

# City of Coral Springs Community Survey

## Survey Findings Report

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2021

**Submitted to the City of Coral Springs, Florida**

**by:**

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**ETC**  
INSTITUTE

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### Overview and Methodology

ETC Institute administered surveys to residents in the City of Coral Springs during the winter of 2020-2021. The purpose of the surveys was to assess satisfaction with the quality of City services and to gather input about priorities for the community.

A seven-page survey was mailed to a random sample of households in the City of Coral Springs. Approximately ten days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation. The goal was to receive at least 1,200 completed surveys, including at least 200 in each of the 6 geographic areas. These goals were far exceeded, with a total of 1,361 residents completing the survey, including over 200 in each of the 6 geographic areas. The results for the random sample of 1,361 households have a precision of at least  $\pm 2.6\%$  at the 95% level of confidence. The results for each of the 6 areas have a precision of at least  $\pm 6.8\%$  at the 95% level of confidence.

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the 2021 survey
- trend charts showing comparisons to previous surveys
- benchmarking data that show how the results for Coral Springs compare to other communities in the U.S. and in Florida
- Importance-Satisfaction analysis that identifies potential opportunities for improvement
- tabular data that show the results for all questions on the survey
- a copy of the survey instrument

### Major Findings

- **Major City Services.** The major City services that were rated best included: the quality of fire services (92%), the quality of emergency medical services (91%), the quality of police services (86%), and the quality of City parks and recreation programs (80%). Residents were least satisfied with Code Compliance Division (51%).
- **Services That Should Receive the Most Emphasis.** The major City services that residents thought should be emphasized most over the next two years were: (1) police services, (2) maintaining the quality of neighborhoods in the City, (3) parks and recreation programs, and (4) emergency medical services.

- **Public Safety Services.** The public safety services that were rated best included: how quickly EMS personnel respond to emergencies (87%), how quickly fire personnel respond to emergencies (84%), and how quickly police respond to emergencies (82%). Residents were least satisfied with police social media outreach (60%). The public safety services that residents thought were most important to emphasize over the next two years were: (1) the City's efforts to prevent crimes and (2) patrolling in the city.
- **Parks and Recreation Services.** The areas of parks and recreation that were rated best included: the maintenance and appearance of City parks (85%), outdoor athletic facilities/fields (84%), and Coral Springs aquatic/pool facilities (76%). The parks and recreation services that residents thought were most important to emphasize over the next two years were: (1) the maintenance and appearance of City parks, (2) availability of information about recreation programs, (3) the quality of recreation programs for youth, and (4) outdoor athletic facilities/fields.
- **City Communications.** The areas of communication that were rated best included: the quality of the Coral Springs News Magazine (72%), the City's website (CoralSprings.org) (70%), and the availability of information about City services (62%). Residents were least satisfied with City Commission meetings on City TV Channel 25/99 (45%).
- **Public Works/Utilities.** The areas of public works/utilities that were rated best included: bulk trash pick-up (79%), yard waste collection services (77%), residential trash collection services (76%), curbside recycling services (75%), and the City Waste Transfer Station (75%). Residents were least satisfied with bike lane availability on major streets (48%). The areas of maintenance that residents thought were most important to emphasize over the next two years were: (1) the condition of major City streets, (2) the adequacy of street lighting on major streets, and (3) the condition of neighborhood streets.
- **Customer Service.** Over two-thirds of residents were satisfied with all five areas of customer service that were rated. The areas that were rated the best included: the courteousness of City staff (77%), the accuracy of the information received from staff (72%), and overall customer service (72%).

## Other Findings

- Eighty-eight percent (88%) of residents feel Coral Springs is an "excellent" or "good" place to live; 8% gave a rating of "neutral", and only 4% gave a rating of "below average" or "poor". Eighty-four percent (84%) feel Coral Springs is an "excellent" or "good" place to raise children, 11% gave a rating of "neutral", and only 5% gave a rating of "below average" or "poor".
- Ninety-two percent (92%) of residents feel safe walking alone in their neighborhood during the day; 89% feel safe in business areas during the day, and 84% feel safe walking alone in



their neighborhood in general.

- Sixty-three percent (63%) of residents were “very satisfied” or “satisfied” with the quality of downtown events; 8% were “dissatisfied” or “very dissatisfied”.
- The most frequently mentioned ways that residents get information about the City were: the City website (54%), social media generated by the City (49%), and the Sun-Sentinel Newspaper (24%).
- Eighty percent (80%) of residents reported they read the Coral Springs’ magazine “all the time” or “sometimes”; 15% reported they read the magazine “seldom” or “never” and 5% did not know.
- The City services or facilities that were used most often were: MyCoralSprings on website, CoralSprings.org (48%), police services (25%), the Coral Springs Center for the Performing Arts (22%), One Stop Shop (Water Billing) (23%), and City Hall in the Mall (22%).
- The top four reasons residents indicated they originally made the decision to move to Coral Springs were: the nice neighborhoods (64%), housing (53%), the location (50%), and the quality education system (48%).
- Fifty-four percent (54%) of residents, *who had an opinion*, were “very satisfied” or “satisfied” with the overall effectiveness of the City’s efforts to address public school issues; 28% were “neutral” and 18% were “dissatisfied” or “very dissatisfied”.
- The types of economic development that residents would most like to see in the City include: high value jobs (55%), retail/restaurants (39%), healthcare (32%), and information technology (32%).
- Nearly half (46%) of residents felt they had a good understanding of the important issues facing the City of Coral Springs; 26% did not, and 29% did not know.
- Fifty-eight percent (58%) of residents think the City of Coral Springs is continually improving as a place to live; 21% disagreed, and 21% did not know.

## Opportunities for Improvement

In order to help the City identify opportunities for improvement, ETC Institute conducted Importance-Satisfaction (I-S) Priorities Analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize improvements in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

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

- **Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:
  - City efforts to maintain quality neighborhoods (IS Rating = 0.1563)
  - Code Compliance Division (IS Rating = 0.1066)

The table below shows the importance-satisfaction rating for all 11 major categories of City services that were rated.

<b>2021 Importance-Satisfaction Rating</b> <b>City of Coral Springs, Florida</b> <b>OVERALL</b>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
City efforts to maintain quality of your neighborhood	44%	2	65%	9	0.1563	1
Code compliance division	22%	7	51%	11	0.1066	2
<b>Medium Priority (IS &lt;.10)</b>						
Police services	52%	1	86%	3	0.0710	3
City communication with residents	19%	8	71%	8	0.0555	4
Public works & utilities	22%	6	76%	6	0.0525	5
City parks & recreation programs	27%	3	81%	4	0.0518	6
Building permit & inspection services	9%	10	58%	10	0.0387	7
Customer service provided by City employees	9%	9	72%	7	0.0259	8
Emergency medical services (EMS)	26%	4	91%	2	0.0243	9
Fire services	25%	5	92%	1	0.0197	10
Overall satisfaction with parks & recreation	9%	11	80%	5	0.0183	11

- **Priorities within Departments/Specific Areas.** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
  - **Public Safety:** City efforts to prevent crimes and patrolling in the City
  - **Parks and Recreation:** the availability of information about recreation programs
  - **Public Works and Utilities:** walking and biking paths in the City

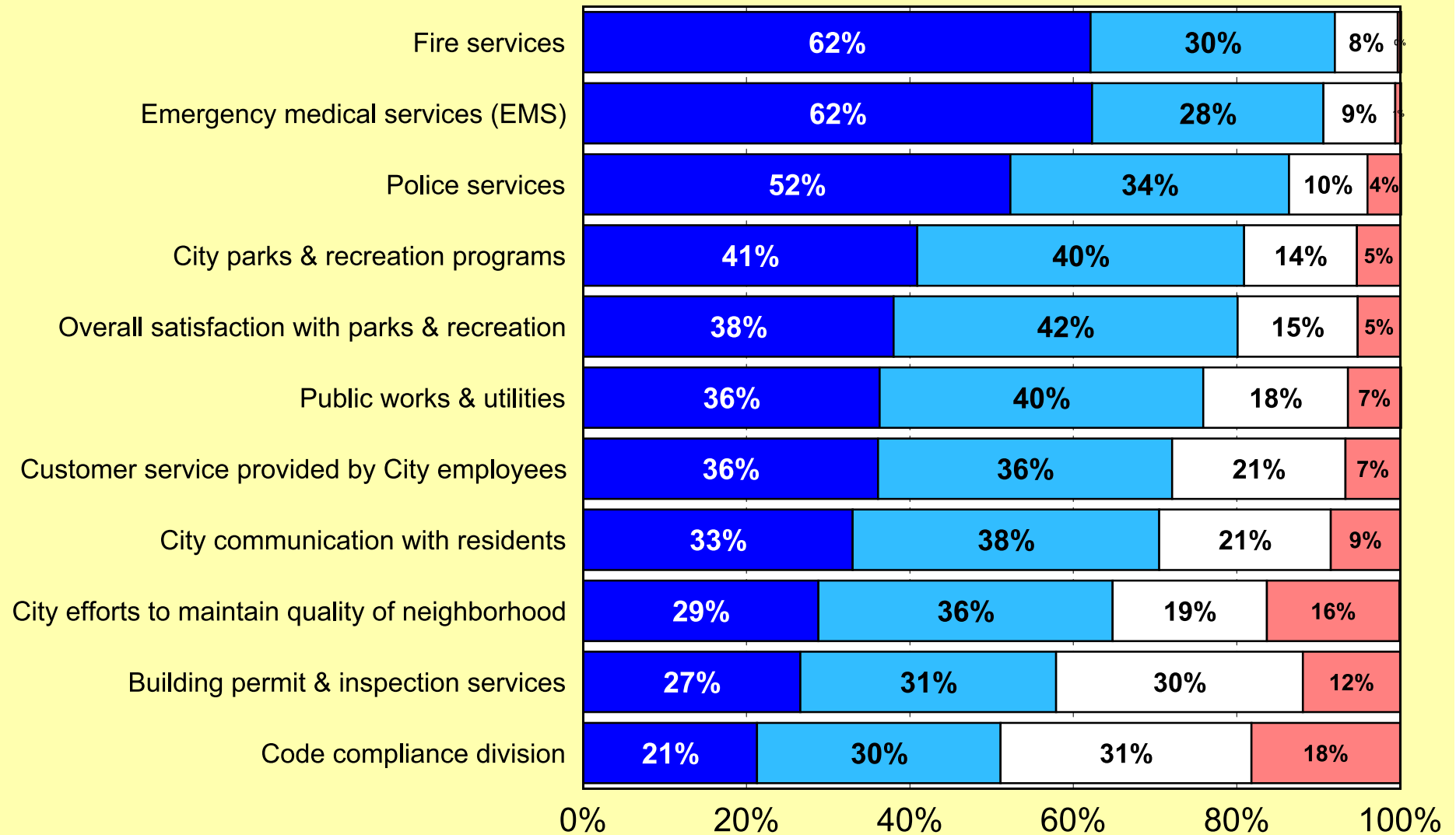
## **Section 1:**

# **Charts and Graphs**

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# Q1. Overall Satisfaction with City Services by Major Category

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

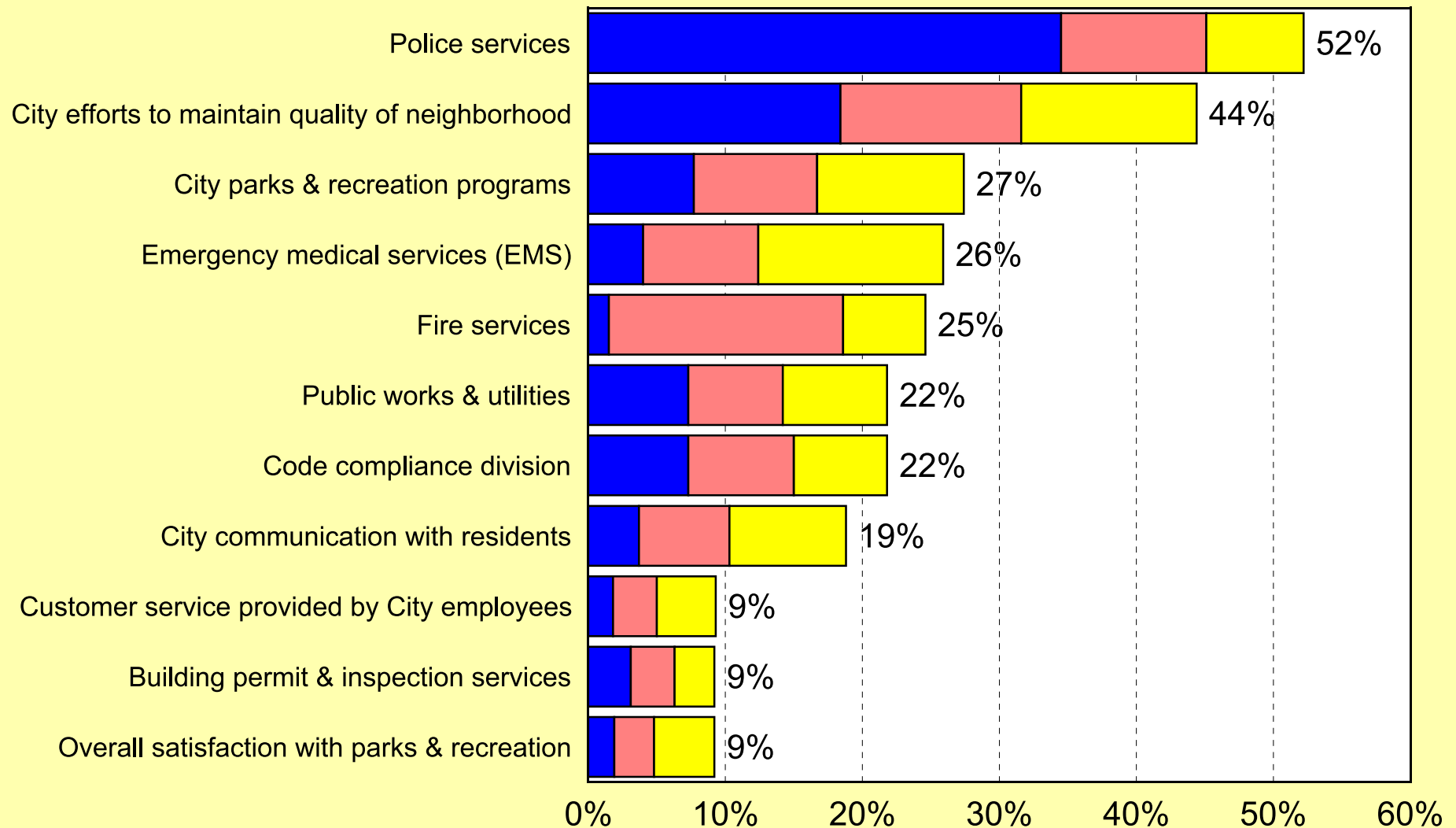


ETC Institute DirectionFinder (2021)

■ Very Satisfied (5)
 ■ Satisfied (4)
 ■ Neutral (3)
 ■ Dissatisfied (1/2)

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

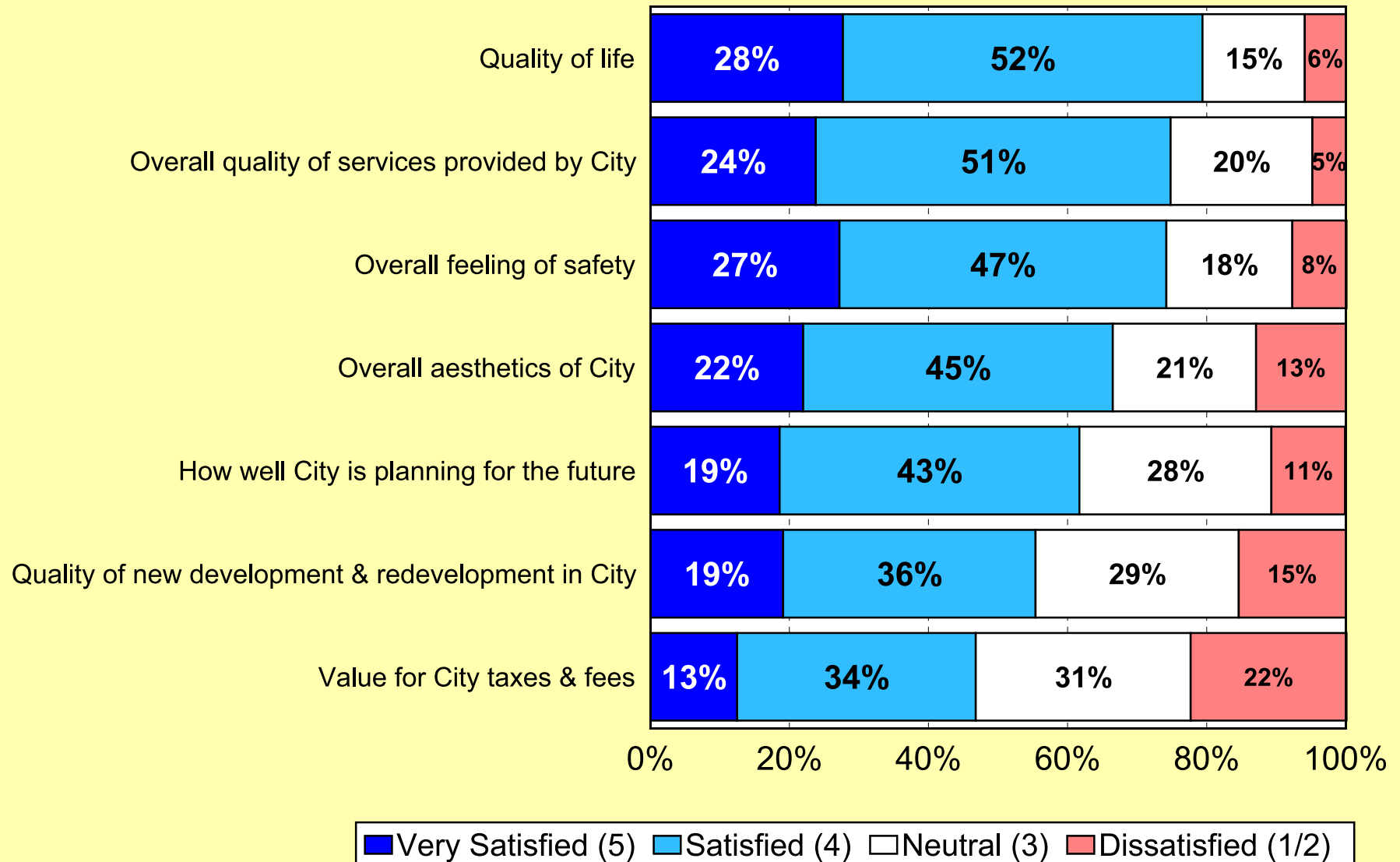
by percentage of respondents who selected the item as one of their top three choices



■ Most Emphasis ■ 2nd Choice ■ 3rd Choice

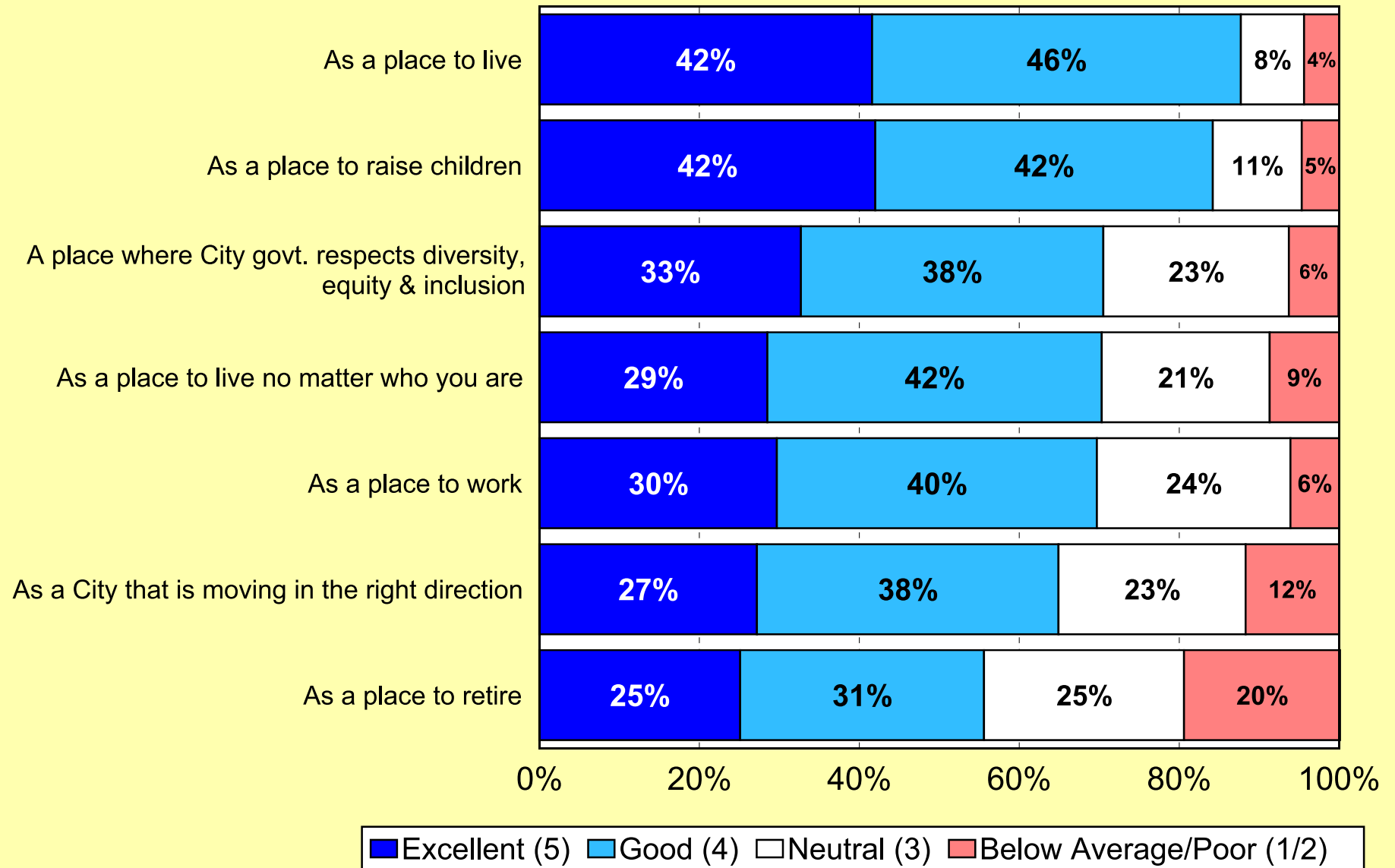
## Q3. Satisfaction with Items That Influence the Perception Residents Have of the City

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



## Q4. Overall Ratings of the City

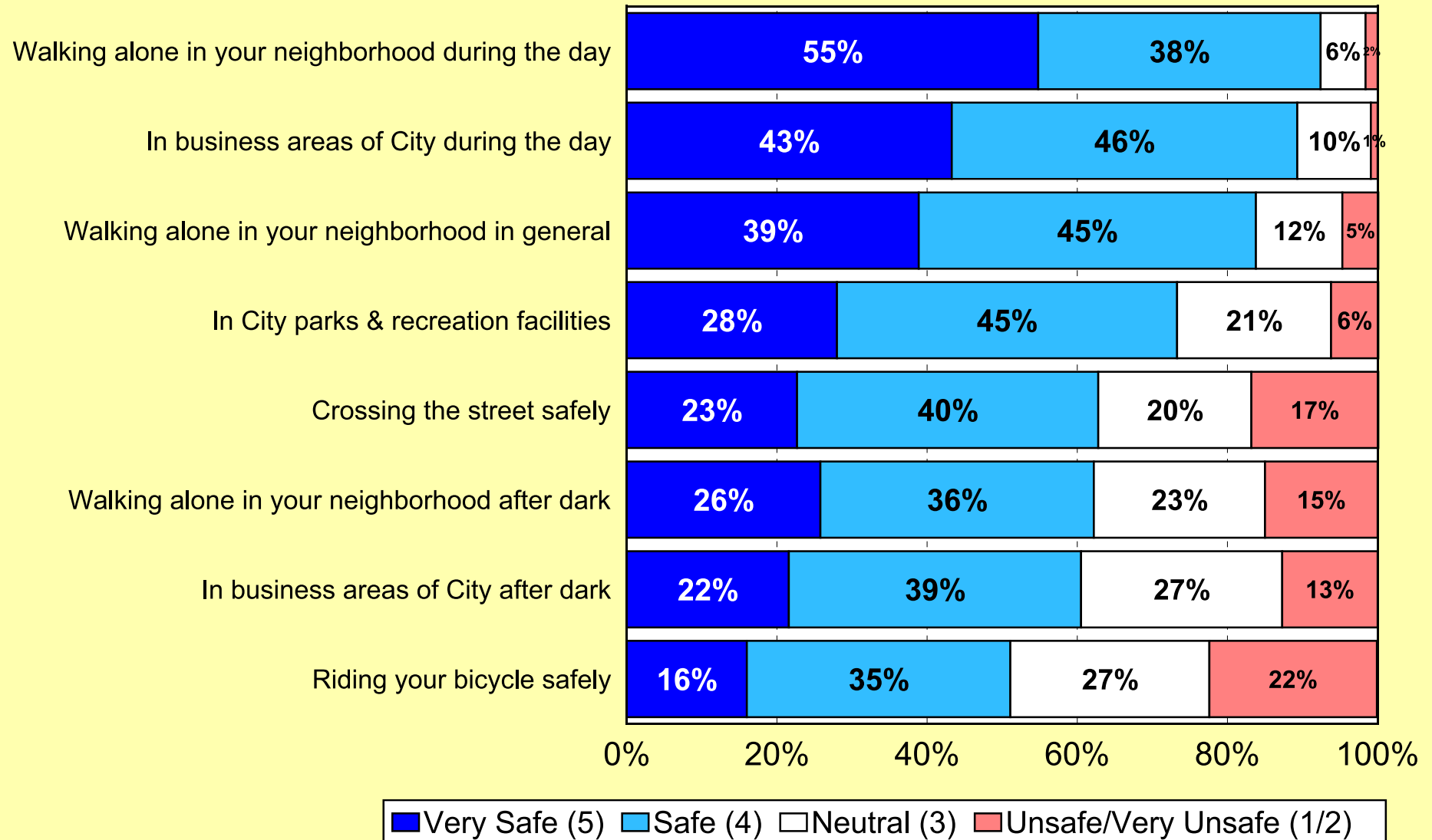
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)





# Q5. How Safe Residents Feel in Various Situations in Coral Springs

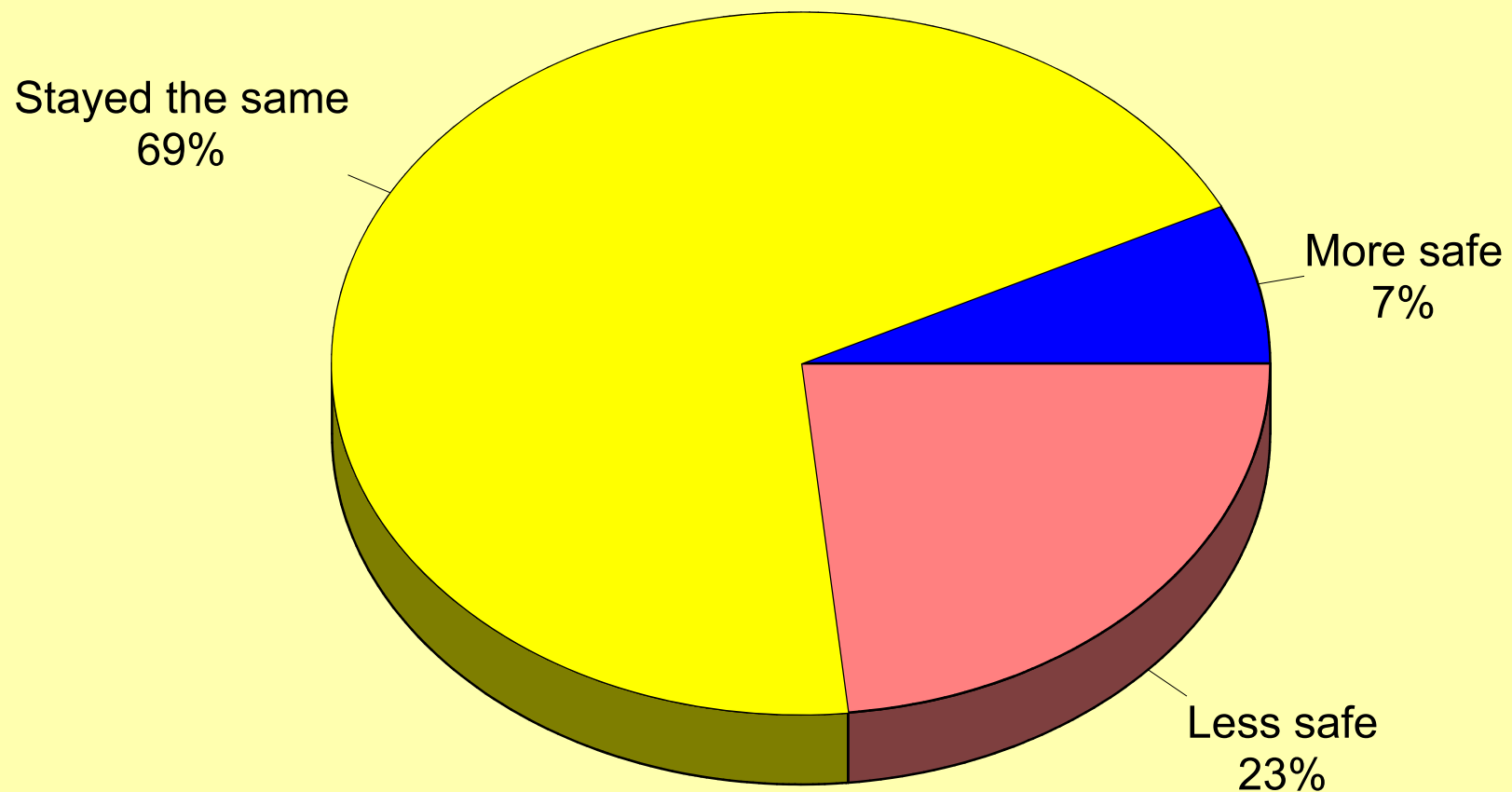
by percentage of respondents (excluding don't knows)



ETC Institute DirectionFinder (2021)

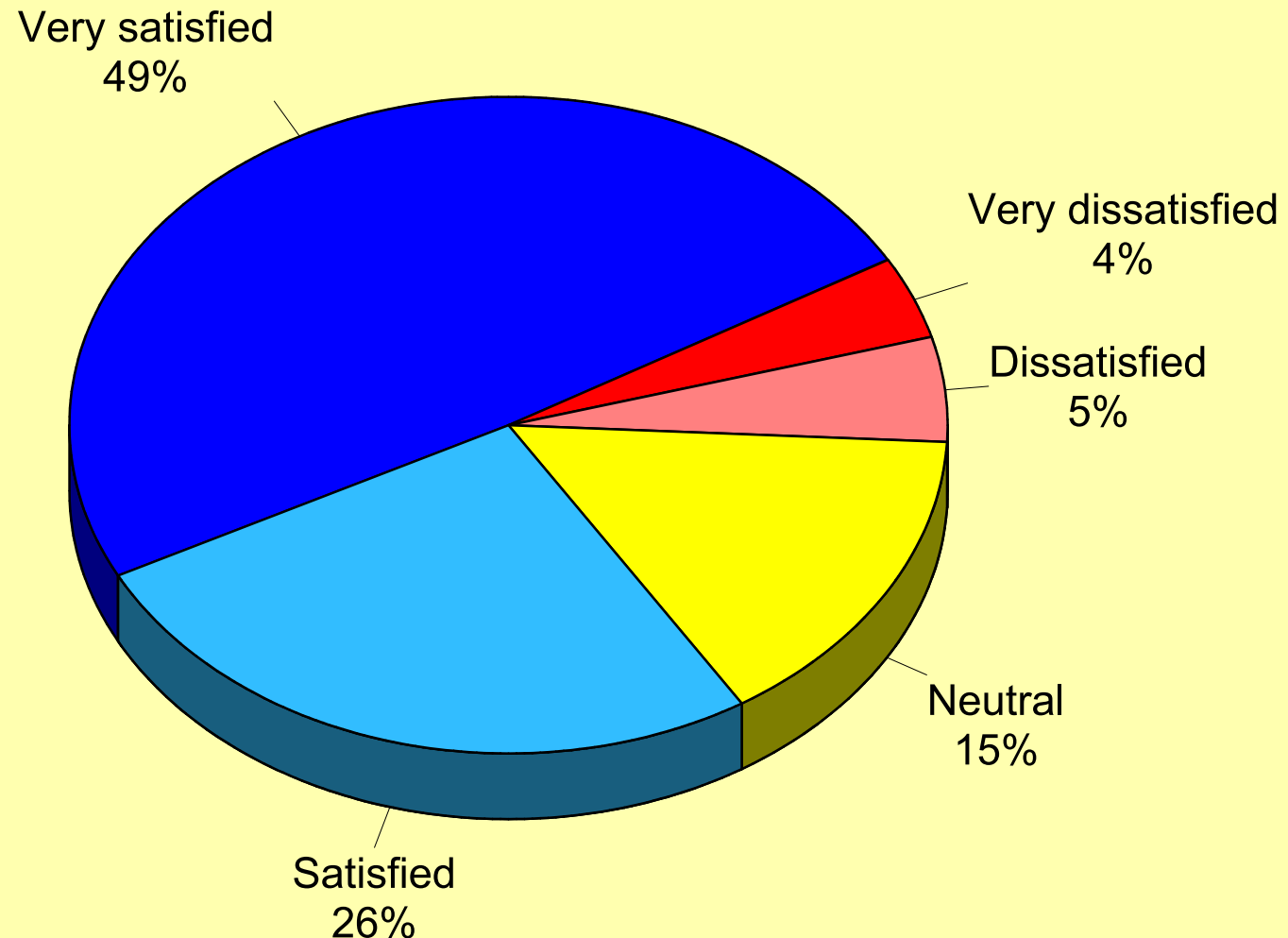
## Q6. In the past 12 months, do you think Coral Springs has become more, less or stayed the same as far as being a safe place?

by percentage of respondents (excluding don't knows)



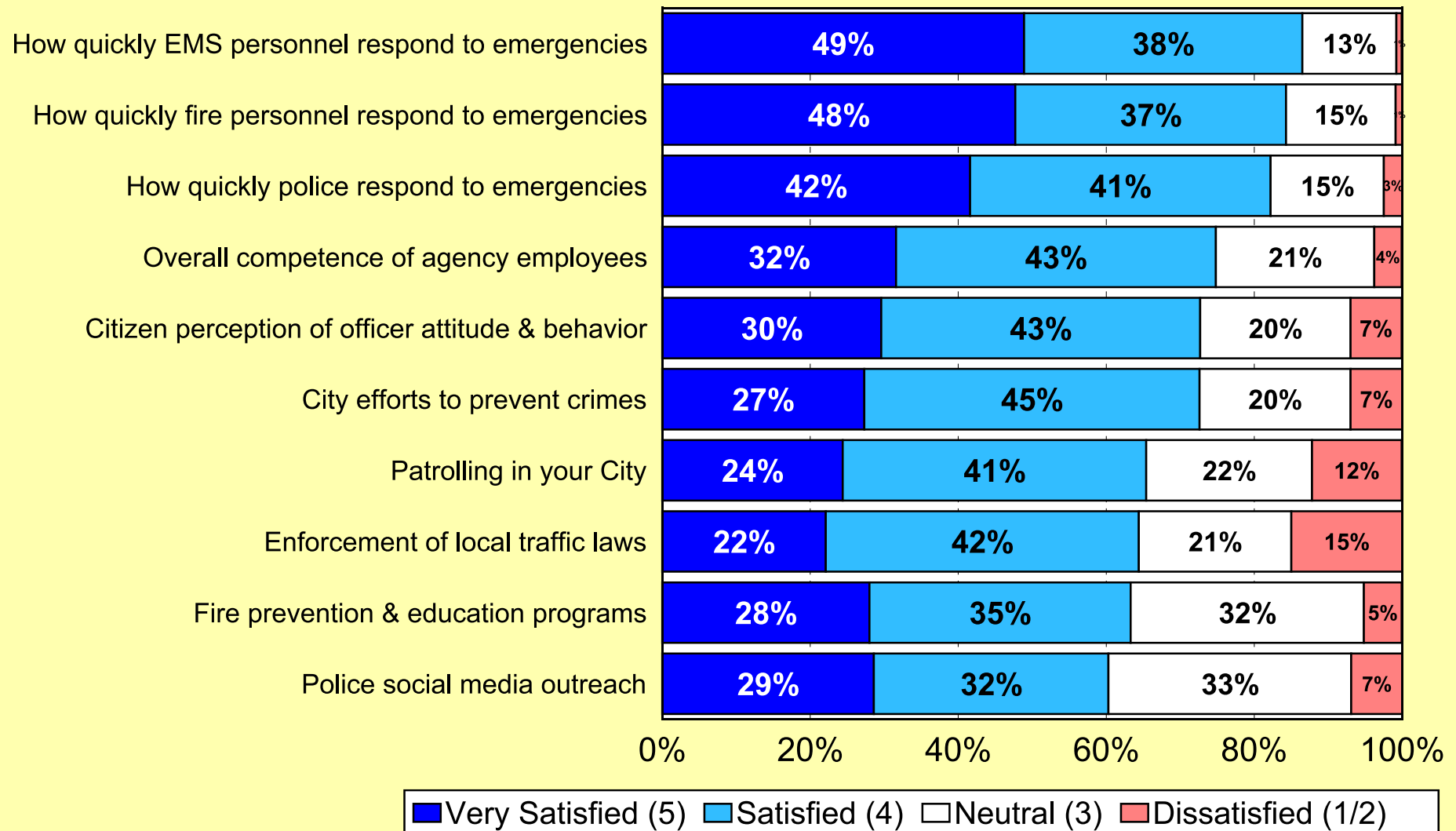
## Q7. Have you had any interaction with a police officer in the past 12 months? If so, how satisfied are you with your interaction?

by percentage of respondents who have interacted with a police officer in the past 12 months



## Q8. Satisfaction with Various Aspects of Public Safety

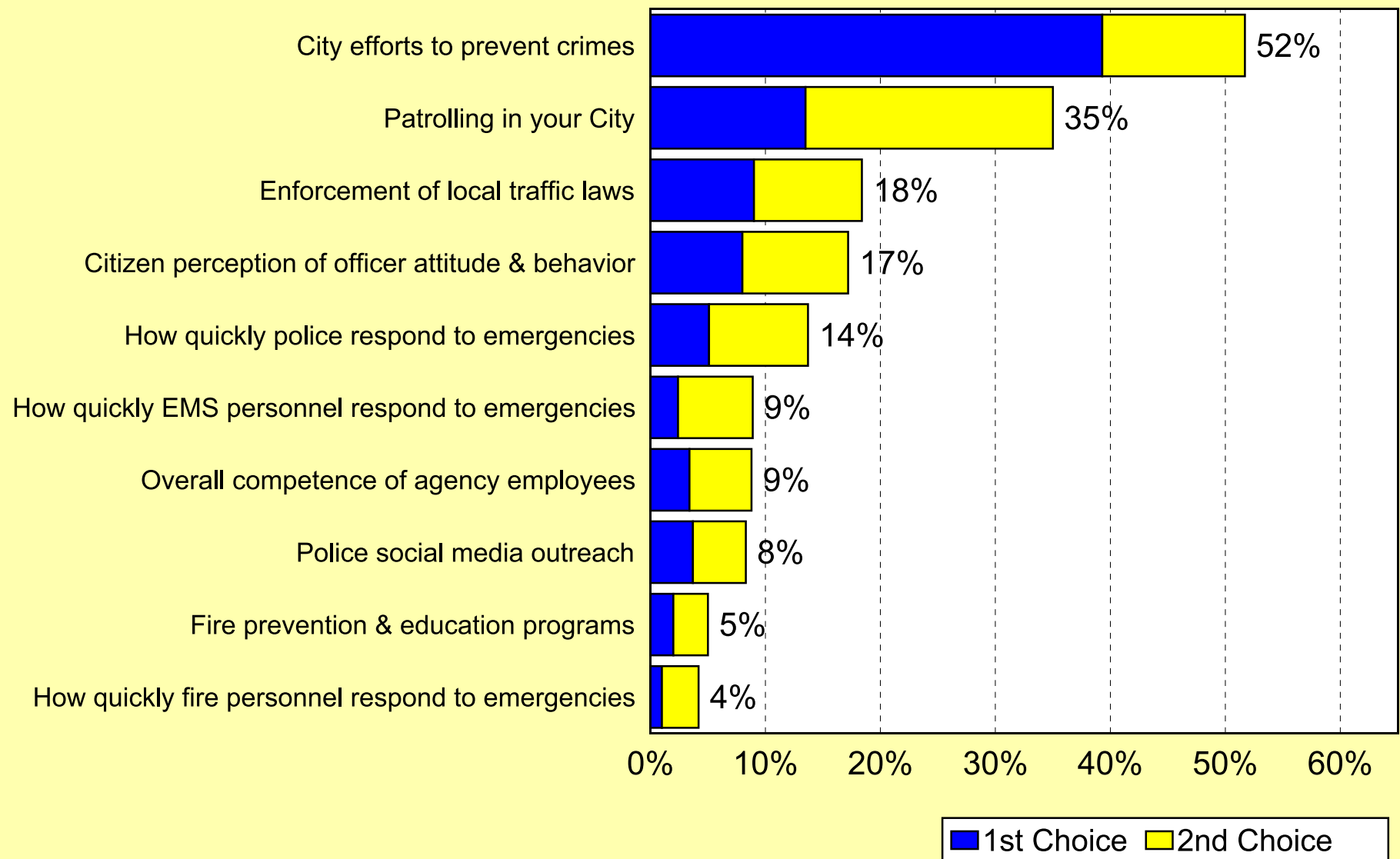
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2021)

## Q9. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

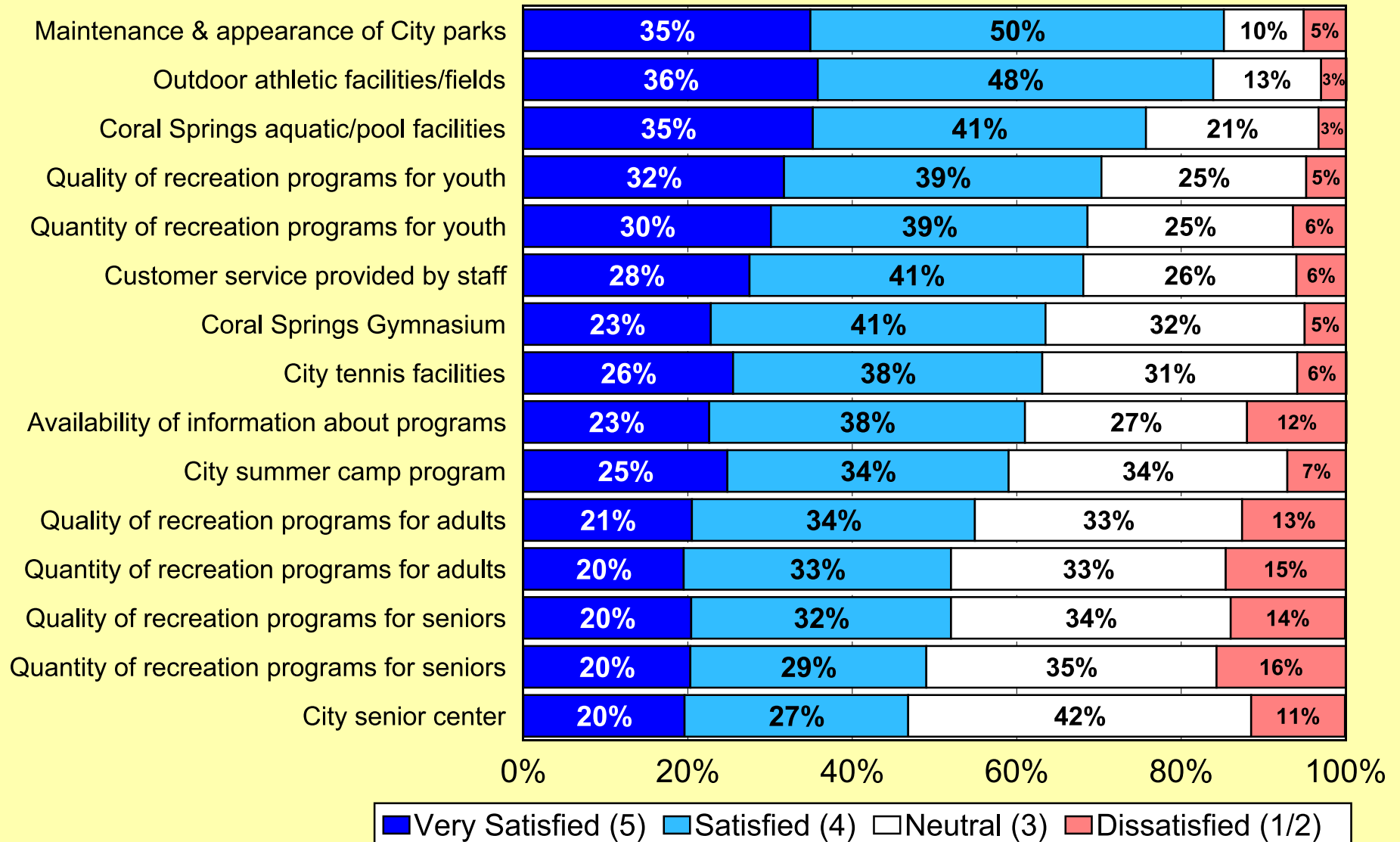
by percentage of respondents who selected the item as one of their top two choices



