
Beauty of tree canopy & landscaping	106	34.1 %
Schools	45	14.5 %
Quality & scenic beauty of the lakes	67	21.5 %
None chosen	22	7.1 %
Total	862	

Q26. TOWN'S STRATEGIC PRIORITY AREAS. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Transportation: mobility, transportation, transit, parking	7.1%	29.9%	20.3%	13.2%	5.1%	24.4%
Q26-2. Public Safety: police services, crime prevention	28.9%	41.5%	12.5%	2.9%	1.0%	13.2%
Q26-3. Infrastructure & Resiliency: drainage, streets, sidewalks, canals, greenways & roads maintenance	10.0%	35.4%	19.9%	19.0%	4.8%	10.9%
Q26-4. Parks & Recreation: parks landscape, fields, facilities amenities, & programs	12.5%	38.6%	24.1%	7.4%	3.9%	13.5%
Q26-5. Economic Development: economic growth & vibrancy of community hubs & activity centers	7.7%	28.3%	25.7%	7.7%	1.9%	28.6%
Q26-6. Transparency & Communication: communication, transparency, information accessibility, & online services	9.6%	26.4%	23.8%	9.0%	4.5%	26.7%

WITHOUT "DON'T KNOW"

Q26. TOWN'S STRATEGIC PRIORITY AREAS. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Transportation: mobility, transportation, transit, parking	9.4%	39.6%	26.8%	17.4%	6.8%
Q26-2. Public Safety: police services, crime prevention	33.3%	47.8%	14.4%	3.3%	1.1%
Q26-3. Infrastructure & Resiliency: drainage, streets, sidewalks, canals, greenways & roads maintenance	11.2%	39.7%	22.4%	21.3%	5.4%
Q26-4. Parks & Recreation: parks landscape, fields, facilities amenities, & programs	14.5%	44.6%	27.9%	8.6%	4.5%
Q26-5. Economic Development: economic growth & vibrancy of community hubs & activity centers	10.8%	39.6%	36.0%	10.8%	2.7%
Q26-6. Transparency & Communication: communication, transparency, information accessibility, & online services	13.2%	36.0%	32.5%	12.3%	6.1%

Q27. Which TWO of the priority areas from Question 26 would you support increase funding with your tax dollars?

<u>Q27. Top choice</u>	<u>Number</u>	<u>Percent</u>
Transportation: mobility, transportation, transit, parking	43	13.8 %
Public Safety: police services, crime prevention	87	28.0 %
Infrastructure & Resiliency: drainage, streets, sidewalks, canals, greenways & roads maintenance	58	18.6 %
Parks & Recreation: parks landscape, fields, facilities amenities, & programs	35	11.3 %
Economic Development: economic growth & vibrancy of community hubs & activity centers	16	5.1 %
Transparency & Communication: communication, transparency, information accessibility, & online services	14	4.5 %
<u>None chosen</u>	<u>58</u>	<u>18.6 %</u>
Total	311	100.0 %

Q27. Which TWO of the priority areas from Question 26 would you support increase funding with your tax dollars?

<u>Q27. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Transportation: mobility, transportation, transit, parking	24	7.7 %
Public Safety: police services, crime prevention	48	15.4 %
Infrastructure & Resiliency: drainage, streets, sidewalks, canals, greenways & roads maintenance	77	24.8 %
Parks & Recreation: parks landscape, fields, facilities amenities, & programs	39	12.5 %
Economic Development: economic growth & vibrancy of community hubs & activity centers	29	9.3 %
Transparency & Communication: communication, transparency, information accessibility, & online services	21	6.8 %
<u>None chosen</u>	<u>73</u>	<u>23.5 %</u>
Total	311	100.0 %

SUM OF TOP 2 CHOICES**Q27. Which TWO of the priority areas from Question 26 would you support increase funding with your tax dollars? (top 2)**

<u>Q27. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Transportation: mobility, transportation, transit, parking	67	21.5 %
Public Safety: police services, crime prevention	135	43.4 %
Infrastructure & Resiliency: drainage, streets, sidewalks, canals, greenways & roads maintenance	135	43.4 %
Parks & Recreation: parks landscape, fields, facilities amenities, & programs	74	23.8 %
Economic Development: economic growth & vibrancy of community hubs & activity centers	45	14.5 %
Transparency & Communication: communication, transparency, information accessibility, & online services	35	11.3 %
<u>None chosen</u>	<u>58</u>	<u>18.6 %</u>
Total	549	

Q28. MIAMI-DADE COUNTY SERVICES. How satisfied are you with each item, using the scale from Very Satisfied to Very Dissatisfied.

