



2025 City of Coral Springs Business Survey Findings Report

Presented to the City of
Coral Springs, Florida

January 2026



An aerial photograph of a park. In the center, there is a basketball court with a red and green surface. The court is surrounded by lush green grass and various trees. In the background, a residential street with parked cars and houses is visible under a clear sky.

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Executive Summary

2025 Coral Springs Business Survey

Executive Summary



Purpose and Methodology

ETC Institute administered a survey to businesses in the City of Coral Springs during the fall of 2025. The purpose of the survey was to gather feedback from Coral Springs business owners and senior managers to identify ways improve the quality of City services. The survey was administered by mail and Internet to a random sample of 252 businesses in the City of Coral Springs. The overall results of the survey have a precision of at least +/-6.1% at the 95% level of confidence.

Major Findings

Satisfaction with Specific City Services, Departments or Programs. Three-fourths (75%) or more of the businesses surveyed were “satisfied” or “neutral” with all 15 of the City services, departments or programs assessed on the survey. The City services, departments, or programs that businesses were most satisfied with, based upon the combined percent of businesses who were “very satisfied,” “satisfied” or “neutral” were:

- Emergency Services (911 police and fire response) (97%)
- Fire inspection and suppression services (97%)
- Police Department (95%)
- Street maintenance and drainage (94%)
- Trash collection services (91%)

Satisfaction with City Customer Service. Most (95%) of the businesses surveyed rated the City’s customer service as “very good” or “good;” only 5% of businesses rated the City’s customer service as “poor.”

Satisfaction with City Efforts to Improve Coral Springs. Businesses were asked how satisfied they were with the City’s efforts to improve various aspects of the City of Coral Springs. The items that businesses were most satisfied with, based upon a combination of “very satisfied,” “satisfied” or “neutral” responses were:

- Clean city streets and public areas (96%)
- Support environmental and sustainability efforts (94%)
- Provide lighting in commercial areas (94%)
- Maintain quality of neighborhoods (92%)
- Events bringing residents from surrounding cities (91%)

2025 Coral Springs Business Survey

Executive Summary



Satisfaction with Various Items That Influence Perceptions of the City. Businesses were asked to indicate how satisfied they were with various items that may influence their perceptions of the City. The items that businesses were most satisfied with, based upon a combination of “very satisfied,” “satisfied” or “neutral” responses, were:

- Image of the City (97%)
- Quality of life (97%)
- City’s efforts to support quality neighborhoods (96%)

Ratings of the City’s Business Atmosphere Compared to Two Years Ago. Thirty-seven percent (37%) of the businesses surveyed felt the City’s business atmosphere was “better” compared to two years ago; 46% of the businesses surveyed felt the City’s business atmosphere was the same compared to two years ago but felt it was “good,” 9% felt it was the same compared to two years ago but that it was “poor,” and 8% felt it was “worse” compared to two years ago.

Satisfaction with Various Communication Services. The communication related services that businesses were most satisfied with, based upon a combination of “very satisfied,” “satisfied” or “neutral” responses, were:

- Under the Sun magazine (95%)
- City website (www.CoralSprings.gov) (93%)
- Savorshopbe.com (91%)

Overall Ratings of City Communication. Eighty-four percent (84%) of the businesses surveyed rated the City’s communication with businesses owners and managers as “very good” or “good;” 12% rated the City’s communication with business owners and managers as “poor” and 4% rated it as “very poor.”

Ratings of the Amount of Property Taxes. Businesses were asked to indicate how they felt about the amount of property taxes they were paying in relation to what they receive in terms of City services. The results are provided below:

- 40% of the businesses surveyed felt they were paying more than their fair share of taxes for the City services they receive.
- 33% of businesses felt they were paying about the right amount of taxes for the City services they receive.
- 1% of businesses felt they were paying less than their fair share of taxes for the City services they receive.
- 18% of businesses indicated their situation was not applicable, as they do not own.
- 9% were unsure.

2025 Coral Springs Business Survey

Executive Summary



TRENDS

The most notable changes from 2022 to 2025, based on businesses that used Coral Springs' services, departments or programs during the past two years, are listed below:

Increases

- Trash collection services (+8%)
- Building Division (+2%)

Decreases

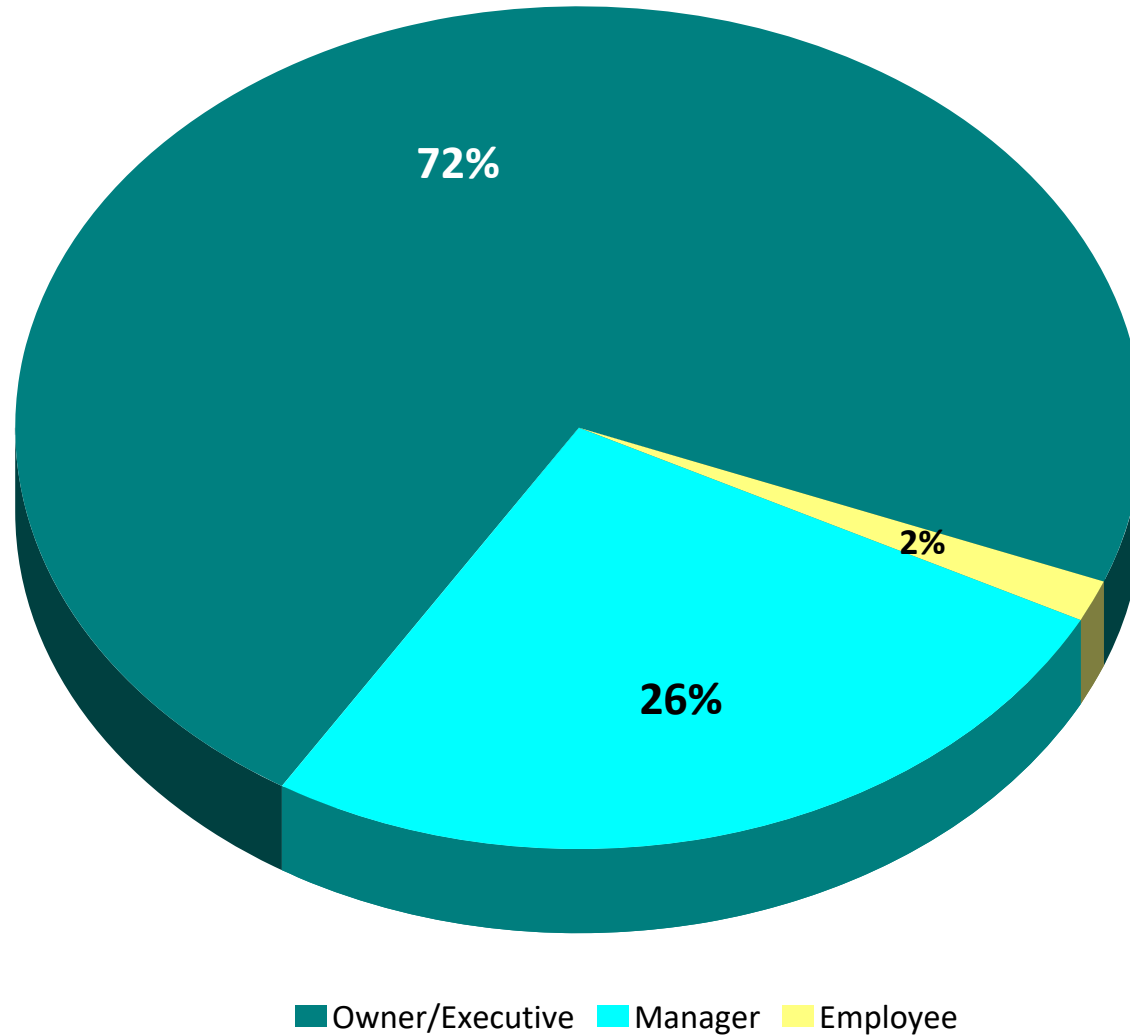
- Code Compliance (-3%)
- Police Department (-4%)
- Planning & Zoning (-9%)