ETC Institute DirectionFinder (2021)

## Q10. Satisfaction with Various Aspects of Parks and Recreation

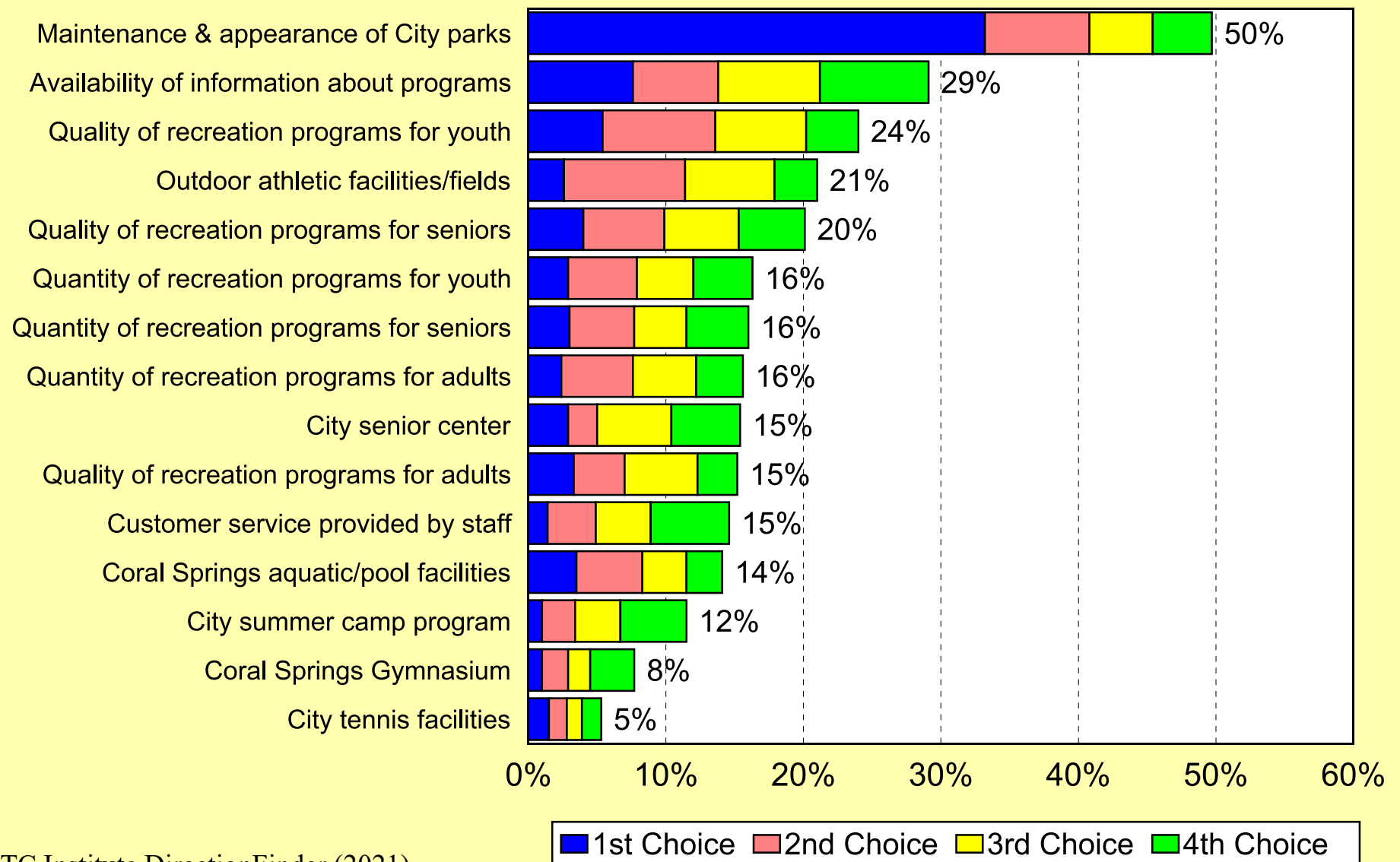
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2021)

# Q11. Parks and Recreation Aspects That Should Receive the Most Emphasis Over the Next Two Years

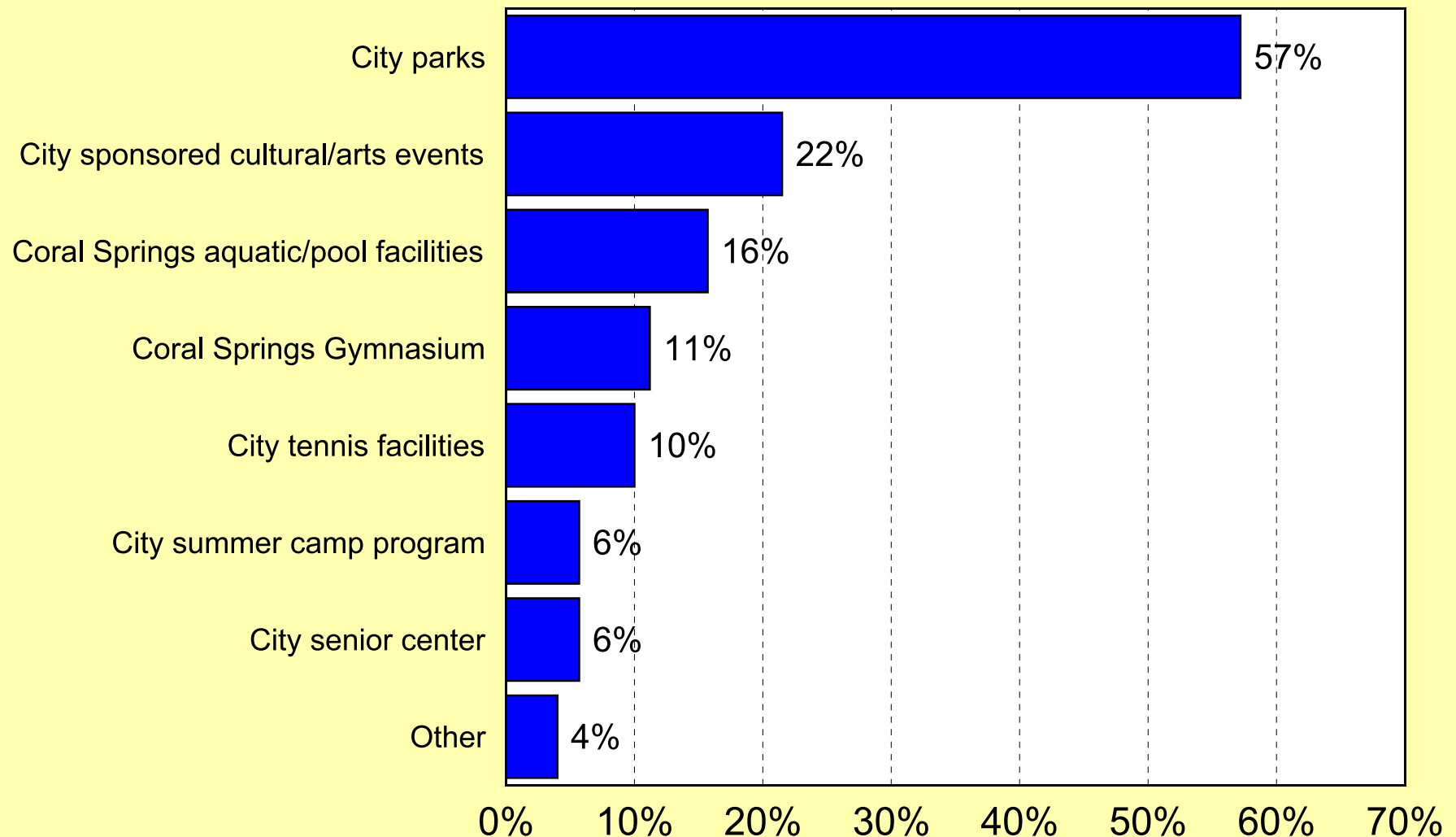
by percentage of respondents who selected the item as one of their top four choices



ETC Institute DirectionFinder (2021)

## Q12. Which of the following parks and recreation programs and facilities have you used in the City of Coral Springs during the past year?

by percentage of respondents (multiple responses allowed)

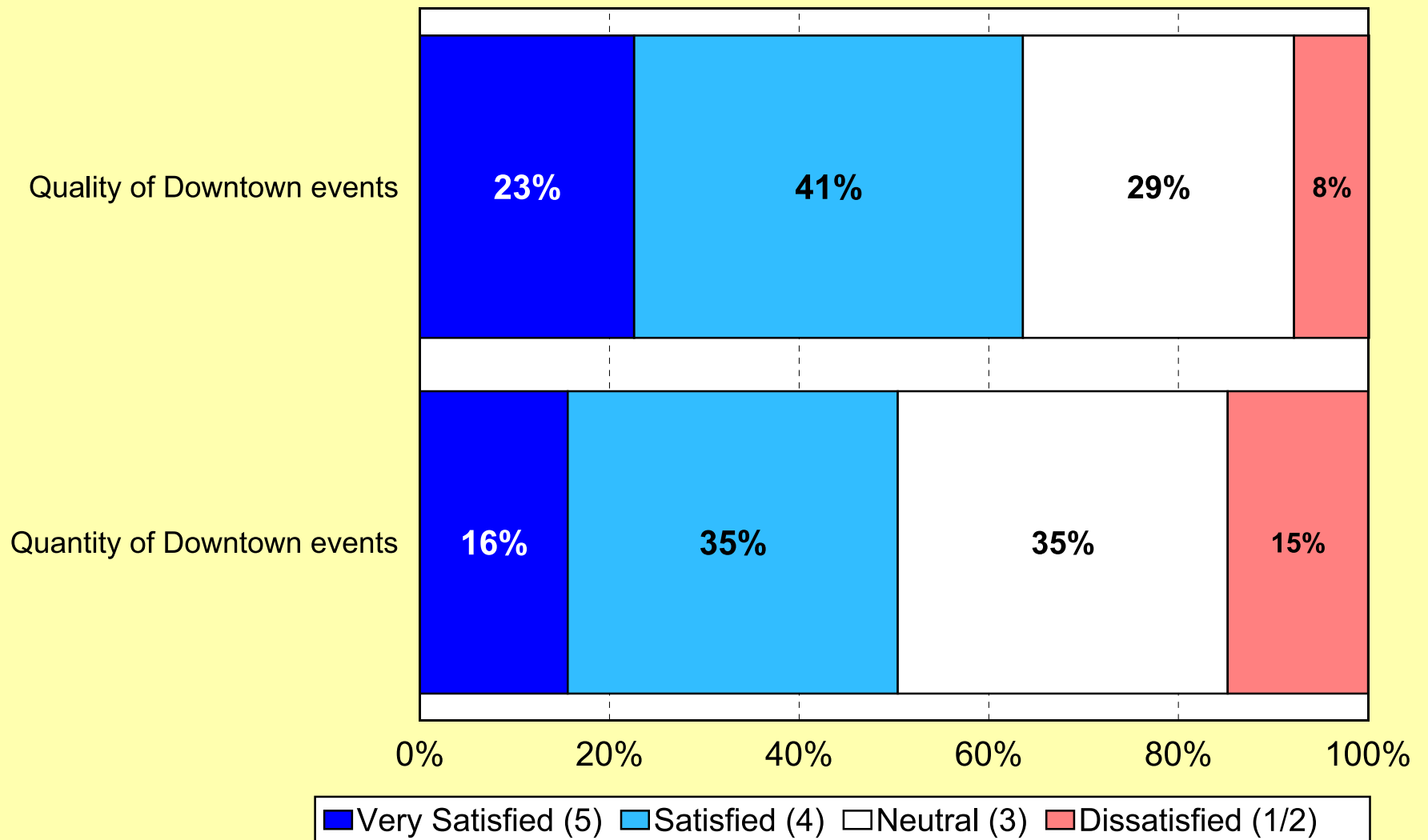


ETC Institute DirectionFinder (2021)



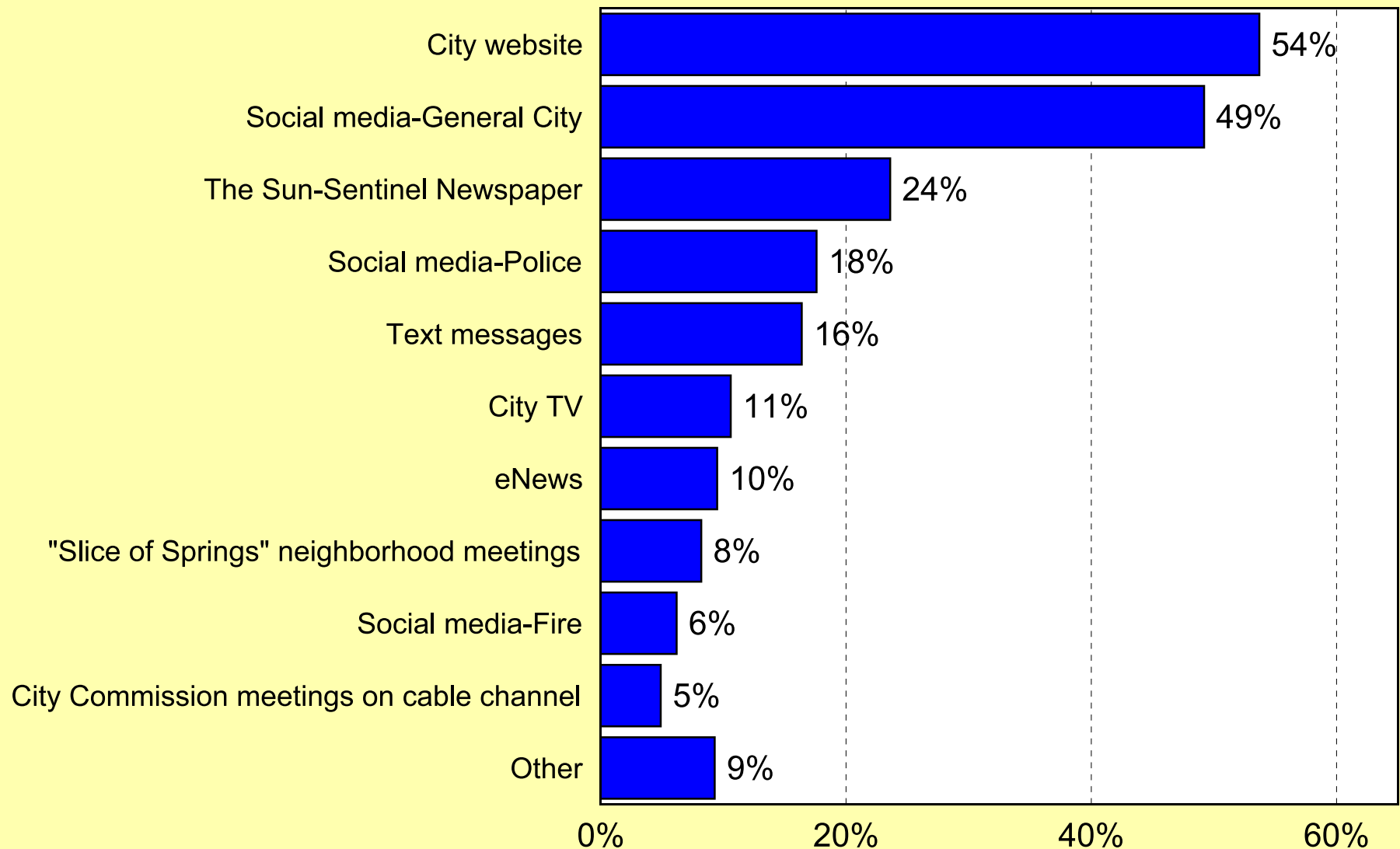
## Q13. Satisfaction with Various Aspects of Downtown

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



# Q14. Which of the following do you use to get information about the City of Coral Springs?

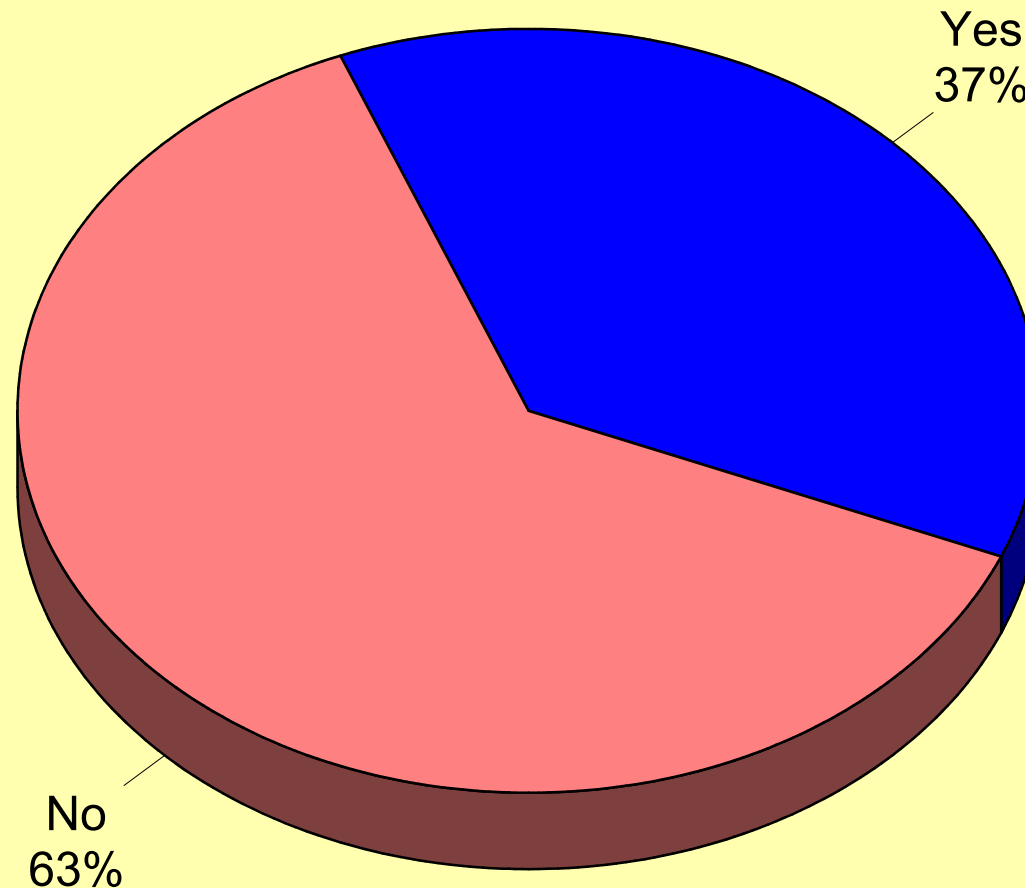
by percentage of respondents (multiple responses allowed)



ETC Institute DirectionFinder (2021)

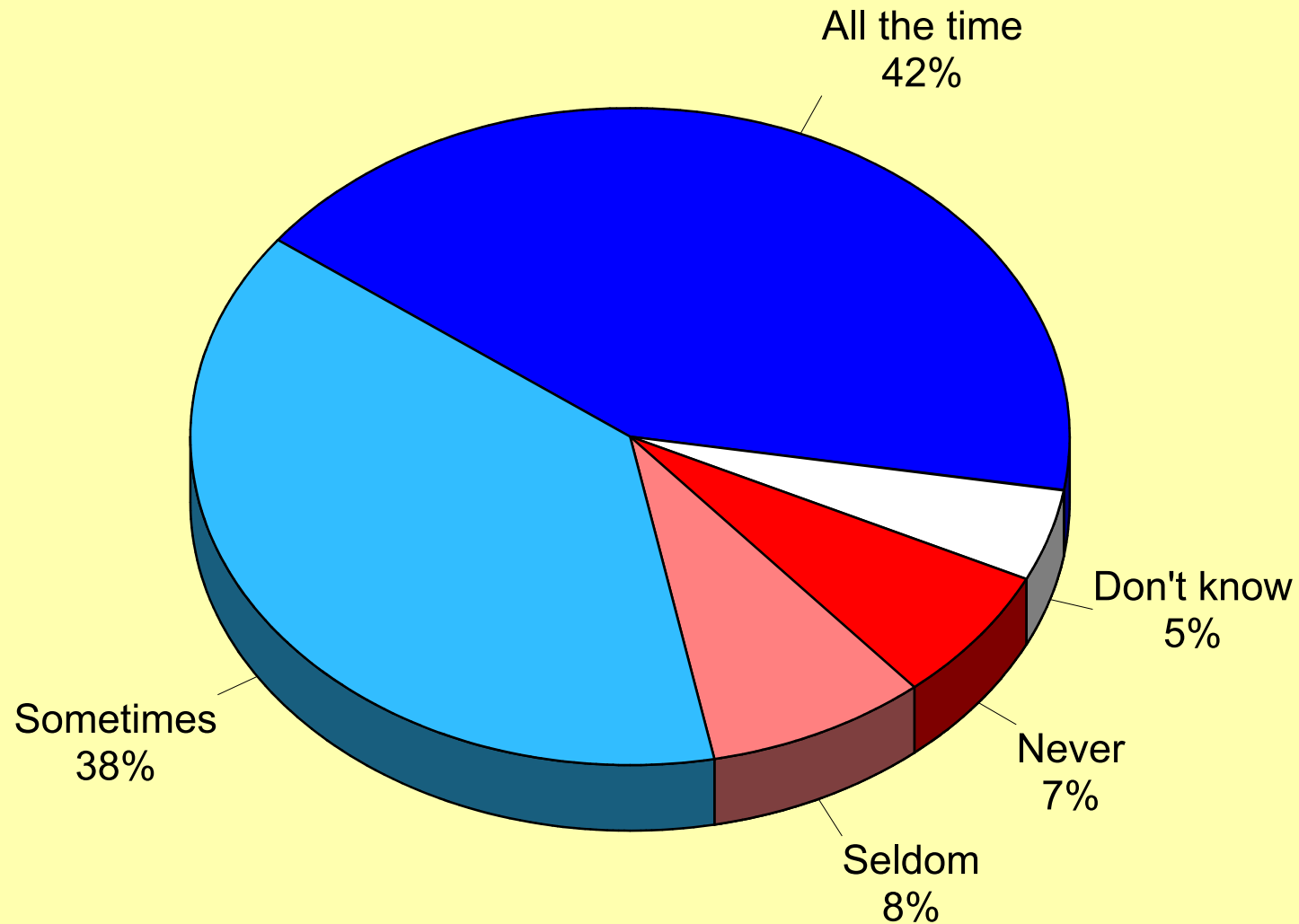
## Q15. Would you be interested in participating in a Virtual Slice of the Springs town hall meeting?

by percentage of respondents (excluding not provided)



## Q16. Do you read Coral Springs' magazine, "Under the Sun"?

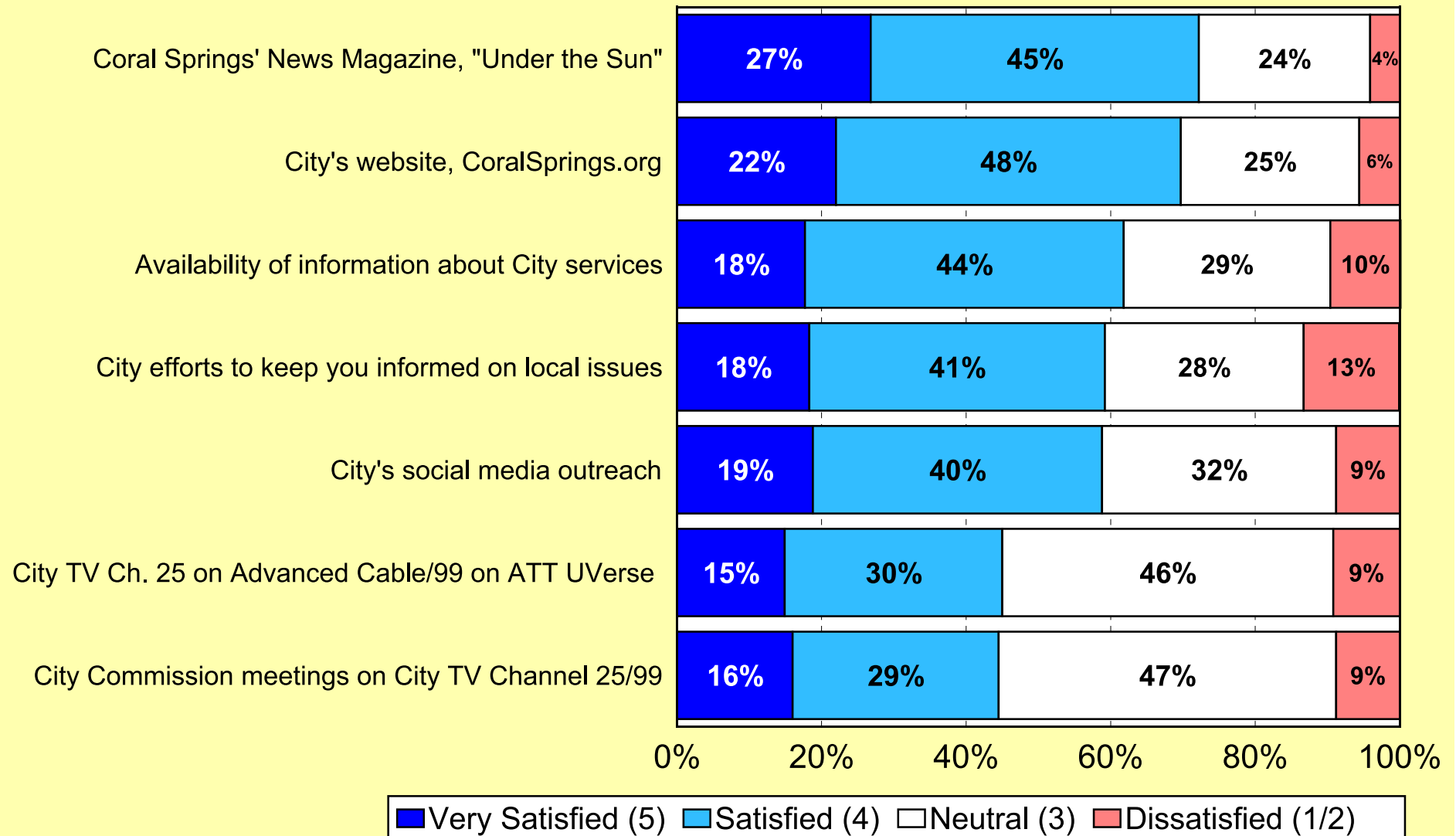
by percentage of respondents



ETC Institute DirectionFinder (2021)

# Q17. Satisfaction with Various Aspects of City Communications

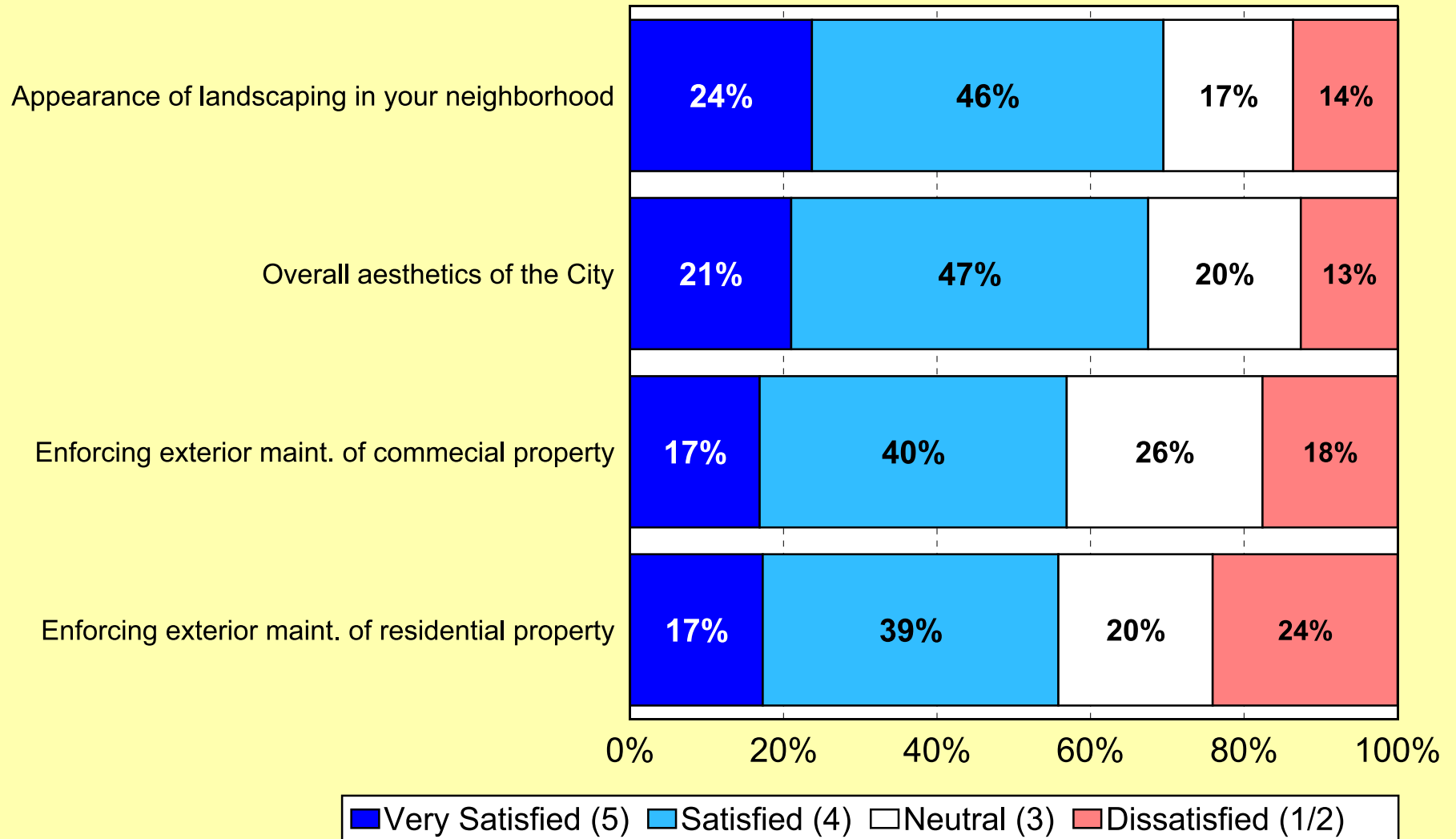
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2021)

## Q18. Satisfaction with Various Aspects of Code Compliance

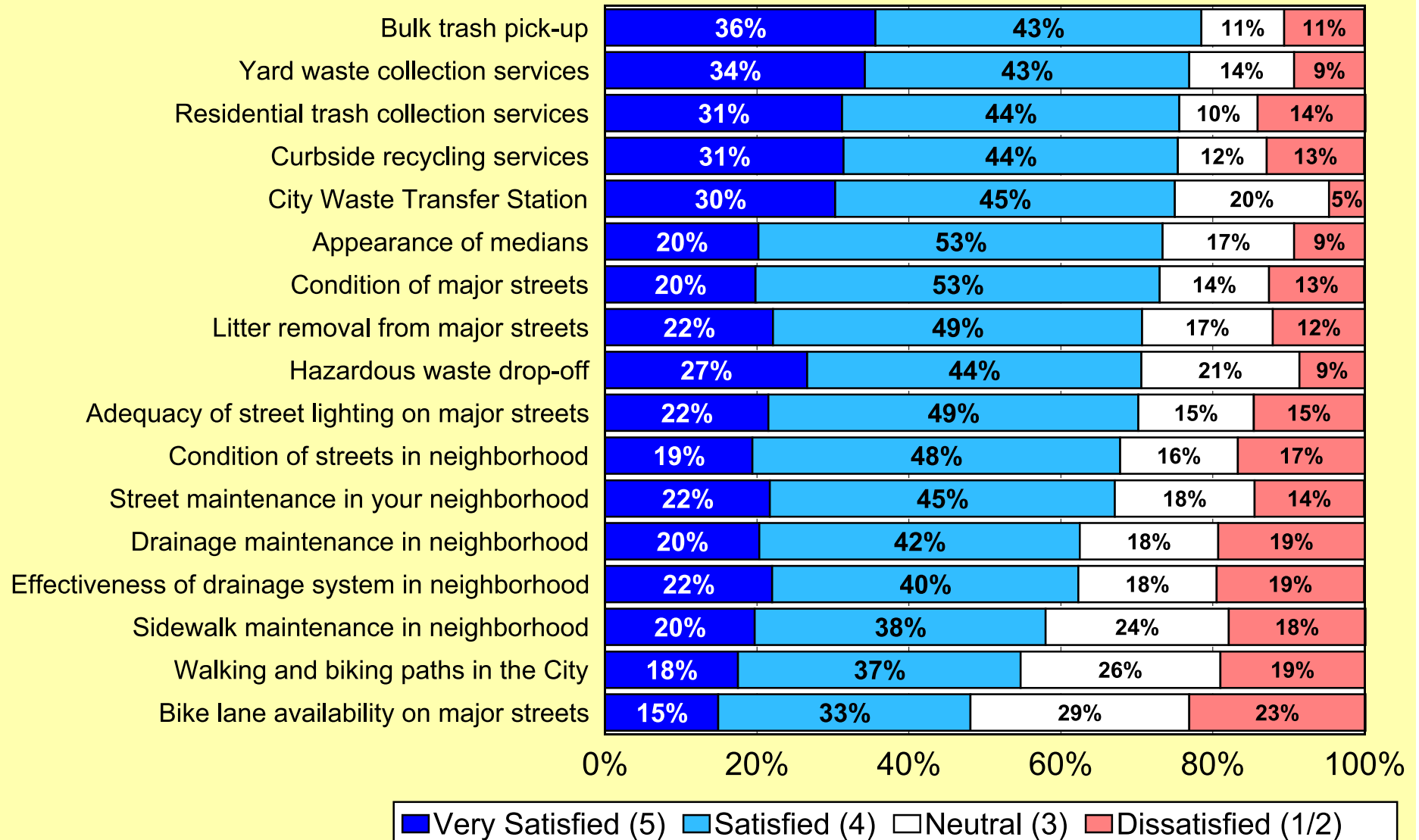
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



ETC Institute DirectionFinder (2021)

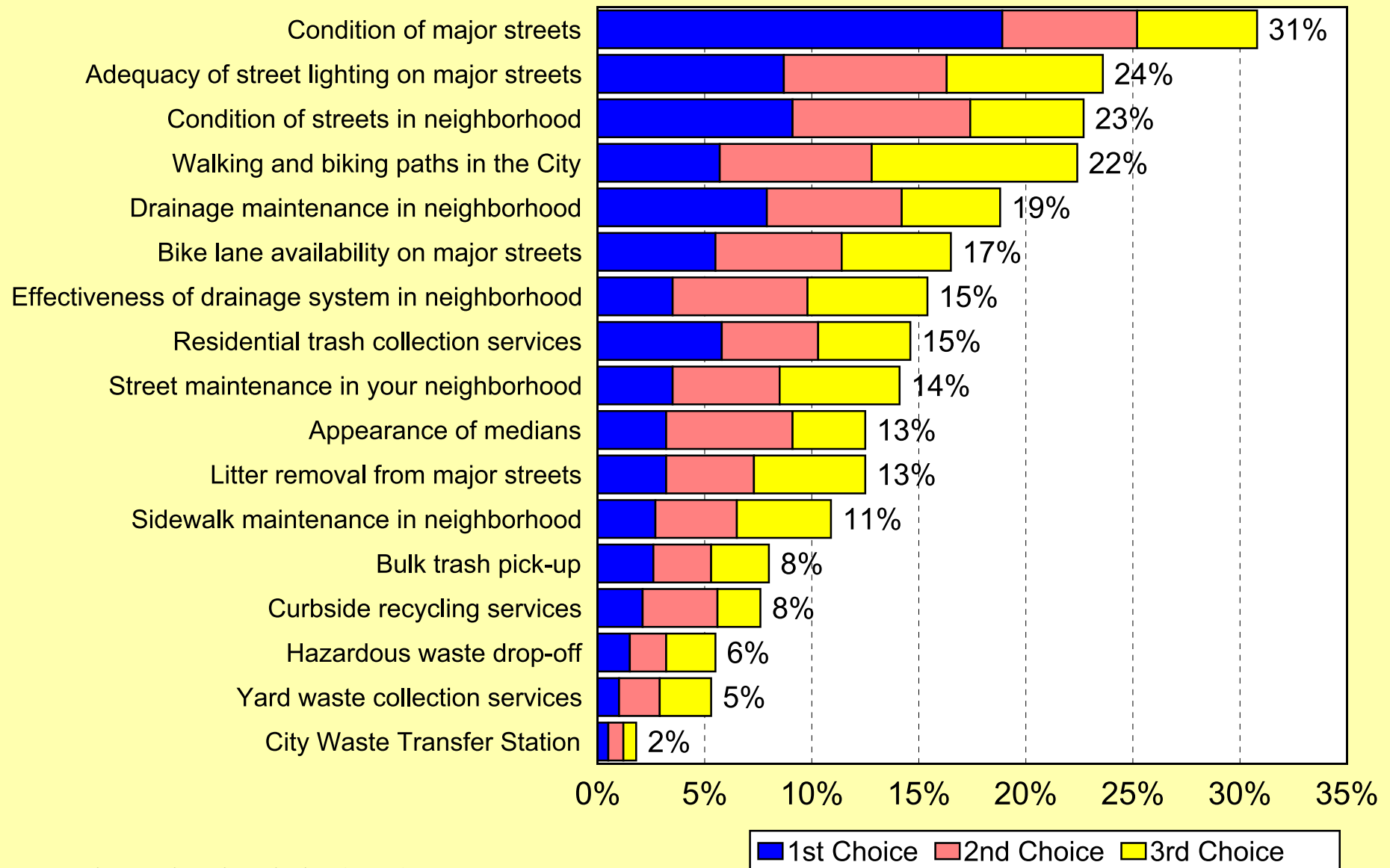
## Q19. Satisfaction with Various Aspects of Public Works/Utilities

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



## Q20. Public Works and Utilities Services That Should Receive the Most Emphasis Over the Next Two Years

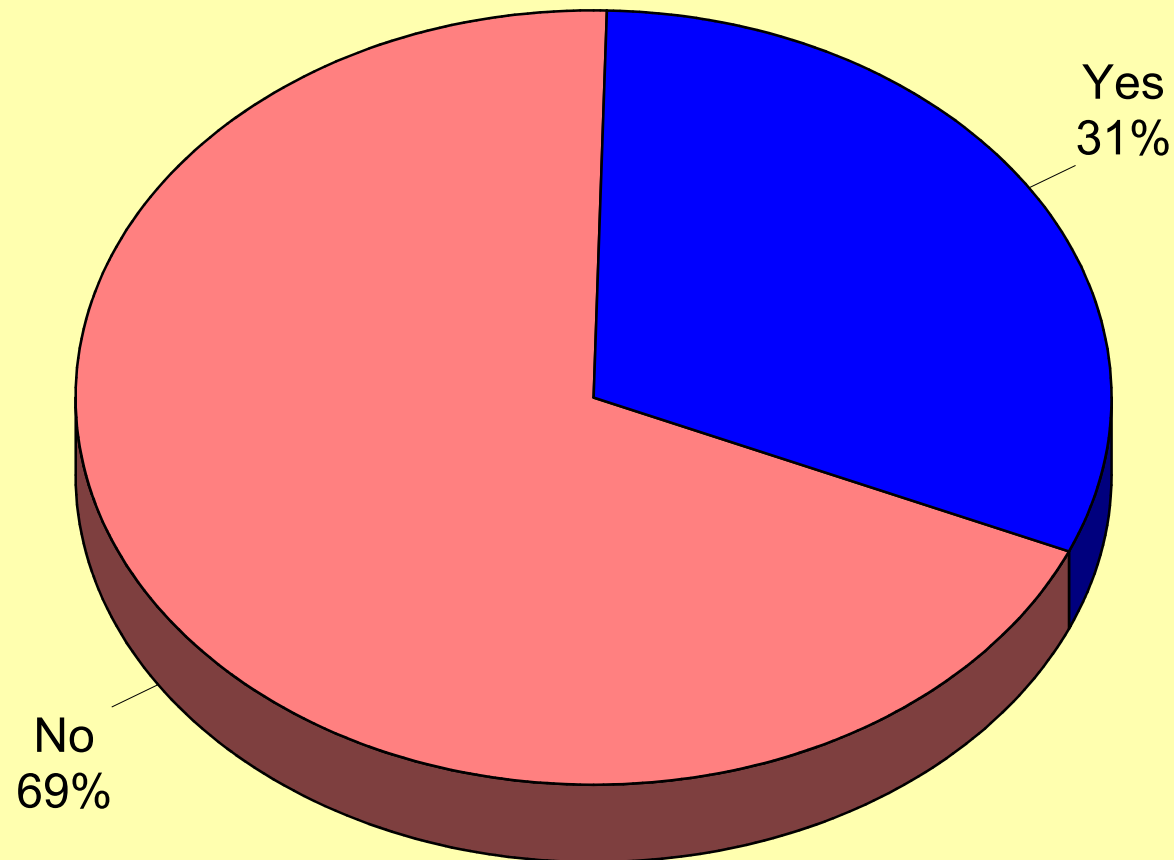
by percentage of respondents who selected the item as one of their top three choices





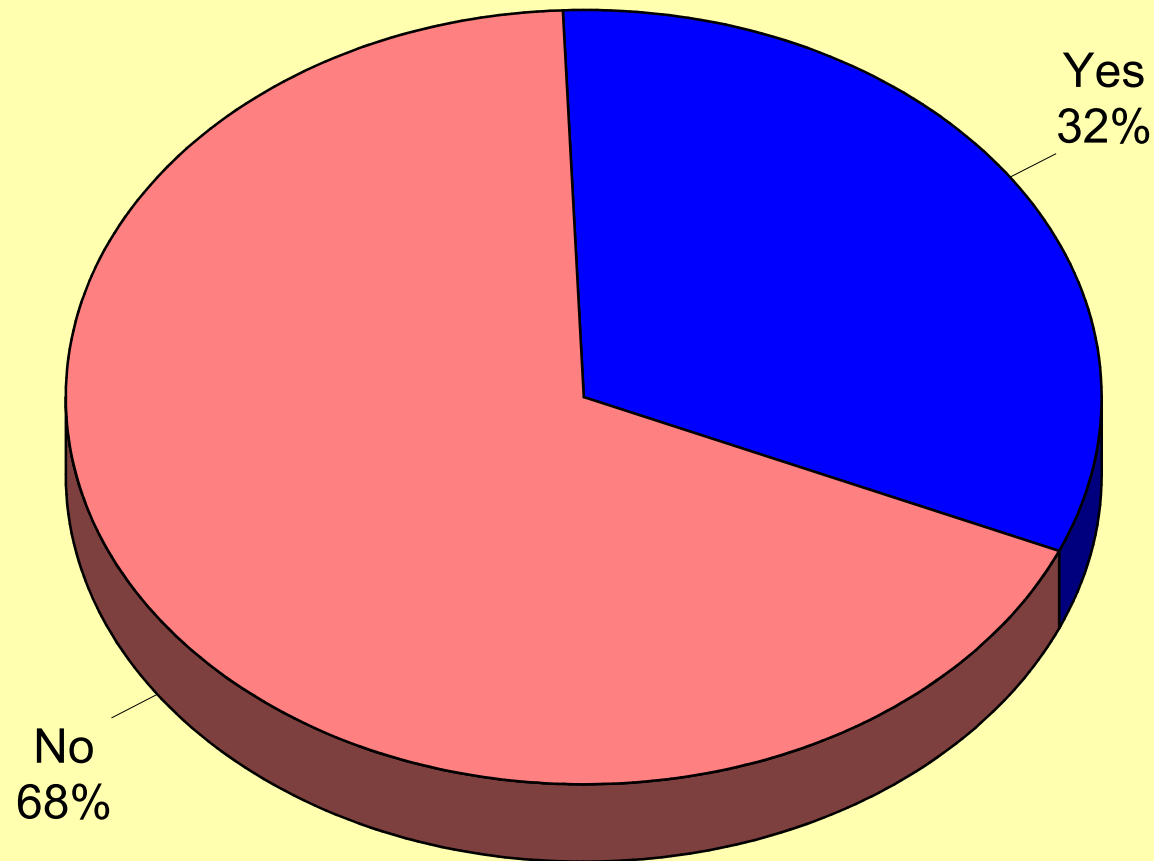
## Q21. Are you aware the City has moved to a Waste to Energy Program for recycling?