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Overall quality of drinking water	20.3%	36.7%	19.0%	6.8%	2.3%	15.1%
Q28-2. Reliability of sewer (wastewater) services	19.9%	41.2%	15.4%	4.8%	2.6%	16.1%
Q28-3. Overall quality of garbage collection	30.2%	46.9%	7.4%	4.5%	0.0%	10.9%
Q28-4. Overall quality of bulk trash collection	19.9%	35.0%	12.5%	5.5%	1.9%	25.1%
Q28-5. Overall quality of recycling services	23.2%	37.6%	11.3%	6.1%	3.9%	18.0%
Q28-6. Overall traffic flow on NW 57th, NW 67th & NW 87th	1.9%	10.6%	15.4%	28.0%	34.1%	10.0%
Q28-7. Overall quality of County transit services (e.g., bus routes)	2.9%	9.3%	18.0%	10.0%	6.1%	53.7%
Q28-8. Overall quality of fire rescue services	26.0%	36.7%	5.5%	1.6%	0.3%	29.9%
Q28-9. Overall quality of library system & services	19.0%	29.3%	10.9%	3.9%	1.6%	35.4%

WITHOUT "DON'T KNOW"**Q28. MIAMI-DADE COUNTY SERVICES. How satisfied are you with each item, using the scale from Very Satisfied to Very Dissatisfied. (without "don't know")**

(N=311)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Overall quality of drinking water	23.9%	43.2%	22.3%	8.0%	2.7%
Q28-2. Reliability of sewer (wastewater) services	23.8%	49.0%	18.4%	5.7%	3.1%
Q28-3. Overall quality of garbage collection	33.9%	52.7%	8.3%	5.1%	0.0%
Q28-4. Overall quality of bulk trash collection	26.6%	46.8%	16.7%	7.3%	2.6%
Q28-5. Overall quality of recycling services	28.2%	45.9%	13.7%	7.5%	4.7%
Q28-6. Overall traffic flow on NW 57th, NW 67th & NW 87th	2.1%	11.8%	17.1%	31.1%	37.9%
Q28-7. Overall quality of County transit services (e.g., bus routes)	6.3%	20.1%	38.9%	21.5%	13.2%
Q28-8. Overall quality of fire rescue services	37.2%	52.3%	7.8%	2.3%	0.5%
Q28-9. Overall quality of library system & services	29.4%	45.3%	16.9%	6.0%	2.5%

Q29. How many years have you lived in the Town of Miami Lakes?

Q29. How many years have you lived in Town of Miami Lakes	Number	Percent
0-5	37	11.9 %
6-10	22	7.1 %
11-15	31	10.0 %
16-20	24	7.7 %
21-30	100	32.2 %
31+	78	25.1 %
Not provided	19	6.1 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"

Q29. How many years have you lived in the Town of Miami Lakes? (without "not provided")

Q29. How many years have you lived in Town of Miami Lakes	Number	Percent
0-5	37	12.7 %
6-10	22	7.5 %
11-15	31	10.6 %
16-20	24	8.2 %
21-30	100	34.2 %
31+	78	26.7 %
Total	292	100.0 %

Q30. Do you own or rent your current residence?

Q30. Do you own or rent your current residence	Number	Percent
Own	222	71.4 %
Rent	84	27.0 %
Not provided	5	1.6 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"

Q30. Do you own or rent your current residence? (without "not provided")

Q30. Do you own or rent your current residence	Number	Percent
Own	222	72.5 %
Rent	84	27.5 %
Total	306	100.0 %

Q31. What is your age?

<u>Q31. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	58	18.6 %
35-44	56	18.0 %
45-54	52	16.7 %
55-64	63	20.3 %
65+	61	19.6 %
Not provided	21	6.8 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"**Q31. What is your age? (without "not provided")**

<u>Q31. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	58	20.0 %
35-44	56	19.3 %
45-54	52	17.9 %
55-64	63	21.7 %
65+	61	21.0 %
Total	290	100.0 %

Q32. Including yourself, how many people in your household are...

	Mean	Sum
number	3.0	855
Under age 5	0.1	40
Ages 5-9	0.1	33
Ages 10-14	0.1	42
Ages 15-19	0.2	46
Ages 20-24	0.2	57
Ages 25-34	0.4	112
Ages 35-44	0.3	100
Ages 45-54	0.4	121
Ages 55-64	0.5	136
Ages 65-74	0.4	102
Ages 75+	0.2	66

Q33. If you have school-age children, how do they typically travel to school?

Q33. How do your school-age children typically travel to schools

	Number	Percent
School bus	6	1.9 %
County bus/public transit	5	1.6 %
Driven by parent, sibling, friend, neighbor	81	26.0 %
Bike or walk	13	4.2 %
Homeschool (do not commute)	2	0.6 %
No answer	216	69.5 %
Total	323	

WITHOUT "NO ANSWER"**Q33. If you have school-age children, how do they typically travel to school? (without "no answer")**

Q33. How do your school-age children typically travel to schools

	Number	Percent
Driven by parent, sibling, friend, neighbor	81	85.3 %
Bike or walk	13	13.7 %
School bus	6	6.3 %
County bus/public transit	5	5.3 %
Homeschool (do not commute)	2	2.1 %
Total	107	

Q33a. What are the main reasons your child(ren) use this method of transportation to school?