Charts and Graphs

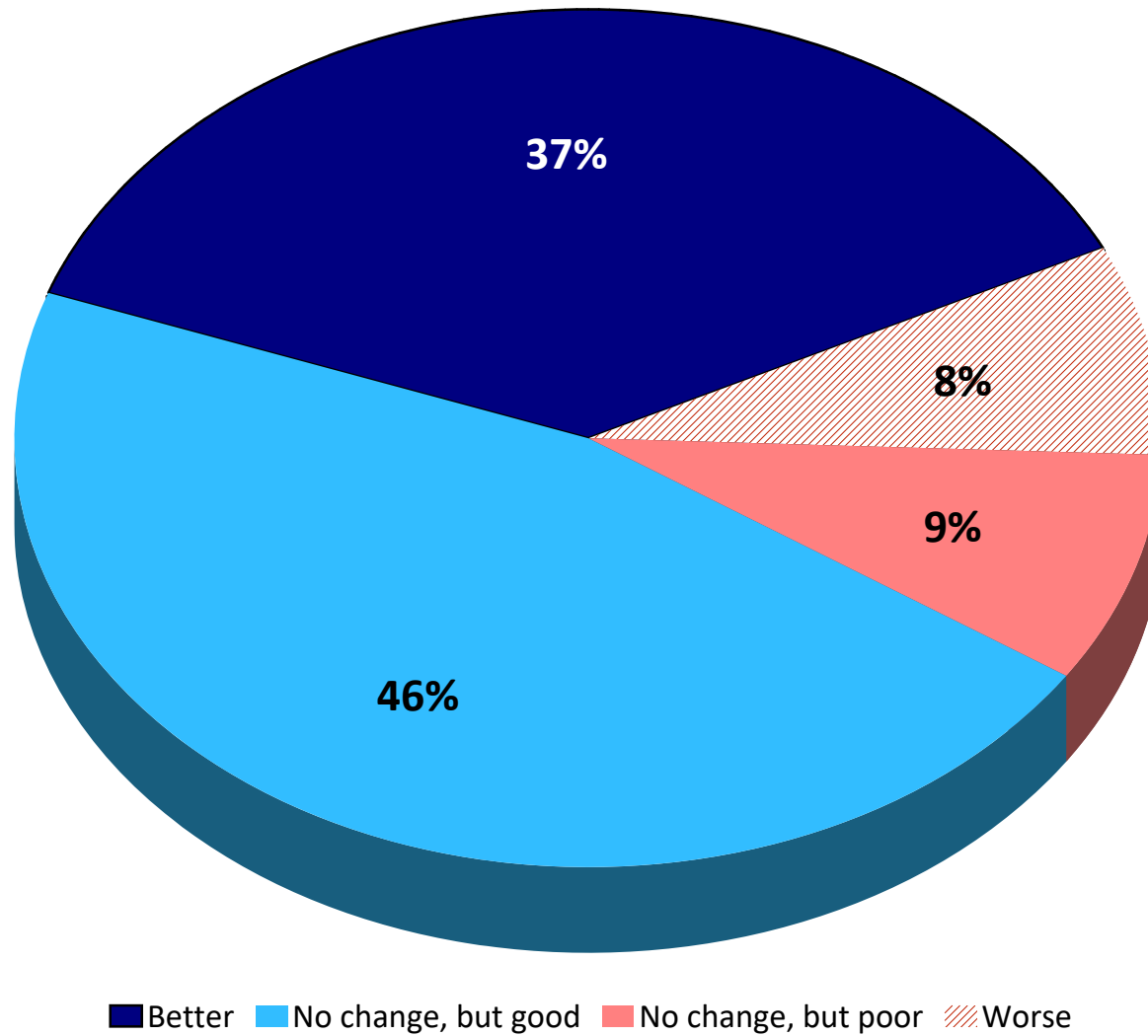
Q1. Which of the following best describes your position within your company?

by percentage of respondents (excluding "not provided")



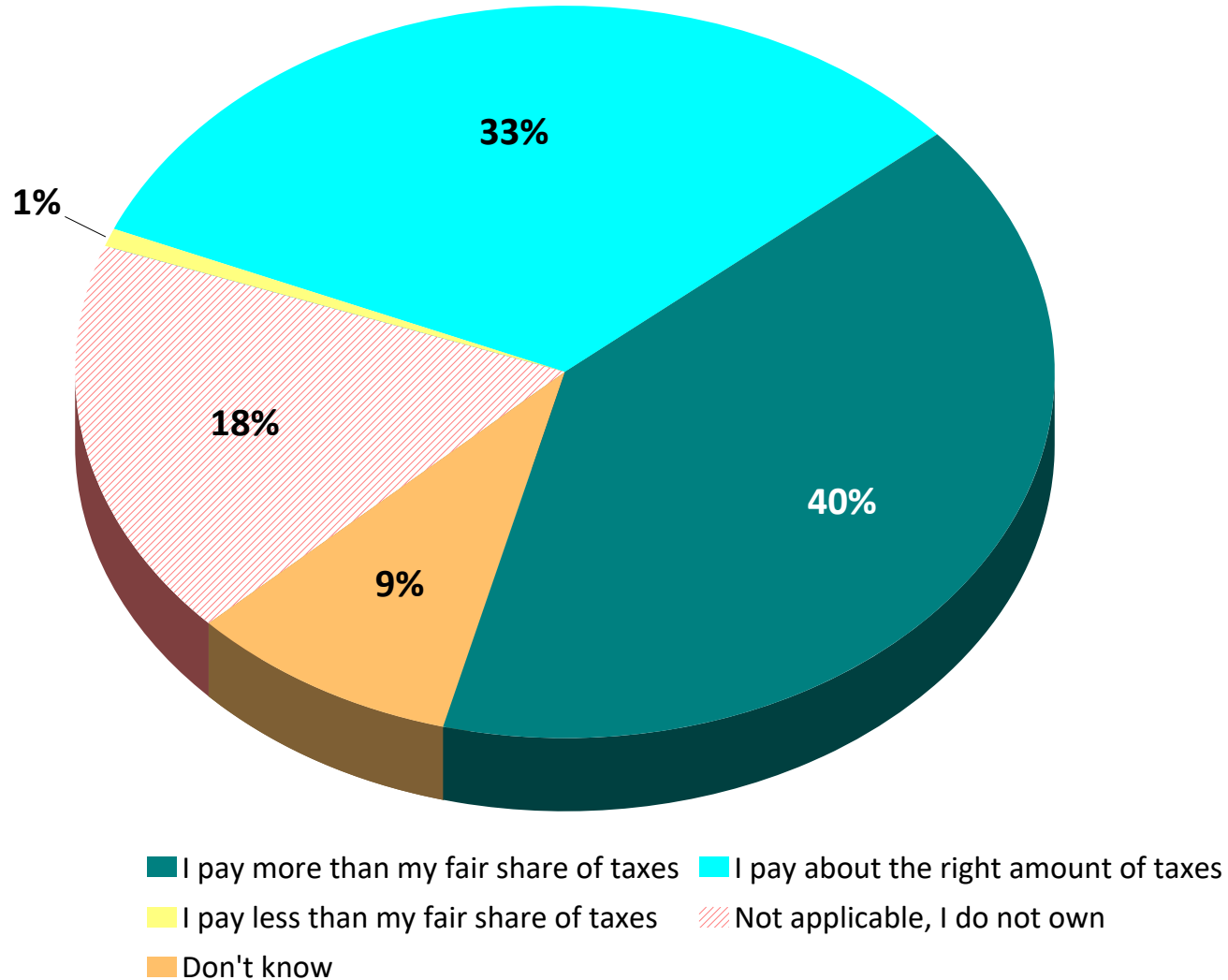
Q2. Which of the following best describes the overall business climate today compared to two years ago?