by percentage of respondents (excluding not provided)



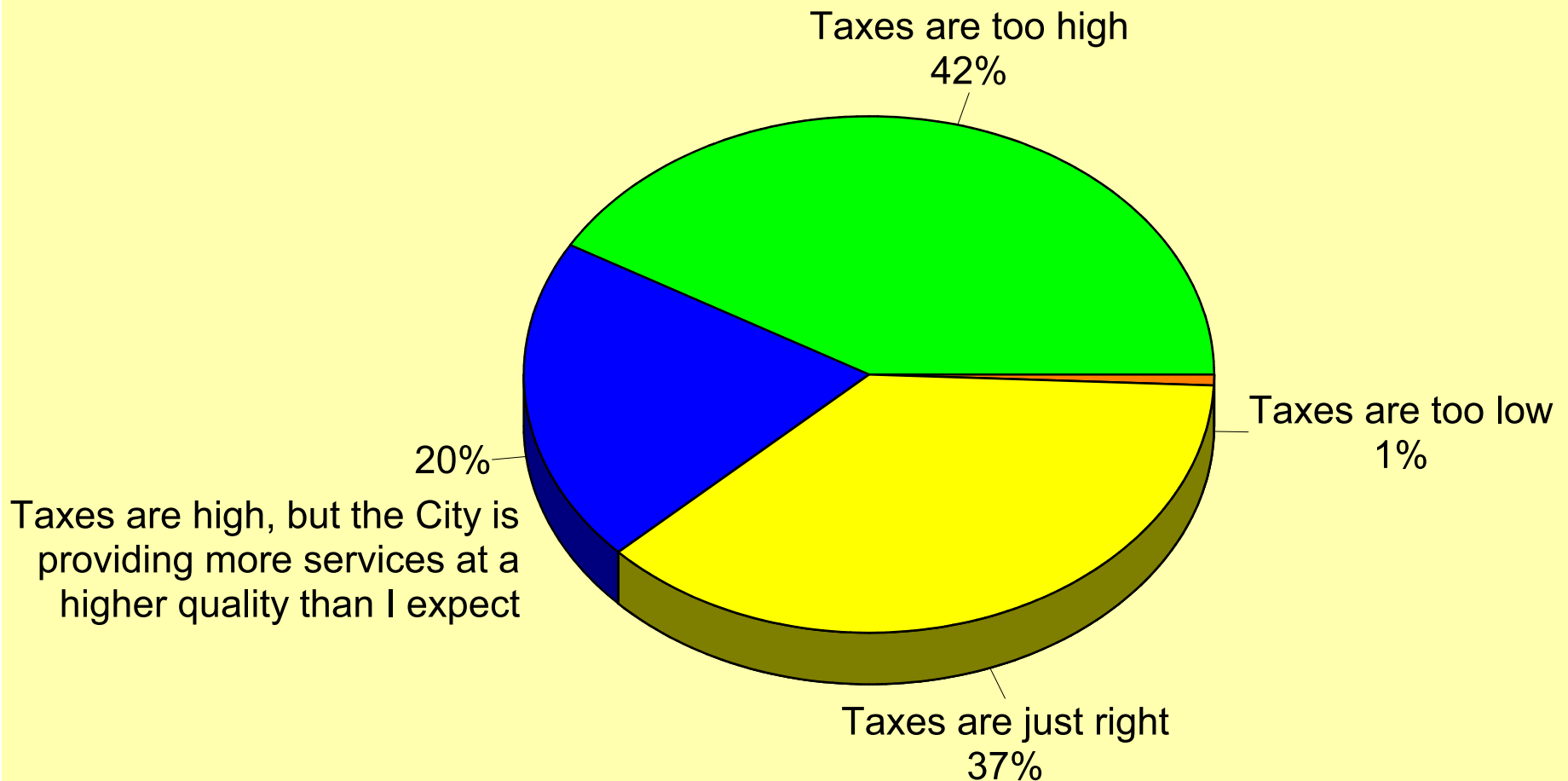
## Q22. Would you be willing to pay more, if the option becomes available in the marketplace, to reinstitute traditional recycling?

by percentage of respondents (excluding not provided)



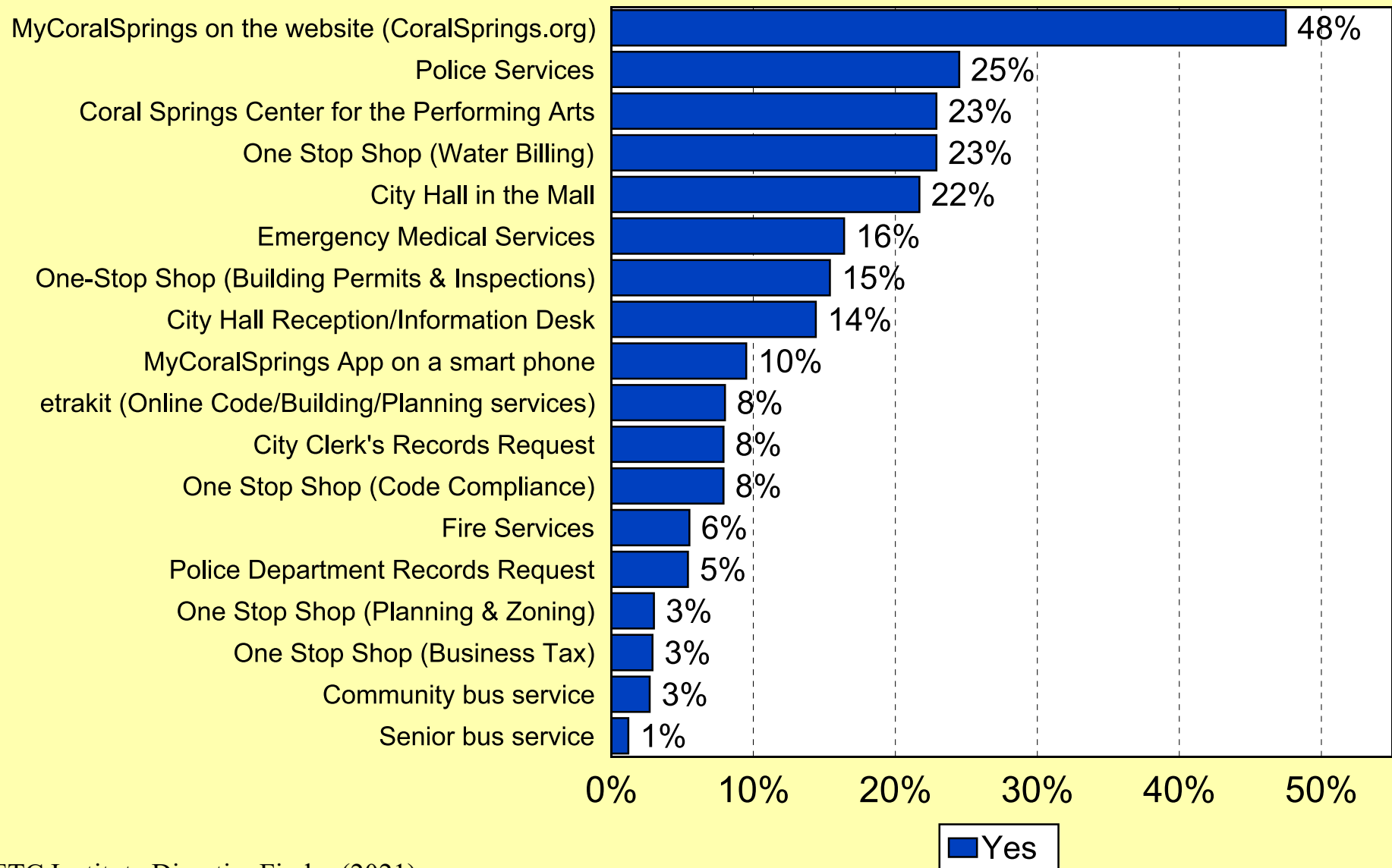
## Q23. Which statement best describes how you feel about the taxes you pay to the City of Coral Springs?

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



# Q24[1]. Have you or other members of your household used the following city services/facilities within the past year?

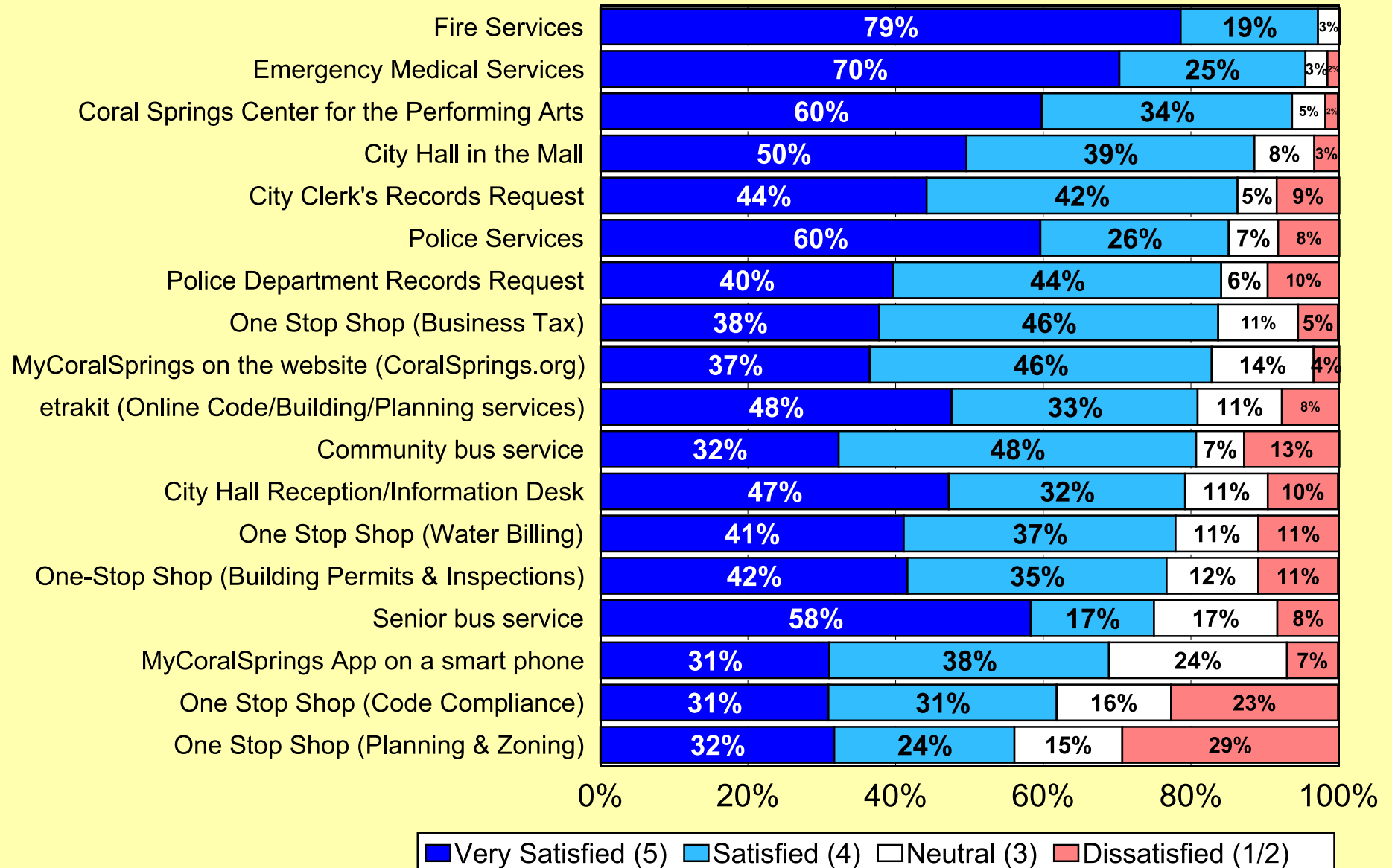
by percentage of all respondents (multiple choices could be made)



ETC Institute DirectionFinder (2021)

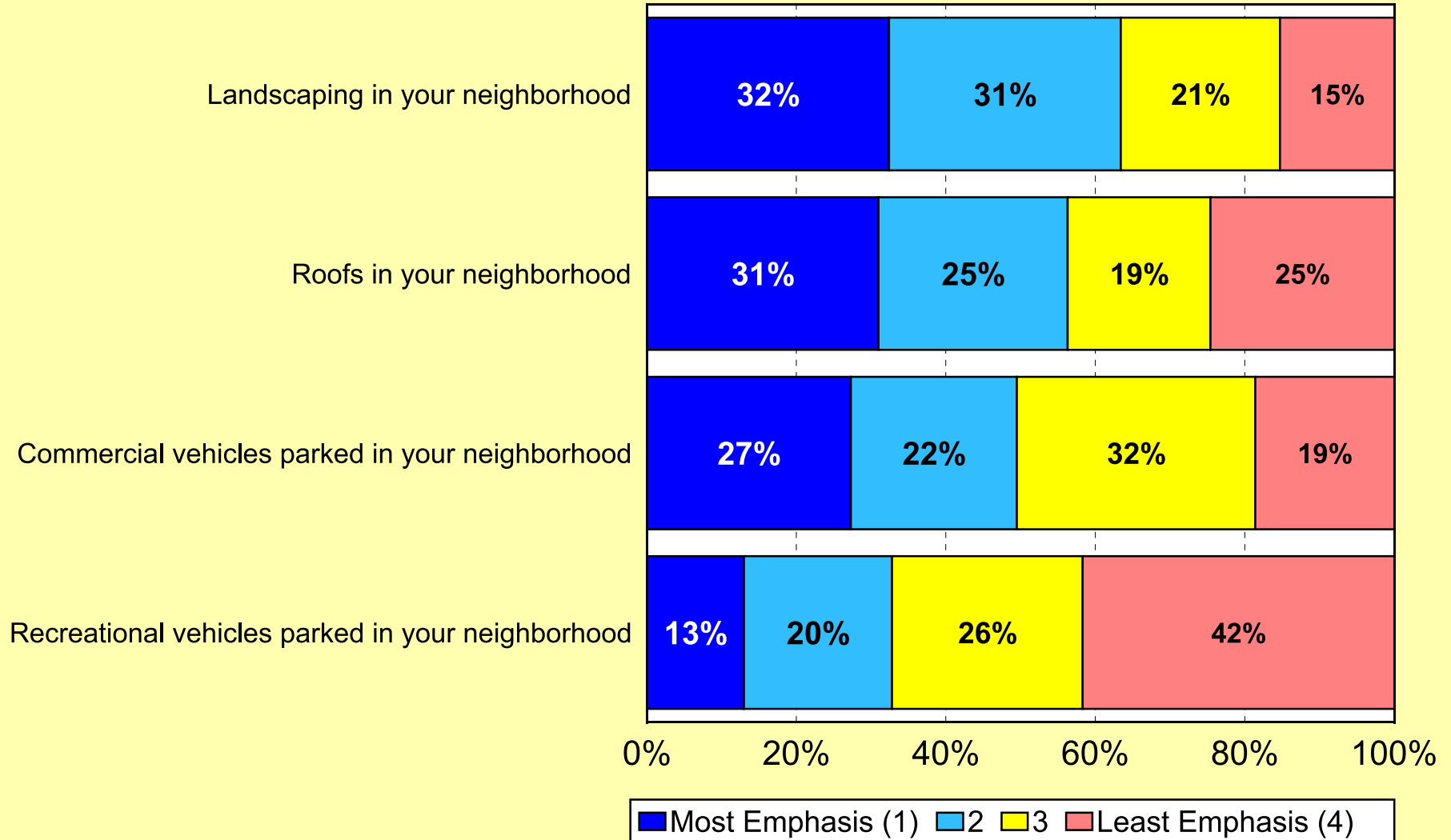
## Q24[2]. Satisfaction with Various City Services & Facilities

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



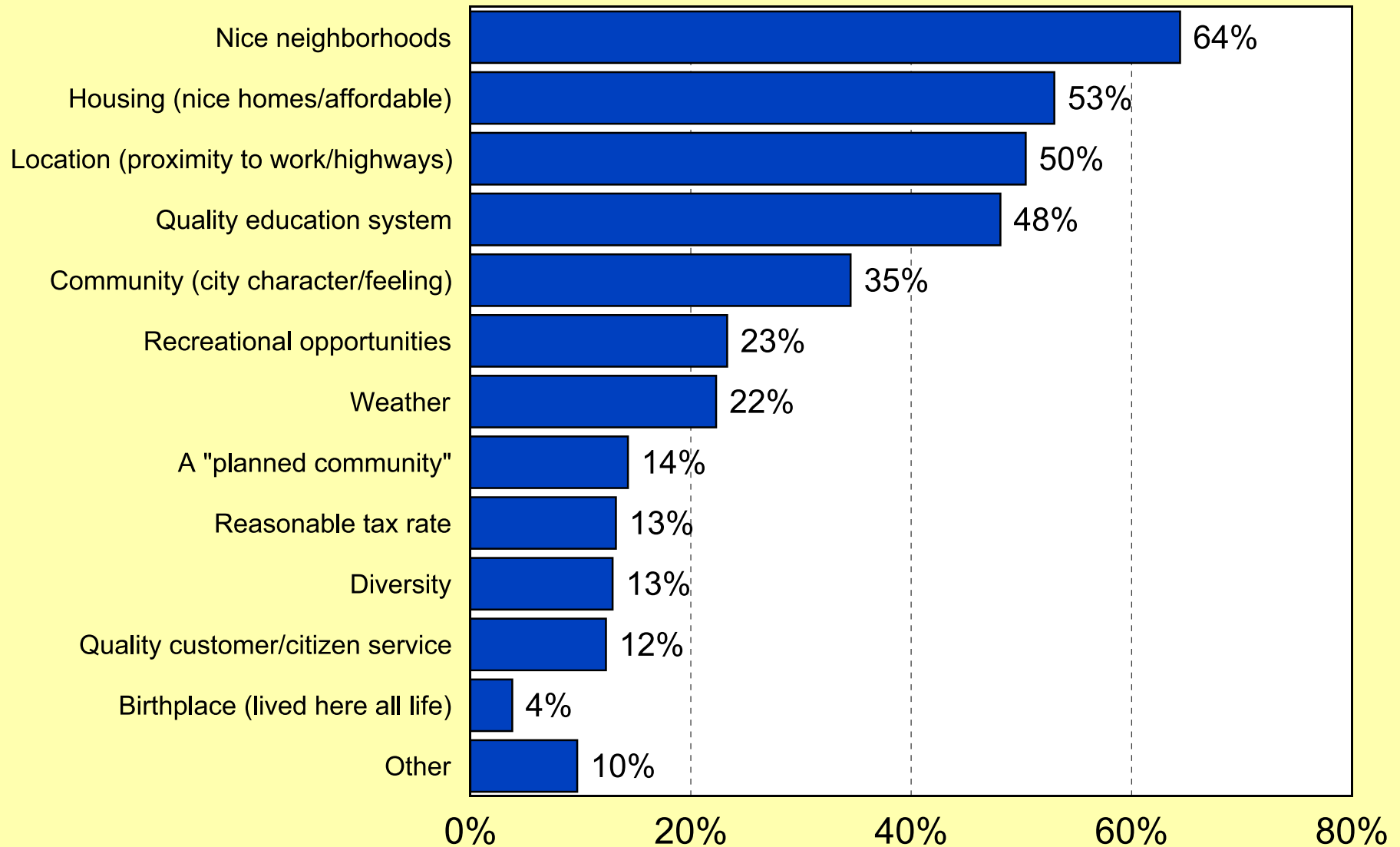
## Q25. Items That Needs to Receive the Most Emphasis from the City's Code Compliance Office

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



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

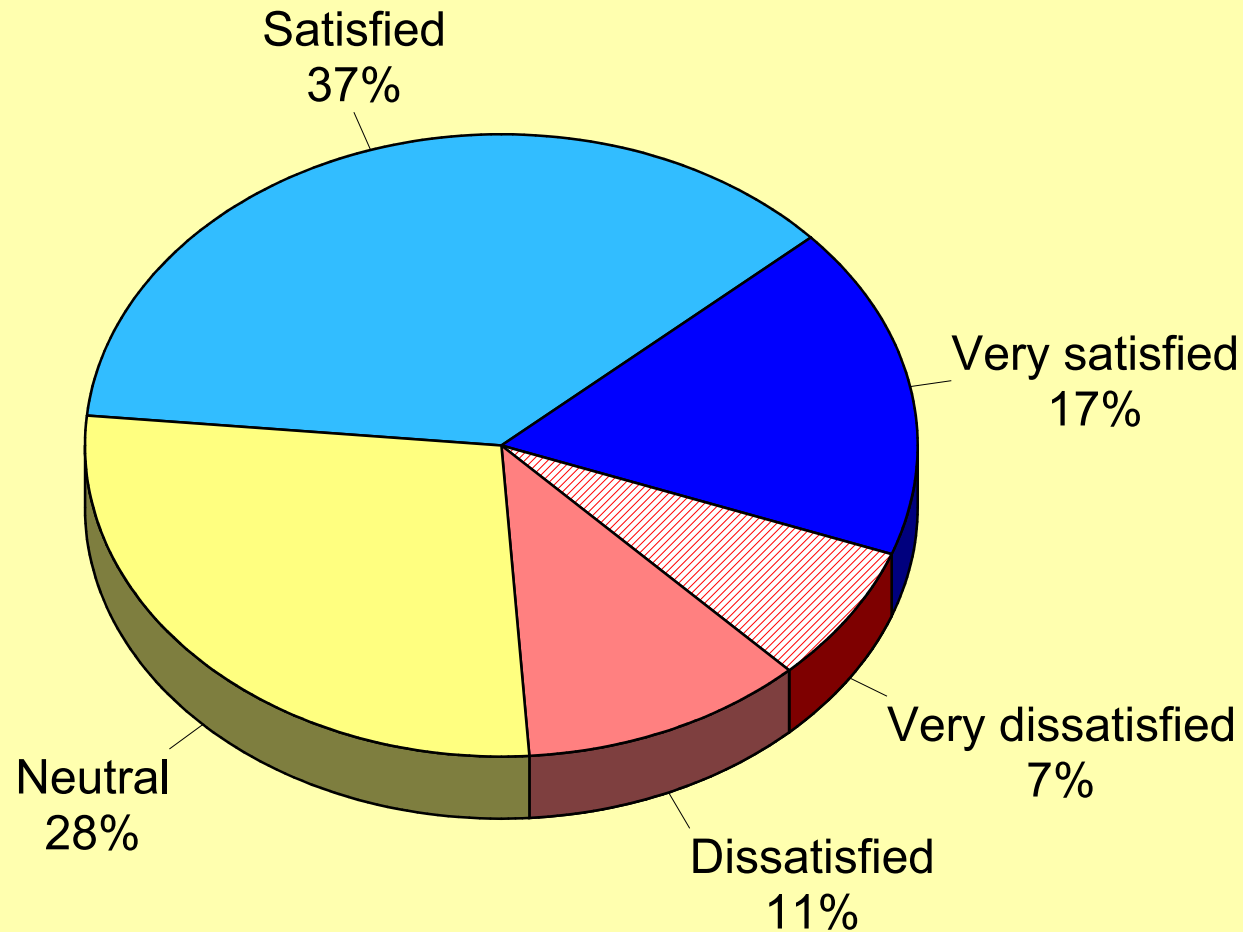
by percentage of all respondents (multiple choices could be made)



ETC Institute DirectionFinder (2021)

## Q27. Satisfaction With the Overall Effectiveness of the City's Efforts to Address Public School Issues

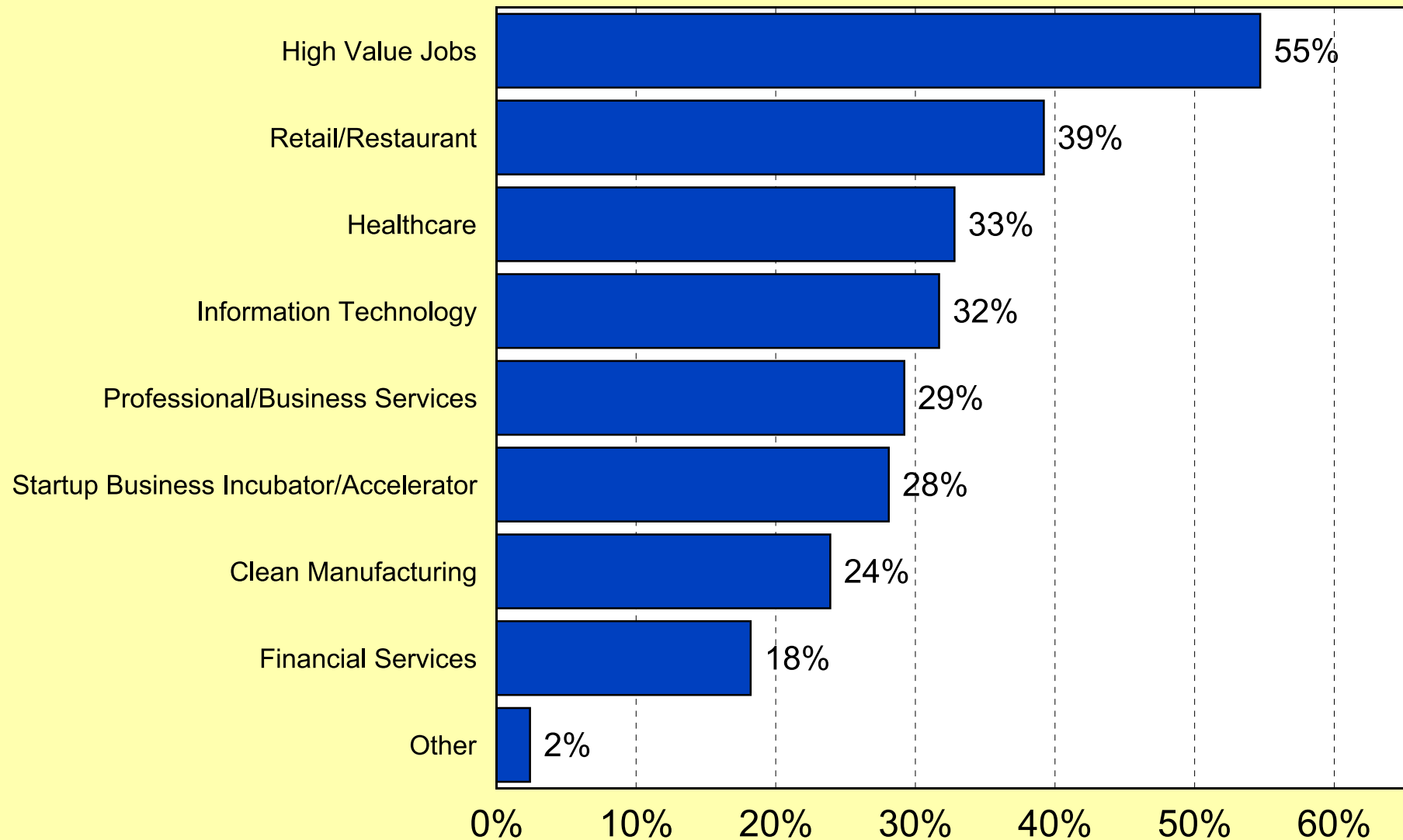
by percentage of respondents (excluding don't knows)





## Q28. What type of economic development would you like to see in the City?

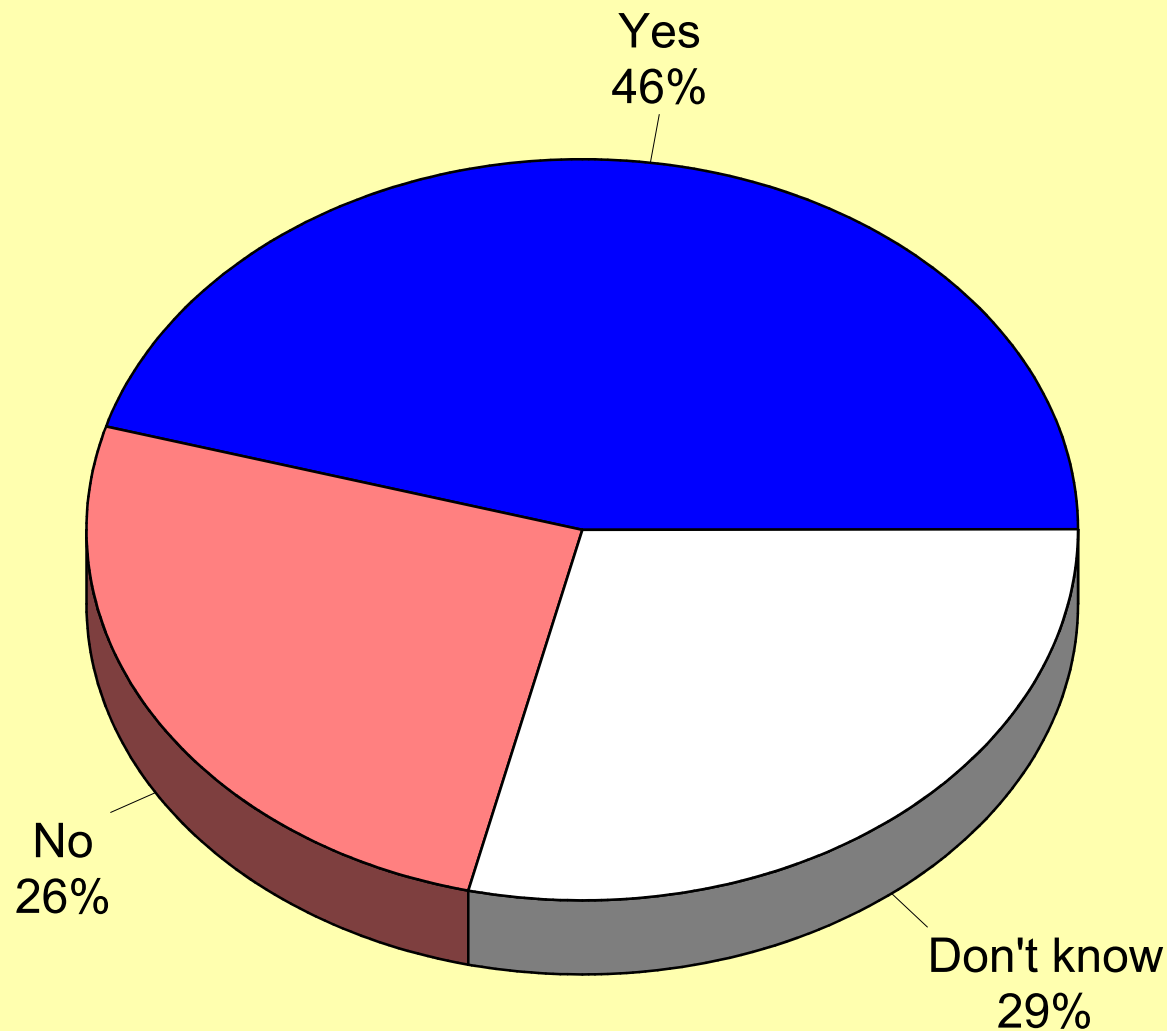
by percentage of all respondents (multiple choices could be made)



ETC Institute DirectionFinder (2021)

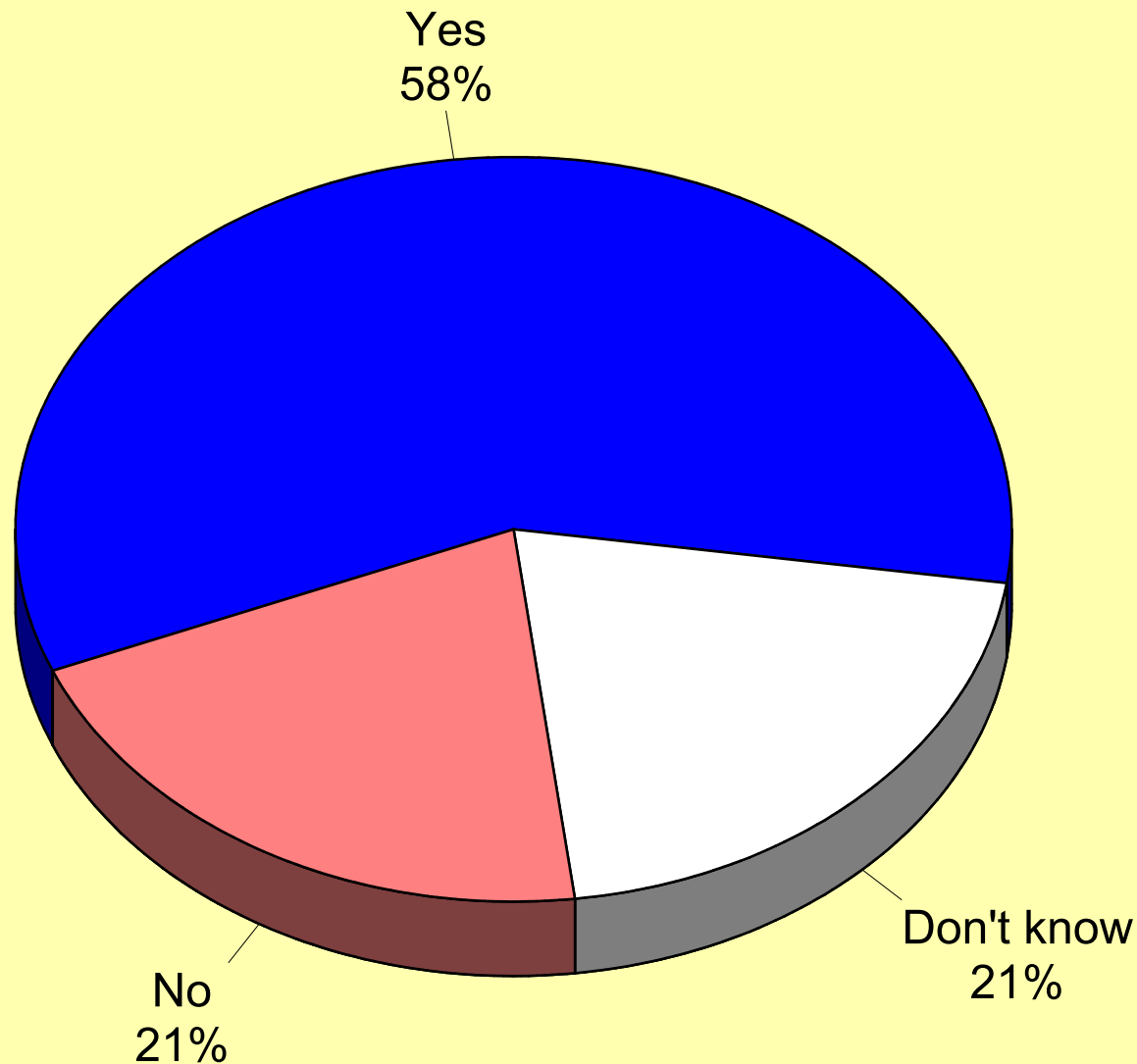
## Q29. Do you feel that you have a good understanding of the important issues facing the City of Coral Springs?

by percentage of respondents



## Q30. Do you think the City of Coral Springs is continually improving as a place to live?

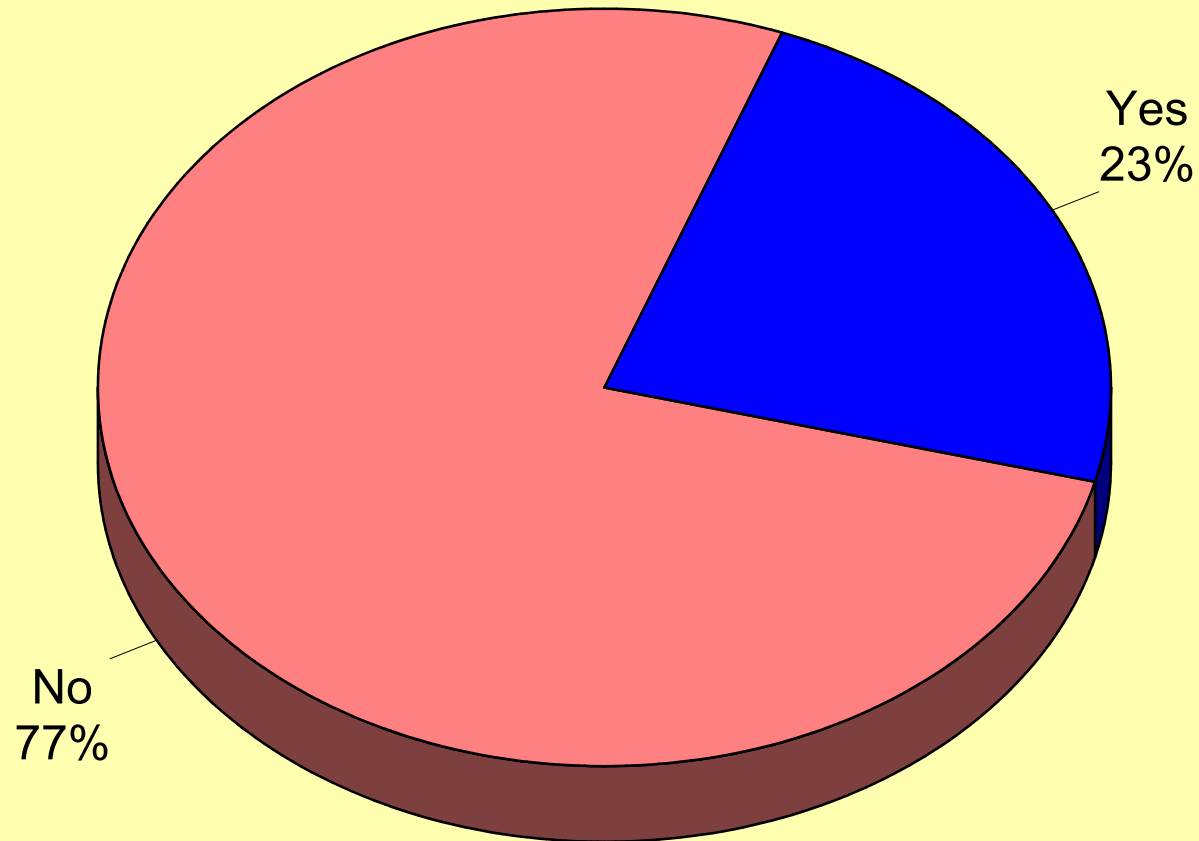
by percentage of respondents



ETC Institute DirectionFinder (2021)

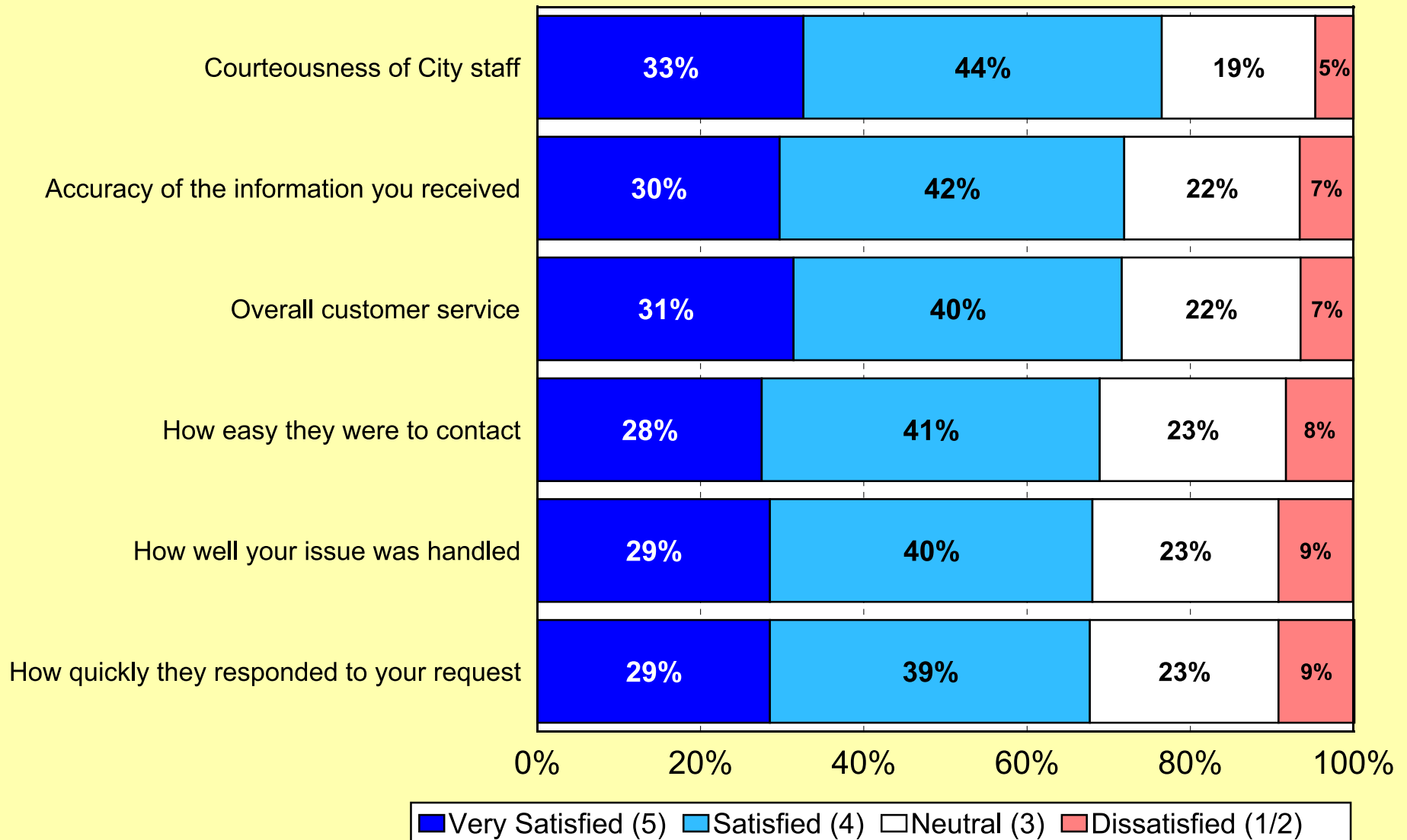
## Q31. Do you currently work in Coral Springs?

by percentage of respondents (excluding not provided)



## Q32. Satisfaction with Various Aspects of Customer Service

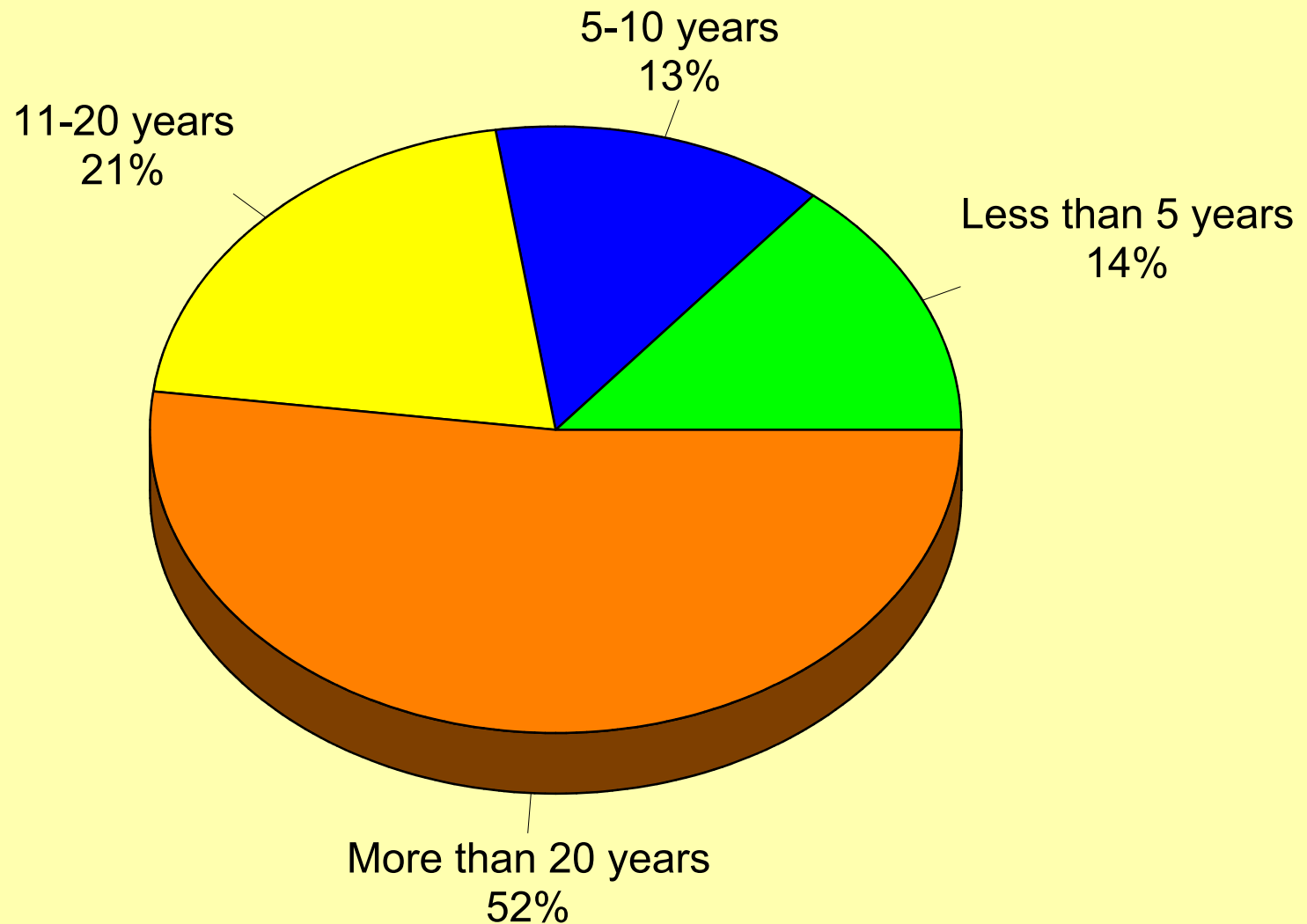
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