Q33a. Main reasons your children use this method of transportation to schools	Number	Percent
Lack of access to public transportation	21	22.1 %
Safety concerns (traffic hazards, crime)	28	29.5 %
Weather conditions (high heat/cold, rain)	11	11.6 %
Convenience/fits family schedule	55	57.9 %
Encourage/promote physical activity for children	6	6.3 %
Other	1	1.1 %
No answer	5	5.3 %
Total	127	

WITHOUT "NO ANSWER"**Q33a. What are the main reasons your child(ren) use this method of transportation to school? (without "no answer")**

Q33a. Main reasons your children use this method of transportation to schools	Number	Percent
Convenience/fits family schedule	55	61.1 %
Safety concerns (traffic hazards, crime)	28	31.1 %
Lack of access to public transportation	21	23.3 %
Weather conditions (high heat/cold, rain)	11	12.2 %
Encourage/promote physical activity for children	6	6.7 %
Other	1	1.1 %
Total	122	

Q33a-6. Other:

Q33a-6. Other	Number	Percent
Bus service is too expensive	1	100.0 %
Total	1	100.0 %

Q34. Which of the following best describes your total annual household income?

Q34. Your total annual household income	Number	Percent
Less than \$20K	14	4.5 %
\$20K-\$49,999	48	15.4 %
\$50K-\$99,999	60	19.3 %
\$100K-\$149,999	51	16.4 %
\$150K-\$249,999	40	12.9 %
\$250K+	29	9.3 %
Not provided	69	22.2 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Which of the following best describes your total annual household income? (without "not provided")**

Q34. Your total annual household income	Number	Percent
Less than \$20K	14	5.8 %
\$20K-\$49,999	48	19.8 %
\$50K-\$99,999	60	24.8 %
\$100K-\$149,999	51	21.1 %
\$150K-\$249,999	40	16.5 %
\$250K+	29	12.0 %
Total	242	100.0 %

Q35. What is the highest degree or level of education you have completed?

Q35. Highest degree or level of education you have completed	Number	Percent
Less than high school diploma	10	3.2 %
High school diploma or GED	52	16.7 %
Some college, but no degree	40	12.9 %
Associates degree (e.g., AA, AS)	36	11.6 %
Bachelor's degree (e.g., BA, BBA, & BS)	82	26.4 %
Master's degree or Doctorate (e.g., MS, JD, PhD)	59	19.0 %
Not provided	32	10.3 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"**Q35. What is the highest degree or level of education you have completed? (without "not provided")**

Q35. Highest degree or level of education you have completed	Number	Percent
Less than high school diploma	10	3.6 %
High school diploma or GED	52	18.6 %
Some college, but no degree	40	14.3 %
Associates degree (e.g., AA, AS)	36	12.9 %
Bachelor's degree (e.g., BA, BBA, & BS)	82	29.4 %
Master's degree or Doctorate (e.g., MS, JD, PhD)	59	21.1 %
Total	279	100.0 %

Q36. Which of the following BEST describes your employment or student status?

Q36. Your employment or student status	Number	Percent
Employed full-time	189	60.8 %
Employed part-time	25	8.0 %
Student full-time	4	1.3 %
Retired	57	18.3 %
Not currently employed	11	3.5 %
Not provided	25	8.0 %
Total	311	100.0 %

WITHOUT "NOT PROVIDED"

Q36. Which of the following BEST describes your employment or student status? (without "not provided")

Q36. Your employment or student status	Number	Percent
Employed full-time	189	66.1 %
Employed part-time	25	8.7 %
Student full-time	4	1.4 %
Retired	57	19.9 %
Not currently employed	11	3.8 %
Total	286	100.0 %

Q36a. Do you work in the Town of Miami Lakes?

Q36a. Do you work in Town of Miami Lakes	Number	Percent
Yes	43	20.1 %
No	155	72.4 %
Not provided	16	7.5 %
Total	214	100.0 %

WITHOUT "NOT PROVIDED"

Q36a. Do you work in the Town of Miami Lakes? (without "not provided")

Q36a. Do you work in Town of Miami Lakes	Number	Percent
Yes	43	21.7 %
No	155	78.3 %
Total	198	100.0 %

Q36a-2. What zip code do you work in?