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



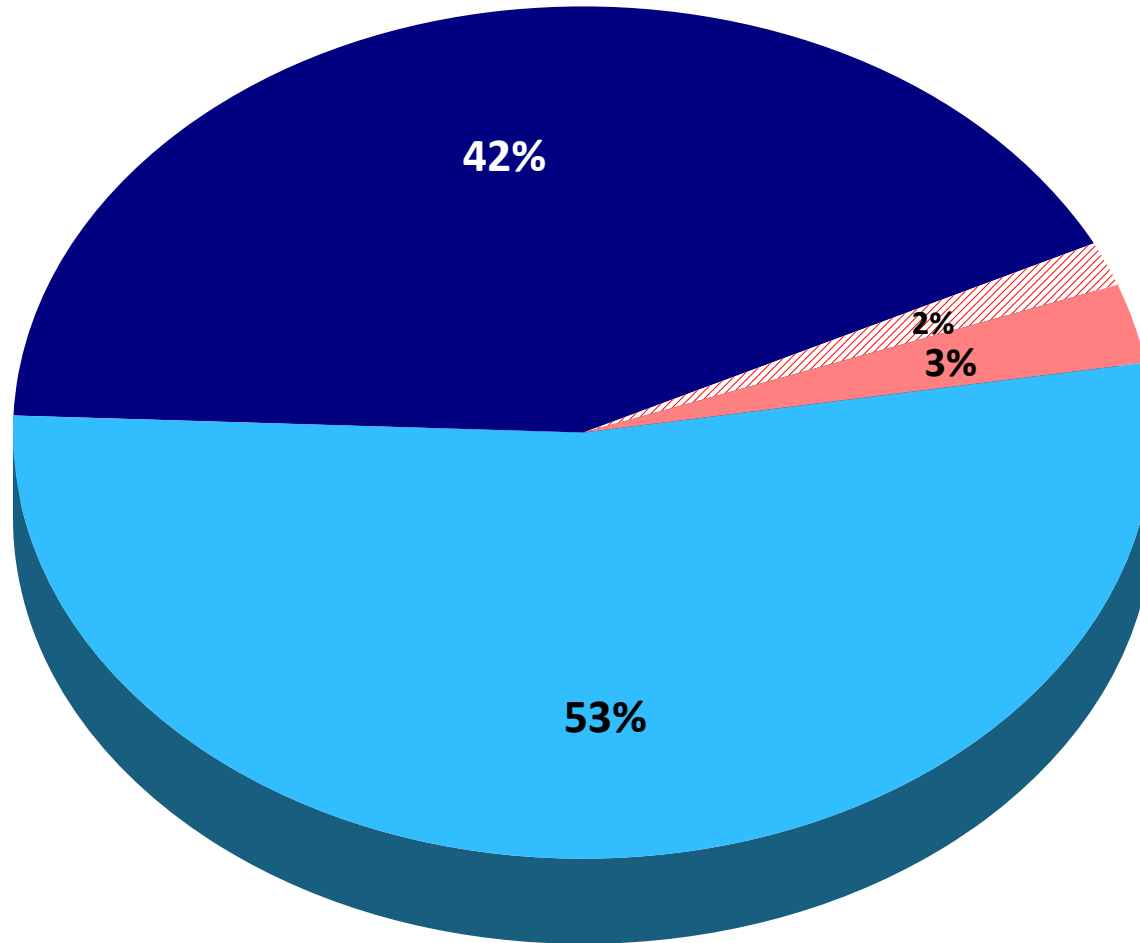
Q3. Considering what you get from the City in terms of services, how do you feel about the amount of property taxes you pay?

by percentage of respondents



Q4. Overall Ratings of the City of Coral Springs' Customer Service

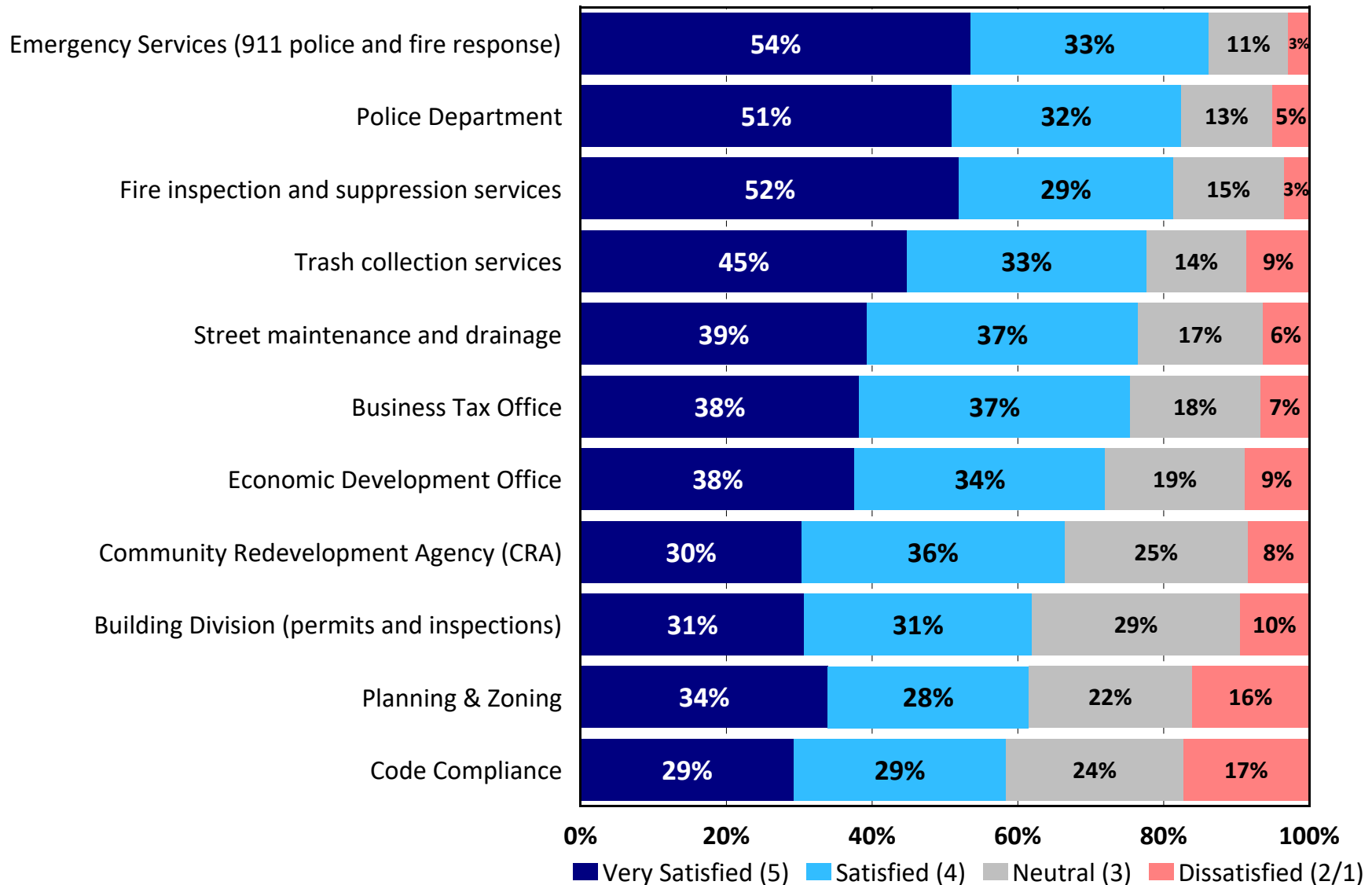
by percentage of respondents (excluding "don't know")