# Demographics

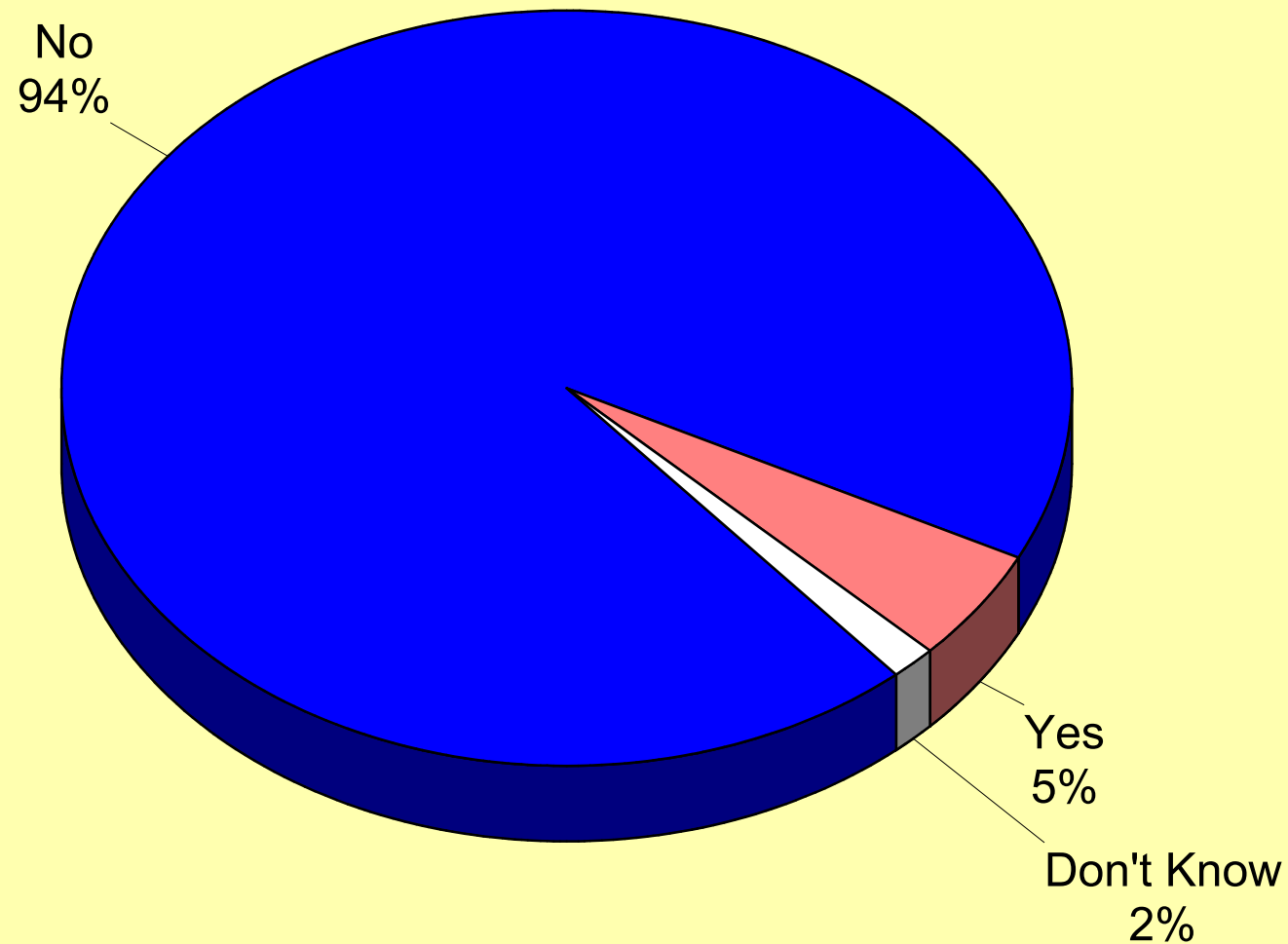
## Q33. Number of Years Lived in Coral Springs

by percentage of respondents (excluding not provided)



## Q34. Were you or a member of your household a victim of a crime in Coral Springs during the past 12 months?

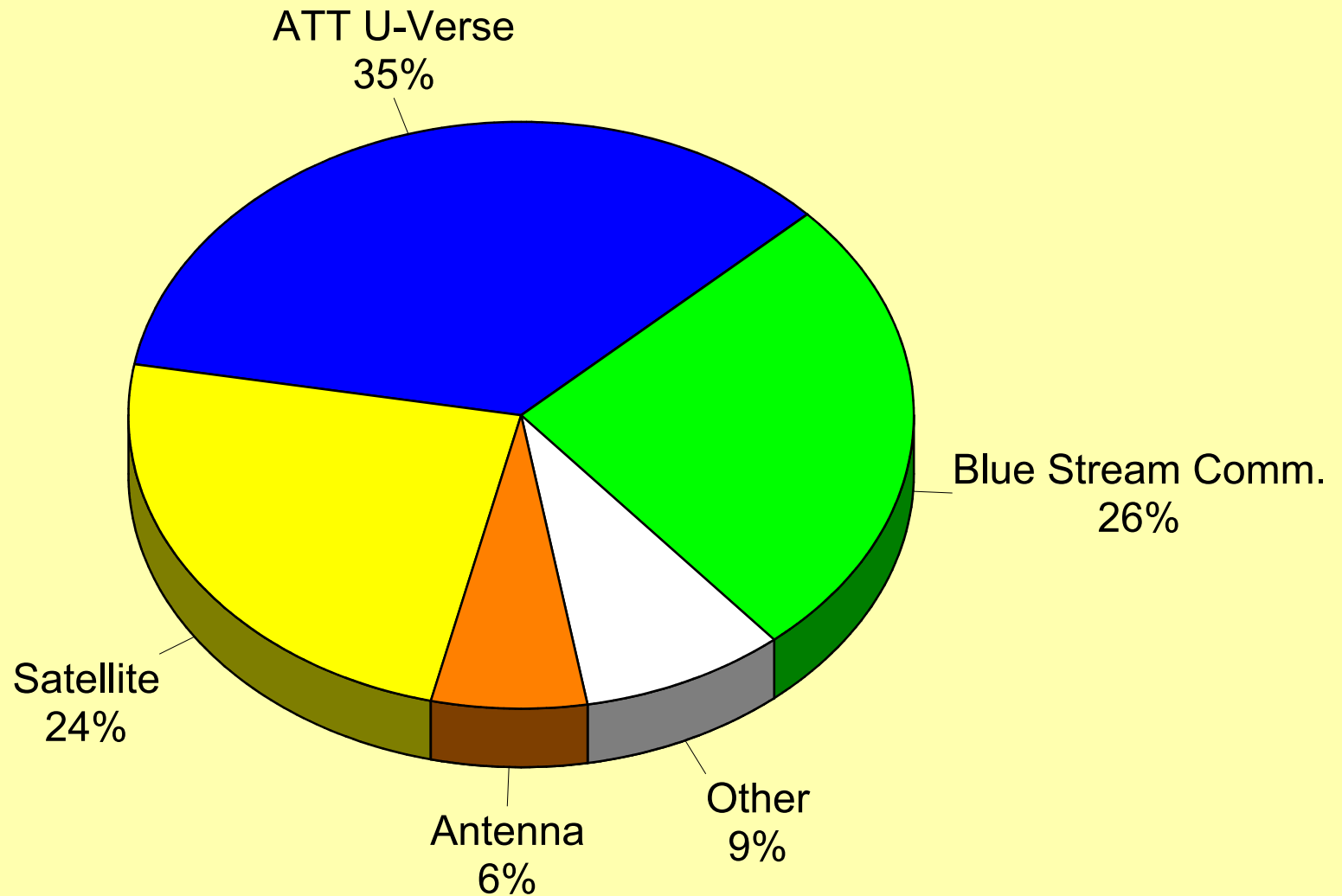
by percentage of respondents





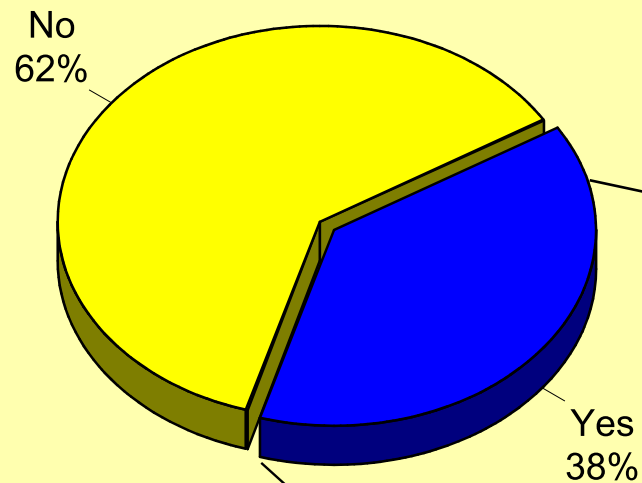
## Q35. How do you currently receive the signal for your television?

by percentage of all respondents (excluding not provided)



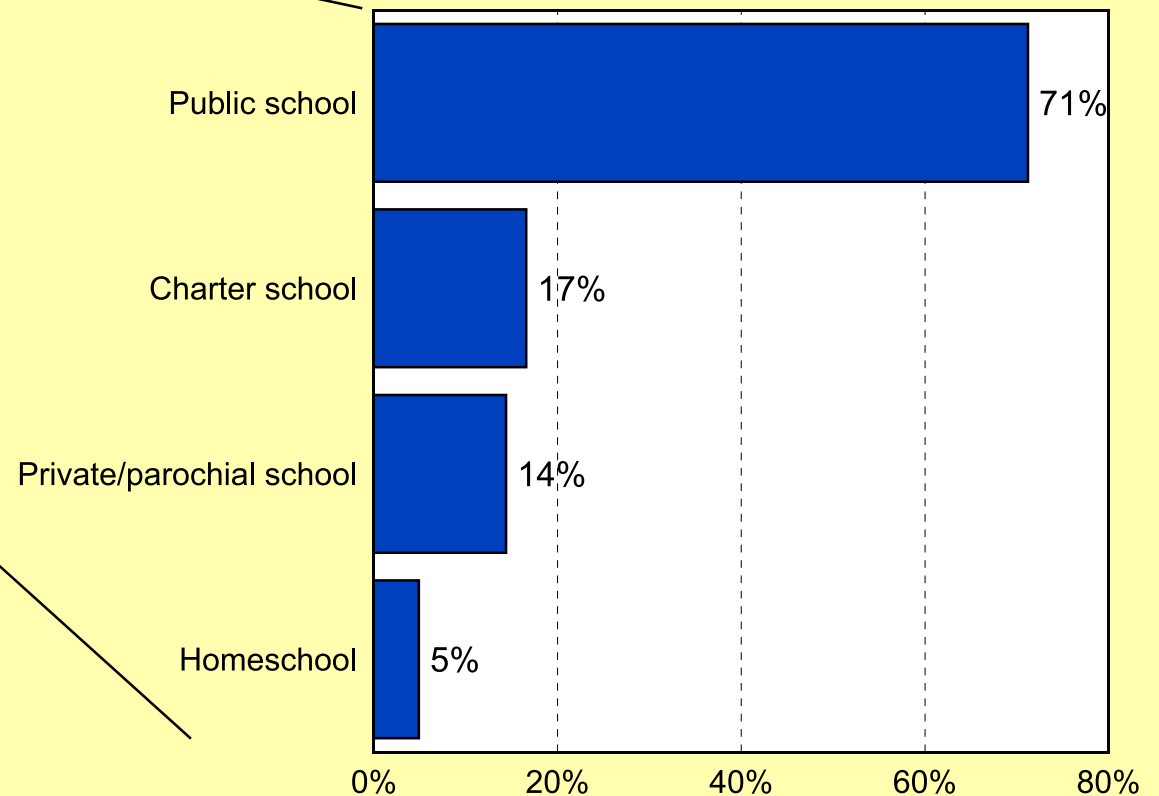
# Q36. Do you have school age children (grades K-12) living at home?

by percentage of respondents (excluding not provided)



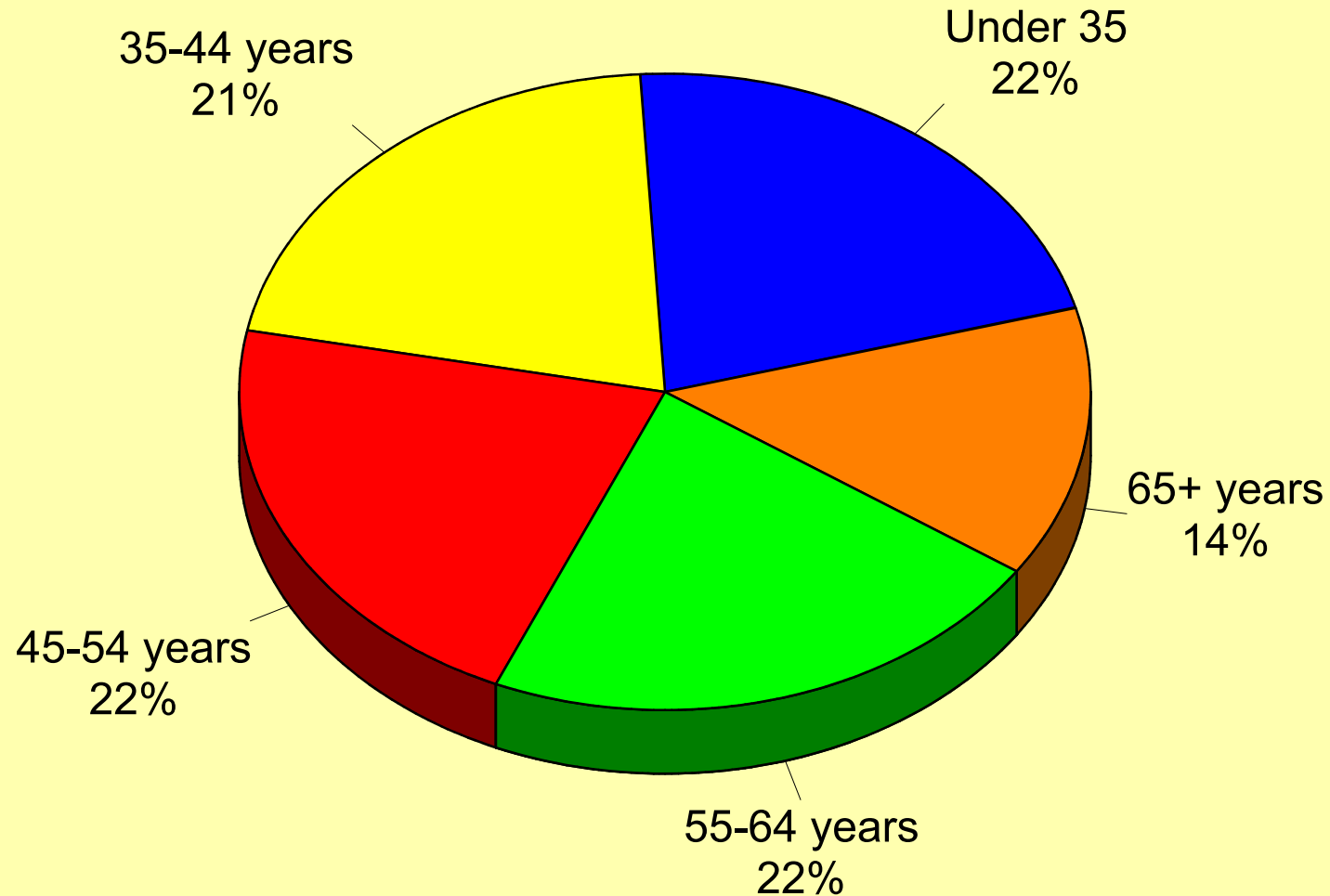
## **Q36a IF YES: what type(s) of school do they attend?**

by percentage of respondents (multiple responses allowed)



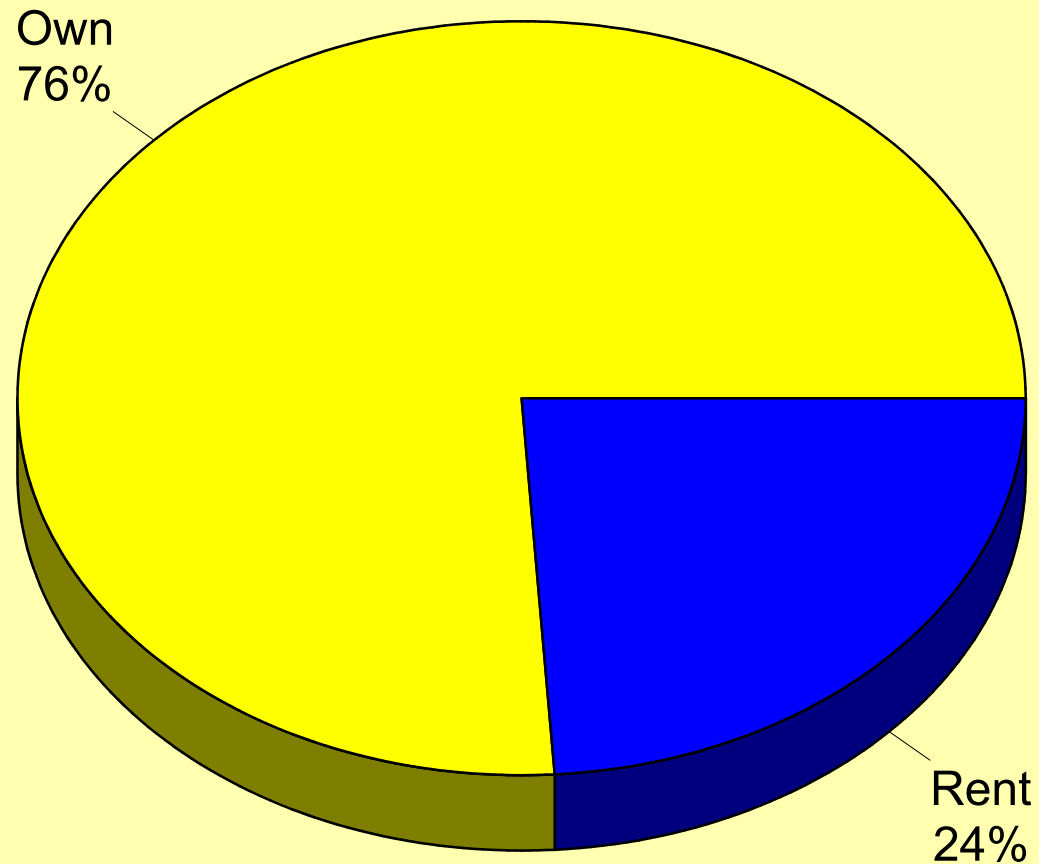
## Q37. Which of the following BEST describe your age?

by percentage of respondents (excluding not provided)



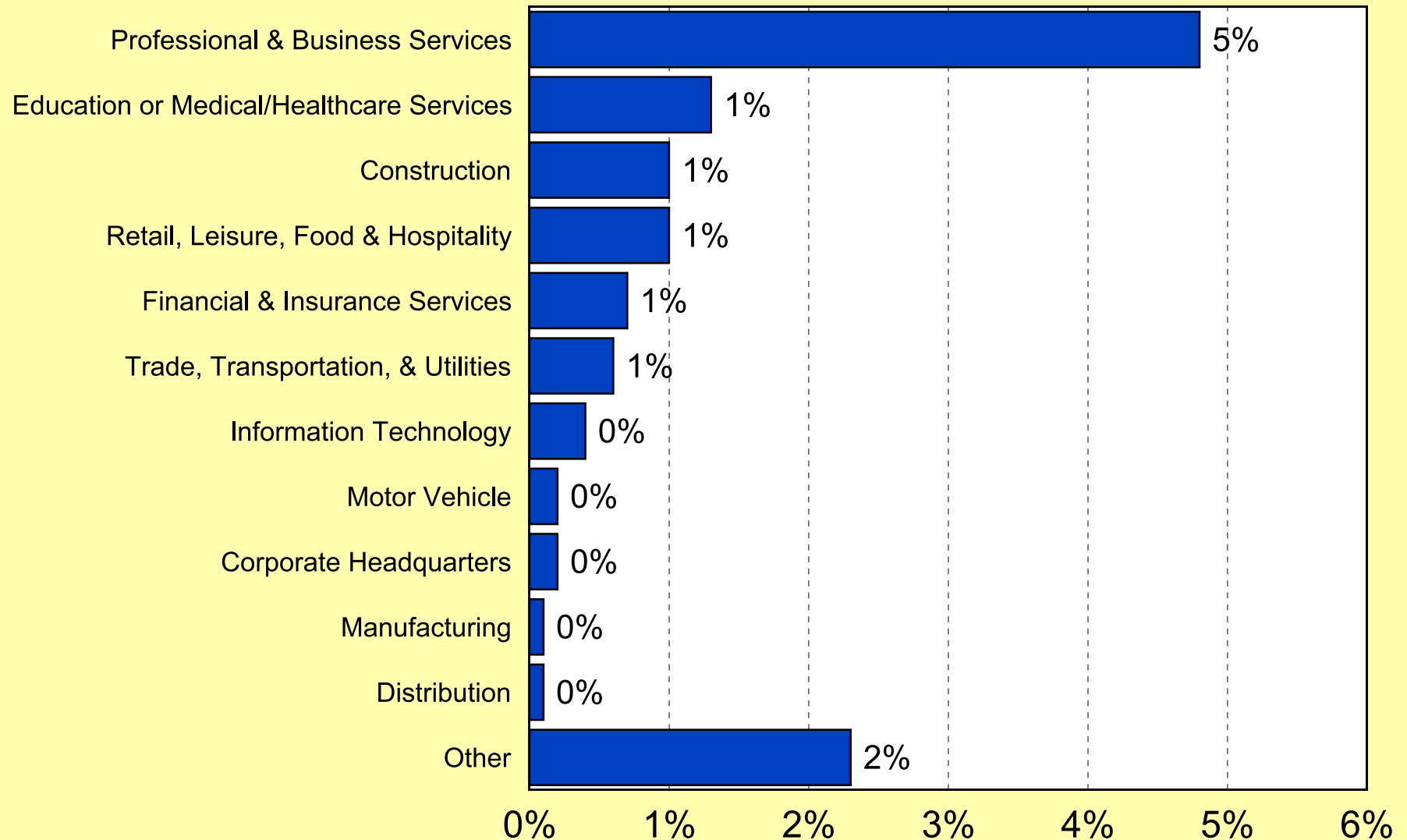
## Q38. Do You Own Or Rent Current Residence?

by percentage of respondents (excluding not provided)



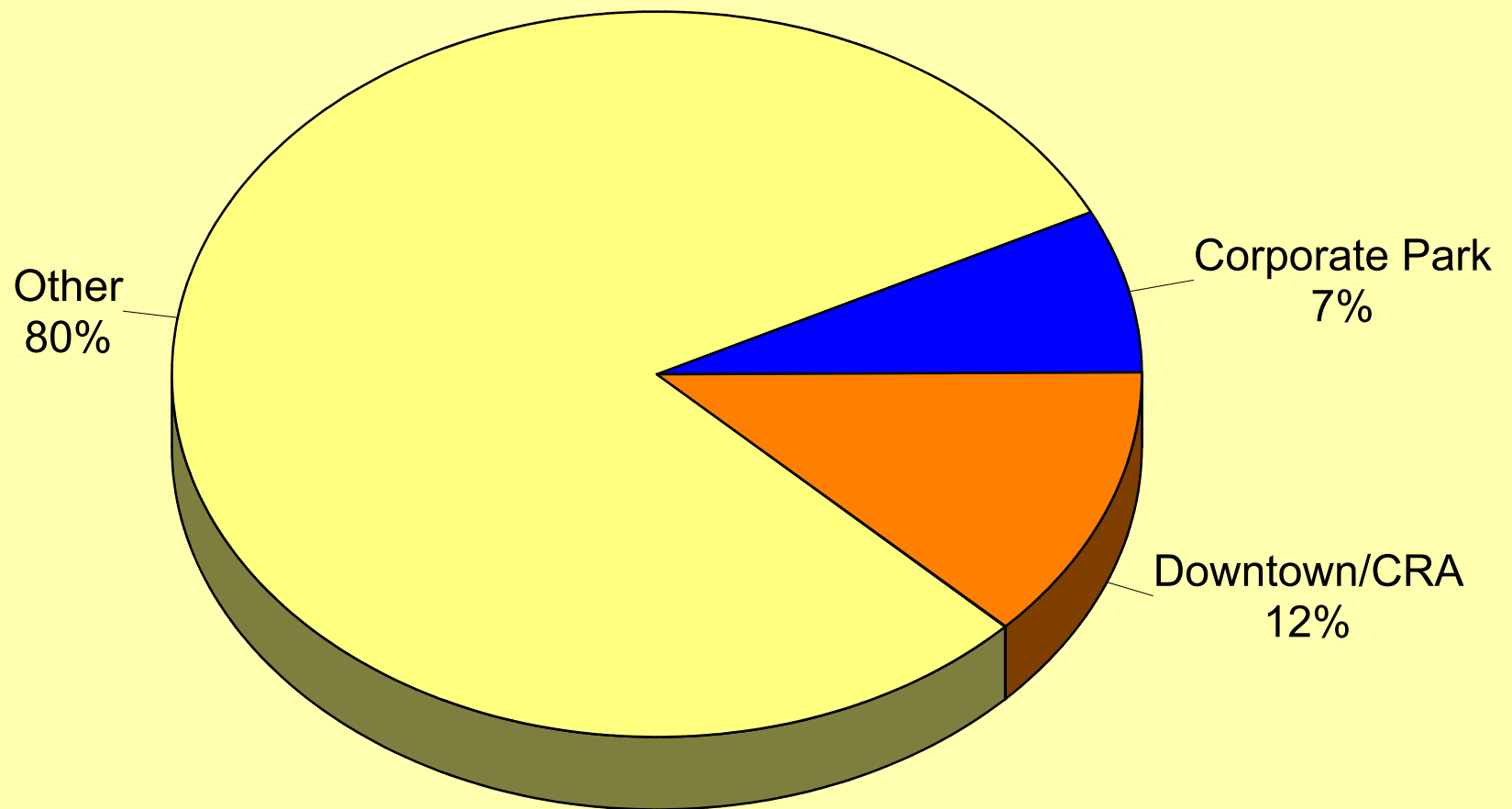
## Q39. If you own a business in Coral Springs, please indicate the type of industry that your business is in

by percentage of respondents who own a business in Coral Springs  
(multiple choices could be made)



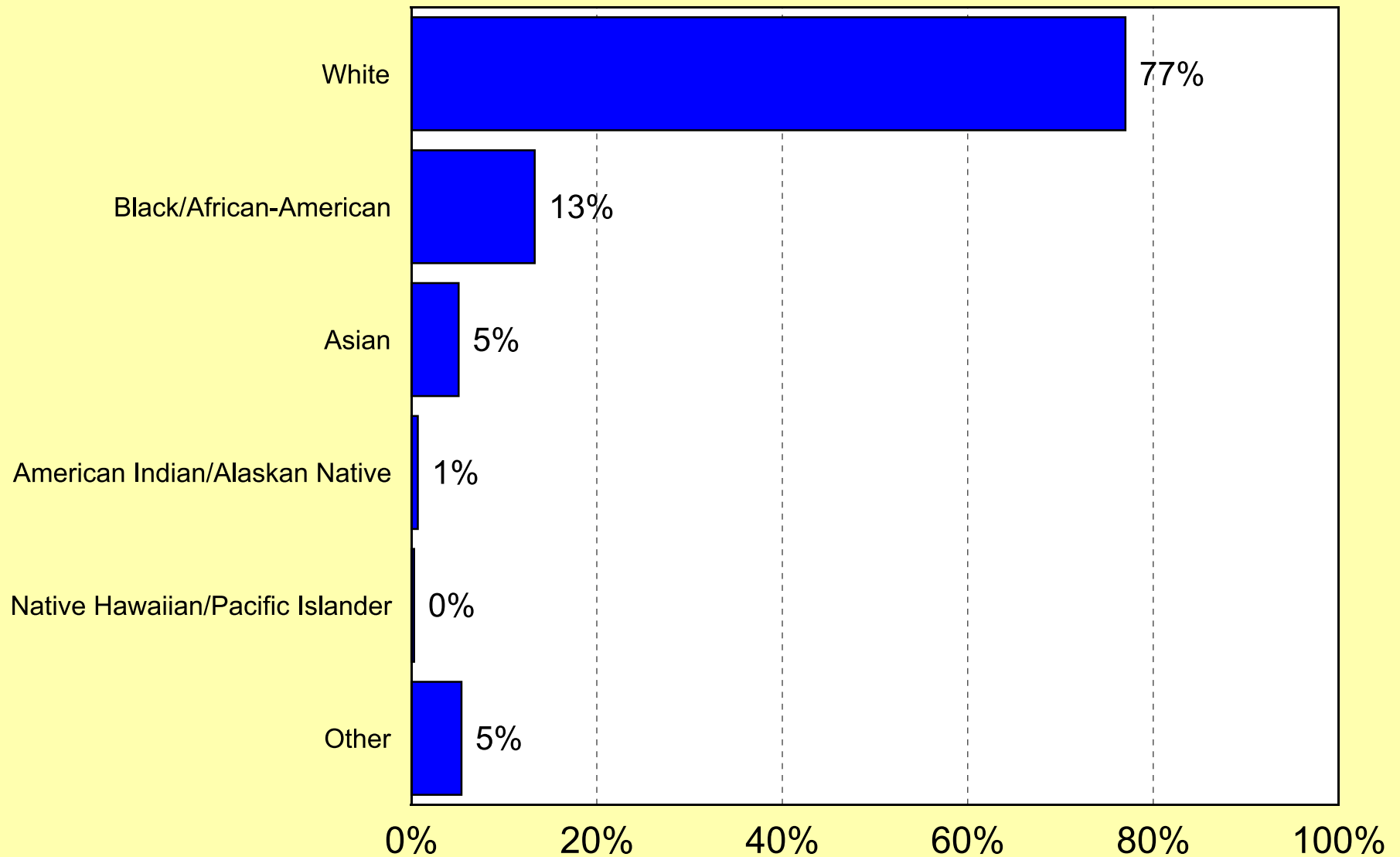
## Q39a. Where is your business located?

by percentage of respondents who own a business in Coral Springs (excluding not provided)



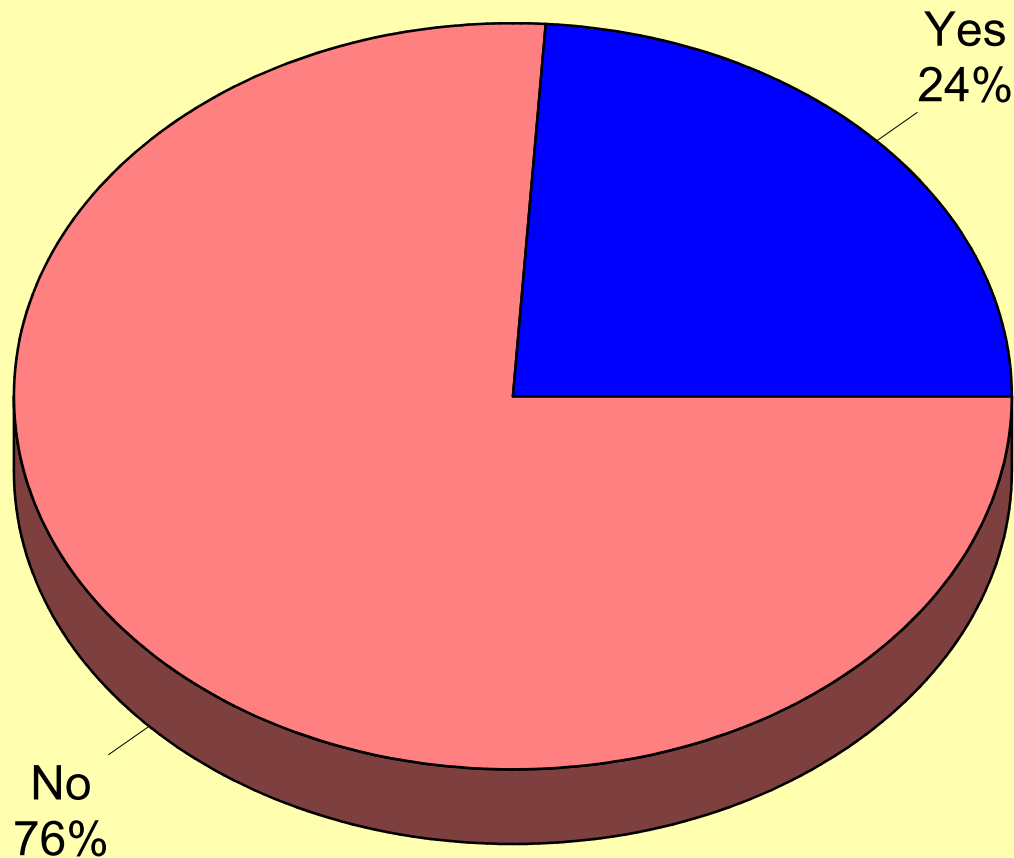
## Q40. Which of the following best describes your race?

by percentage of respondents (multiple responses allowed)



## Q41. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican decent?

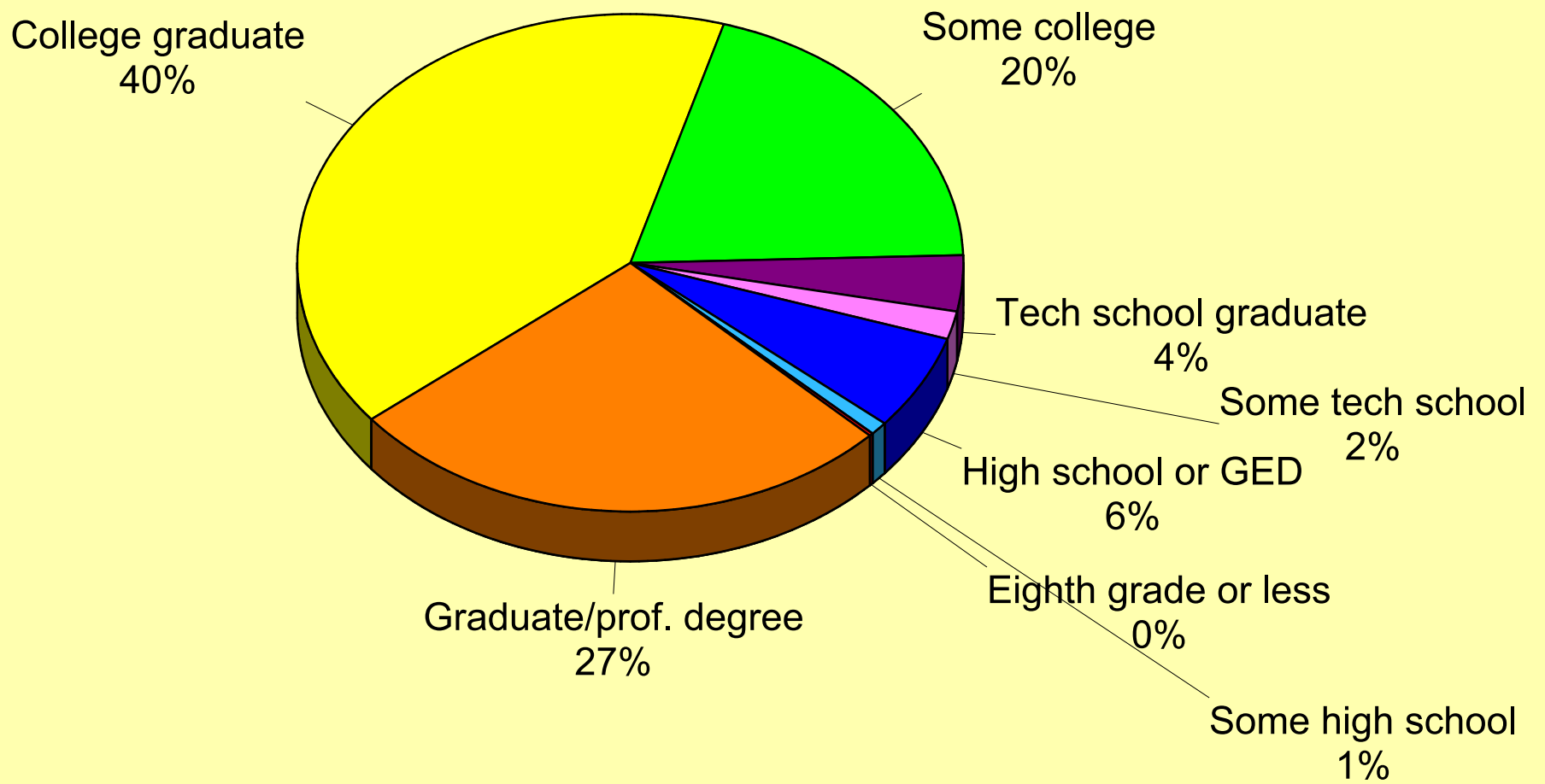
by percentage of respondents (excluding not provided)





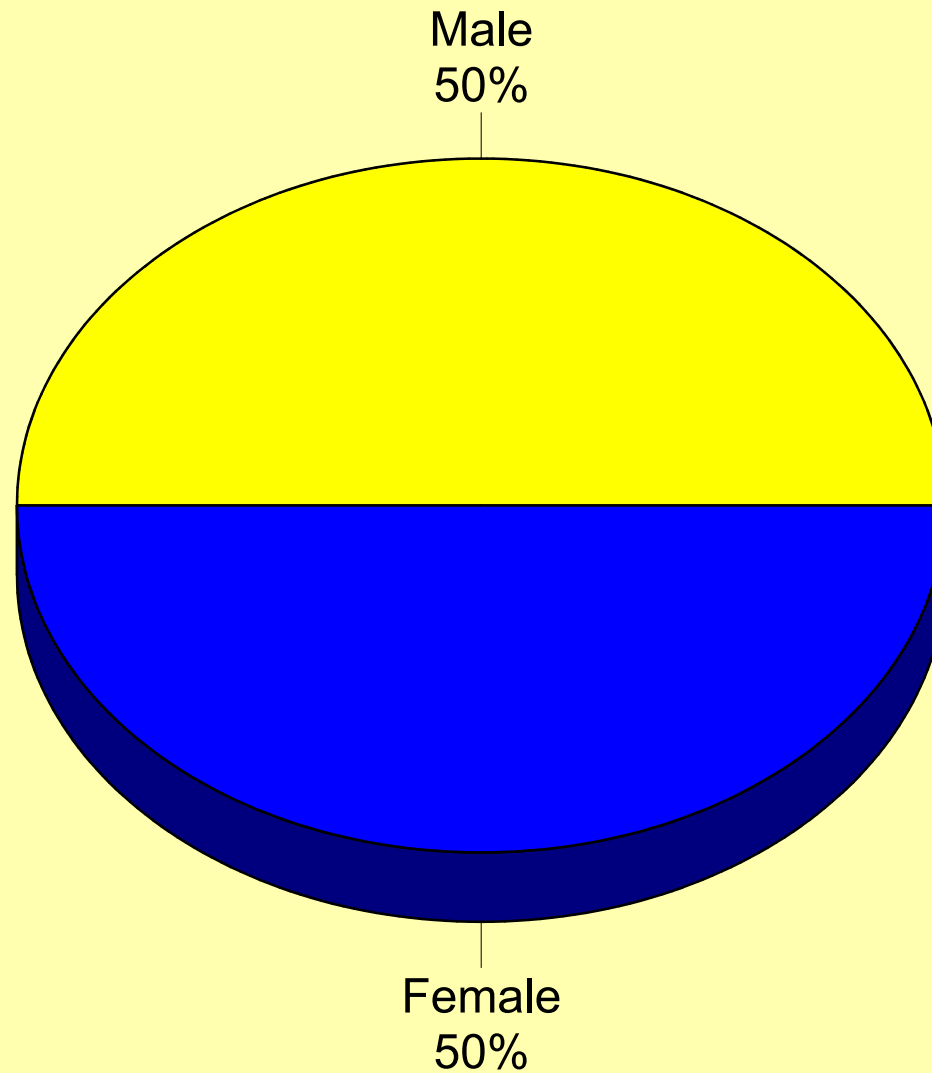
## Q42. What is the highest level of education you have completed?

by percentage of respondents (excluding not provided)



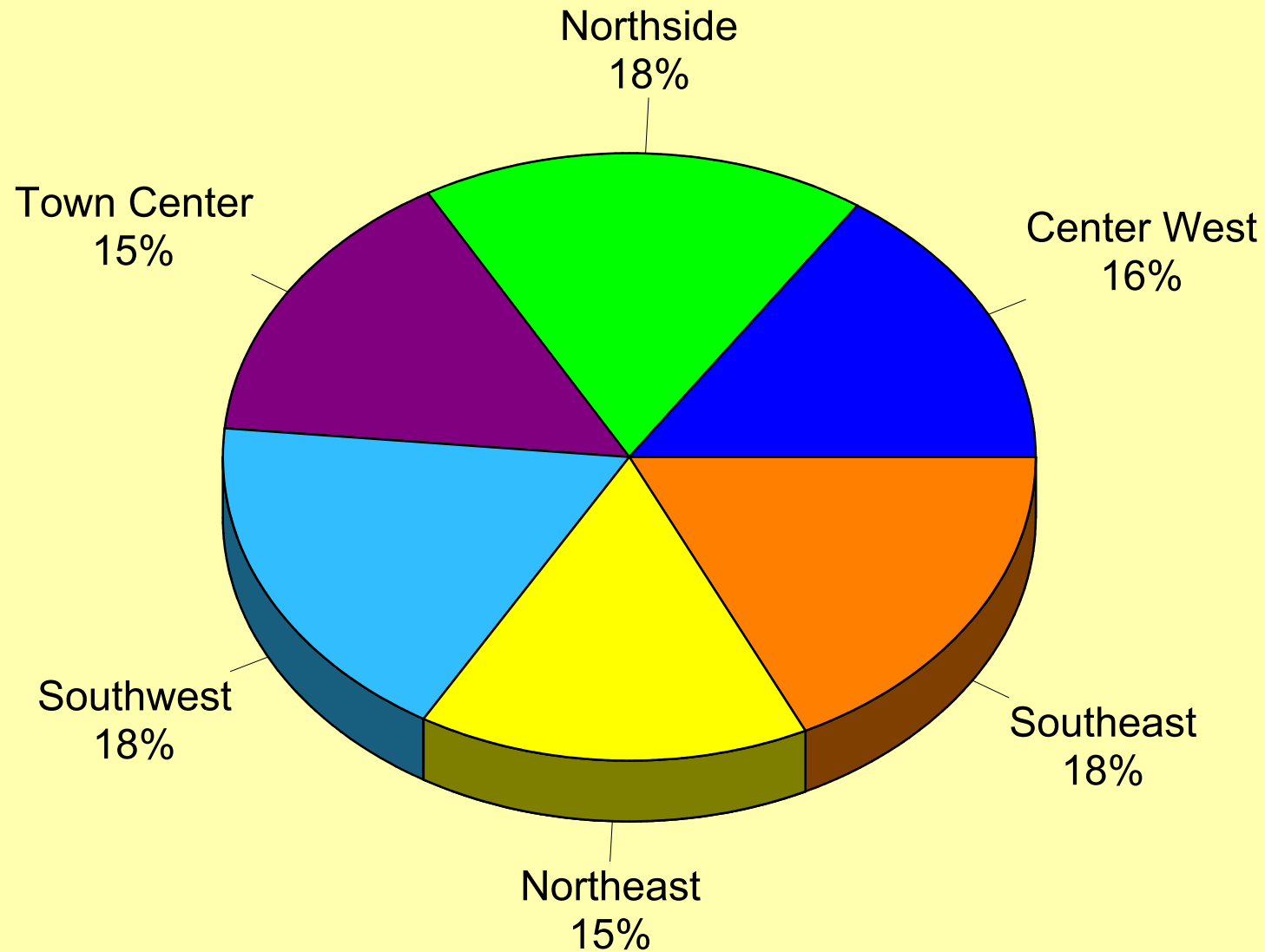
## Q43. What is your gender?

by percentage of respondents (excluding not provided)



# Community Where Survey Respondents Live

by percentage of respondents



ETC Institute DirectionFinder (2021)