Q36a-2. Zip code you work in	Number	Percent
33016	14	10.7 %
33014	12	9.2 %
33018	11	8.4 %
33172	9	6.9 %
33134	7	5.3 %
33131	6	4.6 %
33136	5	3.8 %
33132	4	3.1 %
33178	4	3.1 %
33128	4	3.1 %
33155	4	3.1 %
33010	4	3.1 %
33013	3	2.3 %
33055	2	1.5 %
33142	2	1.5 %
33027	2	1.5 %
33054	2	1.5 %
33012	2	1.5 %
33162	1	0.8 %
32825	1	0.8 %
33156	1	0.8 %
33413	1	0.8 %
33327	1	0.8 %
33187	1	0.8 %
33133	1	0.8 %
33308	1	0.8 %
33032	1	0.8 %
33179	1	0.8 %
33334	1	0.8 %
33173	1	0.8 %
33081	1	0.8 %
33304	1	0.8 %
33130	1	0.8 %
33056	1	0.8 %
33317	1	0.8 %
33166	1	0.8 %
33025	1	0.8 %
33143	1	0.8 %
33028	1	0.8 %
33175	1	0.8 %
33324	1	0.8 %
33314	1	0.8 %
33137	1	0.8 %
33186	1	0.8 %
33015	1	0.8 %
33316	1	0.8 %
33176	1	0.8 %
33126	1	0.8 %
33024	1	0.8 %
33141	1	0.8 %
33328	1	0.8 %
33021	1	0.8 %
Total	131	100.0 %

Q37. What is your gender identity?

<u>Q37. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	150	48.2 %
Female	153	49.2 %
Prefer not to answer	8	2.6 %
Total	311	100.0 %

WITHOUT "PREFER NOT TO ANSWER"**Q37. What is your gender identity? (without "prefer not to answer")**

<u>Q37. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	150	49.5 %
Female	153	50.5 %
Total	303	100.0 %



5

Survey Instrument



TOWN OF MIAMI LAKES
6601 Main Street
MIAMI LAKES, FL 33014
(305) 364-6100
www.miamilakes-fl.gov

MAYOR

Joshua Dieguez

VICE MAYOR

Bryan Morera

COUNCIL MEMBERS

Angelo Cuadra Garcia
Ray Garcia
Juan Carlos Fernandez
Alex Sanchez
Steven Herzberg

TOWN MANAGER

Edward Pidermann

TOWN CLERK

Gina Inguanzo



January 2026

Dear Miami Lakes Resident,

The Town of Miami Lakes is pleased to partner with the ETC Institute to conduct a community survey on local services, facilities, infrastructure, and programs. This is a great opportunity for you to share your thoughts and help shape the future of our Town. Your feedback will help Town leaders identify community needs, set priorities, and track progress over time.

The survey takes about 15 minutes to complete, and every response counts. Please make sure to return your survey no later than February 28, 2026, so your voice can be included in this important community effort.

You can return your completed survey using the enclosed postage-paid envelope to:

ETC Institute

725 W. Frontier Lane
Olathe, KS 66061

Or complete the survey online at: MiamiLakesSurvey.org

ETC Institute, an independent consulting firm, will compile the results and present them to Town staff and elected officials. Your responses will remain completely confidential.

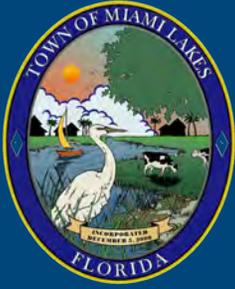
If you have any questions about the survey, please contact the Town's Technology & Innovation Office at 305-512-7139 or cureg@miamilakes-fl.gov.

Thank you for being part of this important opportunity to help guide the future of Miami Lakes. Your voice matters.

Sincerely,

Edward Pidermann
Town Manager

Growing Beautifully



Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014
(305) 364-6100
www.miamilakes-fl.gov

Mayor

Joshua Dieguez

Vice Mayor

Bryan Morera

Council Members

Angelo Cuadra Garcia

Ray Garcia

Juan Carlos Fernandez

Alex Sanchez

Steven Herzberg

Town Manager

Edward Pidermann

Town Clerk

Gina Inguanzo



Enero de 2026

Estimado residente de Miami Lakes,

El Municipio de Miami Lakes se complace en colaborar con el Instituto ETC para realizar una encuesta comunitaria sobre los servicios, instalaciones, infraestructuras y programas locales. Esta es una gran oportunidad para que compartas tus pensamientos y ayudes a moldear el futuro de nuestro pueblo. Tus comentarios ayudarán a los líderes municipales a identificar las necesidades de la comunidad, establecer prioridades y seguir el progreso a lo largo del tiempo.

La encuesta tarda unos 15 minutos en completarse, y cada respuesta cuenta. Por favor, asegúrate de devolver tu encuesta a más tardar el 28 de febrero de 2026, para que tu voz pueda ser incluida en este importante esfuerzo comunitario.

Puedes devolver tu encuesta completada usando el sobre con franqueo pagado adjunto a:

ETC Institute

725 W. Frontier Lane
Olathe, KS 66061

O completar la encuesta online en: MiamiLakesSurvey.org

El ETC Institute, una consultora independiente, recopilará los resultados y los presentará al personal municipal y a los representantes electos. Tus respuestas permanecerán completamente confidenciales.

Si tiene alguna pregunta sobre la encuesta, por favor contacte con la Oficina de Tecnología e Innovación del municipio en el 305-512-7139 o cureg@miamilakes-fl.gov.