Very good Good Poor Very Poor

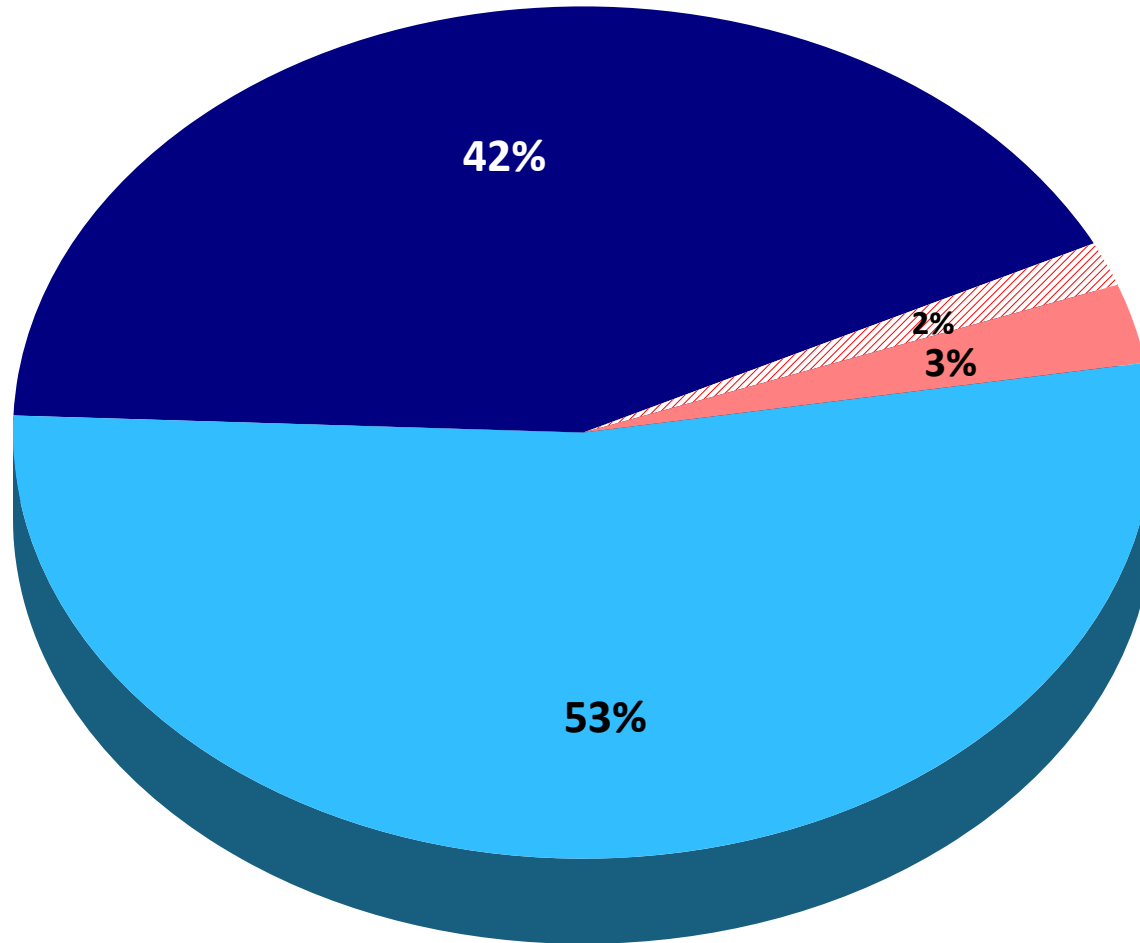
Q5. Satisfaction With Coral Springs Services, Departments or Programs Over the Last Two Years

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where 5 means "very satisfied" (excluding "don't know")



Q4. Overall Ratings of the City of Coral Springs' Customer Service

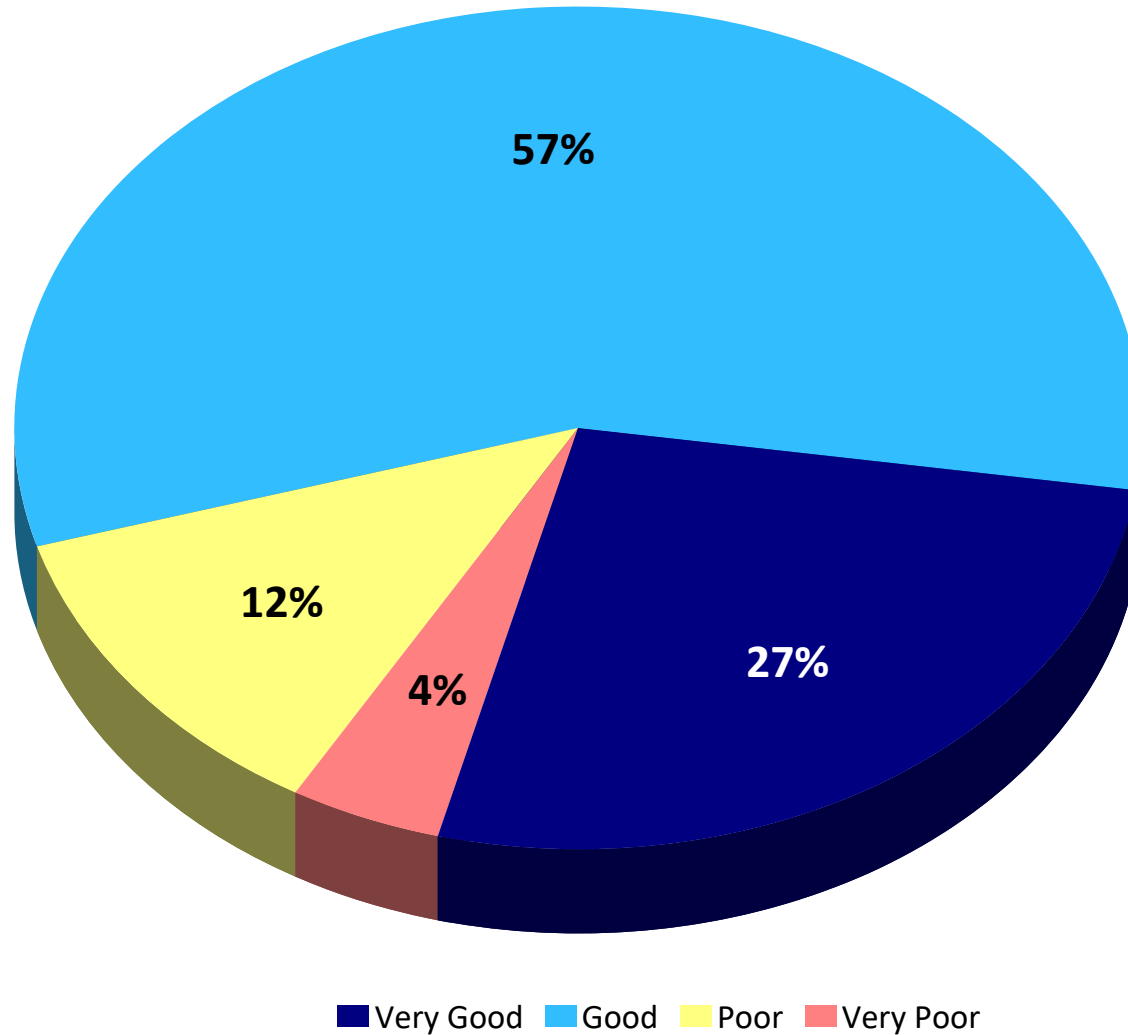
by percentage of respondents (excluding "don't know")