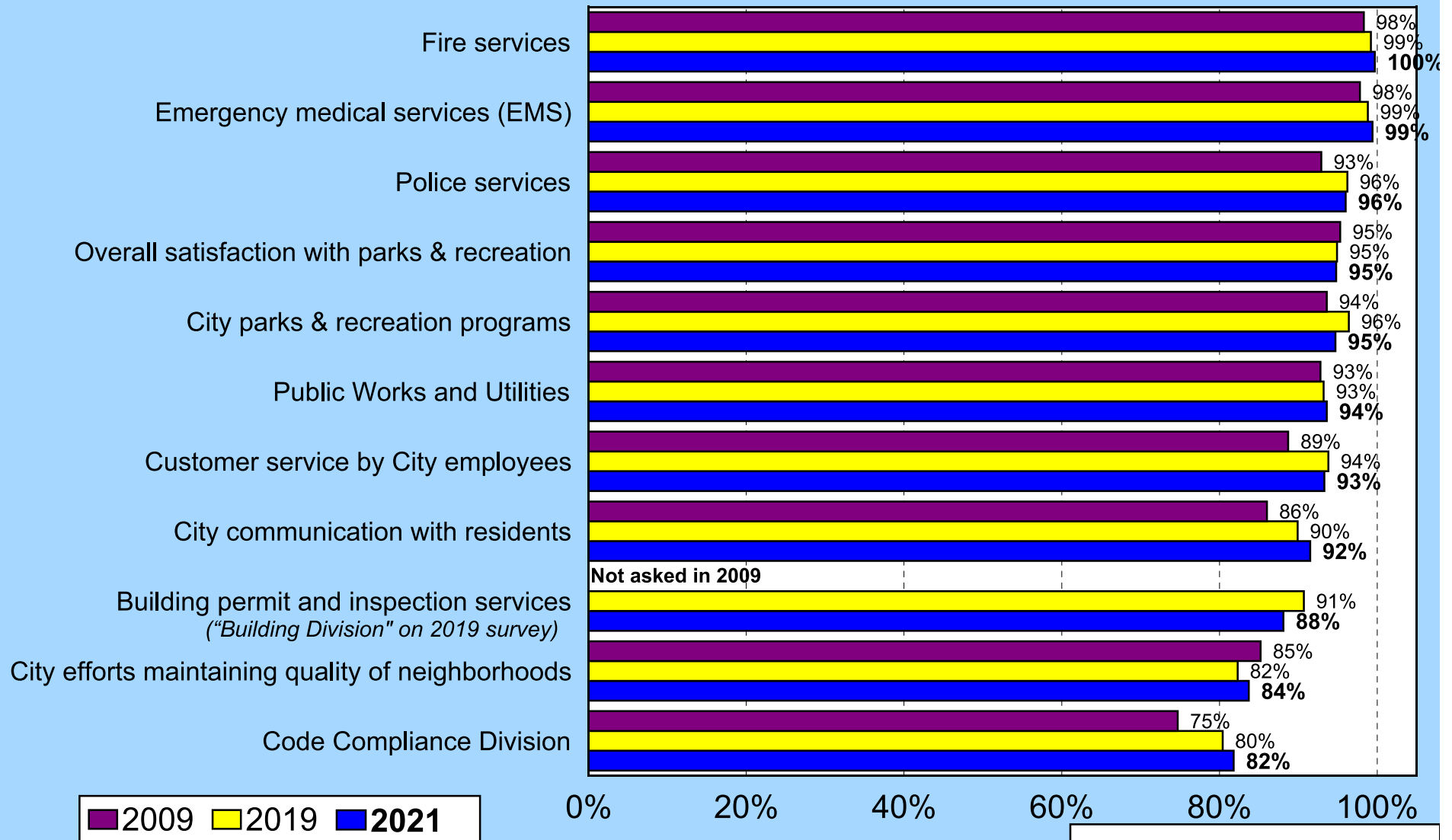
## Section 2: Trend Charts

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# Overall Satisfaction with City Services

## 2009, 2019 and 2021

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



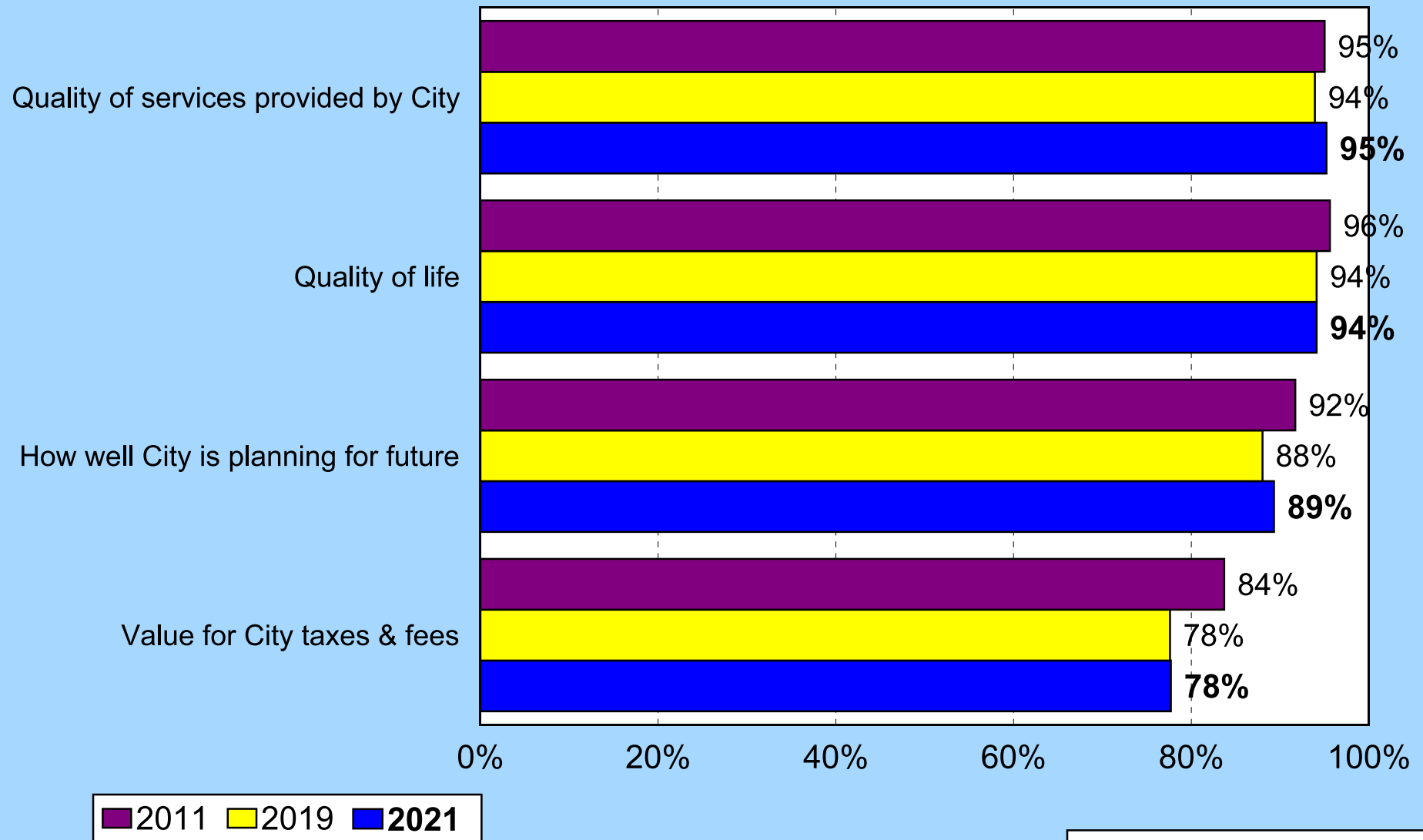
ETC Institute DirectionFinder (2021)

**TREND DATA**

# Items That Influence Perceptions of the City

## 2011, 2019 and 2021

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

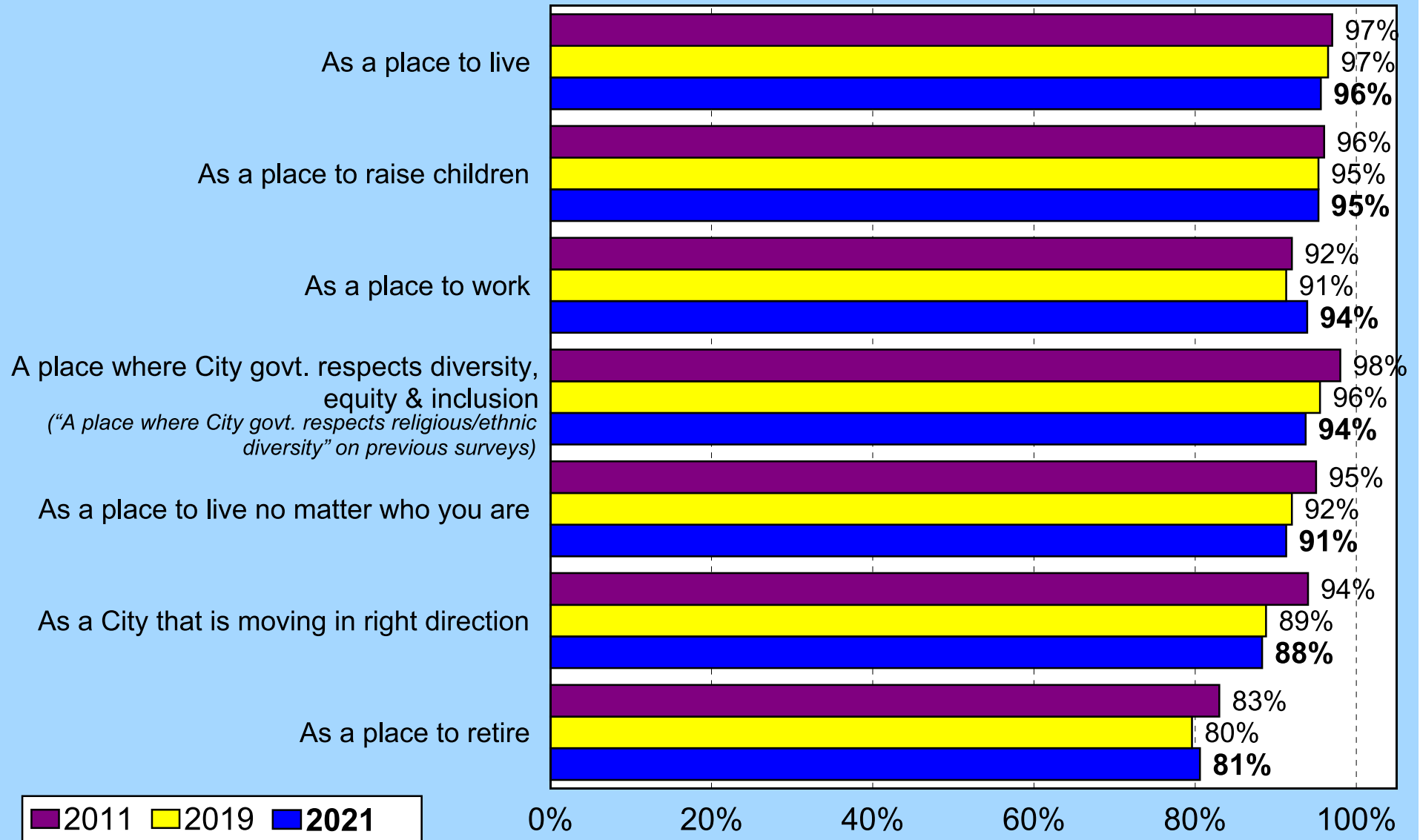


ETC Institute DirectionFinder (2021)

**TREND DATA**

# Ratings of Life in the City - 2011, 2019 and 2021

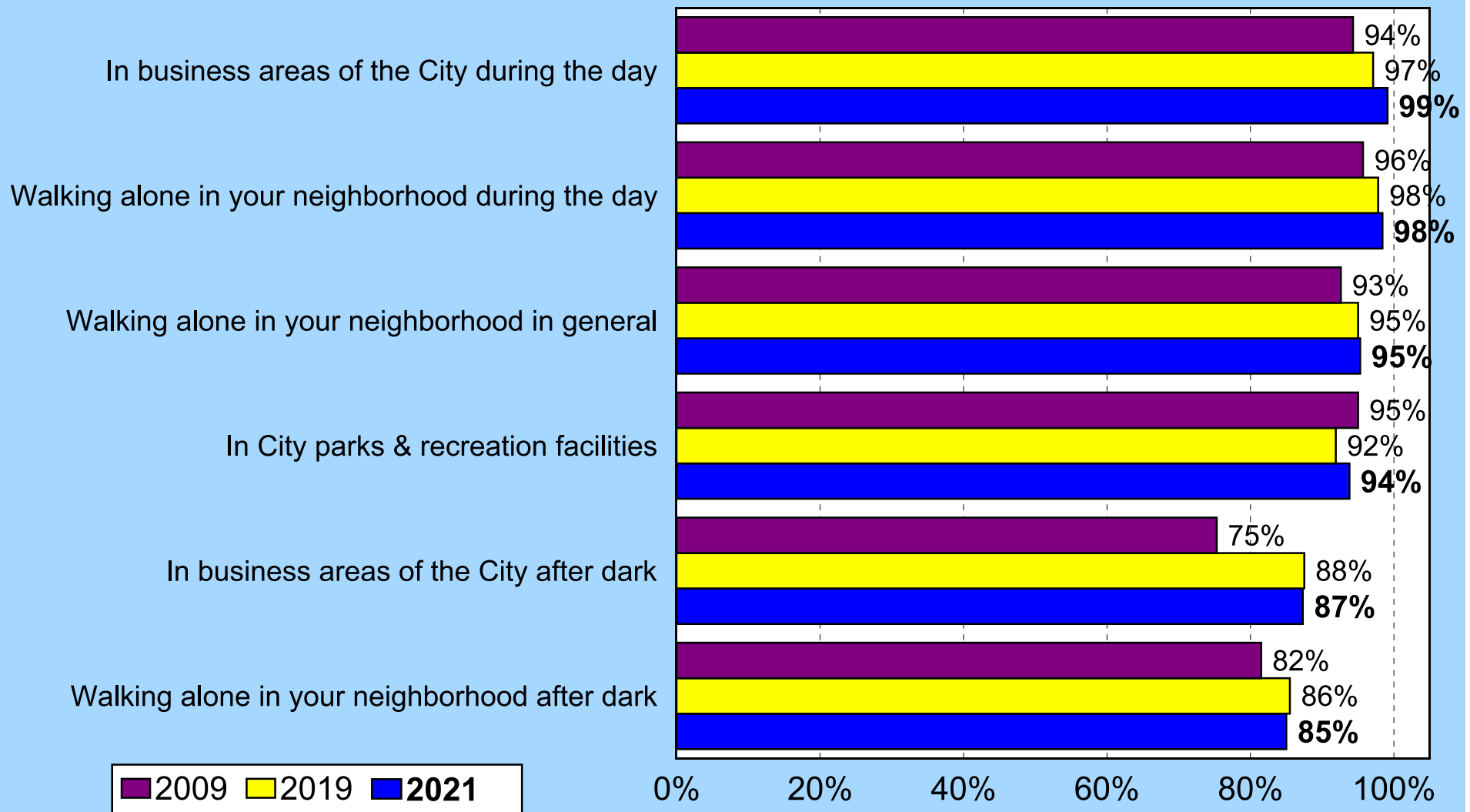
By percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale (excluding don't knows)



**TREND DATA**

# How Safe Residents Feel in Various Situations in Coral Springs - 2009, 2019 and 2021

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



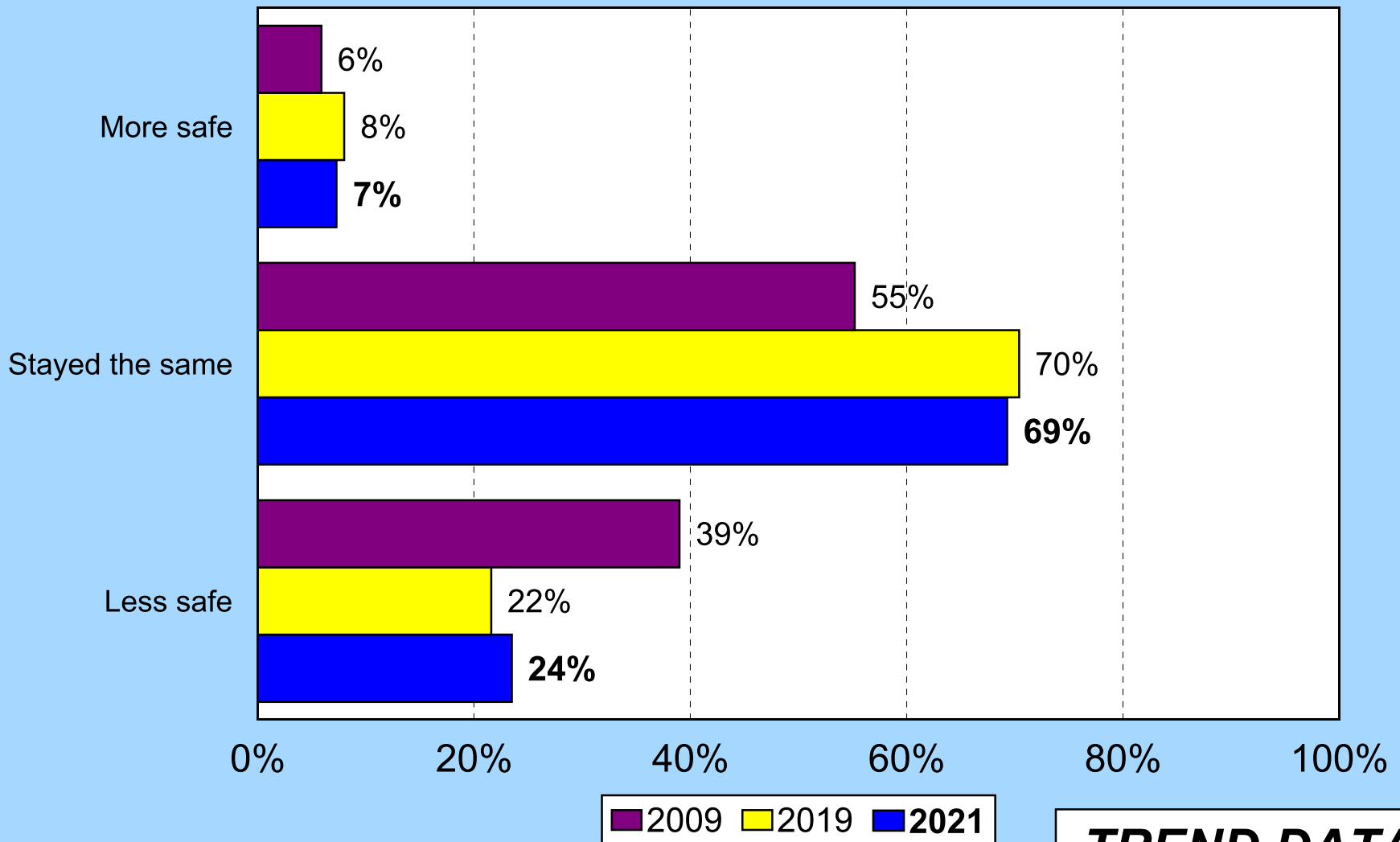
ETC Institute DirectionFinder (2021)

**TREND DATA**



# In the past 12 months, do you think Coral Springs has become more, less or stayed the same as far as being a safe place? - 2009, 2019 and 2021

by percentage of respondents (excluding don't knows)

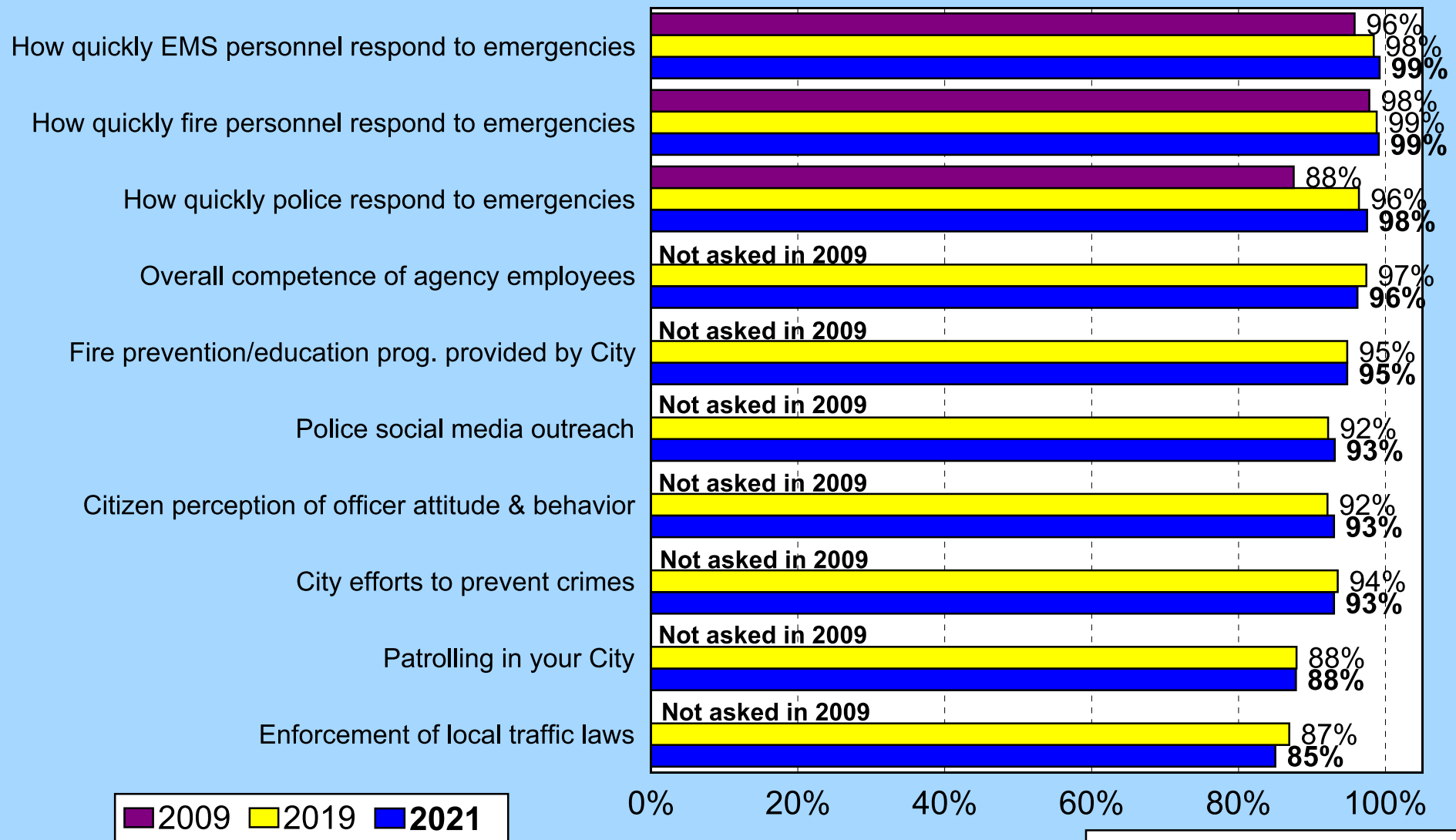


ETC Institute DirectionFinder (2021)

***TREND DATA***

# Satisfaction with Various Aspects of Public Safety - 2009, 2019 and 2021

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

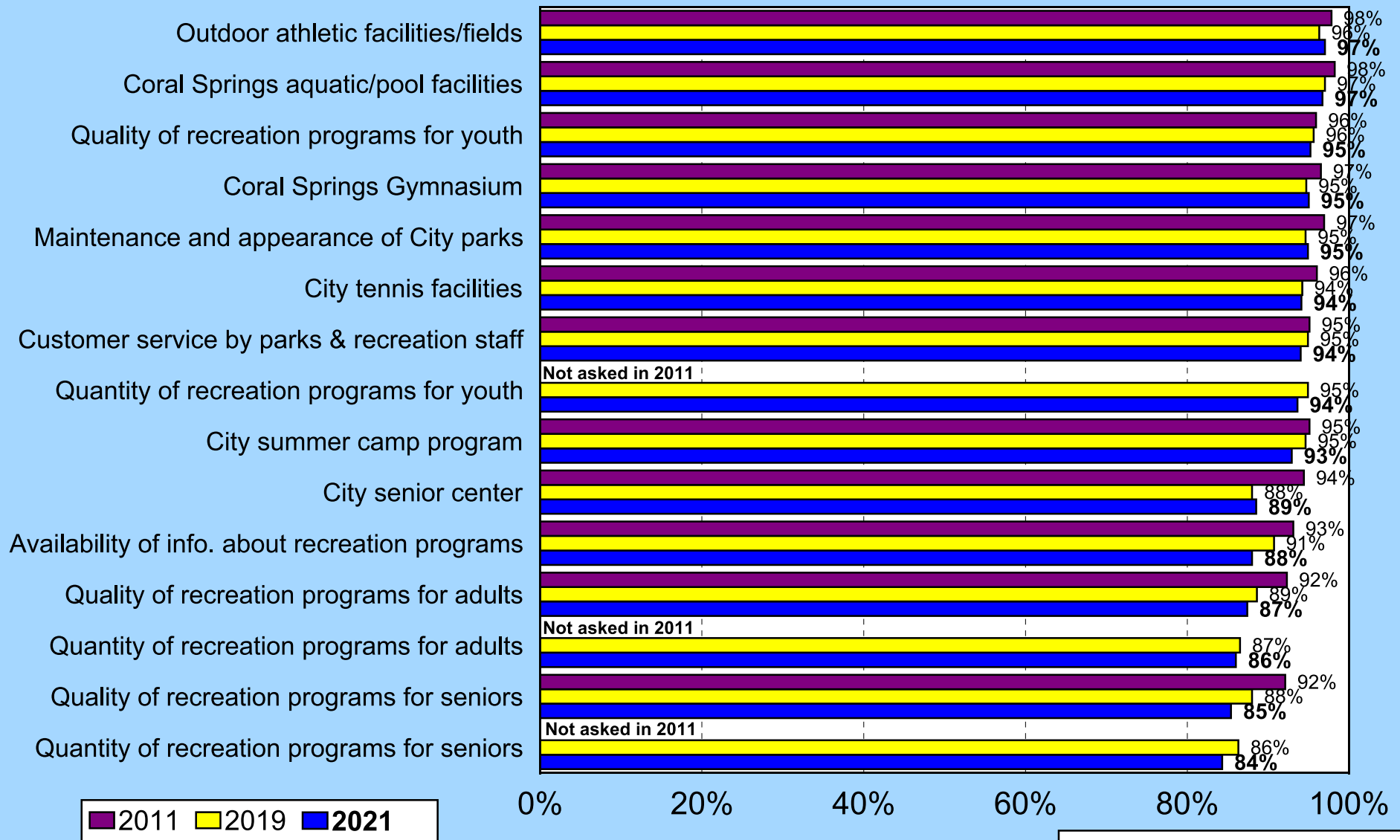


ETC Institute DirectionFinder (2021)

**TREND DATA**

# Satisfaction with Various Aspects of Parks and Recreation - 2011, 2019 and 2021

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

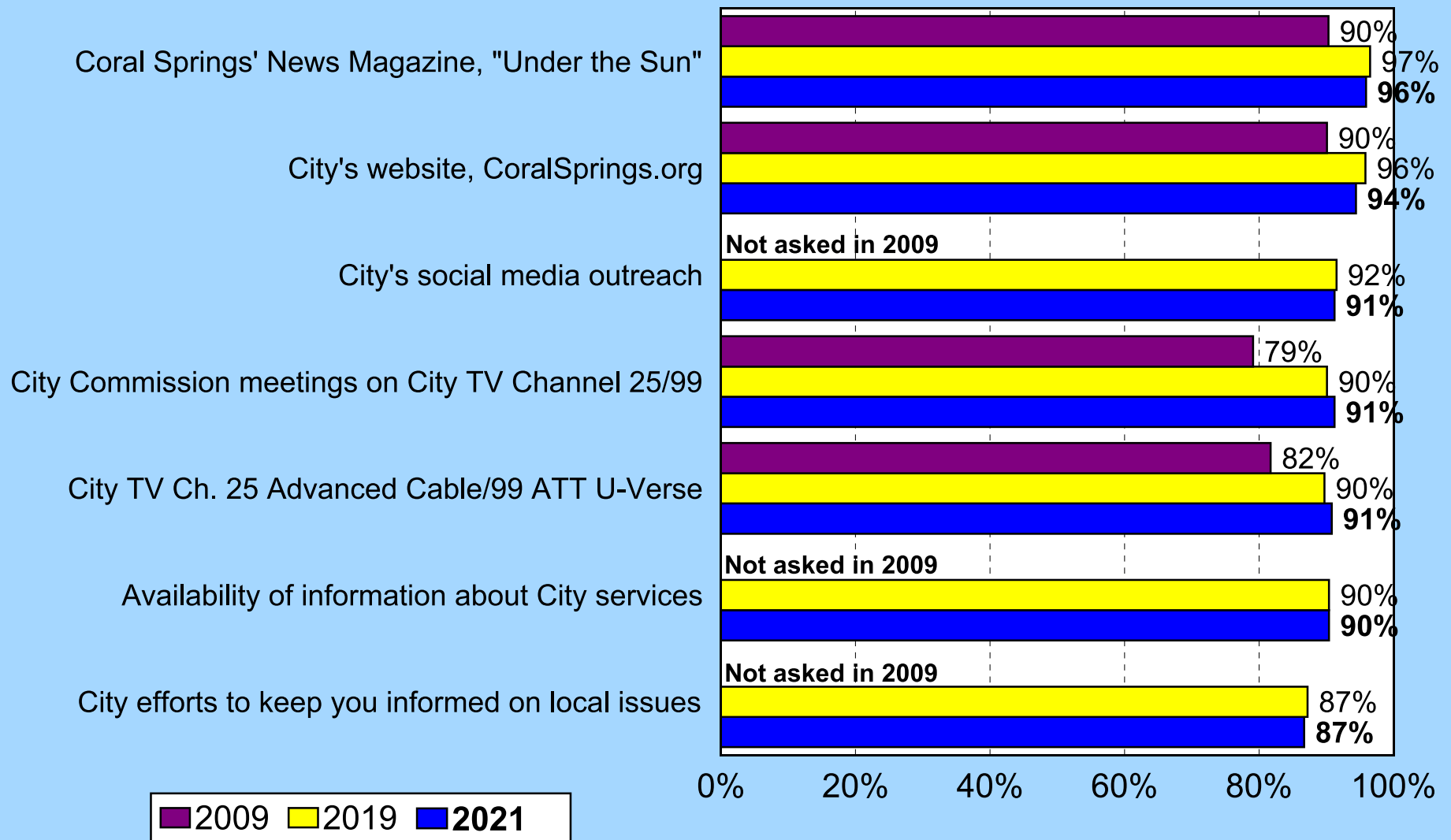


ETC Institute DirectionFinder (2021)

**TREND DATA**

# Satisfaction with Various Aspects of City Communications - 2009, 2019 and 2021

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

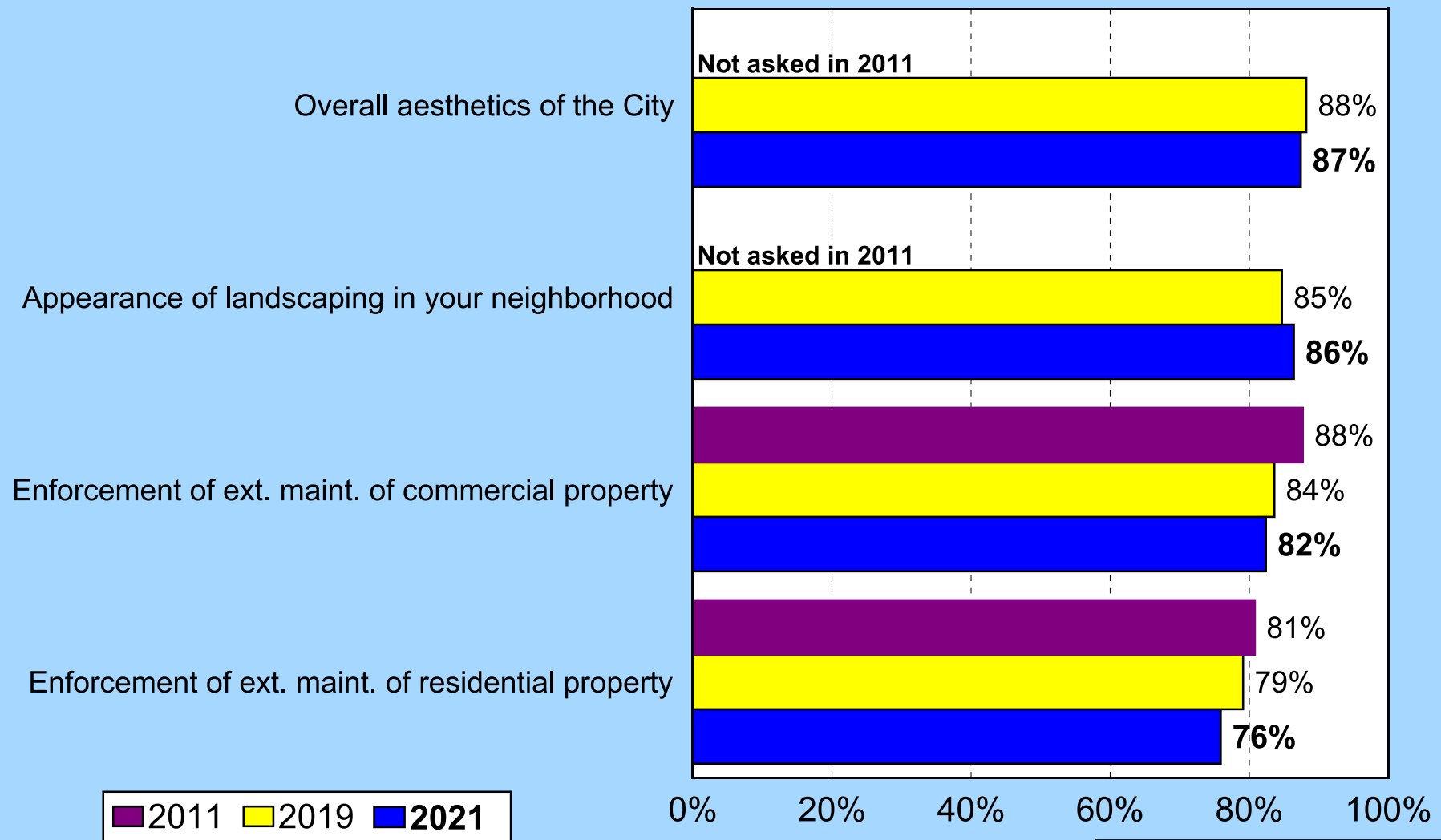


ETC Institute DirectionFinder (2021)

**TREND DATA**

# Satisfaction with Various Aspects of Code Compliance - 2011, 2019 and 2021

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

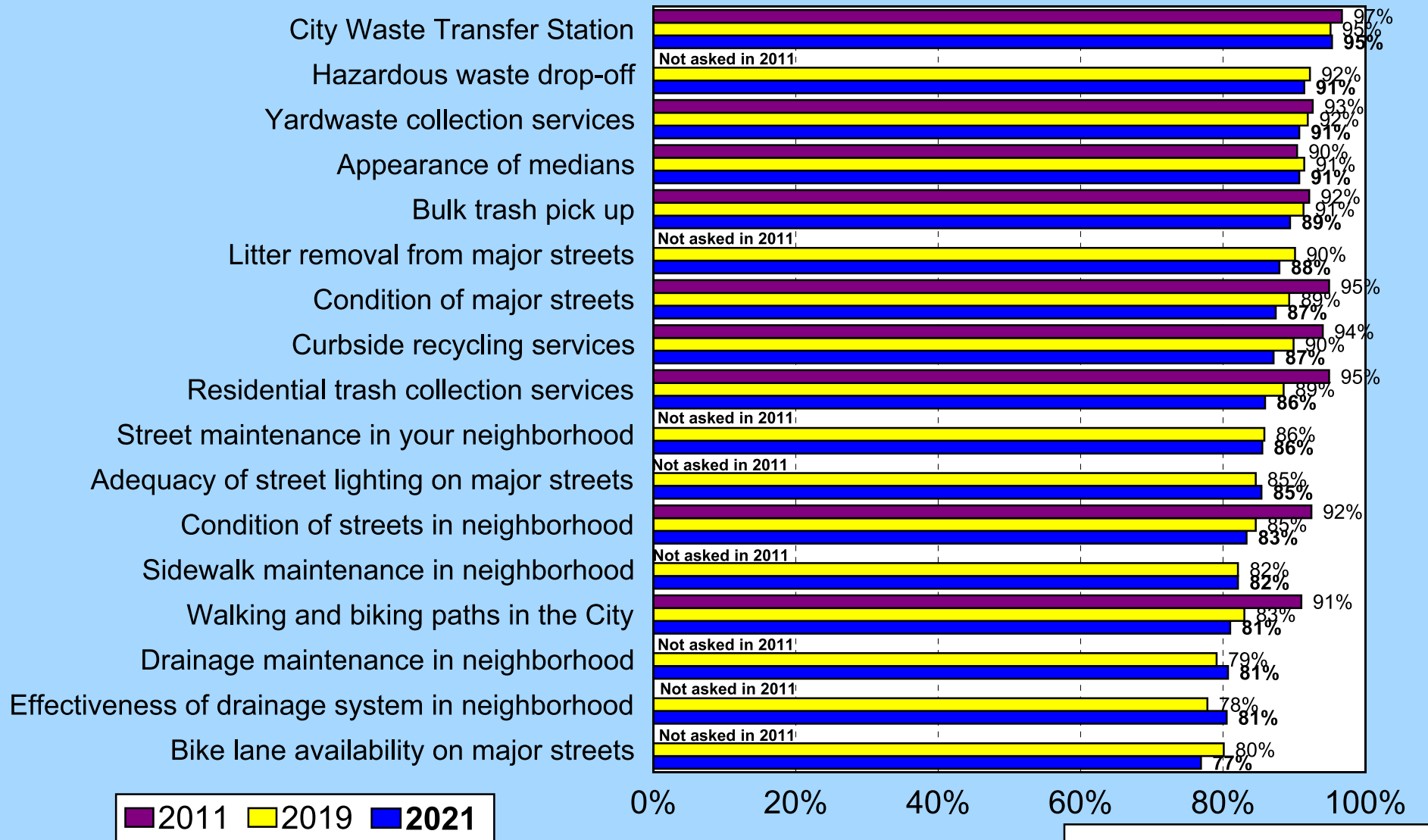


ETC Institute DirectionFinder (2021)

**TREND DATA**

# Satisfaction with Various Aspects of Public Works and Utilities - 2011, 2019 and 2021

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

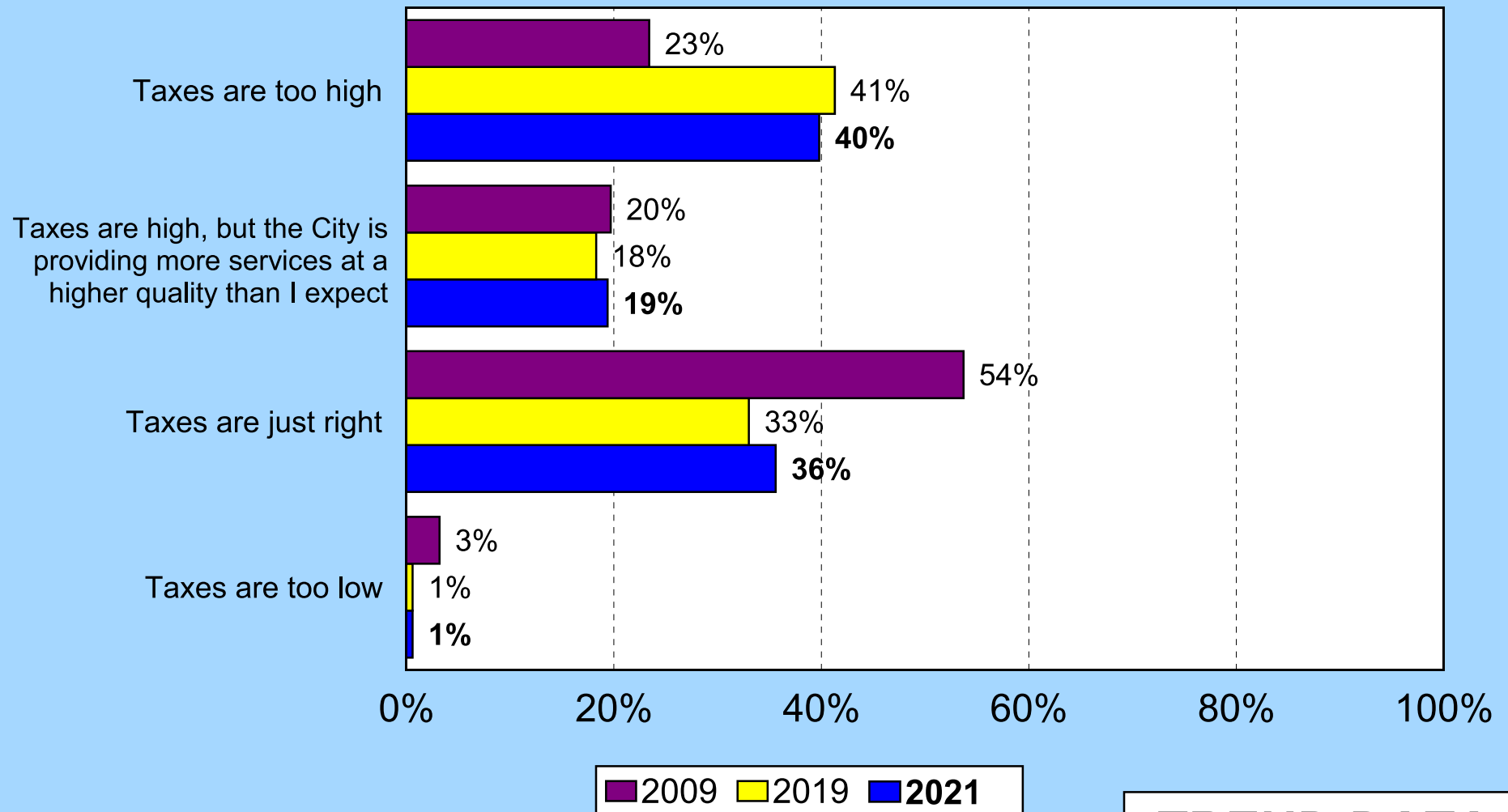


ETC Institute DirectionFinder (2021)

**TREND DATA**

# Which statement best describes how you feel about the taxes you pay to the City of Coral Springs? 2009, 2019 and 2021

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

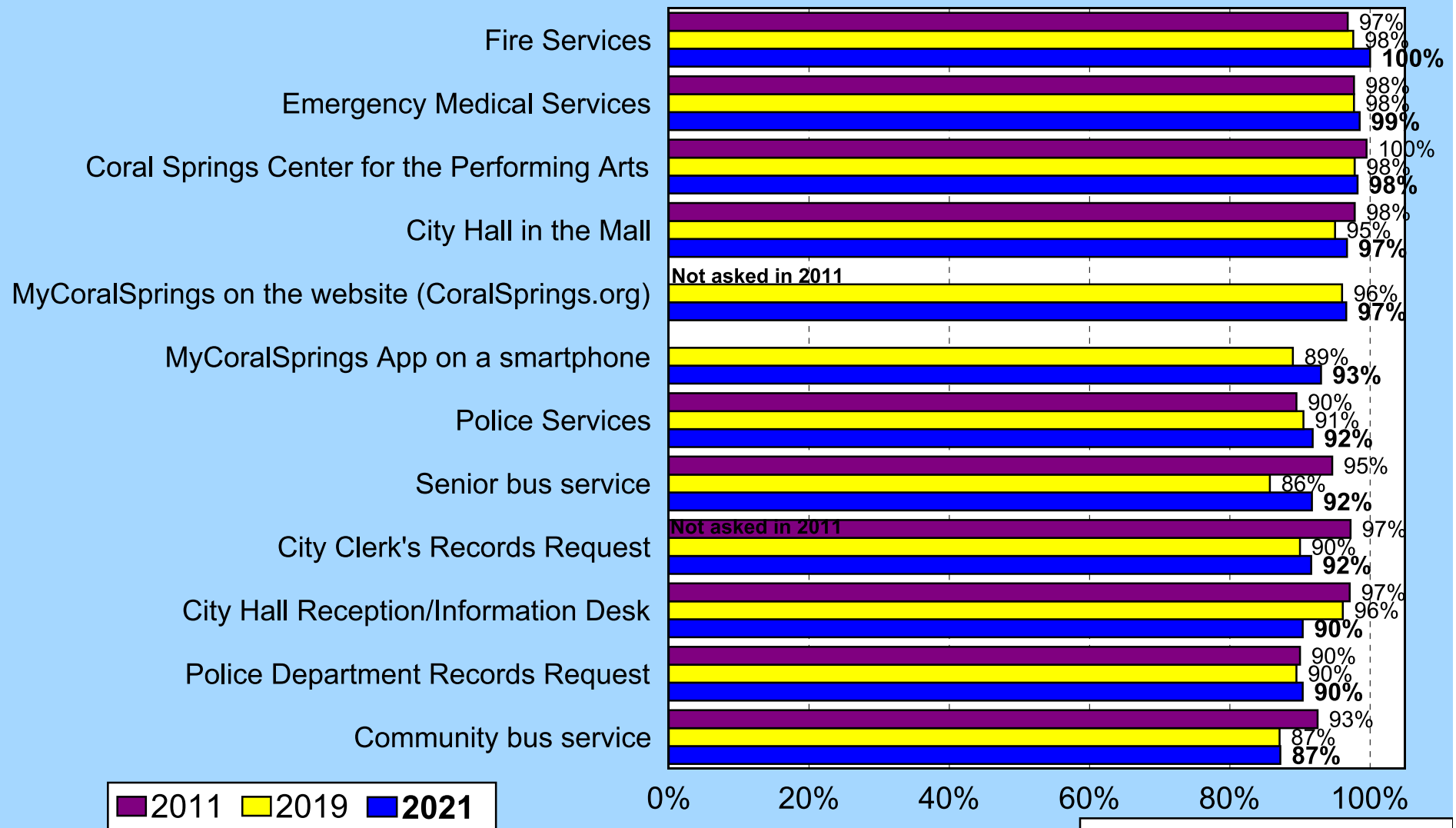


ETC Institute DirectionFinder (2021)