Gracias por formar parte de esta importante oportunidad para ayudar a guiar el futuro de Miami Lakes. Tu voz importa.

Sinceramente,

Edward Pidermann
Town Manager



2025 Town of Miami Lakes Community Survey

Thank you for taking time to complete this survey. By sharing your views on services, infrastructure, and safety, residents help Town leaders identify community needs, set priorities, and track progress over time-ensuring improvements that matter most to the community. Please return the completed survey in the envelope provided. You can also take the survey online by visiting MiamiLakesSurvey.org.

1. **QUALITY OF LIFE.** Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." Select 9 for "Don't Know" if unsure or not applicable to you.

How satisfied are you with the Town of Miami Lakes...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to work	5	4	3	2	1	9
3. As a place to raise children	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a safe place	5	4	3	2	1	9
6. As a tree-friendly community with a beautiful canopy	5	4	3	2	1	9
7. As a litter-free and clean community	5	4	3	2	1	9

2. **During the last 12 months, have you contacted the Town of Miami Lakes government by phone, in-person or electronically to ask a question, submit a service request, or file a complaint?**

___ (1) Yes [Answer Q2a.] ___ (2) No [Go to Q3.]

2a. What was the reason for your MOST RECENT contact with the Town?

- | | |
|--|---|
| ___ (1) Apply for a building permit or plan review | ___ (5) Report an issue/submit request |
| ___ (2) Check permit status | ___ (6) Attend a public meeting or event |
| ___ (3) Pay a fine | ___ (7) Request help or search for information |
| ___ (4) File a complaint | ___ (8) Express opinion to elected officials or staff members |
| | ___ (9) Other: _____ |

3. **Below are eight methods you might use to contact the Town of Miami Lakes. Which THREE of the methods listed below would you be MOST LIKELY to use if you had to contact the Town?** [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Call the main number" is your 1st Choice, enter "2" in the space next to "1st Choice" below.]

- | | |
|---|--|
| 1. Visiting the Town website | 5. Visit Town Hall, Dept. Office, or other Town Facility |
| 2. Call the main number (Town FrontDesk) | 6. Search on social media (e.g., Instagram, Facebook) |
| 3. Call elected officials/staff members directly | 7. Use the Town app (MiamiLakesConnect) |
| 4. Email elected officials/staff members directly | 8. Other: _____ |

1st Choice: ___ 2nd Choice: ___ 3rd Choice: ___

4. **Please check ALL the ways you obtain news or information about the Town of Miami Lakes.** [Check ALL that apply.]

- | | |
|--|--|
| ___ (01) Newspaper (e.g., Miami Laker) | ___ (07) MiamiLakesConnect app (aka Town app or SeeClickFix) |
| ___ (02) Town website and/or social media | ___ (08) Digital billboards/Road Signs |
| ___ (03) Word of mouth (e.g., friends, neighbors) | ___ (09) Alert/emergency app (e.g., Everbridge subscription) |
| ___ (04) Email | ___ (10) Other: _____ |
| ___ (05) Town Newsletter and Publications | |
| ___ (06) Public Meeting or events (e.g., Town Hall meetings) | |

5. **OVERALL CATEGORIES OF TOWN SERVICES.** Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." Select 9 for "Don't Know" if never utilized, unsure or not applicable to you.

How satisfied are you with the Town of Miami Lakes...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall Town commitment to ensuring a safe and secure environment, free from crime and the fear of crime (police presence and protection)	5	4	3	2	1	9
2. Overall satisfaction with code compliance services and activities (e.g., property maintenance, work without permit, and overall due process)	5	4	3	2	1	9
3. Overall quality and support provided by the building department such as permitting, development review, and inspection services	5	4	3	2	1	9
4. Overall quality and support of services provided by the planning office (e.g., comprehensive plan, neighborhood/small area plans)	5	4	3	2	1	9
5. Overall quality and support of services provided for parks and facility rentals	5	4	3	2	1	9
6. Overall effectiveness of the Town's communication and their commitment to being an open and transparent organization	5	4	3	2	1	9
7. Overall quality and support of services in maintaining a healthy and beautiful tree canopy (e.g., tree trimming or removal services)	5	4	3	2	1	9
8. Overall quality and support of services provided by the special taxing districts (e.g., guard gates, security measures in place, length of process to gain entry)	5	4	3	2	1	9

6. Which THREE of the items listed in Question 5 do you think are the MOST IMPORTANT services for the Town to emphasize? [Write in your answers below using the numbers from the list in Question 5.]

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

7. **POLICE RELATED SERVICES.** Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." Select 9 for "Don't Know" if unsure or not applicable to you.