Very good Good Poor Very Poor

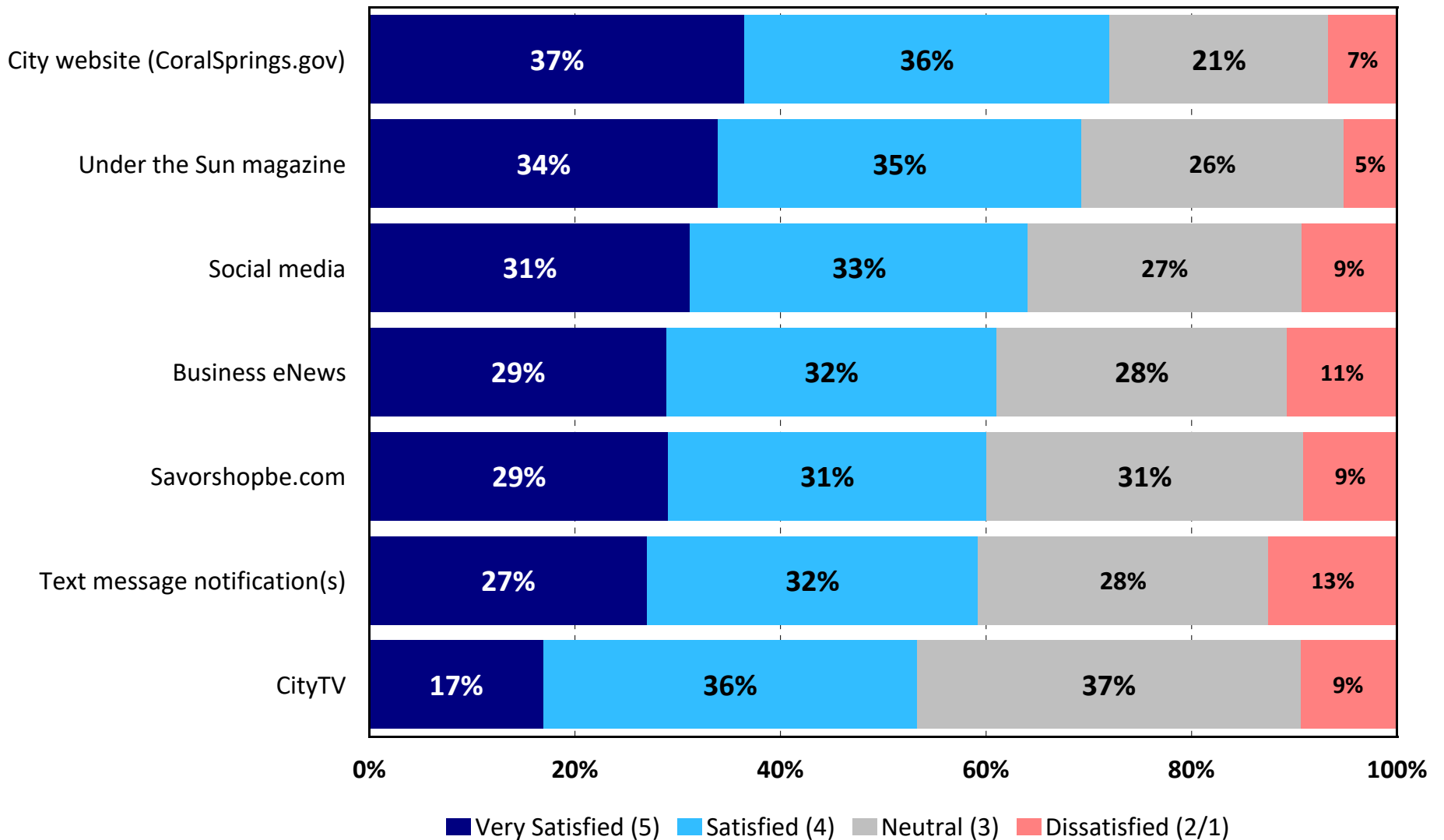
Q7. Overall Ratings of How Well the City is Communicating With Business Owners and Managers

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



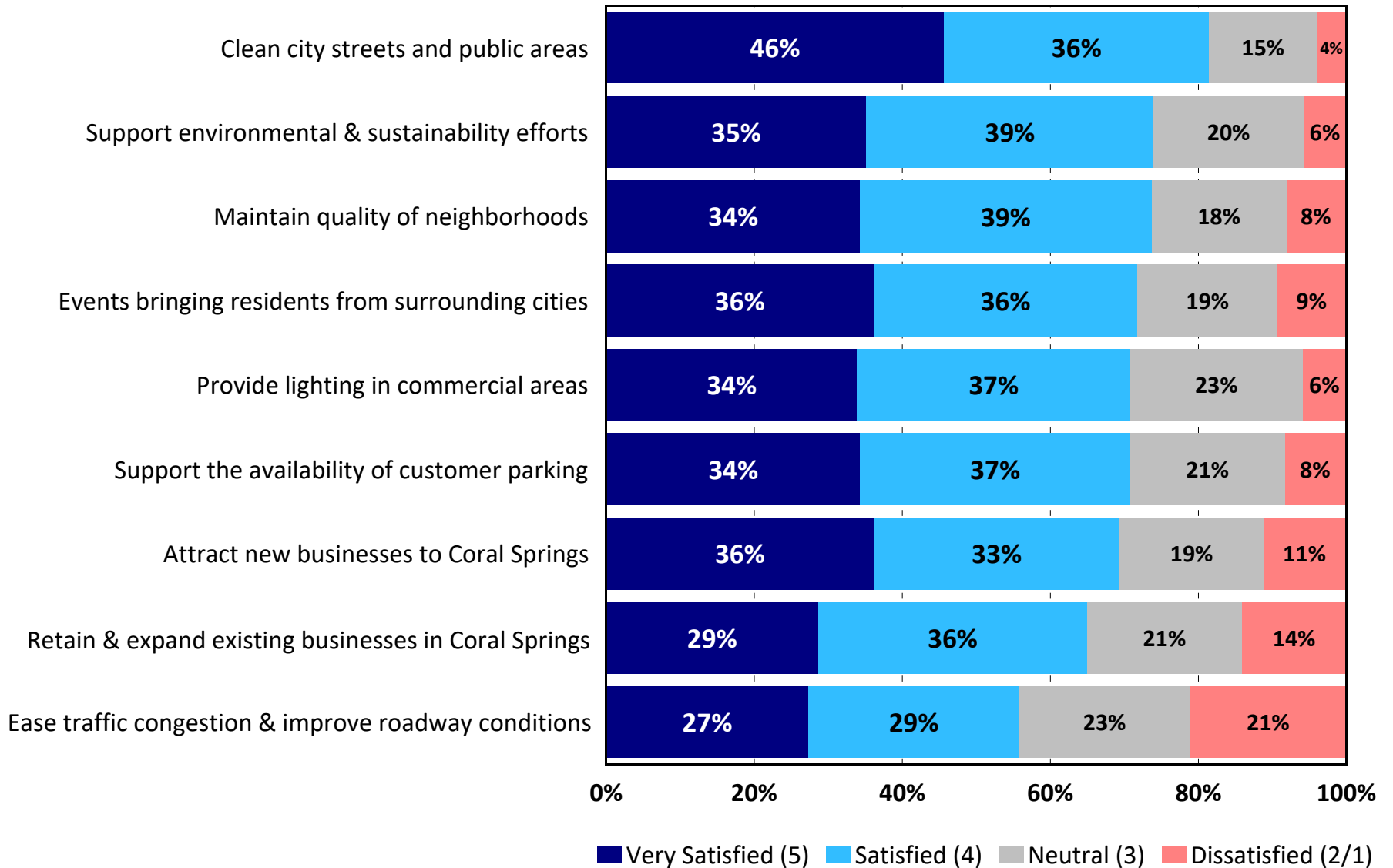
Q8. Satisfaction With the City’s Efforts to Keep Businesses Informed About Programs, Services and Local Issues Using the Following