***TREND DATA***

# Satisfaction with Various City Services and Facilities 2011, 2019 and 2021

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



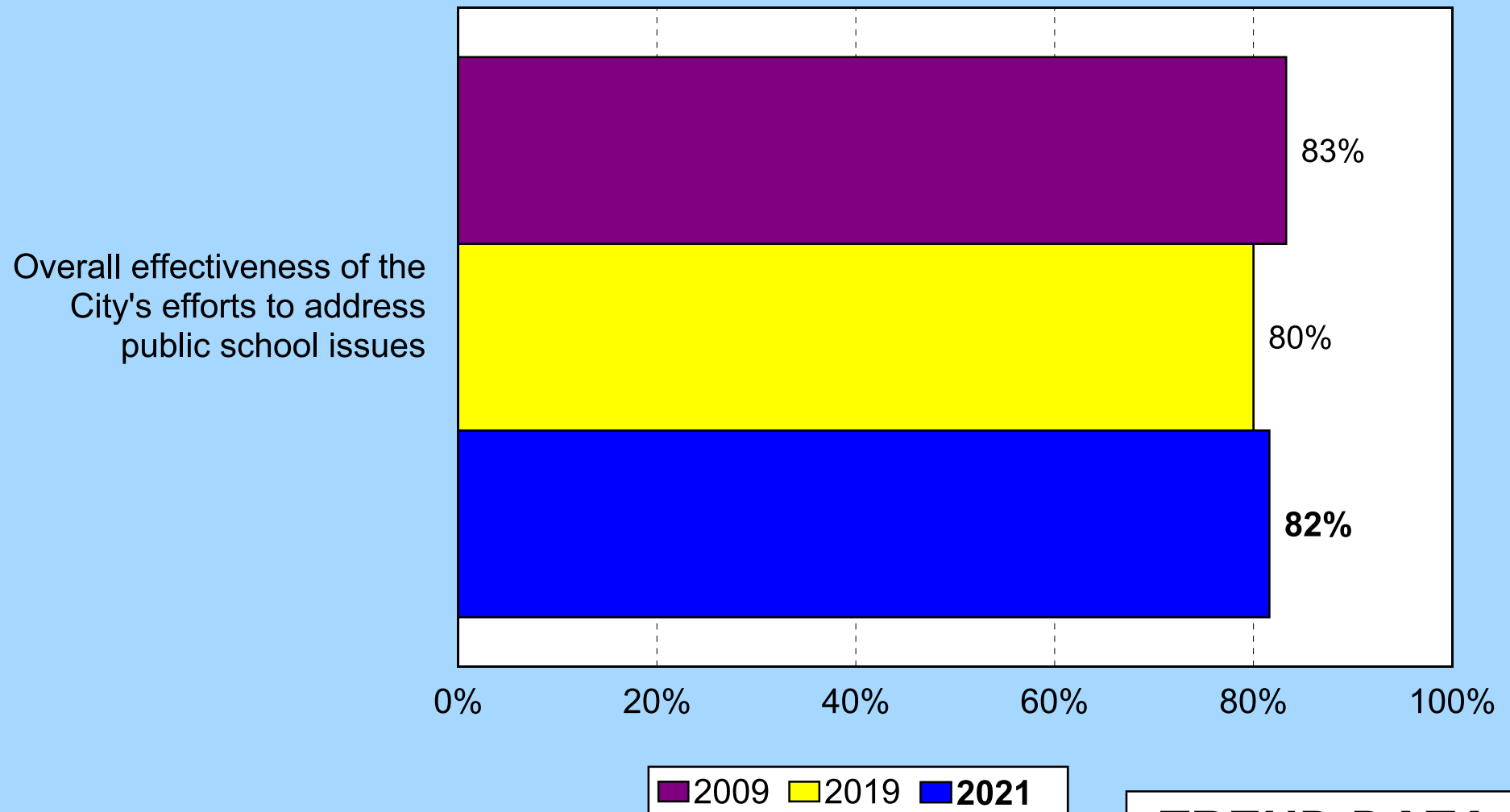
ETC Institute DirectionFinder (2021)

**TREND DATA**



# How would you rate your satisfaction with the overall effectiveness of the City's efforts to address public school issues? 2009, 2019 and 2021

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

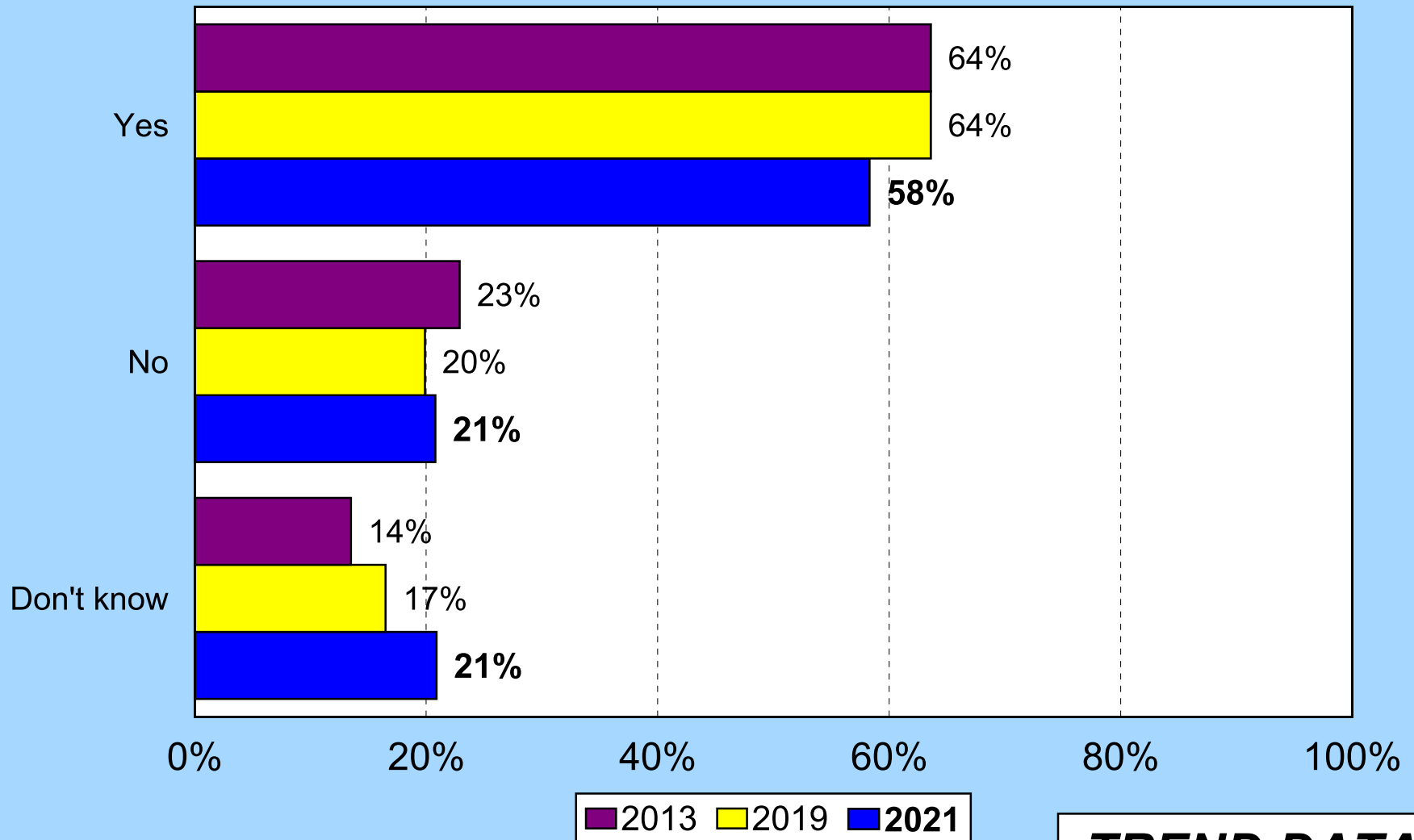


ETC Institute DirectionFinder (2021)

***TREND DATA***

# Do you think the City of Coral Springs is continuously improving as a place to live? 2011, 2019 and 2021

by percentage of respondents

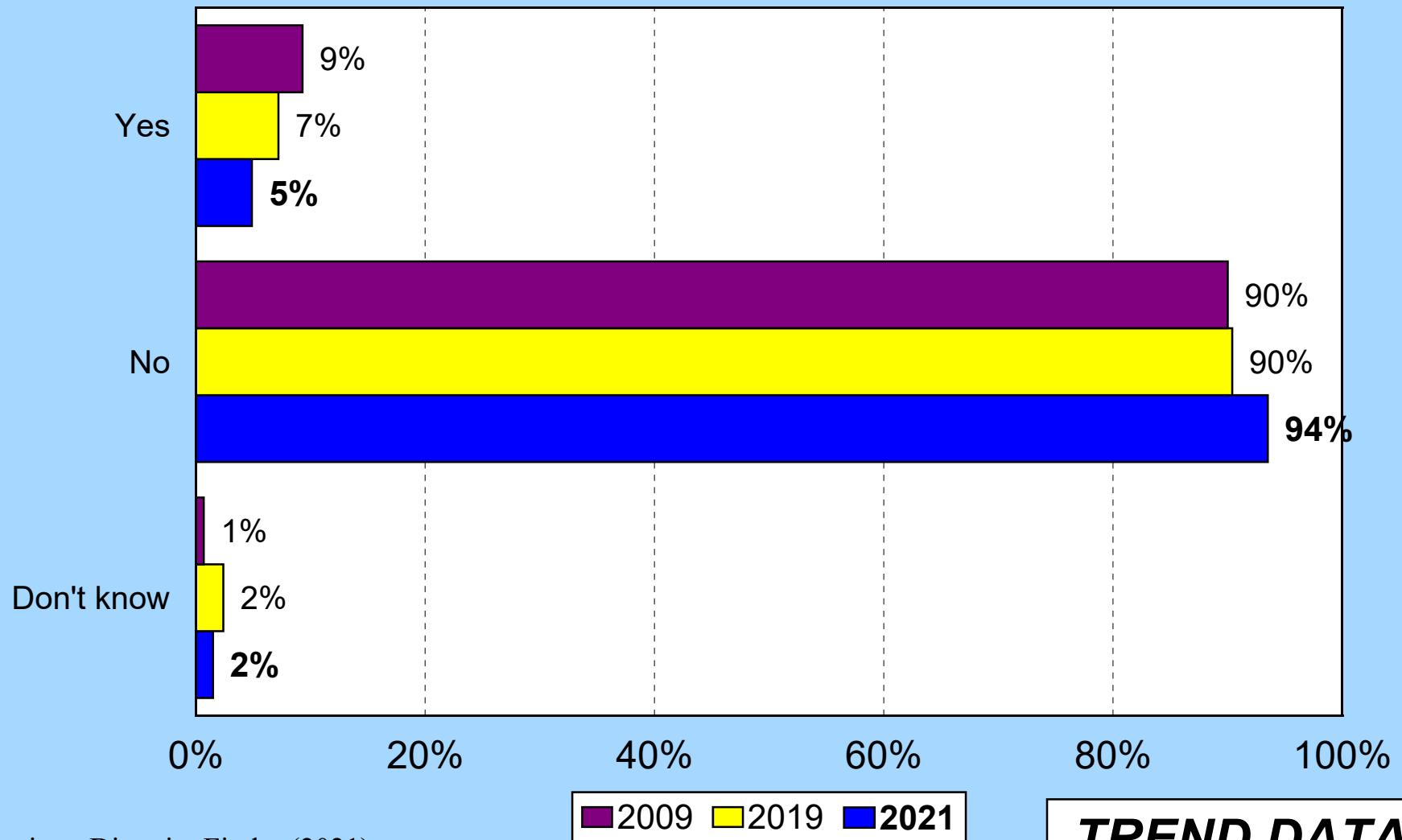


ETC Institute DirectionFinder (2021)

***TREND DATA***

# Were you or a member of your household a victim of a crime in Coral Springs during the past 12 months? 2009, 2019 and 2021

by percentage of respondents



ETC Institute DirectionFinder (2021)

***TREND DATA***

## Section 3:

# Importance-Satisfaction Analysis

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# Importance-Satisfaction Analysis

## Coral Springs, Florida

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### Overview

Today, city officials 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 (IS) 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 rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation.** Respondents were asked to identify the Major City services they thought were the most important for the City to provide. Approximately forty-four percent (44.4%) selected *"City efforts to maintain quality of neighborhoods"* as one of the most important Major City services to emphasize over the next two years.

With regard to satisfaction, 64.8% of the residents surveyed rated their overall satisfaction with *“City efforts to maintain quality of neighborhoods”* as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 44.4% was multiplied by 35.2% (1-0.655). This calculation yielded an I-S rating of 0.1563, which ranked first out of eleven Major City services.

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

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

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

## Interpreting the Ratings

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

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

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

## 2021 Importance-Satisfaction Rating

### City of Coral Springs, Florida

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
City efforts to maintain quality of your neighborhood	44%	2	65%	9	0.1563	<b>1</b>
Code compliance division	22%	7	51%	11	0.1066	<b>2</b>
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Police services	52%	1	86%	3	0.0710	<b>3</b>
City communication with residents	19%	8	71%	8	0.0555	<b>4</b>
Public works & utilities	22%	6	76%	6	0.0525	<b>5</b>
City parks & recreation programs	27%	3	81%	4	0.0518	<b>6</b>
Building permit & inspection services	9%	10	58%	10	0.0387	<b>7</b>
Customer service provided by City employees	9%	9	72%	7	0.0259	<b>8</b>
Emergency medical services (EMS)	26%	4	91%	2	0.0243	<b>9</b>
Fire services	25%	5	92%	1	0.0197	<b>10</b>
Overall satisfaction with parks & recreation	9%	11	80%	5	0.0183	<b>11</b>

**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 City'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.

## 2021 Importance-Satisfaction Rating

### City of Coral Springs, Florida

### PUBLIC SAFETY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
City efforts to prevent crimes	52%	1	73%	6	0.1417	<b>1</b>
Patrolling in your City	35%	2	65%	7	0.1211	<b>2</b>
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcement of local traffic laws	18%	3	64%	8	0.0655	<b>3</b>
Citizen perception of officer attitude & behavior	17%	4	73%	5	0.0470	<b>4</b>
Police social media outreach	8%	8	60%	10	0.0330	<b>5</b>
How quickly police respond to emergencies	14%	5	82%	3	0.0244	<b>6</b>
Overall competence of agency employees	9%	7	75%	4	0.0222	<b>7</b>
Fire prevention & education programs	5%	9	63%	9	0.0184	<b>8</b>
How quickly EMS personnel respond to emergencies	9%	6	87%	1	0.0120	<b>9</b>
How quickly fire personnel respond to emergencies	4%	10	84%	2	0.0066	<b>10</b>

**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 and second most important responses for each item. Respondents were asked to identify the items they thought should be the City'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.



## 2021 Importance-Satisfaction Rating

### City of Coral Springs, Florida

### PARKS AND RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Availability of information about programs	29%	2	61%	9	0.1135	<b>1</b>
<b>Medium Priority (IS &lt;.10)</b>						
Quality of recreation programs for seniors	20%	5	52%	13	0.0965	<b>2</b>
City senior center	15%	9	47%	15	0.0819	<b>3</b>
Quantity of recreation programs for seniors	16%	7	49%	14	0.0816	<b>4</b>
Quantity of recreation programs for adults	16%	8	52%	12	0.0749	<b>5</b>
Maintenance & appearance of City parks	50%	1	85%	1	0.0736	<b>6</b>
Quality of recreation programs for youth	24%	3	70%	4	0.0713	<b>7</b>
Quality of recreation programs for adults	15%	10	55%	11	0.0686	<b>8</b>
Quantity of recreation programs for youth	16%	6	69%	5	0.0512	<b>9</b>
City summer camp program	12%	13	59%	10	0.0472	<b>10</b>
Customer service provided by staff	15%	11	68%	6	0.0466	<b>11</b>
Coral Springs aquatic/pool facilities	14%	12	76%	3	0.0343	<b>12</b>
Outdoor athletic facilities/fields	21%	4	84%	2	0.0338	<b>13</b>
Coral Springs Gymnasium	8%	14	64%	7	0.0281	<b>14</b>
City tennis facilities	5%	15	63%	8	0.0196	<b>15</b>

**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 City'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.

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## 2021 Importance-Satisfaction Rating

### City of Coral Springs, Florida

### PUBLIC WORKS AND UTILITIES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Walking and biking paths in the City	22%	4	55%	16	0.1015	<b>1</b>
<b>Medium Priority (IS &lt;.10)</b>						
Bike lane availability on major streets	17%	6	48%	17	0.0856	<b>2</b>
Condition of major streets	31%	1	73%	7	0.0832	<b>3</b>
Condition of streets in neighborhood	23%	3	68%	11	0.0731	<b>4</b>
Drainage maintenance in neighborhood	19%	5	63%	13	0.0705	<b>5</b>
Adequacy of street lighting on major streets	24%	2	70%	10	0.0703	<b>6</b>
Effectiveness of drainage system in neighborhood	15%	7	62%	14	0.0581	<b>7</b>
Street maintenance in your neighborhood	14%	9	67%	12	0.0464	<b>8</b>
Sidewalk maintenance in neighborhood	11%	12	58%	15	0.0458	<b>9</b>
Litter removal from major streets	13%	11	71%	8	0.0366	<b>10</b>
Residential trash collection services	15%	8	76%	3	0.0356	<b>11</b>
Appearance of medians	13%	10	73%	6	0.0333	<b>12</b>
Curbside recycling services	8%	14	75%	4	0.0187	<b>13</b>
Bulk trash pick-up	8%	13	79%	1	0.0172	<b>14</b>
Hazardous waste drop-off	6%	15	71%	9	0.0162	<b>15</b>
Yard waste collection services	5%	16	77%	2	0.0122	<b>16</b>
City Waste Transfer Station	2%	17	75%	5	0.0045	<b>17</b>

**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 City'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.

## Section 4:

# Benchmarking Data

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# DirectionFinder® Survey

## Year 2020 Benchmarking Summary Report

### Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the Summer of 2019 that is part of a random sample of more than 4,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of more than 300 residents in Florida during the Summer of 2019.

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

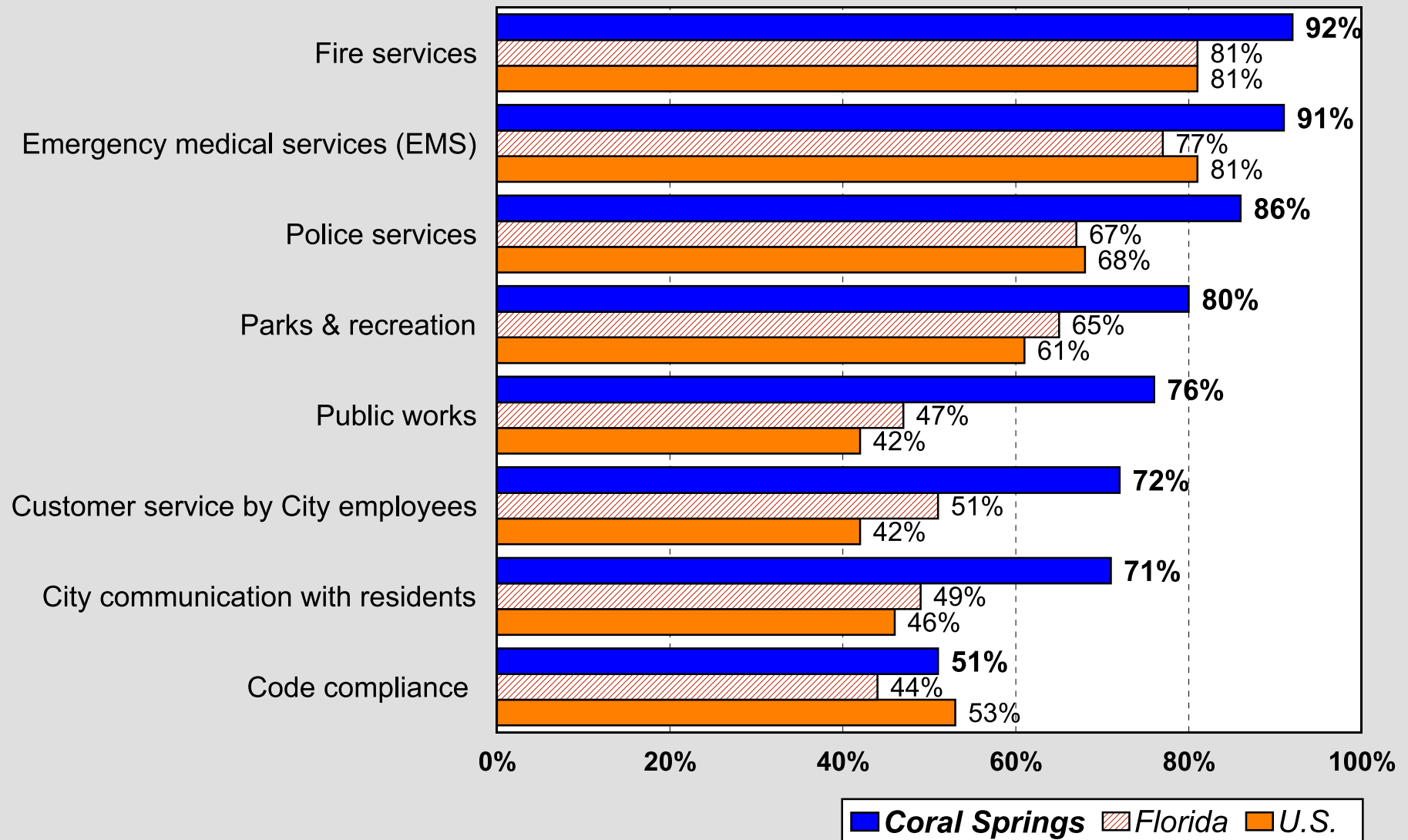
# National Benchmarks

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

# Overall Satisfaction with Major Categories of City Services

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

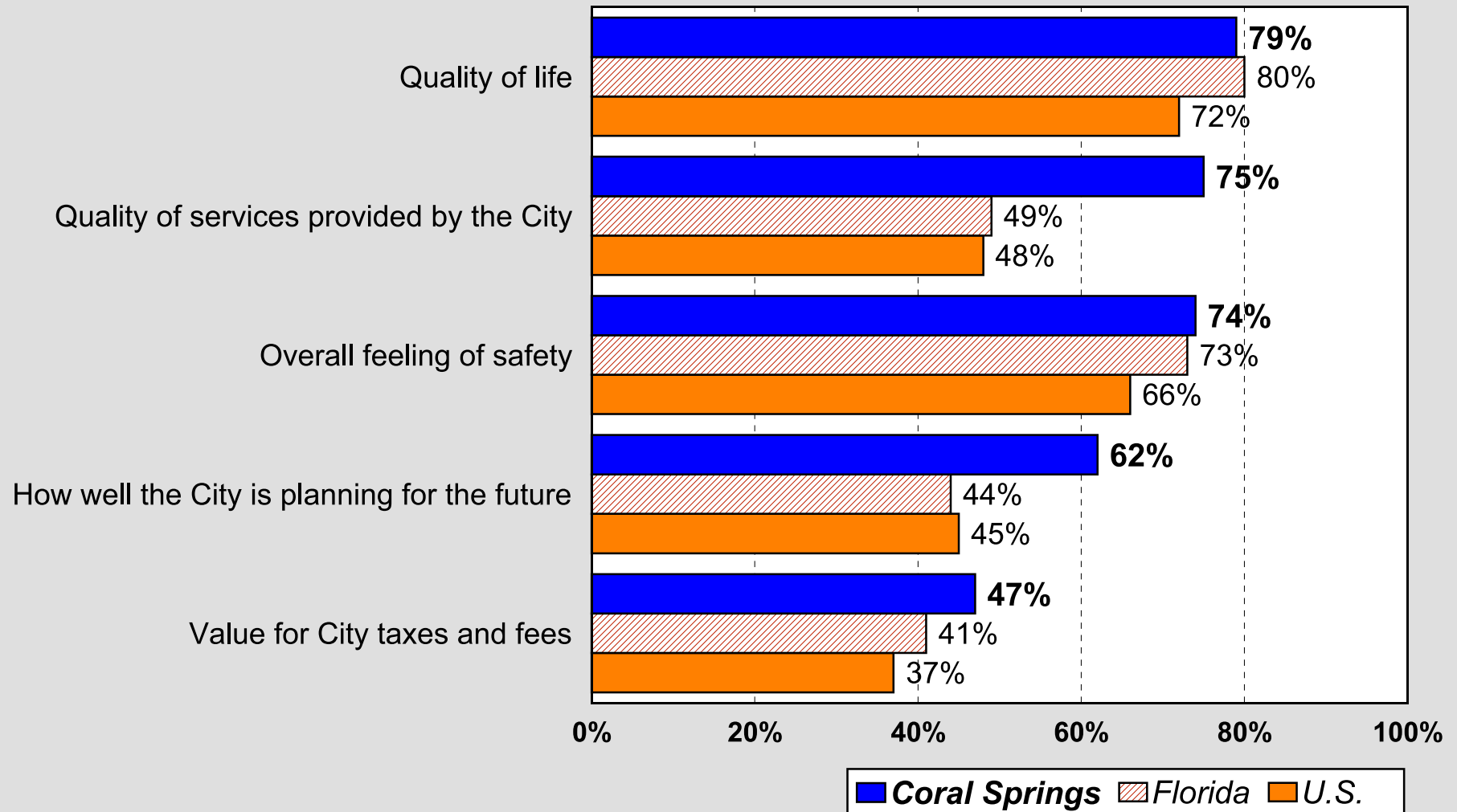
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



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

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

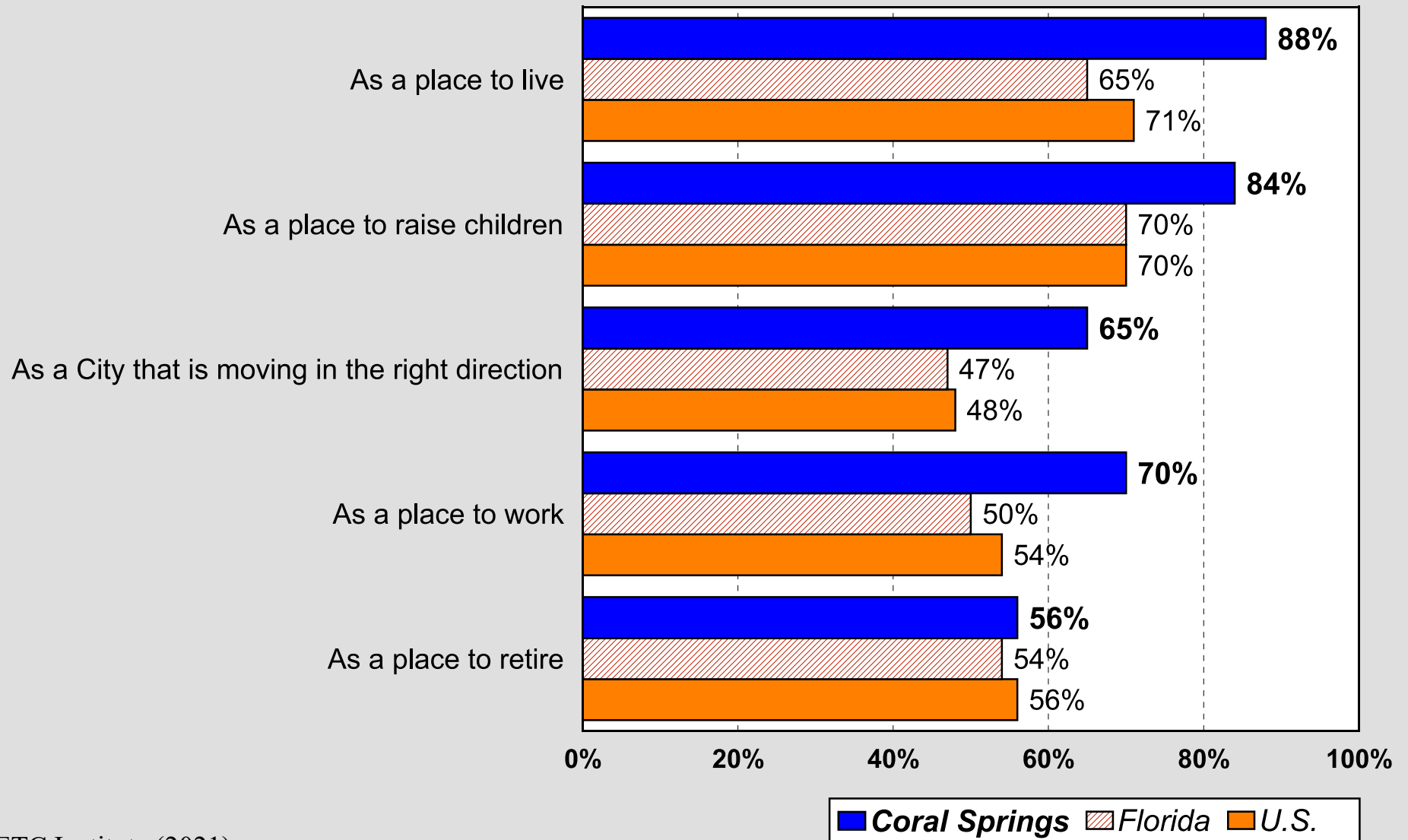
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Ratings of Life in the City

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

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

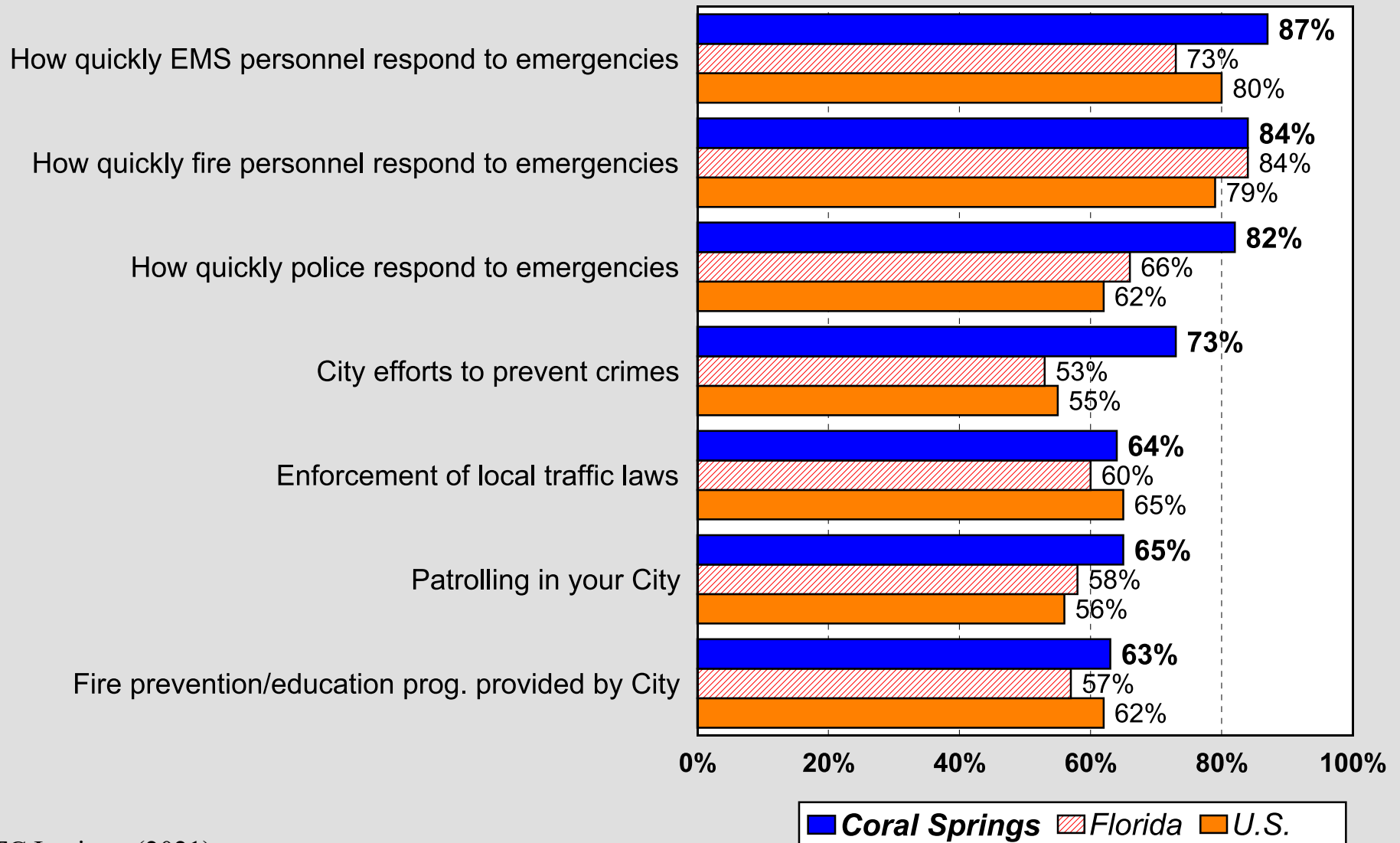




# Satisfaction with Various Aspects of Public Safety

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

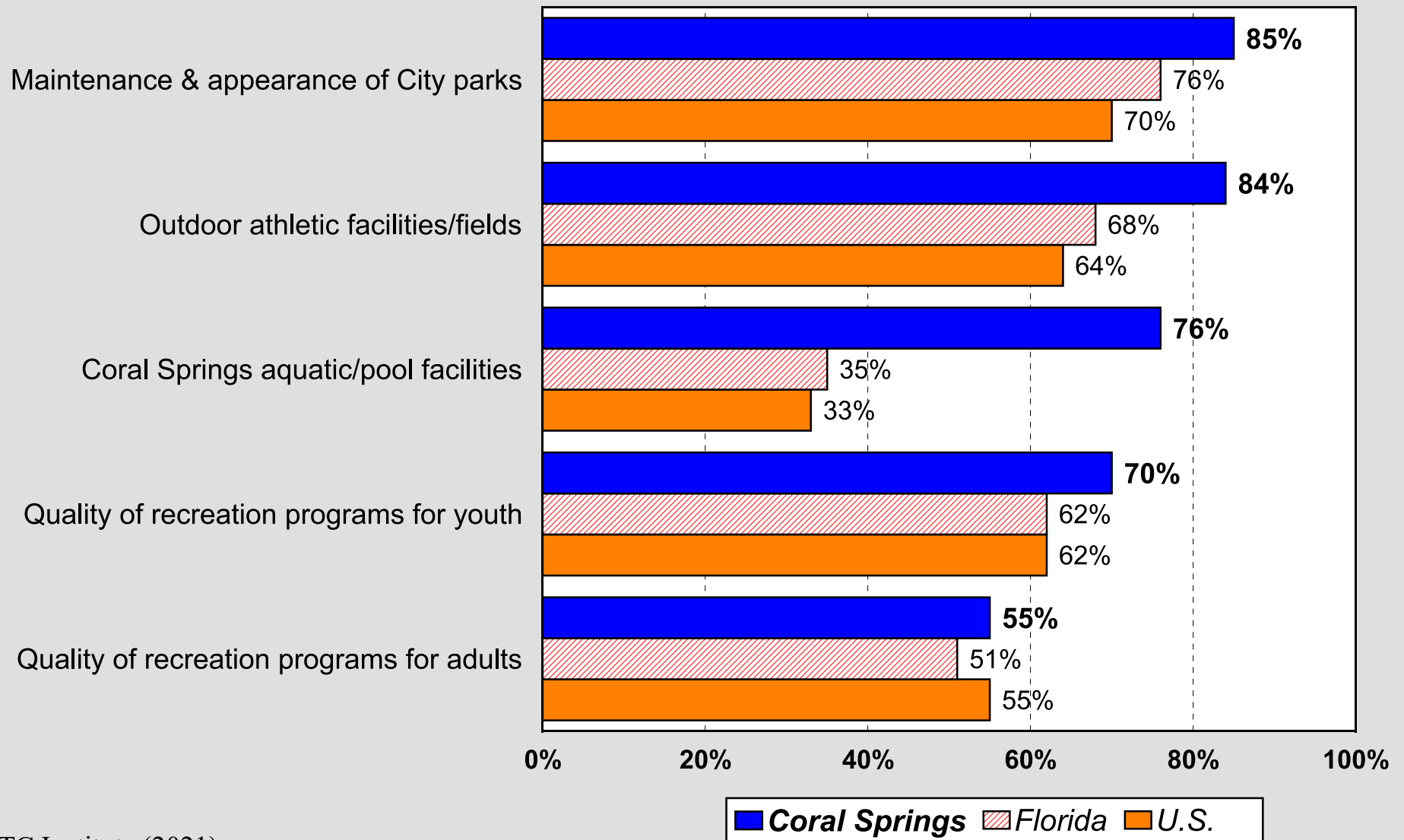
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Parks and Recreation

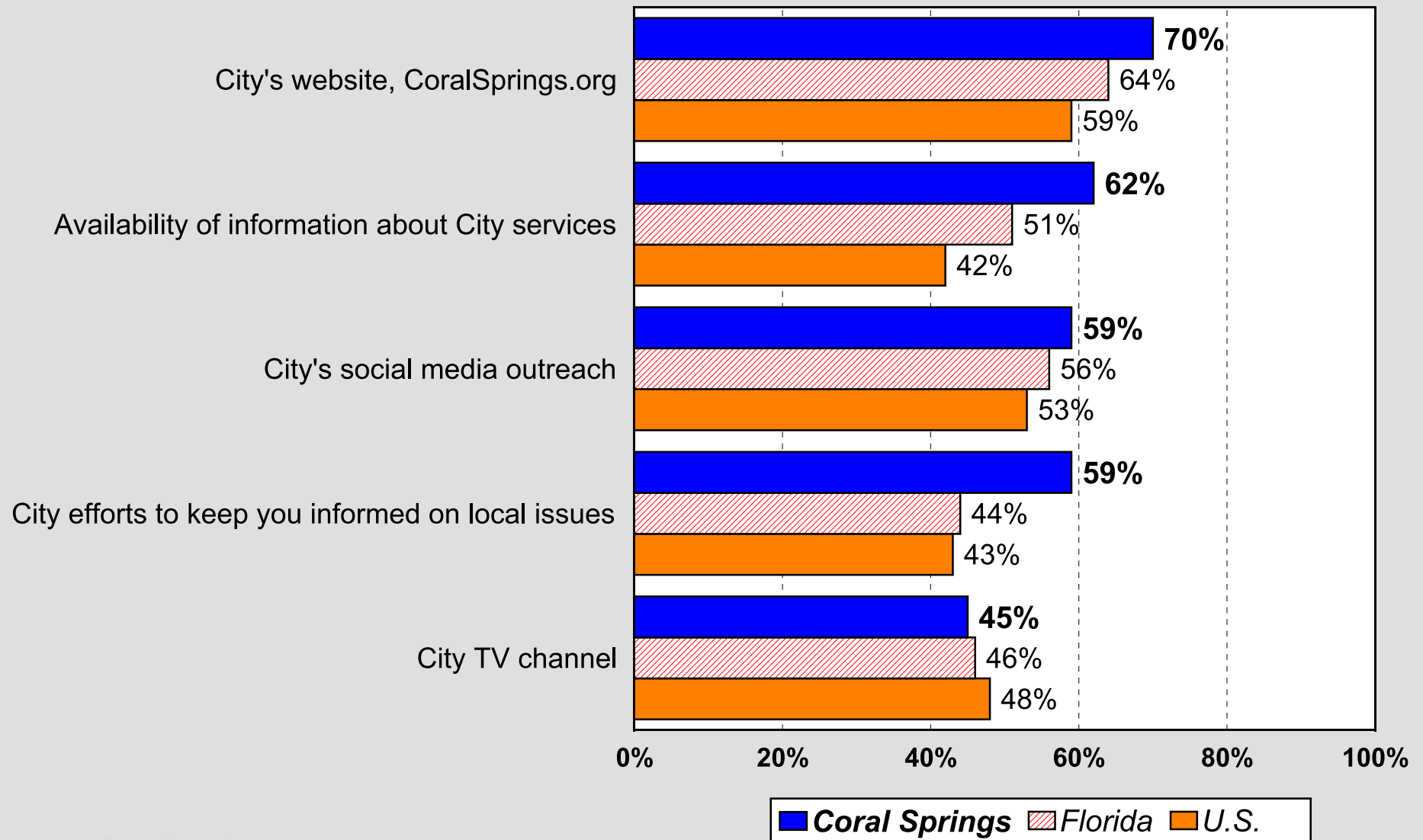
## Coral Springs vs. Florida vs. the U.S.