How satisfied are you with the Town of Miami Lakes...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality, professionalism, and fairness of the Town of Miami Lakes police officers	5	4	3	2	1	9
2. Police response time when reporting emergencies or incidents	5	4	3	2	1	9
3. Enforcement of local traffic laws	5	4	3	2	1	9
4. Overall communication from the police regarding safety updates, crime alerts, or community programs	5	4	3	2	1	9
5. Overall efforts to prevent crimes and maintain a safe community	5	4	3	2	1	9
6. Overall presence and visibility of police officers in your community, neighborhood, or area	5	4	3	2	1	9

8. **CODES AND ORDINANCES THAT REGULATE PROPERTY.** Which of the following BEST DESCRIBES your opinion about the Town's codes and ordinances regulating property use (e.g., development, maintenance, construction, lawn care, appearance, lot size, setbacks, permits required, and land use).

____(1) Too strict ____ (2) About right ____ (3) Too loose

9. **CODE COMPLIANCE ACTIVITIES.** Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." Select 9 for "Don't Know" if unsure or not applicable to you.

How satisfied are you with the Town of Miami Lakes...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall enforcement of property maintenance standards (e.g., exterior upkeep, painting, fences, roofs)	5	4	3	2	1	9
2.	Overall enforcement of overgrowth, mowing, and landscaping requirements	5	4	3	2	1	9
3.	Overall enforcement of exterior maintenance of commercial/business properties	5	4	3	2	1	9
4.	Enforcement of parking and vehicle violations (e.g., overnight parking on swale, commercial vehicles, recreational vehicles)	5	4	3	2	1	9
5.	Overall enforcement of trash and debris on private property	5	4	3	2	1	9
6.	Overall effectiveness in addressing construction without permits or work not built to code	5	4	3	2	1	9

10. **LEVEL OF MAINTENANCE - INFRASTRUCTURE.** Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." Select 9 for "Don't Know" if unsure or not applicable to you.

How satisfied are you with the Town of Miami Lakes...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall condition and maintenance of Town roads	5	4	3	2	1	9
2.	Overall condition and maintenance of Town sidewalks	5	4	3	2	1	9
3.	Overall condition and maintenance of streets signs and markings	5	4	3	2	1	9
4.	Overall condition and upkeep of green spaces, trails, swales	5	4	3	2	1	9
5.	Overall condition and maintenance of dog waste stations	5	4	3	2	1	9
6.	Overall response time and resolution when reporting litter, debris, and/or dead animal removal	5	4	3	2	1	9
7.	Overall condition and maintenance of Townwide streetlights	5	4	3	2	1	9

11. Which THREE of the items listed in Question 10 do you think are the MOST IMPORTANT maintenance areas for the Town to prioritize? [Write in your answers below using the numbers from the list in Question 10.]

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

12. **TRANSPORTATION, TRANSIT, AND MOBILITY.** Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." Select 9 for "Don't Know" if unsure or not applicable to you.

How satisfied are you with the Town of Miami Lakes...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall traffic flow and congestion management in major corridors (NW 154th, NW 87th, NW 67th)	5	4	3	2	1	9
2.	Accessibility of public transit for seniors, people with disabilities, or others with mobility limitations	5	4	3	2	1	9
3.	Availability and quality of bicycle infrastructure (e.g., bike lanes, racks)	5	4	3	2	1	9
4.	Quality, convenience, and schedule of Freebee's On-Demand	5	4	3	2	1	9
5.	Pedestrian safety throughout the Town	5	4	3	2	1	9
6.	Availability of public parking in key areas	5	4	3	2	1	9
7.	Availability of EV (electric vehicle) charging stations in Town	5	4	3	2	1	9
8.	Maintenance and condition of bus stops and shelters	5	4	3	2	1	9

13. Which THREE of the items listed in Question 12 do you think are the MOST IMPORTANT transportation aspects for the Town to emphasize? [Write in your answers below using the numbers from the list in Question 12.]

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

14. Below are eight infrastructure improvements. Which THREE would make walking or biking to a grocery store, restaurant, or park MORE APPEALING THAN DRIVING? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Improved walking routes" is your 1st Choice, enter "2" in the space next to "1st Choice" below.]

- | | |
|-------------------------------------|--|
| 1. Better sidewalks | 5. Store/restaurant/park within short distance |
| 2. Improved walking routes | 6. Adequate street lighting |
| 3. Bike infrastructure/paths/trails | 7. Enhanced pedestrian safety |
| 4. Enhanced tree canopy | 8. Other: _____ |

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

15. Which of the following types of transportation would you consider to be the MOST VIABLE as an alternative to using a car for trips within the Town of Miami Lakes? [Check ALL that apply]

- | | |
|--|--|
| ____(1) Miami Dade County Bus System | ____(5) Golf carts |
| ____(2) FreeBee (Town's public transit system) | ____(6) Scooters |
| ____(3) Bicycles/E-Bikes | ____(7) Ride-sharing services (e.g., Uber, Lyft) |
| ____(4) Walking | ____(8) Other: _____ |

16. **STORMWATER AND CANALS INFRASTRUCTURE AND CONDITION.** How would you rate the condition and performance of stormwater drains, inlets, and ditches in your neighborhood?