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where 5 means "very satisfied" (excluding "don't know")



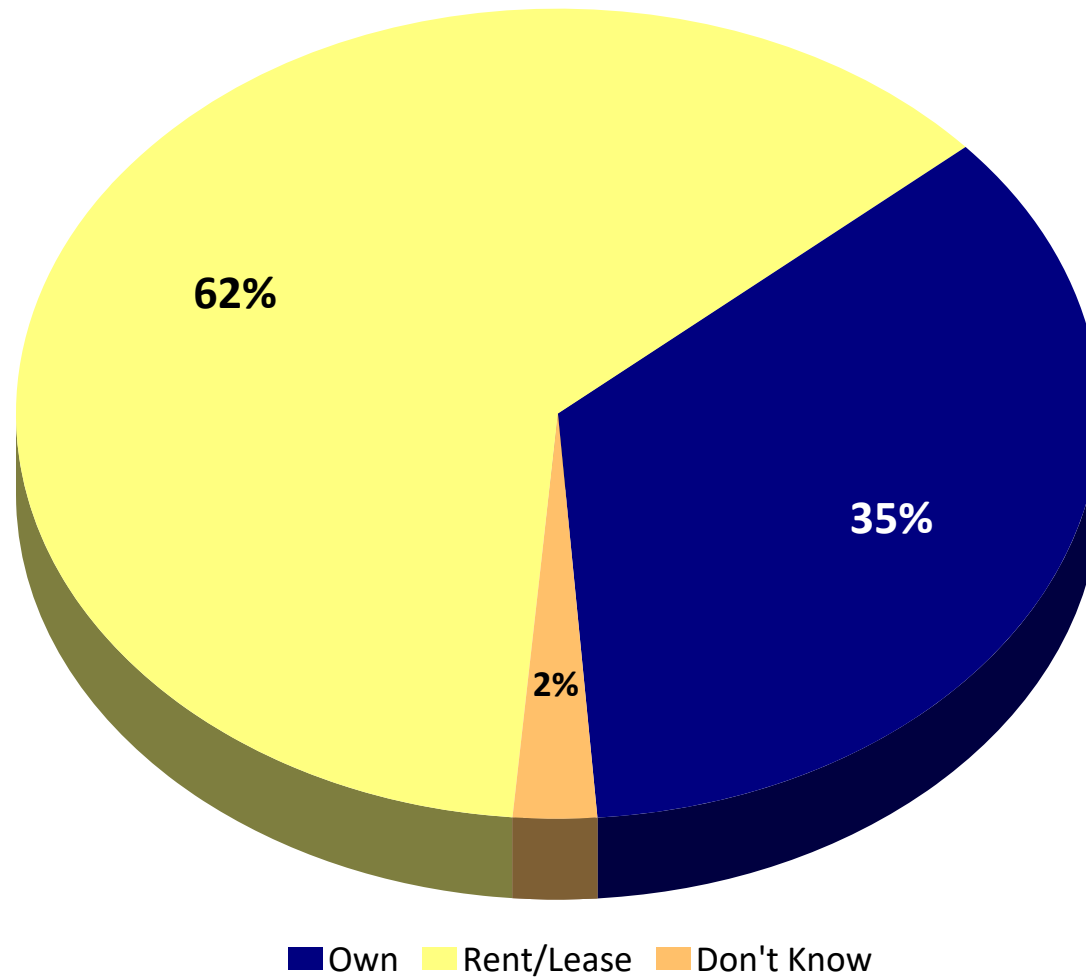
Q9. How satisfied is your business in the following areas?

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale, where 5 means "very satisfied"
(excluding "don't know")



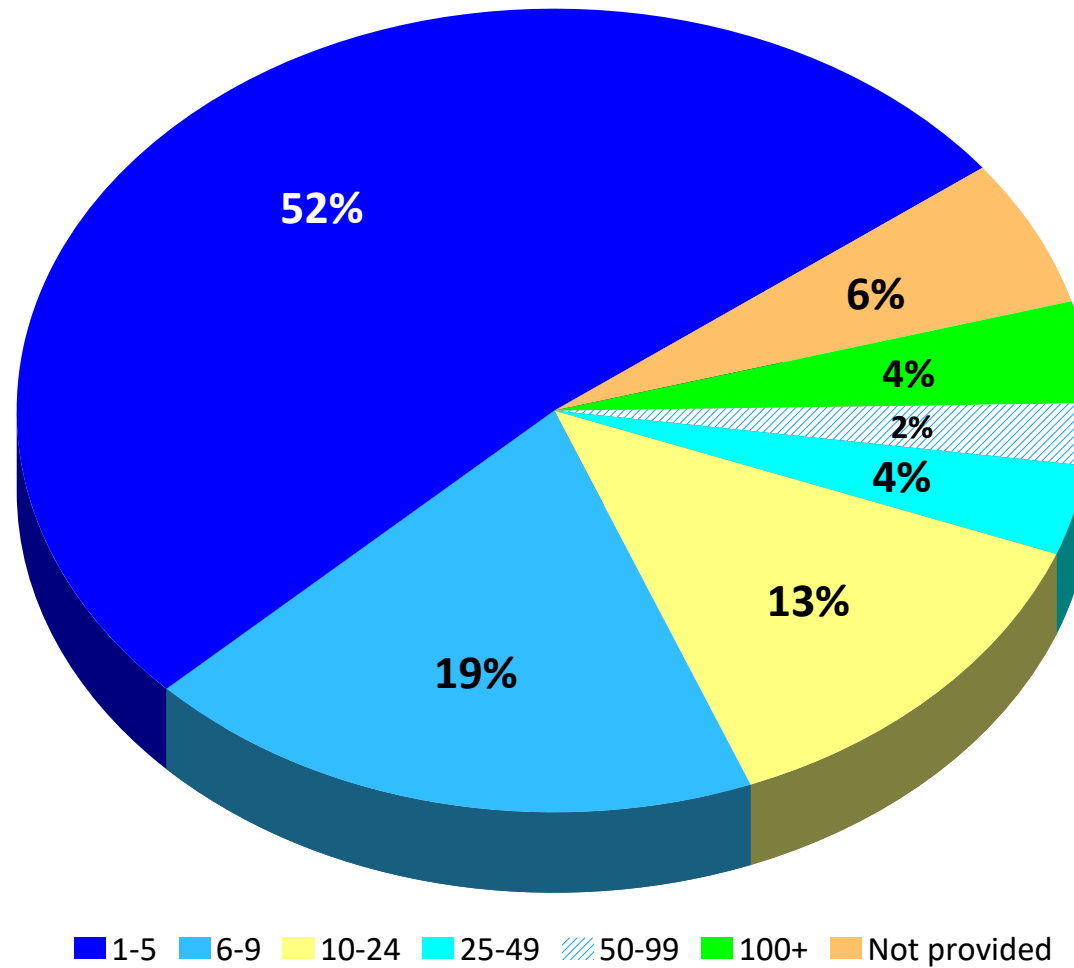
Q10. Does your business own or rent/lease the facility where your business is located?