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



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

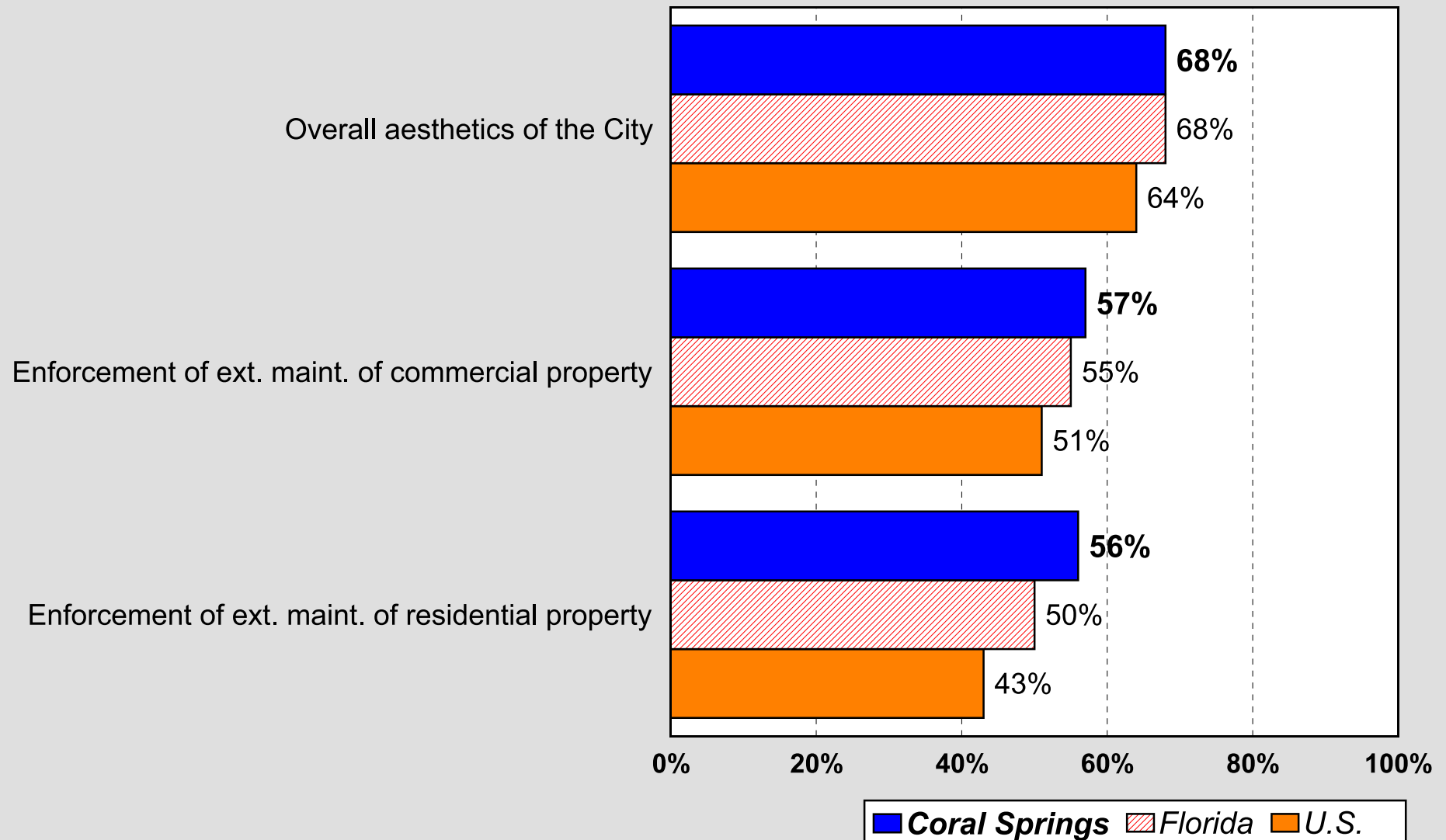
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Code Compliance

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

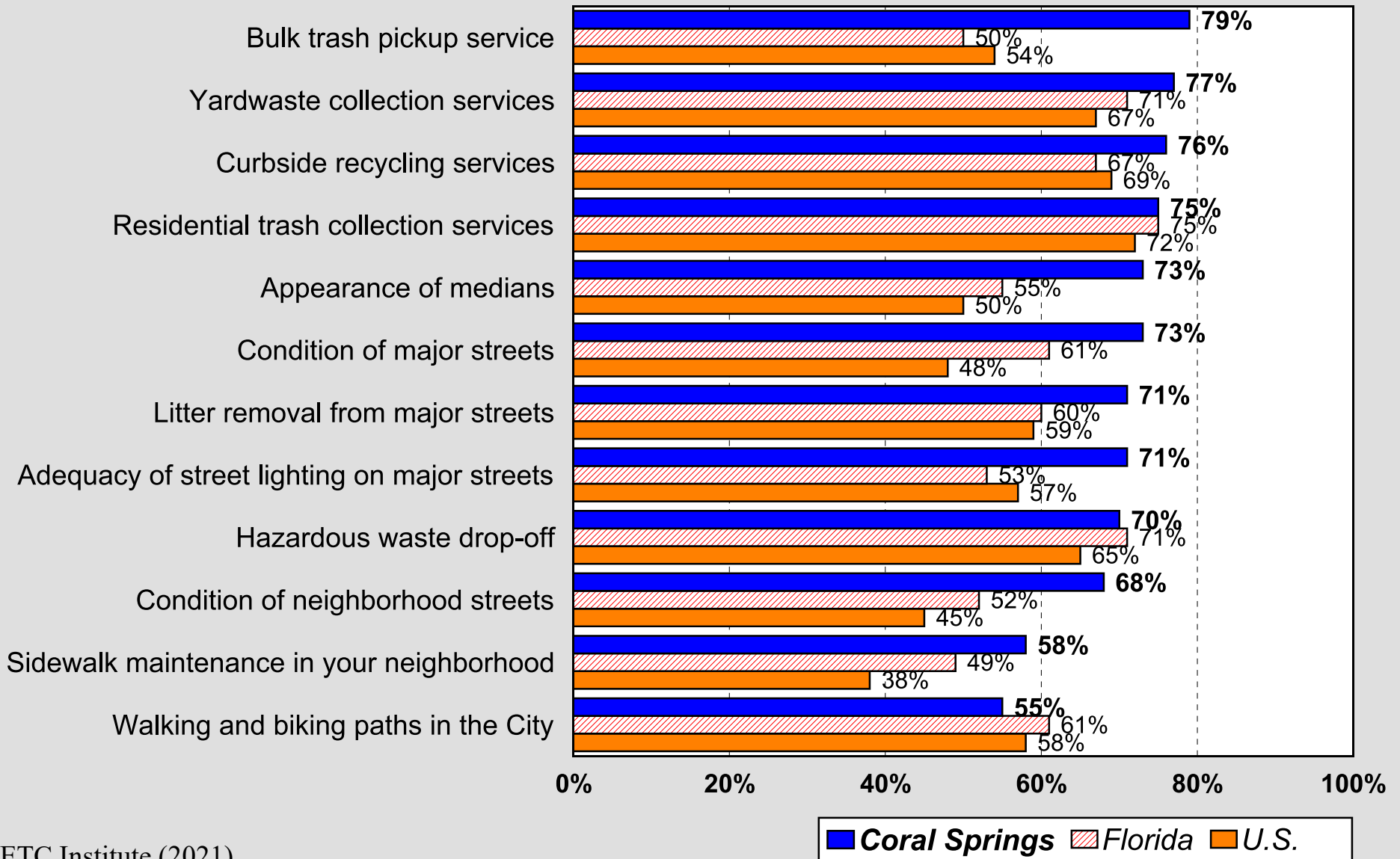
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Public Works/Utilities

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

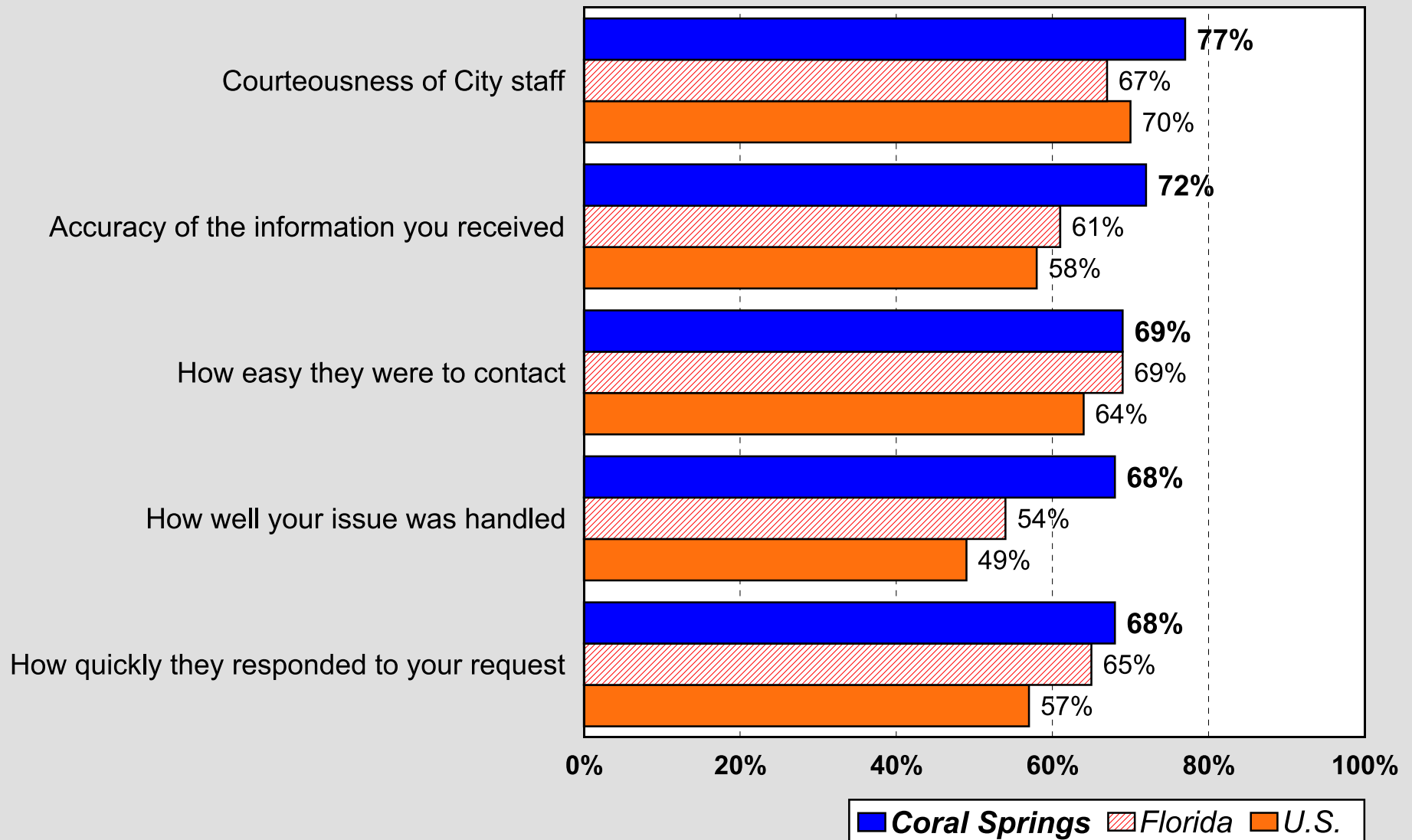
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Customer Service

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

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



## Section 5:

# Tabular Data

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

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q1-1. Police services	49.2%	32.0%	9.0%	2.5%	1.3%	6.0%
Q1-2. Fire services	52.9%	25.4%	6.5%	0.1%	0.1%	14.8%
Q1-3. Emergency medical services (EMS)	51.1%	23.2%	7.2%	0.4%	0.1%	17.9%
Q1-4. City parks & recreation programs	37.1%	36.3%	12.5%	3.5%	1.4%	9.3%
Q1-5. Public works & utilities	33.9%	37.0%	16.5%	4.6%	1.5%	6.4%
Q1-6. Code compliance division	18.4%	25.9%	26.6%	9.7%	6.1%	13.3%
Q1-7. Customer service provided by City employees	28.6%	28.5%	16.8%	3.5%	1.8%	20.8%
Q-8. City communication with residents	30.5%	34.6%	19.4%	5.1%	2.6%	7.7%
Q1-9. Building permit & inspection services	19.6%	23.1%	22.3%	6.0%	2.8%	26.2%
Q1-10. City efforts to maintain quality of your neighborhood	27.1%	33.9%	17.8%	9.9%	5.4%	6.0%
Q1-11. Overall satisfaction with parks & recreation	35.0%	38.9%	13.6%	3.7%	1.0%	7.7%



**WITHOUT DON'T KNOW**

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

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	52.3%	34.1%	9.6%	2.7%	1.4%
Q1-2. Fire services	62.1%	29.9%	7.7%	0.2%	0.2%
Q1-3. Emergency medical services (EMS)	62.3%	28.3%	8.8%	0.5%	0.2%
Q1-4. City parks & recreation programs	40.9%	40.0%	13.8%	3.8%	1.5%
Q1-5. Public works & utilities	36.3%	39.6%	17.7%	4.9%	1.6%
Q1-6. Code compliance division	21.3%	29.8%	30.7%	11.2%	7.0%
Q1-7. Customer service provided by City employees	36.1%	36.0%	21.2%	4.5%	2.2%
Q-8. City communication with residents	33.0%	37.5%	21.0%	5.6%	2.9%
Q1-9. Building permit & inspection services	26.6%	31.3%	30.2%	8.1%	3.8%
Q1-10. City efforts to maintain quality of your neighborhood	28.8%	36.0%	18.9%	10.5%	5.7%
Q1-11. Overall satisfaction with parks & recreation	38.0%	42.1%	14.7%	4.1%	1.1%

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

Q2. Top choice	Number	Percent
Police services	470	34.5 %
Fire services	21	1.5 %
Emergency medical services (EMS)	54	4.0 %
City parks & recreation programs	105	7.7 %
Public works & utilities	100	7.3 %
Code compliance division	99	7.3 %
Customer service provided by City employees	25	1.8 %
City communication with residents	50	3.7 %
Building permit & inspection services	42	3.1 %
City efforts to maintain quality of your neighborhood	251	18.4 %
Overall satisfaction with parks & recreation	26	1.9 %
None chosen	118	8.7 %
Total	1361	100.0 %

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

Q2. 2nd choice	Number	Percent
Police services	144	10.6 %
Fire services	233	17.1 %
Emergency medical services (EMS)	114	8.4 %
City parks & recreation programs	123	9.0 %
Public works & utilities	94	6.9 %
Code compliance division	105	7.7 %
Customer service provided by City employees	44	3.2 %
City communication with residents	90	6.6 %
Building permit & inspection services	44	3.2 %
City efforts to maintain quality of your neighborhood	179	13.2 %
Overall satisfaction with parks & recreation	40	2.9 %
None chosen	151	11.1 %
Total	1361	100.0 %

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

Q2. 3rd choice	Number	Percent
Police services	97	7.1 %
Fire services	82	6.0 %
Emergency medical services (EMS)	184	13.5 %
City parks & recreation programs	146	10.7 %
Public works & utilities	103	7.6 %
Code compliance division	93	6.8 %
Customer service provided by City employees	59	4.3 %
City communication with residents	116	8.5 %
Building permit & inspection services	40	2.9 %
City efforts to maintain quality of your neighborhood	174	12.8 %
Overall satisfaction with parks & recreation	60	4.4 %
None chosen	207	15.2 %
Total	1361	100.0 %

**SUM OF TOP 3 CHOICES**

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

Q2. Sum of Top 3 Choices	Number	Percent
Police services	711	52.2 %
Fire services	336	24.7 %
Emergency medical services (EMS)	352	25.9 %
City parks & recreation programs	374	27.5 %
Public works & utilities	297	21.8 %
Code compliance division	297	21.8 %
Customer service provided by City employees	128	9.4 %
City communication with residents	256	18.8 %
Building permit & inspection services	126	9.3 %
City efforts to maintain quality of your neighborhood	604	44.4 %
Overall satisfaction with parks & recreation	126	9.3 %
None chosen	118	8.7 %
Total	3725	

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

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q3-1. How well City is planning for the future	15.4%	35.6%	22.8%	5.5%	3.2%	17.6%
Q3-2. Value for City taxes & fees	11.8%	32.5%	29.2%	15.5%	5.7%	5.2%
Q3-3. Quality of life	27.1%	50.6%	14.4%	4.3%	1.5%	2.1%
Q3-4. Overall quality of services provided by City	22.8%	48.8%	19.5%	3.2%	1.5%	4.3%
Q3-5. Overall aesthetics of City	21.2%	42.9%	19.8%	9.8%	2.6%	3.6%
Q3-6. Quality of new development & redevelopment in City	17.4%	33.1%	26.6%	10.1%	3.9%	8.8%
Q3-7. Overall feeling of safety	26.7%	46.1%	17.7%	5.9%	1.8%	1.9%

**WITHOUT DON'T KNOW**

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

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. How well City is planning for the future	18.6%	43.1%	27.6%	6.7%	3.9%
Q3-2. Value for City taxes & fees	12.5%	34.3%	30.9%	16.4%	6.0%
Q3-3. Quality of life	27.7%	51.7%	14.7%	4.4%	1.5%
Q3-4. Overall quality of services provided by City	23.8%	51.0%	20.4%	3.3%	1.5%
Q3-5. Overall aesthetics of City	22.0%	44.5%	20.6%	10.2%	2.7%
Q3-6. Quality of new development & redevelopment in City	19.1%	36.3%	29.2%	11.1%	4.3%
Q3-7. Overall feeling of safety	27.2%	47.0%	18.1%	6.0%	1.8%

**Q4. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of Coral Springs with regard to the following.**

(N=1361)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	41.1%	45.6%	7.8%	3.2%	1.1%	1.2%
Q4-2. As a place to raise children	39.6%	39.8%	10.4%	2.9%	1.5%	5.7%
Q4-3. As a place to work	23.7%	32.0%	19.3%	3.7%	1.2%	20.1%
Q4-4. As a place to retire	23.3%	28.2%	23.1%	10.8%	7.2%	7.3%
Q4-5. As a place to live no matter who you are	27.4%	40.2%	20.2%	5.7%	2.6%	3.9%
Q4-6. As a place where City government respects diversity, equity & inclusion	28.4%	32.8%	20.1%	3.2%	2.3%	13.2%
Q4-7. As a City that is moving in the right direction	25.4%	35.2%	21.9%	6.5%	4.5%	6.5%

**WITHOUT DON'T KNOW**

**Q4. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of Coral Springs with regard to the following. (without "don't know")**

(N=1361)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	41.6%	46.1%	7.9%	3.3%	1.1%
Q4-2. As a place to raise children	42.0%	42.2%	11.1%	3.1%	1.6%
Q4-3. As a place to work	29.7%	40.0%	24.2%	4.6%	1.5%
Q4-4. As a place to retire	25.1%	30.5%	25.0%	11.7%	7.8%
Q4-5. As a place to live no matter who you are	28.5%	41.8%	21.0%	5.9%	2.8%
Q4-6. As a place where City government respects diversity, equity & inclusion	32.7%	37.8%	23.2%	3.6%	2.6%
Q4-7. As a City that is moving in the right direction	27.2%	37.7%	23.4%	6.9%	4.8%

**Q5. Perceptions of Safety and Security. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations.**

(N=1361)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q5-1. Walking alone in your neighborhood in general	38.1%	44.0%	11.2%	3.6%	1.1%	1.9%
Q5-2. Walking alone in your neighborhood during the day	54.1%	37.2%	6.0%	1.2%	0.3%	1.2%
Q5-3. Walking alone in your neighborhood after dark	24.9%	35.1%	22.0%	11.2%	3.3%	3.5%
Q5-4. In City parks & recreation facilities	24.9%	40.3%	18.2%	4.0%	1.6%	10.9%
Q5-5. In business areas of City during the day	42.0%	44.6%	9.5%	0.6%	0.3%	3.0%
Q5-6. In business areas of City after dark	19.7%	35.3%	24.4%	9.6%	1.9%	9.0%
Q5-7. Crossing the street safely	22.0%	38.9%	19.8%	11.5%	4.8%	2.8%
Q5-8. Riding your bicycle safely	13.4%	29.2%	22.1%	12.3%	6.2%	16.7%

**WITHOUT DON'T KNOW****Q5. Perceptions of Safety and Security. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "don't know")**

(N=1361)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. Walking alone in your neighborhood in general	38.9%	44.9%	11.5%	3.7%	1.1%
Q5-2. Walking alone in your neighborhood during the day	54.8%	37.6%	6.0%	1.3%	0.3%
Q5-3. Walking alone in your neighborhood after dark	25.8%	36.4%	22.8%	11.6%	3.4%
Q5-4. In City parks & recreation facilities	28.0%	45.3%	20.5%	4.5%	1.8%
Q5-5. In business areas of City during the day	43.3%	46.0%	9.8%	0.6%	0.3%
Q5-6. In business areas of City after dark	21.6%	38.9%	26.8%	10.6%	2.1%
Q5-7. Crossing the street safely	22.7%	40.1%	20.4%	11.9%	5.0%
Q5-8. Riding your bicycle safely	16.0%	35.1%	26.5%	14.8%	7.5%

**Q6. In the past 12 months, do you think Coral Springs has become more, less, or stayed the same as far as being a safe place?**

Q6. What do you think of Coral Springs as being a safe place in past 12 months

	Number	Percent
More safe	93	6.8 %
Stayed the same	883	64.9 %
Less safe	299	22.0 %
Don't know	86	6.3 %
Total	1361	100.0 %

**WITHOUT DON'T KNOW**

**Q6. In the past 12 months, do you think Coral Springs has become more, less, or stayed the same as far as being a safe place? (without "don't know")**

Q6. What do you think of Coral Springs as being a safe place in past 12 months

	Number	Percent
More safe	93	7.3 %
Stayed the same	883	69.3 %
Less safe	299	23.5 %
Total	1275	100.0 %

**Q7. Have you had any interaction with a police officer in the past 12 months? If YES, how satisfied are you with your interaction?**

Q7. How satisfied were you with your interaction  
with a police officer in past 12 months

	Number	Percent
Very satisfied	326	24.0 %
Satisfied	175	12.9 %
Neutral	102	7.5 %
Dissatisfied	33	2.4 %
Very dissatisfied	27	2.0 %
Don't know	698	51.3 %
Total	1361	100.0 %

**WITHOUT DON'T KNOW**

**Q7. Have you had any interaction with a police officer in the past 12 months? If YES, how satisfied are you with your interaction? (without "don't know")**

Q7. How satisfied were you with your interaction  
with a police officer in past 12 months

	Number	Percent
Very satisfied	326	49.2 %
Satisfied	175	26.4 %
Neutral	102	15.4 %
Dissatisfied	33	5.0 %
Very dissatisfied	27	4.1 %
Total	663	100.0 %



**Q8. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.**

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q8-1. City efforts to prevent crimes	24.0%	39.8%	17.9%	4.6%	1.6%	12.1%
Q8-2. Enforcement of local traffic laws	20.4%	38.9%	19.0%	9.3%	4.5%	8.1%
Q8-3. How quickly police respond to emergencies	31.1%	30.3%	11.5%	1.5%	0.4%	25.3%
Q8-4. Patrolling in your City	22.2%	37.4%	20.4%	8.2%	2.9%	8.9%
Q8-5. Police social media outreach	20.6%	22.9%	23.7%	3.7%	1.3%	27.8%
Q8-6. Fire prevention & education programs provided by City	17.5%	22.0%	19.7%	2.2%	1.0%	37.5%
Q8-7. How quickly fire personnel respond to emergencies	30.5%	23.4%	9.5%	0.4%	0.1%	36.1%
Q8-8. How quickly emergency medical personnel respond to emergencies	33.7%	25.9%	8.7%	0.4%	0.1%	31.1%
Q8-9. Overall competence of agency employees	24.2%	33.1%	16.4%	1.8%	1.0%	23.4%
Q8-10. Citizen's perception of officers' attitude & behavior	24.8%	36.1%	17.0%	4.3%	1.5%	16.2%

**WITHOUT DON'T KNOW**

**Q8. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")**

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. City efforts to prevent crimes	27.3%	45.3%	20.4%	5.2%	1.8%
Q8-2. Enforcement of local traffic laws	22.1%	42.3%	20.6%	10.1%	4.9%
Q8-3. How quickly police respond to emergencies	41.6%	40.6%	15.3%	2.0%	0.5%
Q8-4. Patrolling in your City	24.4%	41.0%	22.4%	9.0%	3.1%
Q8-5. Police social media outreach	28.6%	31.7%	32.8%	5.1%	1.8%
Q8-6. Fire prevention & education programs provided by City	28.0%	35.3%	31.5%	3.5%	1.6%
Q8-7. How quickly fire personnel respond to emergencies	47.7%	36.6%	14.8%	0.7%	0.2%
Q8-8. How quickly emergency medical personnel respond to emergencies	48.9%	37.6%	12.7%	0.6%	0.1%
Q8-9. Overall competence of agency employees	31.6%	43.2%	21.4%	2.4%	1.3%
Q8-10. Citizen's perception of officers' attitude & behavior	29.6%	43.1%	20.3%	5.1%	1.8%

**Q9. Which TWO of the public safety services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q9. Top choice	Number	Percent
City efforts to prevent crimes	535	39.3 %
Enforcement of local traffic laws	123	9.0 %
How quickly police respond to emergencies	69	5.1 %
Patrolling in your City	184	13.5 %
Police social media outreach	50	3.7 %
Fire prevention & education programs provided by City	27	2.0 %
How quickly fire personnel respond to emergencies	14	1.0 %
How quickly emergency medical personnel respond to emergencies	33	2.4 %
Overall competence of agency employees	46	3.4 %
Citizen's perception of officers' attitude & behavior	109	8.0 %
None chosen	171	12.6 %
Total	1361	100.0 %

**Q9. Which TWO of the public safety services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q9. 2nd choice	Number	Percent
City efforts to prevent crimes	169	12.4 %
Enforcement of local traffic laws	128	9.4 %
How quickly police respond to emergencies	117	8.6 %
Patrolling in your City	293	21.5 %
Police social media outreach	62	4.6 %
Fire prevention & education programs provided by City	41	3.0 %
How quickly fire personnel respond to emergencies	44	3.2 %
How quickly emergency medical personnel respond to emergencies	89	6.5 %
Overall competence of agency employees	73	5.4 %
Citizen's perception of officers' attitude & behavior	125	9.2 %
None chosen	220	16.2 %
Total	1361	100.0 %

**SUM OF TOP 2 CHOICES****Q9. Which TWO of the public safety services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q9. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
City efforts to prevent crimes	704	51.7 %
Enforcement of local traffic laws	251	18.4 %
How quickly police respond to emergencies	186	13.7 %
Patrolling in your City	477	35.0 %
Police social media outreach	112	8.2 %
Fire prevention & education programs provided by City	68	5.0 %
How quickly fire personnel respond to emergencies	58	4.3 %
How quickly emergency medical personnel respond to emergencies	122	9.0 %
Overall competence of agency employees	119	8.7 %
Citizen's perception of officers' attitude & behavior	234	17.2 %
None chosen	171	12.6 %
Total	2502	

**Q10. Parks and Recreation. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q10-1. Maintenance & appearance of City parks	31.9%	45.9%	8.9%	3.4%	1.2%	8.7%
Q10-2. Coral Springs aquatic/pool facilities	19.4%	22.3%	11.5%	1.4%	0.4%	45.0%
Q10-3. Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	27.7%	37.2%	10.1%	1.7%	0.7%	22.6%
Q10-4. Availability of information about recreation programs	17.3%	29.5%	20.7%	7.1%	2.2%	23.2%
Q10-5. Quality of recreation programs for youth	19.5%	23.7%	15.3%	1.9%	1.0%	38.6%
Q10-6. Quantity of recreation programs for youth	18.3%	23.4%	15.2%	2.7%	1.2%	39.2%
Q10-7. Quality of recreation programs for adults	12.0%	20.1%	19.0%	5.7%	1.6%	41.7%
Q10-8. Quantity of recreation programs for adults	11.3%	18.8%	19.3%	6.5%	1.9%	42.1%
Q10-9. Quality of recreation programs for seniors	10.0%	15.5%	16.7%	4.3%	2.6%	51.0%
Q10-10. Quantity of recreation programs for seniors	9.8%	13.8%	17.0%	4.9%	2.6%	51.9%
Q10-11. City tennis facilities	12.6%	18.5%	15.3%	1.9%	1.0%	50.7%
Q10-12. City summer camp program	10.8%	14.9%	14.8%	2.1%	1.0%	56.4%
Q10-13. City senior center	7.9%	11.0%	16.9%	2.8%	1.8%	59.5%
Q10-14. Coral Springs Gymnasium	11.3%	20.1%	15.6%	1.8%	0.7%	50.5%
Q10-15. Customer service provided by parks & recreation staff	16.0%	23.7%	15.1%	2.3%	1.2%	41.7%

**WITHOUT DON'T KNOW**

**Q10. Parks and Recreation. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance & appearance of City parks	34.9%	50.3%	9.7%	3.7%	1.4%
Q10-2. Coral Springs aquatic/pool facilities	35.2%	40.5%	21.0%	2.5%	0.8%
Q10-3. Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	35.8%	48.1%	13.1%	2.2%	0.9%
Q10-4. Availability of information about recreation programs	22.6%	38.4%	27.0%	9.2%	2.9%
Q10-5. Quality of recreation programs for youth	31.7%	38.6%	24.9%	3.1%	1.7%
Q10-6. Quantity of recreation programs for youth	30.1%	38.5%	25.0%	4.5%	1.9%
Q10-7. Quality of recreation programs for adults	20.5%	34.4%	32.5%	9.8%	2.8%
Q10-8. Quantity of recreation programs for adults	19.5%	32.5%	33.4%	11.3%	3.3%
Q10-9. Quality of recreation programs for seniors	20.4%	31.6%	34.0%	8.7%	5.2%
Q10-10. Quantity of recreation programs for seniors	20.3%	28.7%	35.3%	10.2%	5.5%
Q10-11. City tennis facilities	25.5%	37.6%	31.0%	3.9%	2.1%
Q10-12. City summer camp program	24.8%	34.2%	33.9%	4.7%	2.4%
Q10-13. City senior center	19.6%	27.2%	41.7%	6.9%	4.5%
Q10-14. Coral Springs Gymnasium	22.8%	40.7%	31.5%	3.7%	1.3%
Q10-15. Customer service provided by parks & recreation staff	27.5%	40.6%	25.9%	3.9%	2.1%

**Q11. Which FOUR of the parks and recreation items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & appearance of City parks	452	33.2 %
Coral Springs aquatic/pool facilities	47	3.5 %
Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	35	2.6 %
Availability of information about recreation programs	104	7.6 %
Quality of recreation programs for youth	74	5.4 %
Quantity of recreation programs for youth	39	2.9 %
Quality of recreation programs for adults	45	3.3 %
Quantity of recreation programs for adults	32	2.4 %
Quality of recreation programs for seniors	54	4.0 %
Quantity of recreation programs for seniors	41	3.0 %
City tennis facilities	21	1.5 %
City summer camp program	13	1.0 %
City senior center	40	2.9 %
Coral Springs Gymnasium	14	1.0 %
Customer service provided by parks & recreation staff	19	1.4 %
None chosen	331	24.3 %
Total	1361	100.0 %

**Q11. Which FOUR of the parks and recreation items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & appearance of City parks	103	7.6 %
Coral Springs aquatic/pool facilities	65	4.8 %
Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	120	8.8 %
Availability of information about recreation programs	84	6.2 %
Quality of recreation programs for youth	111	8.2 %
Quantity of recreation programs for youth	68	5.0 %
Quality of recreation programs for adults	50	3.7 %
Quantity of recreation programs for adults	71	5.2 %
Quality of recreation programs for seniors	80	5.9 %
Quantity of recreation programs for seniors	64	4.7 %
City tennis facilities	18	1.3 %
City summer camp program	33	2.4 %
City senior center	29	2.1 %
Coral Springs Gymnasium	26	1.9 %
Customer service provided by parks & recreation staff	47	3.5 %
None chosen	392	28.8 %
Total	1361	100.0 %

**Q11. Which FOUR of the parks and recreation items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q11. 3rd choice	Number	Percent
Maintenance & appearance of City parks	62	4.6 %
Coral Springs aquatic/pool facilities	44	3.2 %
Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	88	6.5 %
Availability of information about recreation programs	101	7.4 %
Quality of recreation programs for youth	90	6.6 %
Quantity of recreation programs for youth	56	4.1 %
Quality of recreation programs for adults	72	5.3 %
Quantity of recreation programs for adults	62	4.6 %
Quality of recreation programs for seniors	73	5.4 %
Quantity of recreation programs for seniors	52	3.8 %
City tennis facilities	15	1.1 %
City summer camp program	45	3.3 %
City senior center	73	5.4 %
Coral Springs Gymnasium	22	1.6 %
Customer service provided by parks & recreation staff	54	4.0 %
None chosen	452	33.2 %
Total	1361	100.0 %

**Q11. Which FOUR of the parks and recreation items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q11. 4th choice	Number	Percent
Maintenance & appearance of City parks	58	4.3 %
Coral Springs aquatic/pool facilities	36	2.6 %
Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	42	3.1 %
Availability of information about recreation programs	107	7.9 %
Quality of recreation programs for youth	52	3.8 %
Quantity of recreation programs for youth	59	4.3 %
Quality of recreation programs for adults	40	2.9 %
Quantity of recreation programs for adults	46	3.4 %
Quality of recreation programs for seniors	65	4.8 %
Quantity of recreation programs for seniors	61	4.5 %
City tennis facilities	19	1.4 %
City summer camp program	65	4.8 %
City senior center	68	5.0 %
Coral Springs Gymnasium	43	3.2 %
Customer service provided by parks & recreation staff	77	5.7 %
None chosen	523	38.4 %
Total	1361	100.0 %



**SUM OF TOP 4 CHOICES**

**Q11. Which FOUR of the parks and recreation items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)**

Q11. Sum of Top 4 Choices	Number	Percent
Maintenance & appearance of City parks	675	49.6 %
Coral Springs aquatic/pool facilities	192	14.1 %
Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	285	20.9 %
Availability of information about recreation programs	396	29.1 %
Quality of recreation programs for youth	327	24.0 %
Quantity of recreation programs for youth	222	16.3 %
Quality of recreation programs for adults	207	15.2 %
Quantity of recreation programs for adults	211	15.5 %
Quality of recreation programs for seniors	272	20.0 %
Quantity of recreation programs for seniors	218	16.0 %
City tennis facilities	73	5.4 %
City summer camp program	156	11.5 %
City senior center	210	15.4 %
Coral Springs Gymnasium	105	7.7 %
Customer service provided by parks & recreation staff	197	14.5 %
None chosen	331	24.3 %
Total	4077	

**Q12. Have you used any of the following parks and recreation programs or facilities in the City of Coral Springs during the past year? If yes, please indicate below.**

Q12. What following parks & recreation programs or facilities have you used during past year	Number	Percent
Coral Springs aquatic/pool facilities	213	15.7 %
City sponsored cultural/arts events	293	21.5 %
City tennis facilities	136	10.0 %
City summer camp program	78	5.7 %
City senior center	77	5.7 %
Coral Springs Gymnasium	152	11.2 %
City parks	779	57.2 %
Other	54	4.0 %
Total	1782	

**Q13. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q13-1. Quality of Downtown events	16.8%	30.6%	21.3%	4.1%	1.8%	25.4%
Q13-2. Quantity of Downtown events	11.5%	25.6%	25.6%	8.7%	2.2%	26.4%

**WITHOUT DON'T KNOW****Q13. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Quality of Downtown events	22.6%	41.0%	28.6%	5.5%	2.4%
Q13-2. Quantity of Downtown events	15.6%	34.8%	34.8%	11.8%	3.0%

**Q14. Communication. Which of the following do you use to get information about the City of Coral Springs?**

Q14. Which following do you use to get information about City of Coral Springs	Number	Percent
City TV (Advanced Cable 25/ATT 99)	144	10.6 %
City Commission meetings on cable channel (TV 25/99 or LiveStream)	67	4.9 %
City website (CoralSprings.org)	731	53.7 %
Social media-General City (Facebook, Twitter, Instagram, NextDoor)	669	49.2 %
Social media-Fire	84	6.2 %
Social media-Police	240	17.6 %
eNews	129	9.5 %
The Sun-Sentinel Newspaper	321	23.6 %
"Slice of Springs" neighborhood meetings	112	8.2 %
Text messages	223	16.4 %
Other	126	9.3 %
Total	2846	

**Q15. Would you be interested in participating in a Virtual Slice of the Springs town hall meeting?**

Q15. Would you be interested in participating in a

<u>Virtual Slice of the Springs town hall meeting</u>	<u>Number</u>	<u>Percent</u>
Yes	436	32.0 %
No	729	53.6 %
Not provided	196	14.4 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q15. Would you be interested in participating in a Virtual Slice of the Springs town hall meeting? (without "not provided")**

Q15. Would you be interested in participating in a

<u>Virtual Slice of the Springs town hall meeting</u>	<u>Number</u>	<u>Percent</u>
Yes	436	37.4 %
No	729	62.6 %
Total	1165	100.0 %

**Q16. Do you read Coral Springs' magazine, "Under the Sun," which is mailed to all residents quarterly?**

Q16. Do you read Coral Springs' magazine,  
"Under the Sun," which is mailed to all residents  
quarterly

	Number	Percent
All the time	576	42.3 %
Sometimes	519	38.1 %
Seldom	112	8.2 %
Never	93	6.8 %
Don't know	61	4.5 %
Total	1361	100.0 %

**WITHOUT DON'T KNOW****Q16. Do you read Coral Springs' magazine, "Under the Sun," which is mailed to all residents quarterly?  
(without "don't know")**

Q16. Do you read Coral Springs' magazine,  
"Under the Sun," which is mailed to all residents  
quarterly

	Number	Percent
All the time	576	44.3 %
Sometimes	519	39.9 %
Seldom	112	8.6 %
Never	93	7.2 %
Total	1300	100.0 %

**Q17. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q17-1. Availability of information about City services	15.8%	39.4%	25.5%	7.2%	1.4%	10.7%
Q17-2. City efforts to keep you informed about local issues	16.4%	36.6%	24.6%	9.8%	2.0%	10.6%
Q17-3. Coral Springs' News Magazine, "Under the Sun"	23.4%	39.6%	20.6%	2.7%	0.9%	12.8%
Q17-4. City TV Channel 25 on Advanced Cable or 99 on ATT U-verse in general	5.6%	11.3%	17.2%	1.6%	1.8%	62.5%
Q17-5. City's social media outreach	12.0%	25.5%	20.6%	3.8%	1.8%	36.3%
Q17-6. City Commission meetings on City TV Channel 25/99 or LiveStream	5.9%	10.4%	17.1%	1.8%	1.4%	63.3%
Q17-7. City's website, CoralSprings.org	17.6%	38.1%	19.7%	3.3%	1.2%	20.1%

**WITHOUT DON'T KNOW**

**Q17. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Availability of information about City services	17.7%	44.1%	28.6%	8.1%	1.6%
Q17-2. City efforts to keep you informed about local issues	18.3%	40.9%	27.5%	11.0%	2.2%
Q17-3. Coral Springs' News Magazine, "Under the Sun"	26.8%	45.4%	23.7%	3.1%	1.0%
Q17-4. City TV Channel 25 on Advanced Cable or 99 on ATT U-verse in general	14.9%	30.1%	45.8%	4.3%	4.9%
Q17-5. City's social media outreach	18.8%	40.0%	32.4%	6.0%	2.8%
Q17-6. City Commission meetings on City TV Channel 25/99 or LiveStream	16.0%	28.5%	46.7%	5.0%	3.8%
Q17-7. City's website, CoralSprings.org	22.0%	47.7%	24.7%	4.1%	1.5%

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

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q18-1. Enforcement of exterior maintenance of residential property	16.1%	35.7%	18.7%	14.6%	7.7%	7.2%
Q18-2. Enforcement of exterior maintenance of commercial property	15.0%	35.3%	22.6%	10.9%	4.7%	11.5%
Q18-3. Overall aesthetics of City	20.1%	44.5%	19.0%	9.1%	3.0%	4.3%
Q18-4. Appearance of landscaping in your neighborhood	22.8%	44.1%	16.2%	9.3%	3.8%	3.7%

**WITHOUT DON'T KNOW**

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

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Enforcement of exterior maintenance of residential property	17.3%	38.5%	20.1%	15.8%	8.3%
Q18-2. Enforcement of exterior maintenance of commercial property	16.9%	40.0%	25.5%	12.3%	5.3%
Q18-3. Overall aesthetics of City	21.0%	46.5%	19.9%	9.5%	3.1%
Q18-4. Appearance of landscaping in your neighborhood	23.7%	45.8%	16.9%	9.7%	4.0%

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

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q19-1. Condition of major streets	19.2%	51.4%	14.0%	9.0%	3.1%	3.3%
Q19-2. Condition of streets in your neighborhood (non-gated communities)	17.3%	43.3%	13.9%	10.7%	4.3%	10.6%
Q19-3. Appearance of medians	19.4%	51.1%	16.6%	7.2%	1.8%	3.9%
Q19-4. Adequacy of street lighting on major streets	20.8%	47.0%	14.7%	10.7%	3.3%	3.5%
Q19-5. Litter removal from major streets	21.4%	46.9%	16.6%	9.4%	2.3%	3.5%
Q19-6. Residential trash collection services	30.1%	42.9%	9.9%	9.0%	4.6%	3.4%
Q19-7. Curbside recycling services	29.2%	40.9%	10.9%	6.5%	5.4%	7.0%
Q19-8. Bulk trash pick-up	33.6%	40.5%	10.3%	6.4%	3.5%	5.7%
Q19-9. Yard waste collection services	30.5%	38.1%	12.3%	5.3%	3.0%	10.9%
Q19-10. City Waste Transfer Station	19.9%	29.4%	13.4%	1.8%	1.2%	34.2%
Q19-11. Hazardous waste drop-off	17.2%	28.4%	13.4%	3.2%	2.4%	35.3%
Q19-12. Street maintenance in your neighborhood	20.1%	42.2%	17.1%	8.2%	5.1%	7.2%
Q19-13. Drainage maintenance in your neighborhood	18.7%	38.9%	16.8%	11.4%	6.4%	7.9%
Q19-14. Effectiveness of the drainage system in your neighborhood	20.5%	37.5%	17.0%	11.6%	6.5%	6.9%
Q19-15. Sidewalk maintenance in your neighborhood	14.7%	28.5%	17.9%	7.9%	5.4%	25.5%
Q19-16. Bike lane availability on major streets	12.3%	27.4%	23.8%	11.5%	7.6%	17.4%
Q19-17. Walking & biking paths in City	15.1%	32.2%	22.7%	10.4%	6.0%	13.6%



**WITHOUT DON'T KNOW**

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

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Condition of major streets	19.8%	53.2%	14.4%	9.3%	3.2%
Q19-2. Condition of streets in your neighborhood (non-gated communities)	19.4%	48.4%	15.5%	11.9%	4.8%
Q19-3. Appearance of medians	20.2%	53.2%	17.3%	7.5%	1.8%
Q19-4. Adequacy of street lighting on major streets	21.5%	48.7%	15.2%	11.1%	3.4%
Q19-5. Litter removal from major streets	22.1%	48.6%	17.2%	9.7%	2.4%
Q19-6. Residential trash collection services	31.2%	44.4%	10.3%	9.4%	4.8%
Q19-7. Curbside recycling services	31.4%	44.0%	11.7%	7.0%	5.8%
Q19-8. Bulk trash pick-up	35.6%	42.9%	10.9%	6.8%	3.7%
Q19-9. Yard waste collection services	34.2%	42.7%	13.8%	5.9%	3.4%
Q19-10. City Waste Transfer Station	30.3%	44.7%	20.3%	2.8%	1.9%
Q19-11. Hazardous waste drop-off	26.6%	44.0%	20.8%	5.0%	3.6%
Q19-12. Street maintenance in your neighborhood	21.7%	45.4%	18.4%	8.9%	5.5%
Q19-13. Drainage maintenance in your neighborhood	20.3%	42.2%	18.2%	12.4%	6.9%
Q19-14. Effectiveness of the drainage system in your neighborhood	22.0%	40.3%	18.2%	12.5%	6.9%
Q19-15. Sidewalk maintenance in your neighborhood	19.7%	38.3%	24.1%	10.7%	7.3%
Q19-16. Bike lane availability on major streets	14.9%	33.2%	28.8%	14.0%	9.2%
Q19-17. Walking & biking paths in City	17.5%	37.2%	26.3%	12.1%	6.9%

**Q20. Which THREE of the infrastructure/maintenance items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q20. Top choice	Number	Percent
Condition of major streets	257	18.9 %
Condition of streets in your neighborhood (non-gated communities)	124	9.1 %
Appearance of medians	44	3.2 %
Adequacy of street lighting on major streets	118	8.7 %
Litter removal from major streets	44	3.2 %
Residential trash collection services	79	5.8 %
Curbside recycling services	29	2.1 %
Bulk trash pick-up	35	2.6 %
Yard waste collection services	14	1.0 %
City Waste Transfer Station	7	0.5 %
Hazardous waste drop-off	20	1.5 %
Street maintenance in your neighborhood	48	3.5 %
Drainage maintenance in your neighborhood	107	7.9 %
Effectiveness of the drainage system in your neighborhood	48	3.5 %
Sidewalk maintenance in your neighborhood	37	2.7 %
Bike lane availability on major streets	75	5.5 %
Walking & biking paths in City	77	5.7 %
None chosen	198	14.5 %
Total	1361	100.0 %

**Q20. Which THREE of the infrastructure/maintenance items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q20. 2nd choice	Number	Percent
Condition of major streets	86	6.3 %
Condition of streets in your neighborhood (non-gated communities)	113	8.3 %
Appearance of medians	80	5.9 %
Adequacy of street lighting on major streets	104	7.6 %
Litter removal from major streets	56	4.1 %
Residential trash collection services	61	4.5 %
Curbside recycling services	47	3.5 %
Bulk trash pick-up	37	2.7 %
Yard waste collection services	26	1.9 %
City Waste Transfer Station	9	0.7 %
Hazardous waste drop-off	23	1.7 %
Street maintenance in your neighborhood	68	5.0 %
Drainage maintenance in your neighborhood	86	6.3 %
Effectiveness of the drainage system in your neighborhood	86	6.3 %
Sidewalk maintenance in your neighborhood	52	3.8 %
Bike lane availability on major streets	80	5.9 %
Walking & biking paths in City	97	7.1 %
None chosen	250	18.4 %
Total	1361	100.0 %

**Q20. Which THREE of the infrastructure/maintenance items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets	76	5.6 %
Condition of streets in your neighborhood (non-gated communities)	72	5.3 %
Appearance of medians	46	3.4 %
Adequacy of street lighting on major streets	99	7.3 %
Litter removal from major streets	71	5.2 %
Residential trash collection services	59	4.3 %
Curbside recycling services	27	2.0 %
Bulk trash pick-up	37	2.7 %
Yard waste collection services	33	2.4 %
City Waste Transfer Station	8	0.6 %
Hazardous waste drop-off	31	2.3 %
Street maintenance in your neighborhood	76	5.6 %
Drainage maintenance in your neighborhood	62	4.6 %
Effectiveness of the drainage system in your neighborhood	76	5.6 %
Sidewalk maintenance in your neighborhood	60	4.4 %
Bike lane availability on major streets	69	5.1 %
Walking & biking paths in City	130	9.6 %
None chosen	329	24.2 %
Total	1361	100.0 %