- ____(4) Excellent ____ (3) Good ____ (2) Fair ____ (1) Poor

17. **STORMWATER AND CANALS FLOODING FREQUENCY.** During heavy rain, how often does flooding occur on YOUR STREET?

- ____(4) Never ____ (3) Rarely ____ (2) Sometimes ____ (1) Often

18. Below are six stormwater and canals improvements. Which THREE of the stormwater and canals improvements should the Town place the HIGHEST PRIORITY on? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Improve stormwater maintenance" is your 1st Choice, enter "2" in the space next to "1st Choice" below.]

1. Upgrade and enhance drainage infrastructure
2. Improve stormwater maintenance
3. Incorporate green infrastructure (e.g., rain gardens, swales, bioswales)
4. Increase street sweeping to reduce debris entering drains
5. Expand public stormwater education and outreach programs
6. Other: _____

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

19. Which THREE of the parks improvements listed below should the Town place the HIGHEST PRIORITY on? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Building additional Town indoor park facilities" is your 1st Choice, enter "4" in the space next to "1st Choice" below.]

1. Building new parks or playgrounds
2. Refurbishing existing parks or playgrounds (e.g., benches, signs, trash cans)
3. Beautifying existing parks (e.g., landscaping enhancements)
4. Building additional Town indoor park facilities (e.g., Senior Centers and/or community centers)
5. Building cultural arts facility
6. Other: _____

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

20. In the past 12 months, how many times have you or members of your household done the following?

- 20a. Visited Parks: _____ times
- 20b. Rented indoor/outdoor spaces (Rec. Centers/Pavilions): _____ times
- 20c. Reserved athletic fields: _____ times

21. PARKS & RECREATION AND TREE CANOPY. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." Select 9 for "Don't Know" if unsure or not applicable to you.

How satisfied are you with the Town of Miami Lakes...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality/condition of Royal Oaks Park	5	4	3	2	1	9
02.	Overall quality/condition of Miami Lakes Optimist Park	5	4	3	2	1	9
03.	Overall quality/condition of Picnic Park East (Youth Center)	5	4	3	2	1	9
04.	Overall quality/condition of Veterans Park (Picnic Park West)	5	4	3	2	1	9
05.	Overall quality/condition of K-9 Cove (Dog Recreation)	5	4	3	2	1	9
06.	Overall quality/condition of Pocket/Mini Parks (tot lots)	5	4	3	2	1	9
07.	Overall appearance of Town parks	5	4	3	2	1	9
08.	Appearance of playgrounds	5	4	3	2	1	9
09.	Condition of athletic fields	5	4	3	2	1	9
10.	Overall quality/condition of Roberto Alonso Comm. Center	5	4	3	2	1	9
11.	Overall quality/condition of Optimist Clubhouse	5	4	3	2	1	9
12.	Overall quality/condition of Youth Center	5	4	3	2	1	9
13.	Overall quality/condition of Mary Collins Comm. Center	5	4	3	2	1	9
14.	User-friendliness of the park reservation system	5	4	3	2	1	9
15.	Amount and variety of Town recreation programs	5	4	3	2	1	9
16.	Quality of youth programs	5	4	3	2	1	9
17.	Quality of adult programs	5	4	3	2	1	9
18.	Quality of senior programs	5	4	3	2	1	9
19.	Landscape maintenance of rights of way along Town streets/public areas	5	4	3	2	1	9
20.	Overall quality and condition of the tree canopy	5	4	3	2	1	9
21.	Overall response time and effectiveness in handling requests for tree trimming or removal services	5	4	3	2	1	9

22. Which FOUR of the items listed in Question 21 do you think are the MOST IMPORTANT areas for the Town to emphasize? [Write in your answers below using the numbers from the list in Question 21.]

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

23. ECONOMIC OPPORTUNITY AND DEVELOPMENT. Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." Select 9 for "Don't Know" if unsure or not applicable to you.

How satisfied are you with the Town of Miami Lakes...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall efforts in assisting and promoting new businesses	5	4	3	2	1	9
2.	Level of support for current local businesses	5	4	3	2	1	9
3.	Overall efforts in assisting business expansion in industrial areas	5	4	3	2	1	9
4.	Partnership efforts with educational institutions, chambers of commerce, or industry groups in promoting economic growth	5	4	3	2	1	9
5.	Simplicity of acquiring business permits, renewal, and licenses	5	4	3	2	1	9

24. Which THREE types of developments or businesses would you like to see more of in Town? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Dining and entertainment venues" is your 1st Choice, enter "1" in the space next to "1st Choice" below.]