by percentage of respondents



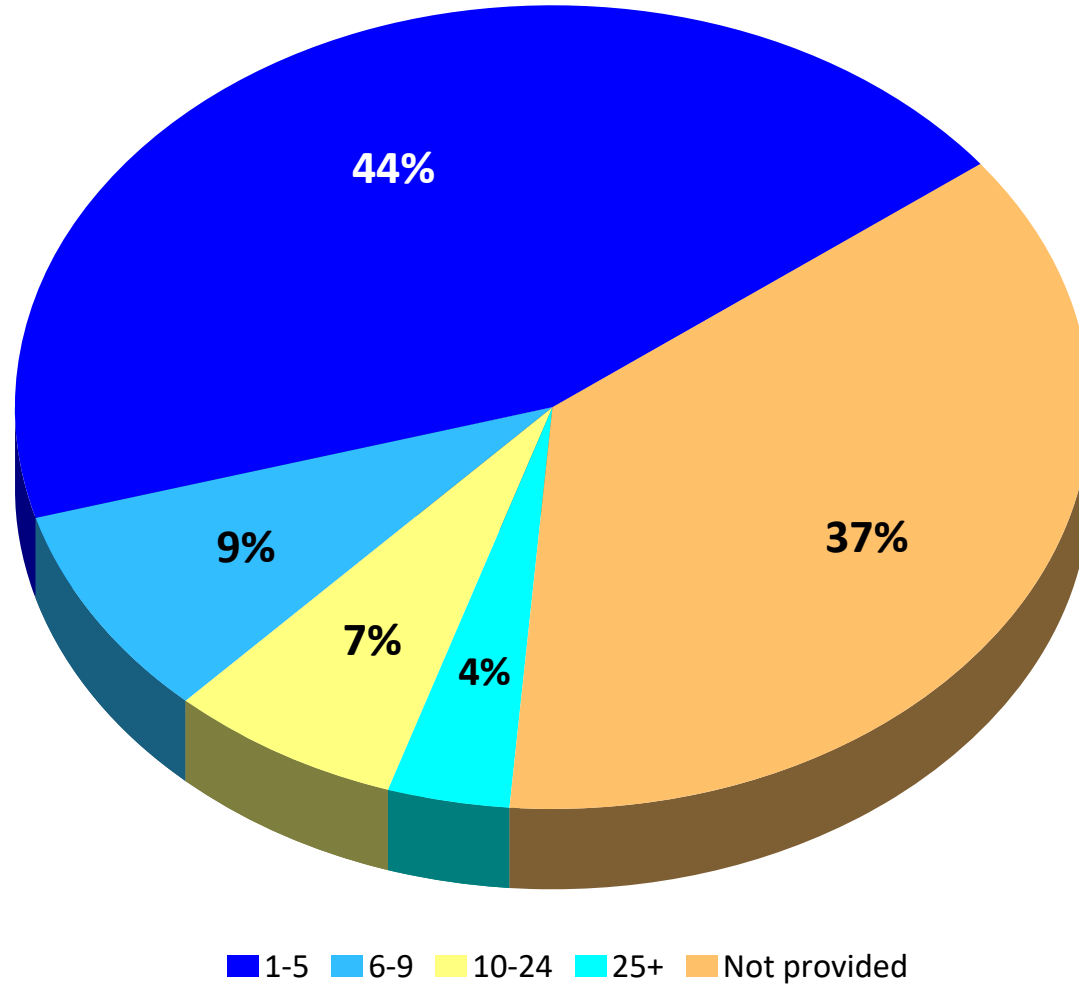
Q11. Number of Full-Time Employees Currently Employed

by percentage of respondents



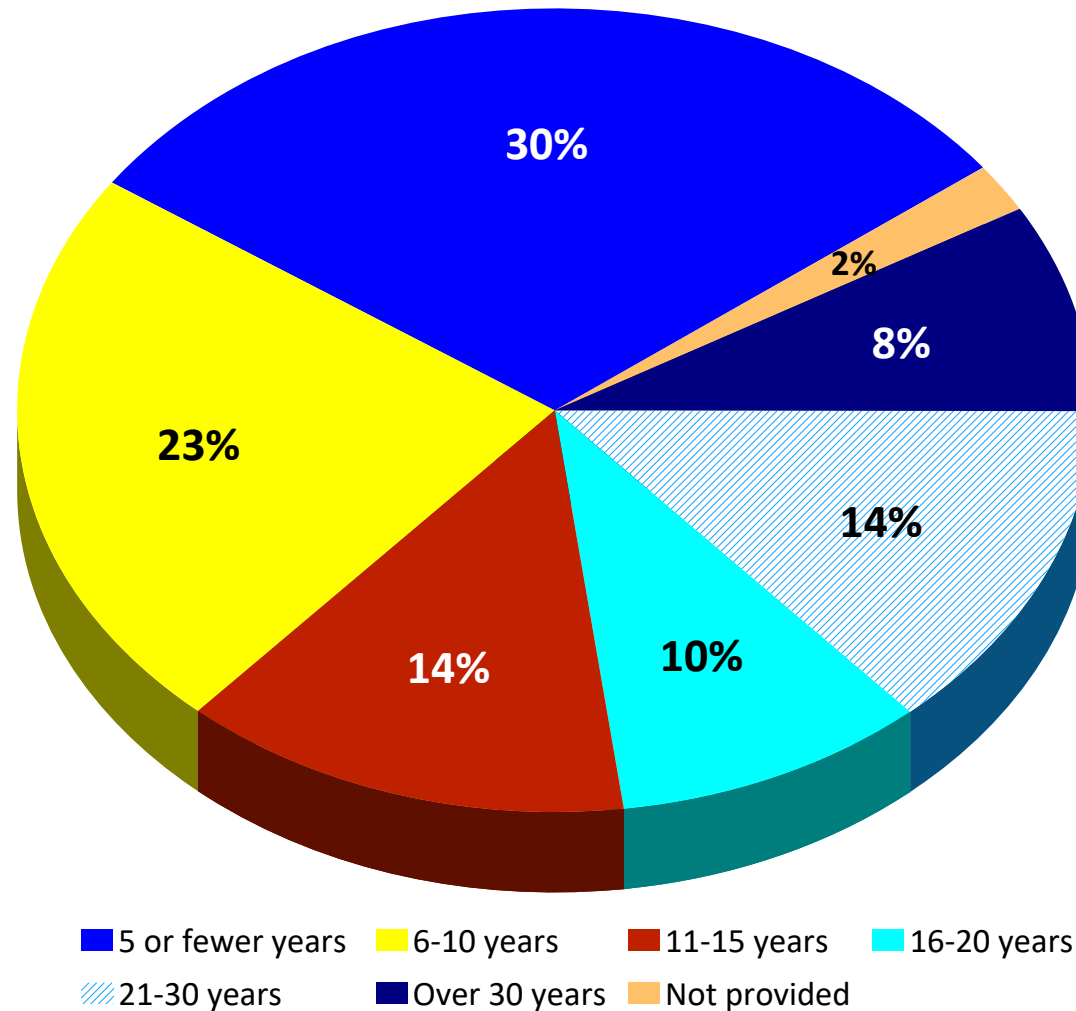
Q12. Number of Part-Time Employees Currently Employed