**SUM OF TOP 3 CHOICES**

**Q20. Which THREE of the infrastructure/maintenance items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q20. Sum of Top 3 Choices	Number	Percent
Condition of major streets	419	30.8 %
Condition of streets in your neighborhood (non-gated communities)	309	22.7 %
Appearance of medians	170	12.5 %
Adequacy of street lighting on major streets	321	23.6 %
Litter removal from major streets	171	12.6 %
Residential trash collection services	199	14.6 %
Curbside recycling services	103	7.6 %
Bulk trash pick-up	109	8.0 %
Yard waste collection services	73	5.4 %
City Waste Transfer Station	24	1.8 %
Hazardous waste drop-off	74	5.4 %
Street maintenance in your neighborhood	192	14.1 %
Drainage maintenance in your neighborhood	255	18.7 %
Effectiveness of the drainage system in your neighborhood	210	15.4 %
Sidewalk maintenance in your neighborhood	149	10.9 %
Bike lane availability on major streets	224	16.5 %
Walking & biking paths in City	304	22.3 %
None chosen	198	14.5 %
Total	3504	

**Q21. Are you aware the City has moved to a Waste to Energy Program for recycling?**

Q21. Are you aware City has moved to a Waste

to Energy Program for recycling

	Number	Percent
Yes	404	29.7 %
No	883	64.9 %
Not provided	74	5.4 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q21. Are you aware the City has moved to a Waste to Energy Program for recycling? (without "not provided")**

Q21. Are you aware City has moved to a Waste

to Energy Program for recycling

	Number	Percent
Yes	404	31.4 %
No	883	68.6 %
Total	1287	100.0 %

**Q22. Would you be willing to pay more, if the option becomes available in the marketplace, to reinstitute traditional recycling?**

Q22. Would you be willing to pay more to

reinstitute traditional recycling

	Number	Percent
Yes	379	27.8 %
No	824	60.5 %
Not provided	158	11.6 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q22. Would you be willing to pay more, if the option becomes available in the marketplace, to reinstitute traditional recycling? (without "not provided")**

Q22. Would you be willing to pay more to

reinstitute traditional recycling

	Number	Percent
Yes	379	31.5 %
No	824	68.5 %
Total	1203	100.0 %

**Q23. City Taxes. Currently the City of Coral Springs receives approximately 30% of your ad valorem property tax payment. Which statement best describes how you feel about the taxes you pay to the City of Coral Springs?**

Q23. Which statement best describes how you feel about taxes you pay to City	Number	Percent
Taxes are too high for quality of City services that I am receiving	500	36.7 %
Taxes are high, but City is providing more services at a higher quality than I expect	243	17.9 %
Taxes are just right for amount & quality of City services that I am receiving	447	32.8 %
Taxes are too low for amount & quality of City services that I am receiving	8	0.6 %
Rent/don't pay taxes	57	4.2 %
Don't know	106	7.8 %
Total	1361	100.0 %

**WITHOUT DON'T KNOW**

**Q23. City Taxes. Currently the City of Coral Springs receives approximately 30% of your ad valorem property tax payment. Which statement best describes how you feel about the taxes you pay to the City of Coral Springs? (without "don't know")**

Q23. Which statement best describes how you feel about taxes you pay to City	Number	Percent
Taxes are too high for quality of City services that I am receiving	500	39.8 %
Taxes are high, but City is providing more services at a higher quality than I expect	243	19.4 %
Taxes are just right for amount & quality of City services that I am receiving	447	35.6 %
Taxes are too low for amount & quality of City services that I am receiving	8	0.6 %
Rent/don't pay taxes	57	4.5 %
Total	1255	100.0 %

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

(N=1361)

	Yes	No
Q24-1. Fire Services	5.5%	94.5%
Q24-2. Police Services	24.5%	75.5%
Q24-3. Emergency Medical Services	16.4%	83.6%
Q24-4. City Clerk's Records Request	7.9%	92.1%
Q24-5. City Hall in the Mall	21.7%	78.3%
Q24-6. City Hall Reception/Information Desk	14.4%	85.6%
Q24-7. Community Bus Service	2.7%	97.3%
Q24-8. Coral Springs Center for Performing Arts	22.9%	77.1%
Q24-9. Police Department Records Request	5.4%	94.6%
Q24-10. Senior Bus Service	1.2%	98.8%
Q24-11. MyCoralSprings on the website (CoralSprings.org)	47.5%	52.5%
Q24-12. MyCoralSprings app on a smartphone	9.5%	90.5%
Q24-13. One Stop Shop-Building Permits & Inspections	15.4%	84.6%
Q24-14. One Stop Shop-Code Compliance	7.9%	92.1%
Q24-15. One Stop Shop-Water Billing	22.9%	77.1%
Q24-16. One Stop Shop-Business Tax	2.9%	97.1%
Q24-17. One Stop Shop-Planning & Zoning	3.0%	97.0%
Q24-18. etrakit (Online Code/Building/Planning services)	8.0%	92.0%



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

(N=1072)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ied	Very dissatisfi- ed	Don't know
Q24-1. Fire Services	77.5%	18.3%	2.8%	0.0%	0.0%	1.4%
Q24-2. Police Services	59.6%	25.5%	6.7%	5.1%	3.2%	0.0%
Q24-3. Emergency Medical Services	69.6%	25.0%	2.9%	1.0%	0.5%	1.0%
Q24-4. City Clerk's Records Request	43.8%	41.7%	5.2%	5.2%	3.1%	1.0%
Q24-5. City Hall in the Mall	49.5%	38.8%	8.1%	2.9%	0.4%	0.4%
Q24-6. City Hall Reception/Information Desk	46.9%	31.8%	11.2%	6.7%	2.8%	0.6%
Q24-7. Community Bus Service	31.3%	46.9%	6.3%	9.4%	3.1%	3.1%
Q24-8. Coral Springs Center for Performing Arts	59.8%	33.9%	4.5%	1.4%	0.3%	0.0%
Q24-9. Police Department Records Request	39.7%	44.4%	6.3%	4.8%	4.8%	0.0%
Q24-10. Senior Bus Service	50.0%	14.3%	14.3%	7.1%	0.0%	14.3%
Q24-11. MyCoralSprings on the website (CoralSprings.org)	36.4%	46.1%	13.7%	2.3%	1.2%	0.3%
Q24-12. MyCoralSprings app on a smartphone	30.8%	37.6%	23.9%	4.3%	2.6%	0.9%
Q24-13. One Stop Shop-Building Permits & Inspections	41.4%	34.9%	12.4%	8.1%	2.7%	0.5%
Q24-14. One Stop Shop-Code Compliance	30.6%	30.6%	15.3%	11.2%	11.2%	1.0%
Q24-15. One Stop Shop-Water Billing	40.8%	36.6%	11.1%	5.6%	5.2%	0.7%
Q24-16. One Stop Shop-Business Tax	37.8%	45.9%	10.8%	2.7%	2.7%	0.0%
Q24-17. One Stop Shop-Planning & Zoning	31.7%	24.4%	14.6%	19.5%	9.8%	0.0%
Q24-18. etrakit (Online Code/Building/Planning services)	47.2%	33.0%	11.3%	4.7%	2.8%	0.9%

**WITHOUT DON'T KNOW**

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

(N=1072)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Fire Services	78.6%	18.6%	2.9%	0.0%	0.0%
Q24-2. Police Services	59.6%	25.5%	6.7%	5.1%	3.2%
Q24-3. Emergency Medical Services	70.3%	25.2%	3.0%	1.0%	0.5%
Q24-4. City Clerk's Records Request	44.2%	42.1%	5.3%	5.3%	3.2%
Q24-5. City Hall in the Mall	49.6%	39.0%	8.1%	2.9%	0.4%
Q24-6. City Hall Reception/Information Desk	47.2%	32.0%	11.2%	6.7%	2.8%
Q24-7. Community Bus Service	32.3%	48.4%	6.5%	9.7%	3.2%
Q24-8. Coral Springs Center for Performing Arts	59.8%	33.9%	4.5%	1.4%	0.3%
Q24-9. Police Department Records Request	39.7%	44.4%	6.3%	4.8%	4.8%
Q24-10. Senior Bus Service	58.3%	16.7%	16.7%	8.3%	0.0%
Q24-11. MyCoralSprings on the website (CoralSprings.org)	36.5%	46.3%	13.8%	2.3%	1.2%
Q24-12. MyCoralSprings app on a smartphone	31.0%	37.9%	24.1%	4.3%	2.6%
Q24-13. One Stop Shop-Building Permits & Inspections	41.6%	35.1%	12.4%	8.1%	2.7%
Q24-14. One Stop Shop-Code Compliance	30.9%	30.9%	15.5%	11.3%	11.3%
Q24-15. One Stop Shop-Water Billing	41.1%	36.8%	11.2%	5.6%	5.3%
Q24-16. One Stop Shop-Business Tax	37.8%	45.9%	10.8%	2.7%	2.7%
Q24-17. One Stop Shop-Planning & Zoning	31.7%	24.4%	14.6%	19.5%	9.8%
Q24-18. etrakit (Online Code/Building/Planning services)	47.6%	33.3%	11.4%	4.8%	2.9%

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

(N=1361)

	Most emphasis	2	3	Least emphasis	Not provided
Q25-1. Roofs in your neighborhood	23.6%	19.3%	14.5%	18.7%	24.0%
Q25-2. Landscaping in your neighborhood	23.2%	22.2%	15.3%	10.9%	28.4%
Q25-3. Commercial vehicles parked in your neighborhood	19.1%	15.5%	22.3%	13.0%	30.1%
Q25-4. Recreational vehicles parked in your neighborhood	8.7%	13.2%	17.0%	27.8%	33.4%

**WITHOUT DON'T KNOW**

**Q25. Please rank the following items using a scale of 1 to 4, where 1 means the item needs to receive the MOST emphasis and 4 the LEAST emphasis from the City's Code Compliance Office. (without "not provided")**

(N=1361)

	Most emphasis	2	3	Least emphasis
Q25-1. Roofs in your neighborhood	31.0%	25.3%	19.1%	24.6%
Q25-2. Landscaping in your neighborhood	32.4%	31.0%	21.3%	15.3%
Q25-3. Commercial vehicles parked in your neighborhood	27.3%	22.2%	31.9%	18.6%
Q25-4. Recreational vehicles parked in your neighborhood	13.0%	19.8%	25.5%	41.7%

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

Q26. Why did you originally make the decision to live in or why you continue to live in Coral Springs	Number	Percent
Location (proximity to work/highways)	686	50.4 %
Weather	303	22.3 %
Housing (nice homes/affordable)	721	53.0 %
Recreational opportunities	317	23.3 %
Quality education system	655	48.1 %
Nice neighborhoods	877	64.4 %
Community (city character/feeling)	469	34.5 %
Birthplace (lived here all life)	52	3.8 %
Diversity	175	12.9 %
A "planned community"	195	14.3 %
Reasonable tax rate	179	13.2 %
Quality customer/citizen service	168	12.3 %
Other	132	9.7 %
Don't know	14	1.0 %
Total	4943	

**Q27. Education. How would you rate your satisfaction with the overall effectiveness of the City's efforts to address public school issues?**

Q27. Your satisfaction with overall effectiveness  
of City's efforts to address public school issues

	Number	Percent
Very satisfied	171	12.6 %
Satisfied	367	27.0 %
Neutral	273	20.1 %
Dissatisfied	110	8.1 %
Very dissatisfied	73	5.4 %
Don't know	367	27.0 %
Total	1361	100.0 %

**WITHOUT DON'T KNOW****Q27. Education. How would you rate your satisfaction with the overall effectiveness of the City's efforts to address public school issues? (without "don't know")**

Q27. Your satisfaction with overall effectiveness  
of City's efforts to address public school issues

	Number	Percent
Very satisfied	171	17.2 %
Satisfied	367	36.9 %
Neutral	273	27.5 %
Dissatisfied	110	11.1 %
Very dissatisfied	73	7.3 %
Total	994	100.0 %

**Q28. Economic Development. What type of economic development would you like to see in the City?**

Q28. What type of economic development would  
you like to see in City

	Number	Percent
High Value Jobs	745	54.7 %
Startup Business Incubator/Accelerator	382	28.1 %
Retail/Restaurant	534	39.2 %
Information Technology	431	31.7 %
Clean Manufacturing	325	23.9 %
Healthcare	446	32.8 %
Professional/Business Services	398	29.2 %
Financial Services	248	18.2 %
Other	33	2.4 %
Total	3542	

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

Q29. Do you feel you have a good understanding of important issues facing City	Number	Percent
Yes	621	45.6 %
No	351	25.8 %
Don't know	389	28.6 %
Total	1361	100.0 %

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

Q29. Do you feel you have a good understanding of important issues facing City	Number	Percent
Yes	621	63.9 %
No	351	36.1 %
Total	972	100.0 %

**Q30. Do you think the City of Coral Springs is continually improving as a place to live?**

Q30. Do you think City is continually improving as a place to live	Number	Percent
Yes	793	58.3 %
No	283	20.8 %
Don't know	285	20.9 %
Total	1361	100.0 %

**WITHOUT DON'T KNOW****Q30. Do you think the City of Coral Springs is continually improving as a place to live? (without "don't know")**

Q30. Do you think City is continually improving as a place to live	Number	Percent
Yes	793	73.7 %
No	283	26.3 %
Total	1076	100.0 %

**Q31. Do you currently work in Coral Springs?**

<u>Q31. Do you currently work in Coral Springs</u>	<u>Number</u>	<u>Percent</u>
Yes	302	22.2 %
No	995	73.1 %
Not provided	64	4.7 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q31. Do you currently work in Coral Springs? (without "not provided")**

<u>Q31. Do you currently work in Coral Springs</u>	<u>Number</u>	<u>Percent</u>
Yes	302	23.3 %
No	995	76.7 %
Total	1297	100.0 %

**Q32. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q32-1. Courteousness of City staff	23.0%	31.0%	13.3%	2.4%	1.0%	29.4%
Q32-2. How easy they were to contact	19.2%	28.9%	15.9%	4.3%	1.5%	30.2%
Q32-3. Accuracy of information you received	20.5%	29.2%	14.8%	3.2%	1.3%	30.9%
Q32-4. How quickly they responded to your request	19.5%	26.8%	15.8%	4.8%	1.5%	31.5%
Q32-5. How well your issue was handled	19.2%	26.6%	15.4%	3.5%	2.6%	32.7%
Q32-6. Overall customer service	22.0%	28.1%	15.3%	2.7%	1.8%	30.1%

**WITHOUT DON'T KNOW**

**Q32. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=1361)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q32-1. Courteousness of City staff	32.6%	43.9%	18.8%	3.3%	1.4%
Q32-2. How easy they were to contact	27.5%	41.4%	22.8%	6.2%	2.1%
Q32-3. Accuracy of information you received	29.7%	42.2%	21.5%	4.7%	1.9%
Q32-4. How quickly they responded to your request	28.5%	39.2%	23.1%	7.0%	2.3%
Q32-5. How well your issue was handled	28.5%	39.5%	22.8%	5.2%	3.9%
Q32-6. Overall customer service	31.4%	40.2%	21.9%	3.9%	2.6%



**Q33. Approximately how many years have you lived in the City of Coral Springs?**

Q33. How many years have you lived in City of  
Coral Springs

	Number	Percent
Less than 5 years	188	13.8 %
5-10 years	176	12.9 %
11-20 years	278	20.4 %
20+ years	696	51.1 %
Not provided	23	1.7 %
Total	1361	100.0 %

**WITHOUT DON'T KNOW****Q33. Approximately how many years have you lived in the City of Coral Springs? (without "not provided")**

Q33. How many years have you lived in City of  
Coral Springs

	Number	Percent
Less than 5 years	188	14.1 %
5-10 years	176	13.2 %
11-20 years	278	20.8 %
20+ years	696	52.0 %
Total	1338	100.0 %

**Q34. Were you or a member of your household a victim of a crime in Coral Springs during the past 12 months?**Q34. Were you a victim of a crime in Coral  
Springs during past 12 months

	Number	Percent
Yes	67	4.9 %
No	1273	93.5 %
Don't know	21	1.5 %
Total	1361	100.0 %

**WITHOUT DON'T KNOW****Q34. Were you or a member of your household a victim of a crime in Coral Springs during the past 12 months? (without "don't know")**Q34. Were you a victim of a crime in Coral  
Springs during past 12 months

	Number	Percent
Yes	67	5.0 %
No	1273	95.0 %
Total	1340	100.0 %

**Q35. How do you currently receive the signal for your television?**

Q35. How do you currently receive signal for your television

	Number	Percent
Blue Stream Communications	333	24.5 %
ATT U-Verse	453	33.3 %
Satellite (DirecTV, DishNetwork, etc.)	310	22.8 %
Antenna	80	5.9 %
Other	109	8.0 %
Not provided	76	5.6 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q35. How do you currently receive the signal for your television? (without "not provided")**

Q35. How do you currently receive signal for your television

	Number	Percent
Blue Stream Communications	333	25.9 %
ATT U-Verse	453	35.3 %
Satellite (DirecTV, DishNetwork, etc.)	310	24.1 %
Antenna	80	6.2 %
Other	109	8.5 %
Total	1285	100.0 %

**Q36. Do you have school age children (grades K-12) living at home?**

Q36. Do you have school age children (grades K-

<u>12) living at home</u>	<u>Number</u>	<u>Percent</u>
Yes	513	37.7 %
No	833	61.2 %
Not provided	15	1.1 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q36. Do you have school age children (grades K-12) living at home? (without "not provided")**

Q36. Do you have school age children (grades K-

<u>12) living at home</u>	<u>Number</u>	<u>Percent</u>
Yes	513	38.1 %
No	833	61.9 %
Total	1346	100.0 %

**Q36a. For your school age children, what type(s) of school do they attend?**

<u>Q36a. What types of school do they attend</u>	<u>Number</u>	<u>Percent</u>
Public school	365	71.2 %
Charter school	85	16.6 %
Private/parochial school	74	14.4 %
Homeschool	25	4.9 %
Total	549	

**Q37. Which of the following BEST describe your age?**

<u>Q37. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 25 years	56	4.1 %
25-34 years	234	17.2 %
35-44 years	282	20.7 %
45-54 years	289	21.2 %
55-64 years	293	21.5 %
65-74 years	125	9.2 %
75+ years	56	4.1 %
Not provided	26	1.9 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q37. Which of the following BEST describe your age? (without "not provided")**

<u>Q37. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 25 years	56	4.2 %
25-34 years	234	17.5 %
35-44 years	282	21.1 %
45-54 years	289	21.6 %
55-64 years	293	21.9 %
65-74 years	125	9.4 %
75+ years	56	4.2 %
Total	1335	100.0 %

**Q38. Do you own or rent your current residence?**

<u>Q38. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	1026	75.4 %
Rent	323	23.7 %
Not provided	12	0.9 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q38. Do you own or rent your current residence? (without "not provided")**

<u>Q38. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	1026	76.1 %
Rent	323	23.9 %
Total	1349	100.0 %

**Q39. If you own a business in Coral Springs, please indicate the type of industry that your business is in.**

<u>Q39. What type of industry is your business in</u>	<u>Number</u>	<u>Percent</u>
Construction	14	1.0 %
Education or Medical/Healthcare Services	18	1.3 %
Financial & Insurance Services	10	0.7 %
Information Technology	6	0.4 %
Retail, Leisure, Food & Hospitality	14	1.0 %
Manufacturing	2	0.1 %
Motor Vehicle	3	0.2 %
Distribution	2	0.1 %
Corporate Headquarters	3	0.2 %
Professional & Business Services	66	4.8 %
Trade, Transportation, & Utilities	8	0.6 %
Other	31	2.3 %
Don't own a business in Coral Springs	1198	88.0 %
Total	1375	

**Q39-13. Other**

Q39-13. Other	Number	Percent
Aircraft sales	1	3.2 %
ELECTRICAL	1	3.2 %
Entertainment Services	1	3.2 %
Event services	1	3.2 %
Events/convention services	1	3.2 %
FLOOD, CLEANING, & REMODELING	1	3.2 %
HERBAL DISTRIBUTOR	1	3.2 %
INDEPENDENT CONTRACTOR	1	3.2 %
JANITORIAL	1	3.2 %
LLC	1	3.2 %
Law	1	3.2 %
Music	1	3.2 %
Online crafts	1	3.2 %
Own apartment rentals	1	3.2 %
Own commercial real estate	1	3.2 %
PIT consultant	1	3.2 %
Photography	1	3.2 %
REAL ESTATE AGENT	1	3.2 %
Real estate	1	3.2 %
Realtor	1	3.2 %
Recreation	1	3.2 %
SECURITY	1	3.2 %
SERVICES	1	3.2 %
Swim school	1	3.2 %
TRAINING/SPORTS	1	3.2 %
Translation services	1	3.2 %
Travel agency	1	3.2 %
VIDEOGRAPHY/MARKETING	1	3.2 %
WALLPAPER HANGING	1	3.2 %
Window cleaning service	1	3.2 %
Work from home	1	3.2 %
Total	31	100.0 %

**Q39a. Where is your business located?**

<u>Q39a. Where is your business located</u>	<u>Number</u>	<u>Percent</u>
Downtown/CRA	17	10.4 %
Corporate Park	10	6.1 %
Other	111	68.1 %
Not provided	25	15.3 %
Total	163	100.0 %

**WITHOUT NOT PROVIDED****Q39a. Where is your business located? (without "not provided")**

<u>Q39a. Where is your business located</u>	<u>Number</u>	<u>Percent</u>
Downtown/CRA	17	12.3 %
Corporate Park	10	7.2 %
Other	111	80.4 %
Total	138	100.0 %

Missing Cases = 25

Response Percent = 84.7 %



**Q39a-3. Other**

<u>Q39a-3. Other</u>	<u>Number</u>	<u>Percent</u>
Along University Drive	1	1.2 %
Aventura	1	1.2 %
CORAL RIDGE AND SAWGRASS	1	1.2 %
CORALRIDGE DRIVE	1	1.2 %
DEERFIELD	2	2.4 %
FROF PARK	1	1.2 %
FXE	1	1.2 %
From home	1	1.2 %
Ft. Lauderdale	1	1.2 %
HOME OFFICE	1	1.2 %
Handyman	1	1.2 %
Home	26	31.0 %
Home Travel Agency	1	1.2 %
Home based	17	20.2 %
Home based and lessons are offered at the child's home	1	1.2 %
Home based real estate	1	1.2 %
Home due to COVID	1	1.2 %
Home office	3	3.6 %
Home-based businesses	1	1.2 %
I have a mobile office	1	1.2 %
MOBILE SERVICE	1	1.2 %
Pompano Beach	1	1.2 %
Profesional office in loft at home	1	1.2 %
Realtor	1	1.2 %
Sample Rd	1	1.2 %
Sample Road between Coral Hills & Coral Springs Drive	1	1.2 %
Self-employed, work from home	1	1.2 %
Store front on Wiles	1	1.2 %
Strip mall	1	1.2 %
UNIVERSITY DR	1	1.2 %
UNIVERSITY DRIVE OFFICE	1	1.2 %
UNIVERSTIY DR	1	1.2 %
University Drive	1	1.2 %
University and Wiles Road	1	1.2 %
WILES RD (WHISPERING WOODS CENTER)	1	1.2 %
WORKING FROM HOME NOW VIA TELEHEALTH	1	1.2 %
Warehouse in Margate. Home based renovation business	1	1.2 %
Work from home	2	2.4 %
Work in another city	1	1.2 %
Total	84	100.0 %

**Q40. Which of the following best describes your race?**

Q40. Your race	Number	Percent
Asian	69	5.1 %
White	1048	77.0 %
American Indian/Alaskan Native	9	0.7 %
Native Hawaiian/Pacific Islander	4	0.3 %
Black/African-American	181	13.3 %
Other	74	5.4 %
Total	1385	

**Q40-6. Other**

Q40-6. Other	Number	Percent
Black/Jamaican	1	1.4 %
Brazilian	1	1.4 %
Brown	1	1.4 %
CARIBBEAN	1	1.4 %
Caribbean Island	1	1.4 %
Caribbean Trinidad	1	1.4 %
East Indian	1	1.4 %
Euro American Native American	1	1.4 %
Haitian	2	2.7 %
Half White/half Hispanic	1	1.4 %
Hispanic	27	36.5 %
Hispanic/Latino	3	4.1 %
Italian American	1	1.4 %
JAMAICAN	1	1.4 %
Jamaican Black/Indian	1	1.4 %
LATIN AND GERMAN	1	1.4 %
Latin	5	6.8 %
Latinegra	1	1.4 %
Latino	3	4.1 %
Mestizo	1	1.4 %
Mixed	5	6.8 %
Multi-racial	3	4.1 %
NATIVE AMERICAN	1	1.4 %
NORTH AFRICAN	1	1.4 %
PUERTO RICAN	1	1.4 %
SOUTH AFRICAN	1	1.4 %
SPANISH	1	1.4 %
South American, White Brazilian	1	1.4 %
Spanish	1	1.4 %
Spanish Latin	1	1.4 %
Two or more races	1	1.4 %
WEST INDIAN	1	1.4 %
White European	1	1.4 %
Total	74	100.0 %

**Q41. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican decent?**

Q41. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican decent

	Number	Percent
Yes	321	23.6 %
No	1028	75.5 %
Not provided	12	0.9 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q41. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican decent? (without "not provided")**

Q41. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican decent

	Number	Percent
Yes	321	23.8 %
No	1028	76.2 %
Total	1349	100.0 %

**Q42. What is the highest level of education you have completed?**

Q42. Highest level of education you have completed	Number	Percent
Eighth grade or less	3	0.2 %
Some high school	12	0.9 %
High school graduate or GED	84	6.2 %
Some technical school	24	1.8 %
Technical school graduate	47	3.5 %
Some college	270	19.8 %
College graduate	540	39.7 %
Post-graduate or professional degree	362	26.6 %
Not provided	19	1.4 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q42. What is the highest level of education you have completed? (without "not provided")**

Q42. Highest level of education you have completed	Number	Percent
Eighth grade or less	3	0.2 %
Some high school	12	0.9 %
High school graduate or GED	84	6.3 %
Some technical school	24	1.8 %
Technical school graduate	47	3.5 %
Some college	270	20.1 %
College graduate	540	40.2 %
Post-graduate or professional degree	362	27.0 %
Total	1342	100.0 %

**Q43. What is your gender?**

Q43. Your gender	Number	Percent
Male	676	49.7 %
Female	678	49.8 %
Not provided	7	0.5 %
Total	1361	100.0 %

**WITHOUT NOT PROVIDED****Q43. What is your gender? (without "not provided")**

Q43. Your gender	Number	Percent
Male	676	49.9 %
Female	678	50.1 %
Total	1354	100.0 %

**District**

District	Number	Percent
CENTER WEST	212	15.6 %
NORTHEAST	209	15.4 %
NORTHSIDE	239	17.6 %
SOUTHEAST	245	18.0 %
SOUTHWEST	246	18.1 %
TOWN CENTER	210	15.4 %
Total	1361	100.0 %

## Section 6:

# Survey Instrument

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November 2020

Dear Coral Springs Resident:

Your household is one of 8,500 chosen to take part in the biennial residential survey. We are relying on your feedback to help us improve city services, programs and infrastructure.

Our city's strategic plan and initiatives are built around meeting YOUR current and future needs. Your feedback will help city leaders and staff make decisions that will help us serve you better. Use this survey to tell us what's important to you. Together, we will build a great future for Coral Springs.

## **This is your chance to help the City of Coral Springs improve the services we provide to all residents!**

Please use the enclosed prepaid envelope to return the completed survey within one week of receipt.

**If you prefer, you may complete the survey online by visiting**

[www.CoralSpringsSurvey.org](http://www.CoralSpringsSurvey.org).

Do not hesitate to contact Catherine Givens at (954) 344-5920 should you have any questions about this survey. Your response and identity will remain confidential.

Thank you for taking the time to help us build a great future of the City of Coral Springs.

Frank Babinec  
City Manager

**CITY OF CORAL SPRINGS, FLORIDA • OFFICE OF THE CITY MANAGER**

9500 W. Sample Road • Coral Springs, FL 33065 • [CoralSprings.org](http://CoralSprings.org)  
Phone 954-344-5906 • Fax 954-344-1043

# 2020 City of Coral Springs Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to the needs and concerns of residents. If you have questions, please contact Catherine Givens at (954) 344-5920.

1. **Perception of the City.** Major categories of services provided by the City of Coral Springs are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Police services	5	4	3	2	1	9
02. Fire services	5	4	3	2	1	9
03. Emergency medical services (EMS)	5	4	3	2	1	9
04. City parks and recreation programs	5	4	3	2	1	9
05. Public Works and Utilities	5	4	3	2	1	9
06. Code Compliance Division	5	4	3	2	1	9
07. Customer service provided by City employees	5	4	3	2	1	9
08. City communication with residents	5	4	3	2	1	9
09. Building Permit and Inspection Services	5	4	3	2	1	9
10. City efforts to maintain the quality of your neighborhood	5	4	3	2	1	9
11. Overall satisfaction with parks and recreation	5	4	3	2	1	9

2. From the list of items in Question 1, which **THREE** of the major categories of City services do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? *[Write in your answers below using the numbers from the list in Question 1.]*

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

3. Items that may influence your perception of the City of Coral Springs are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How well the City is planning for the future	5	4	3	2	1	9
2. Value for City taxes and fees	5	4	3	2	1	9
3. Quality of life	5	4	3	2	1	9
4. Overall quality of services provided by the City	5	4	3	2	1	9
5. Overall aesthetics of the City	5	4	3	2	1	9
6. Quality of new development and redevelopment in the City	5	4	3	2	1	9
7. Overall feeling of safety	5	4	3	2	1	9

- 3a. Please provide reasoning for the ratings you gave above in Question 3.

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4. **Overall Ratings of the City.** Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of Coral Springs with regard to the following.

How would you rate the City of Coral Springs...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to live no matter who you are	5	4	3	2	1	9
6. As a place where City Government respects diversity, equity and inclusion	5	4	3	2	1	9
7. As a City that is moving in the right direction	5	4	3	2	1	9

5. **Perceptions of Safety and Security.** Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Walking alone in your neighborhood in general	5	4	3	2	1	9
2. Walking alone in your neighborhood during the day	5	4	3	2	1	9
3. Walking alone in your neighborhood after dark	5	4	3	2	1	9
4. In City parks and recreation facilities	5	4	3	2	1	9
5. In business areas of the City during the day	5	4	3	2	1	9
6. In business areas of the City after dark	5	4	3	2	1	9
7. Crossing the street safely	5	4	3	2	1	9
8. Riding your bicycle safely	5	4	3	2	1	9

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

\_\_\_\_(1) More safe      \_\_\_\_ (2) Stayed the same      \_\_\_\_ (3) Less safe      \_\_\_\_ (9) Don't know

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

\_\_\_\_(1) Very satisfied      \_\_\_\_ (3) Neutral      \_\_\_\_ (5) Very dissatisfied  
 \_\_\_\_ (2) Satisfied      \_\_\_\_ (4) Dissatisfied      \_\_\_\_ (9) Don't know

8. **Public Safety Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. City efforts to prevent crimes	5	4	3	2	1	9
02. Enforcement of local traffic laws	5	4	3	2	1	9
03. How quickly police respond to emergencies	5	4	3	2	1	9
04. Patrolling in your City	5	4	3	2	1	9
05. Police Social Media Outreach	5	4	3	2	1	9
06. Fire prevention and education programs provided by the City	5	4	3	2	1	9
07. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
08. How quickly emergency medical personnel respond to emergencies	5	4	3	2	1	9
09. Overall competence of agency employees	5	4	3	2	1	9
10. Citizen's perception of officers' attitude and behavior	5	4	3	2	1	9

9. **Which TWO of the public safety services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 8.]**

1st: \_\_\_\_ 2nd: \_\_\_\_

10. **Parks and Recreation.** Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance and appearance of City parks	5	4	3	2	1	9
02. Coral Springs aquatic/pool facilities	5	4	3	2	1	9
03. Outdoor athletic facilities/fields (e.g. soccer, baseball, flag-football)	5	4	3	2	1	9
04. Availability of information about recreation programs	5	4	3	2	1	9
05. Quality of recreation programs for youth	5	4	3	2	1	9
06. Quantity of recreation programs for youth	5	4	3	2	1	9
07. Quality of recreation programs for adults	5	4	3	2	1	9
08. Quantity of recreation programs for adults	5	4	3	2	1	9
09. Quality of recreation programs for seniors	5	4	3	2	1	9
10. Quantity of recreation programs for seniors	5	4	3	2	1	9
11. City tennis facilities	5	4	3	2	1	9
12. City summer camp program	5	4	3	2	1	9
13. City senior center	5	4	3	2	1	9
14. Coral Springs Gymnasium	5	4	3	2	1	9
15. Customer service provided by parks and recreation staff	5	4	3	2	1	9

11. **Which FOUR of the parks and recreation items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 10.]*

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_

12. **Have you used any of the following parks and recreation programs or facilities in the City of Coral Springs during the past year? If yes, please indicate below.** *[Check all that apply.]*

\_\_\_\_ (1) Coral Springs aquatic/pool facilities      \_\_\_\_ (5) City senior center  
 \_\_\_\_ (2) City sponsored cultural/arts events      \_\_\_\_ (6) Coral Springs Gymnasium  
 \_\_\_\_ (3) City tennis facilities      \_\_\_\_ (7) City parks  
 \_\_\_\_ (4) City summer camp program      \_\_\_\_ (8) Other: \_\_\_\_\_

13. **Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of Downtown events	5	4	3	2	1	9
2. Quantity of Downtown events	5	4	3	2	1	9

14. **Communication.** Which of the following do you use to get information about the City of Coral Springs? *[Check all that apply.]*

\_\_\_\_ (01) City TV (Advanced Cable 25/ATT 99)      \_\_\_\_ (06) Social media-Police  
 \_\_\_\_ (02) City Commission meetings on cable channel (TV 25/99 or LiveStream)      \_\_\_\_ (07) eNews  
 \_\_\_\_ (03) City website (CoralSprings.org)      \_\_\_\_ (08) The Sun-Sentinel Newspaper  
 \_\_\_\_ (04) Social media-General City (Facebook, Twitter, Instagram, NextDoor)      \_\_\_\_ (09) "Slice of Springs" neighborhood meetings  
 \_\_\_\_ (05) Social media-Fire      \_\_\_\_ (10) Text messages  
 \_\_\_\_ (11) Other: \_\_\_\_\_

15. **Would you be interested in participating in a Virtual Slice of the Springs town hall meeting?** *[For more information, please visit [www.coral Springs.org/virtualslice](http://www.coral Springs.org/virtualslice).]*

\_\_\_\_ (1) Yes      \_\_\_\_ (2) No

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

\_\_\_\_(1) All the time      \_\_\_\_ (2) Sometimes      \_\_\_\_ (3) Seldom      \_\_\_\_ (4) Never      \_\_\_\_ (9) Don't know

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. Coral Springs' News Magazine, "Under the Sun"	5	4	3	2	1	9
4. City TV Channel 25 on Advanced Cable or 99 on ATT U-verse in general	5	4	3	2	1	9
5. The City's social media outreach	5	4	3	2	1	9
6. City Commission meetings on City TV Channel 25/99 or LiveStream	5	4	3	2	1	9
7. City's website, <a href="http://CoralSprings.org">CoralSprings.org</a>	5	4	3	2	1	9

**18. Code Compliance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcement of the exterior maintenance of residential property	5	4	3	2	1	9
2. Enforcement of the exterior maintenance of commercial property	5	4	3	2	1	9
3. Overall aesthetics of the City	5	4	3	2	1	9
4. Appearance of landscaping in your neighborhood	5	4	3	2	1	9

**19. Public Works and Utilities. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major streets	5	4	3	2	1	9
02. Condition of streets in your neighborhood (Non-gated communities)	5	4	3	2	1	9
03. Appearance of medians	5	4	3	2	1	9
04. Adequacy of street lighting on major streets	5	4	3	2	1	9
05. Litter removal from major streets	5	4	3	2	1	9
06. Residential trash collection services	5	4	3	2	1	9
07. Curbside recycling services	5	4	3	2	1	9
08. Bulk trash pick-up	5	4	3	2	1	9
09. Yard waste collection services	5	4	3	2	1	9
10. City Waste Transfer Station	5	4	3	2	1	9
11. Hazardous waste drop-off	5	4	3	2	1	9
12. Street maintenance in your neighborhood	5	4	3	2	1	9
13. Drainage maintenance in your neighborhood	5	4	3	2	1	9
14. The effectiveness of the drainage system in your neighborhood	5	4	3	2	1	9
15. Sidewalk maintenance in your neighborhood	5	4	3	2	1	9
16. Bike-lane availability on major streets	5	4	3	2	1	9
17. Walking and biking paths in the City	5	4	3	2	1	9

**20. Which THREE of the infrastructure/maintenance items listed in Question 19 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 19.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

21. **Are you aware the City has moved to a Waste to Energy Program for recycling?** *[For more information, please visit [www.coral springs.org/recycle](http://www.coral springs.org/recycle).]*  
 \_\_\_\_ (1) Yes \_\_\_\_ (2) No
22. **Would you be willing to pay more, if the option becomes available in the marketplace, to reinstitute traditional recycling?**  
 \_\_\_\_ (1) Yes \_\_\_\_ (2) No
23. **City Taxes. Currently the City of Coral Springs receives approximately 30% of your ad valorem property tax payment. Which statement best describes how you feel about the taxes you pay to the City of Coral Springs?**  
 \_\_\_\_ (1) Taxes are too high for the quality of City services that I am receiving  
 \_\_\_\_ (2) Taxes are high, but the City is providing more services at a higher quality than I expect  
 \_\_\_\_ (3) Taxes are just right for the amount and quality of City services that I am receiving  
 \_\_\_\_ (4) Taxes are too low for the amount and quality of City services that I am receiving  
 \_\_\_\_ (5) Rent/don't pay taxes  
 \_\_\_\_ (9) Don't know
24. **Please indicate whether you or other members of your household have used any of the following City services and facilities within the past year by circling "Yes" or "No" for each of the items listed below. If "Yes," please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

Service or Facility		Have you used this service or facility?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Fire Services	Yes	No	5	4	3	2	1	9
02.	Police Services	Yes	No	5	4	3	2	1	9
03.	Emergency Medical Services	Yes	No	5	4	3	2	1	9
04.	City Clerk's Records Request	Yes	No	5	4	3	2	1	9
05.	City Hall in the Mall	Yes	No	5	4	3	2	1	9
06.	City Hall Reception/Information Desk	Yes	No	5	4	3	2	1	9
07.	Community bus service	Yes	No	5	4	3	2	1	9
08.	Coral Springs Center for the Performing Arts	Yes	No	5	4	3	2	1	9
09.	Police Department Records Request	Yes	No	5	4	3	2	1	9
10.	Senior bus service	Yes	No	5	4	3	2	1	9
11.	MyCoralSprings on the website (CoralSprings.org)	Yes	No	5	4	3	2	1	9
12.	MyCoralSprings App on a smartphone	Yes	No	5	4	3	2	1	9
13.	One Stop Shop - Building Permits and Inspections	Yes	No	5	4	3	2	1	9
14.	One Stop Shop - Code Compliance	Yes	No	5	4	3	2	1	9
15.	One Stop Shop - Water Billing	Yes	No	5	4	3	2	1	9
16.	One Stop Shop - Business Tax	Yes	No	5	4	3	2	1	9
17.	One Stop Shop - Planning & Zoning	Yes	No	5	4	3	2	1	9
18.	etrakit (Online Code/Building/Planning services)	Yes	No	5	4	3	2	1	9

25. **Please rank the following items using a scale of 1 to 4, where 1 means the item needs to receive the MOST emphasis and 4 the LEAST emphasis from the City's Code Compliance Office.**
- \_\_\_\_ Roofs in your neighborhood                      \_\_\_\_ Commercial vehicles parked in your neighborhood  
 \_\_\_\_ Landscaping in your neighborhood                      \_\_\_\_ Recreational vehicles parked in your neighborhood

**26. Please indicate why you originally made the decision to live in or why you continue to live in Coral Springs. [Check all that apply.]**

- |   |   |
|---|---|
| <input type="checkbox"/> (01) Location (proximity to work/highways) | <input type="checkbox"/> (08) Birthplace (lived here all my life) |
| <input type="checkbox"/> (02) Weather                               | <input type="checkbox"/> (09) Diversity                           |
| <input type="checkbox"/> (03) Housing (nice homes/affordable)       | <input type="checkbox"/> (10) A "planned community"               |
| <input type="checkbox"/> (04) Recreational opportunities            | <input type="checkbox"/> (11) Reasonable tax rate                 |
| <input type="checkbox"/> (05) Quality education system              | <input type="checkbox"/> (12) Quality customer/citizen service    |
| <input type="checkbox"/> (06) Nice neighborhoods                    | <input type="checkbox"/> (13) Other: _____                        |
| <input type="checkbox"/> (07) Community (city character/feeling)    | <input type="checkbox"/> (99) Don't know                          |

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

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> (1) Very satisfied | <input type="checkbox"/> (3) Neutral      | <input type="checkbox"/> (5) Very dissatisfied |
| <input type="checkbox"/> (2) Satisfied      | <input type="checkbox"/> (4) Dissatisfied | <input type="checkbox"/> (9) Don't know        |

**28. Economic Development. What type of economic development would you like to see in the City? [Check all that apply.]**

- |   |   |
|---|---|
| <input type="checkbox"/> (1) High-Value Jobs                        | <input type="checkbox"/> (6) Healthcare                     |
| <input type="checkbox"/> (2) Startup Business Incubator/Accelerator | <input type="checkbox"/> (7) Professional/Business Services |
| <input type="checkbox"/> (3) Retail/Restaurant                      | <input type="checkbox"/> (8) Financial Services             |
| <input type="checkbox"/> (4) Information Technology                 | <input type="checkbox"/> (9) Other: _____                   |
| <input type="checkbox"/> (5) Clean Manufacturing                    |   |

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

- ☐ (1) Yes      ☐ (2) No      ☐ (9) Don't know

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

- ☐ (1) Yes      ☐ (2) No      ☐ (9) Don't know

**31. Do you currently work in Coral Springs?      ☐ (1) Yes      ☐ (2) No**

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Courteousness of City staff	5	4	3	2	1	9
2. How easy they were to contact	5	4	3	2	1	9
3. The accuracy of the information you received	5	4	3	2	1	9
4. How quickly they responded to your request	5	4	3	2	1	9
5. How well your issue was handled	5	4	3	2	1	9
6. Overall customer service	5	4	3	2	1	9

**Demographics**

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

- ☐ (1) Less than 5 years      ☐ (2) 5-10 years      ☐ (3) 11-20 years      ☐ (4) More than 20 years

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

- ☐ (1) Yes      ☐ (2) No      ☐ (9) Don't know

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

- ☐ (1) Blue Stream Communications ☐ (4) Antenna  
☐ (2) ATT U-verse ☐ (5) Other: \_\_\_\_\_  
☐ (3) Satellite (DirecTV, DishNetwork, etc.)

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

- ☐ (1) Yes ☐ (2) No [Skip to Q37.]

**36a. For your school age children, what type(s) of school do they attend? [Check all that apply.]**

- ☐ (1) Public school ☐ (2) Charter school ☐ (3) Private/parochial school ☐ (4) Homeschool

**37. Which of the following BEST describe your age?**

- ☐ (1) Under 25 years ☐ (3) 35-44 years ☐ (5) 55-64 years ☐ (7) 75+ years  
☐ (2) 25-34 years ☐ (4) 45-54 years ☐ (6) 65-74 years

**38. Do you own or rent your current residence?** ☐ (1) Own ☐ (2) Rent

**39. If you own a business in Coral Springs, please indicate the type of industry that your business is in. [Check all that apply]**

- |  |  |
|--|--|
| <input type="checkbox"/> (01) Construction                             | <input type="checkbox"/> (08) Distribution   |
| <input type="checkbox"/> (02) Education or Medical/Healthcare Services | <input type="checkbox"/> (09) Corporate Headquarters                               |
| <input type="checkbox"/> (03) Financial and Insurance Services         | <input type="checkbox"/> (10) Natural Resources and Environmental                  |
| <input type="checkbox"/> (04) Information Technology                   | <input type="checkbox"/> (11) Professional and Business Services                   |
| <input type="checkbox"/> (05) Retail, Leisure, Food and Hospitality    | <input type="checkbox"/> (12) Trade, Transportation, and Utilities                 |
| <input type="checkbox"/> (06) Manufacturing                            | <input type="checkbox"/> (13) Other: _____   |
| <input type="checkbox"/> (07) Motor Vehicle                            | <input type="checkbox"/> (14) Don't own a business in Coral Springs [Skip to Q40.] |

**39a. Where is your business located?**

- ☐ (1) Downtown/CRA ☐ (2) Corporate Park ☐ (3) Other: \_\_\_\_\_

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

- ☐ (1) Asian ☐ (3) American Indian/Alaskan Native ☐ (5) Black/African-American  
☐ (2) White ☐ (4) Native Hawaiian/Pacific Islander ☐ (6) Other: \_\_\_\_\_

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

- ☐ (1) Yes ☐ (2) No

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

- ☐ (1) Eighth grade or less ☐ (5) Technical school graduate  
☐ (2) Some high school ☐ (6) Some college  
☐ (3) High school graduate or GED ☐ (7) College graduate  
☐ (4) Some technical school ☐ (8) Post-graduate or professional degree

**43. What is your gender?** ☐ (1) Male ☐ (2) Female

**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 the level of satisfaction with City  
services in your area. If your address is not correct,  
please provide the correct information. Thank you.