- | | |
|--|--|
| 1. Dining and entertainment venues | 6. Finance and investment institutions |
| 2. Grocery retail stores (e.g., Whole Foods) | 7. Wellness Centers, gyms, and clubs |
| 3. General merchandise retail (e.g., Target) | 8. Educational institutions |
| 4. Healthcare facilities and services | 9. Hospitality/lodging establishments |
| 5. Technology firms and startups | 10. Business and professional offices |

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

25. From the list below, which **THREE** items are the Town's greatest assets? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Good value for taxes paid" is your 1st Choice, enter "2" in the space next to "1st Choice" below.]

- | | |
|---|--|
| 1. Retention of property values | 5. Sense of safety (safe neighborhoods) |
| 2. Good value for taxes paid | 6. Beauty of the tree canopy and landscaping |
| 3. Parks and recreational opportunities | 7. Schools |
| 4. Sense of community | 8. Quality and scenic beauty of the lakes |

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

26. **TOWN'S STRATEGIC PRIORITY AREAS.** Please rate your overall satisfaction with each of the following using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." Select 9 for "Don't Know" if unsure or not applicable to you.

How satisfied are you with the Town of Miami Lakes...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Transportation: Mobility, transportation, transit, parking	5	4	3	2	1	9
2. Public Safety: Police services, crime prevention	5	4	3	2	1	9
3. Infrastructure and Resiliency: Drainage, streets, sidewalks, canals, greenways and roads maintenance	5	4	3	2	1	9
4. Parks & Recreation: Parks landscape, fields, facilities amenities, and programs	5	4	3	2	1	9
5. Economic Development: Economic growth and vibrancy of community hubs and activity centers	5	4	3	2	1	9
6. Transparency & Communication: Communication, transparency, information accessibility, and online services	5	4	3	2	1	9

27. Which **TWO** of the priority areas from Question 26 would you support increase funding with your tax dollars? [Write in your answers below using the numbers from the list in Question 26.]

1st Choice: ____ 2nd Choice: ____

28. **MIAMI-DADE COUNTY SERVICES.** Tell us how satisfied you are with each item, using the scale from Very Satisfied to Very Dissatisfied, or select "Don't Know" if unsure or not applicable to you.

How satisfied are you with Miami-Dade County...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of drinking water	5	4	3	2	1	9
2. Reliability of sewer (wastewater) services	5	4	3	2	1	9
3. Overall quality of garbage collection	5	4	3	2	1	9
4. Overall quality of bulk trash collection	5	4	3	2	1	9
5. Overall quality of recycling services	5	4	3	2	1	9
6. Overall traffic flow on NW 57th, NW 67th and NW 87th	5	4	3	2	1	9
7. Overall quality of County transit services (e.g., bus routes)	5	4	3	2	1	9
8. Overall quality of Fire Rescue Services	5	4	3	2	1	9
9. Overall quality of Library System and Services	5	4	3	2	1	9

Demographics:

Our last questions are about you and your household. Your individual responses will remain anonymous.

29. How many years have you lived in the Town of Miami Lakes? ____ years

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

31. What is your age? ____ years

32. Including yourself, how many people in your household are...

Under age 5: ____	Ages 15-19: ____	Ages 35-44: ____	Ages 65-74: ____
Ages 5-9: ____	Ages 20-24: ____	Ages 45-54: ____	Ages 75+: ____
Ages 10-14: ____	Ages 25-34: ____	Ages 55-64: ____	

33. If you have school-age children, how do they typically travel to school? [Check all that apply.]

- (01) School bus (04) Bike or walk
 (02) County bus/public transit (05) Homeschool (do not commute)
 (03) Driven by parent, sibling, friend, neighbor (06) Other or NA (please specify): _____

33a. What are the main reasons your child(ren) use this method of transportation to school?

- (1) Lack of access to public transportation
 (2) Safety concerns (traffic hazards, crime)
 (3) Weather conditions (high heat/cold, rain)
 (4) Convenience/fits family schedule
 (5) Encourage/promote physical activity for children
 (6) Other or NA (please specify): _____

34. Which of the following best describes your total annual household income?

- (1) Less than \$20,000 (3) \$50,000 - \$99,999 (5) \$150,000 - \$249,999
 (2) \$20,000 - \$49,999 (4) \$100,000 - \$149,999 (6) \$250,000 or more

35. What is the highest degree or level of education you have completed?

- (1) Less than high school diploma (4) Associates Degree (e.g., AA, AS)
 (2) High school diploma or GED (5) Bachelor's Degree (e.g., BA, BBA, and BS)
 (3) Some college, but no degree (6) Master's Degree or Doctorate (e.g., MS, JD, PhD)

36. Which of the following BEST describes your employment or student status?

- (1) Employed full-time [Go to Q36a.] (4) Student part-time
 (2) Employed part-time [Go to Q36a.] (5) Retired
 (3) Student full-time (6) Not currently employed

36a. Do you work in the Town of Miami Lakes?

- (1) Yes (2) No: what zip code do you work in: _____

37. What is your gender identity? (1) Male (2) Female (3) Other/Prefer not to answer

This concludes the survey. Thank you for your time!

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

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