by percentage of respondents



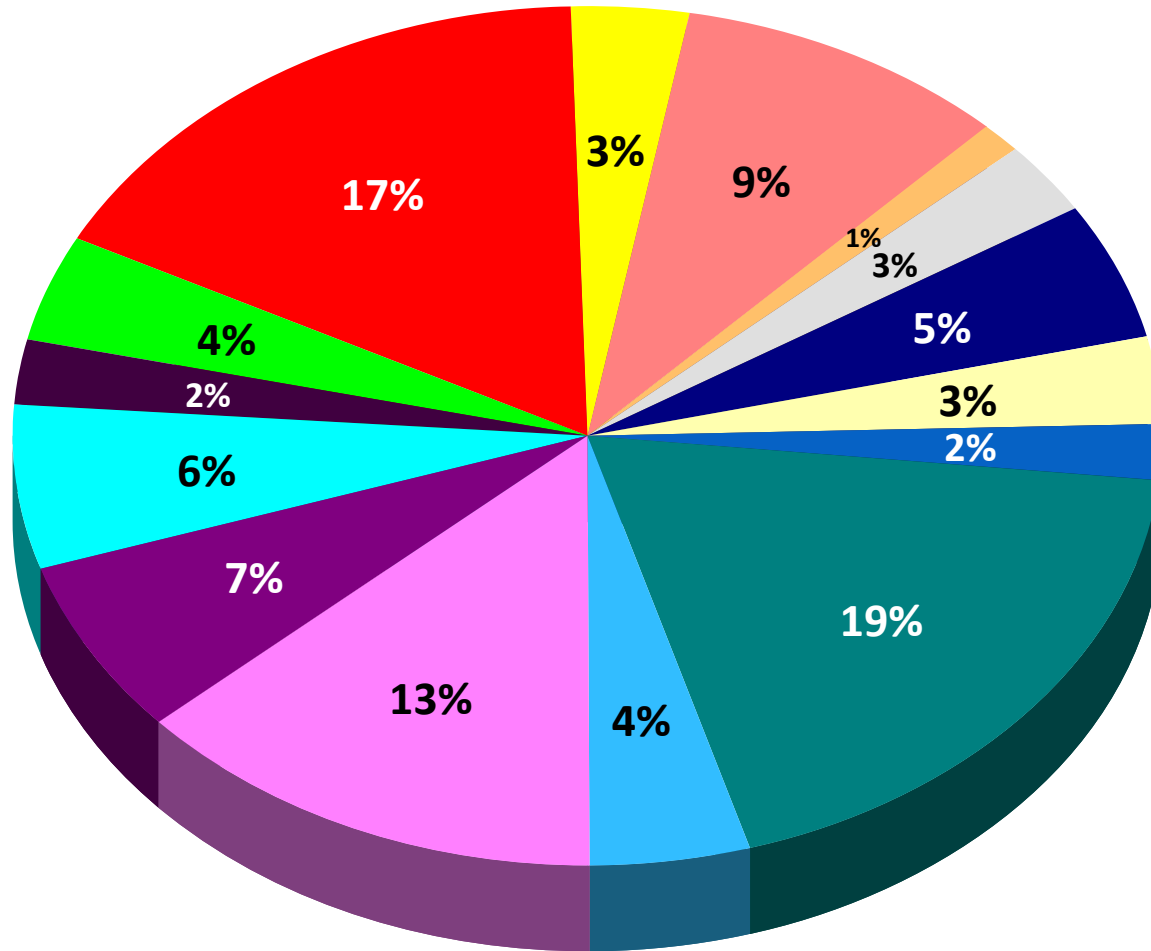
Q13. Number of Years Business Has Been Operating in the City of Coral Springs

by percentage of respondents



Q14. Which of the following best describes your industry?

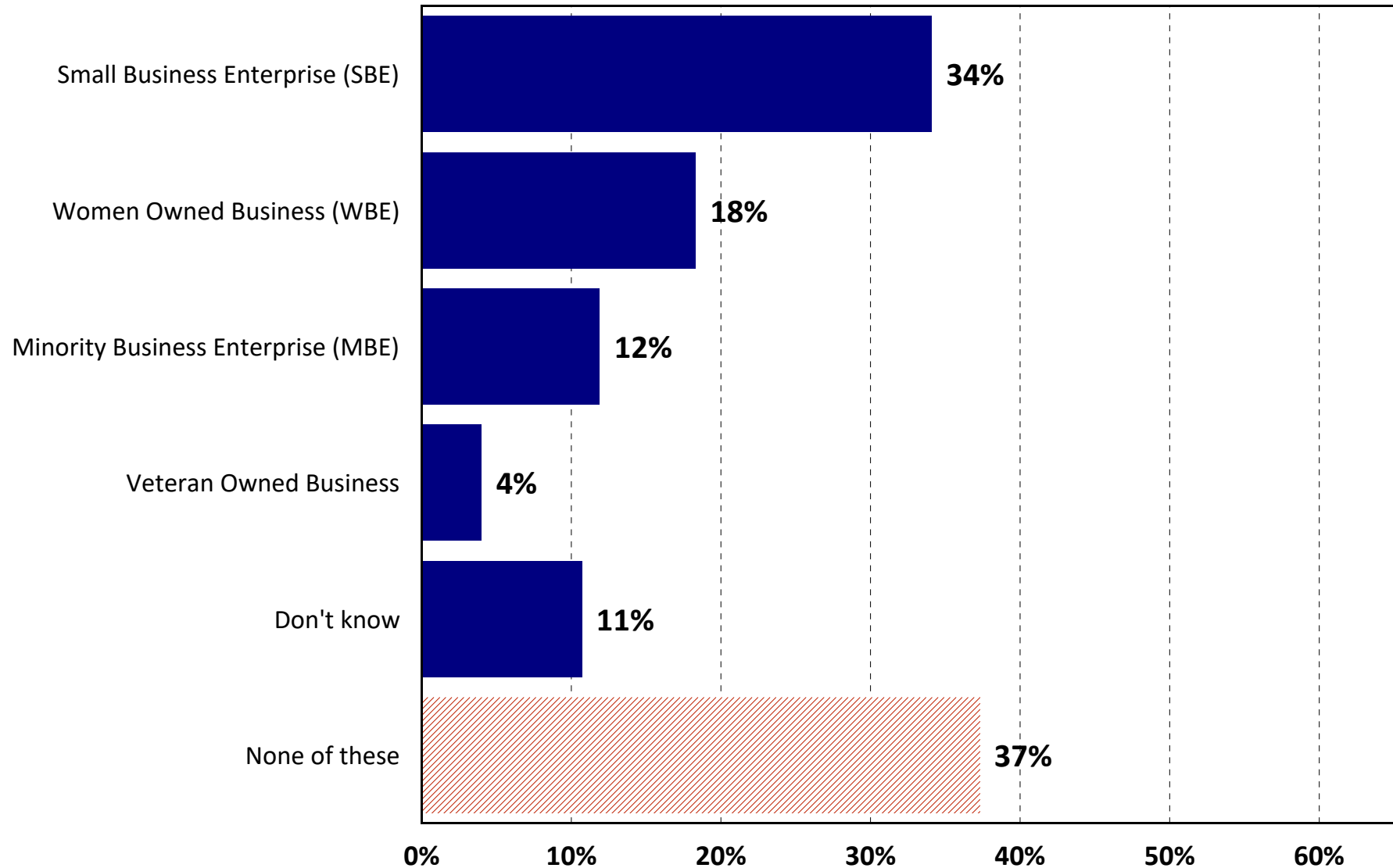
by percentage of respondents



- Construction
- Manufacturing
- Retail trade
- Transportation & warehousing
- Information
- Finance & insurance
- Real estate & rental & leasing
- Professional/scientific/technical services
- Educational services
- Health care & social assistance
- Arts, entertainment, & recreation
- Accommodation & food services
- Other services (except public admin.)
- Other
- Not provided

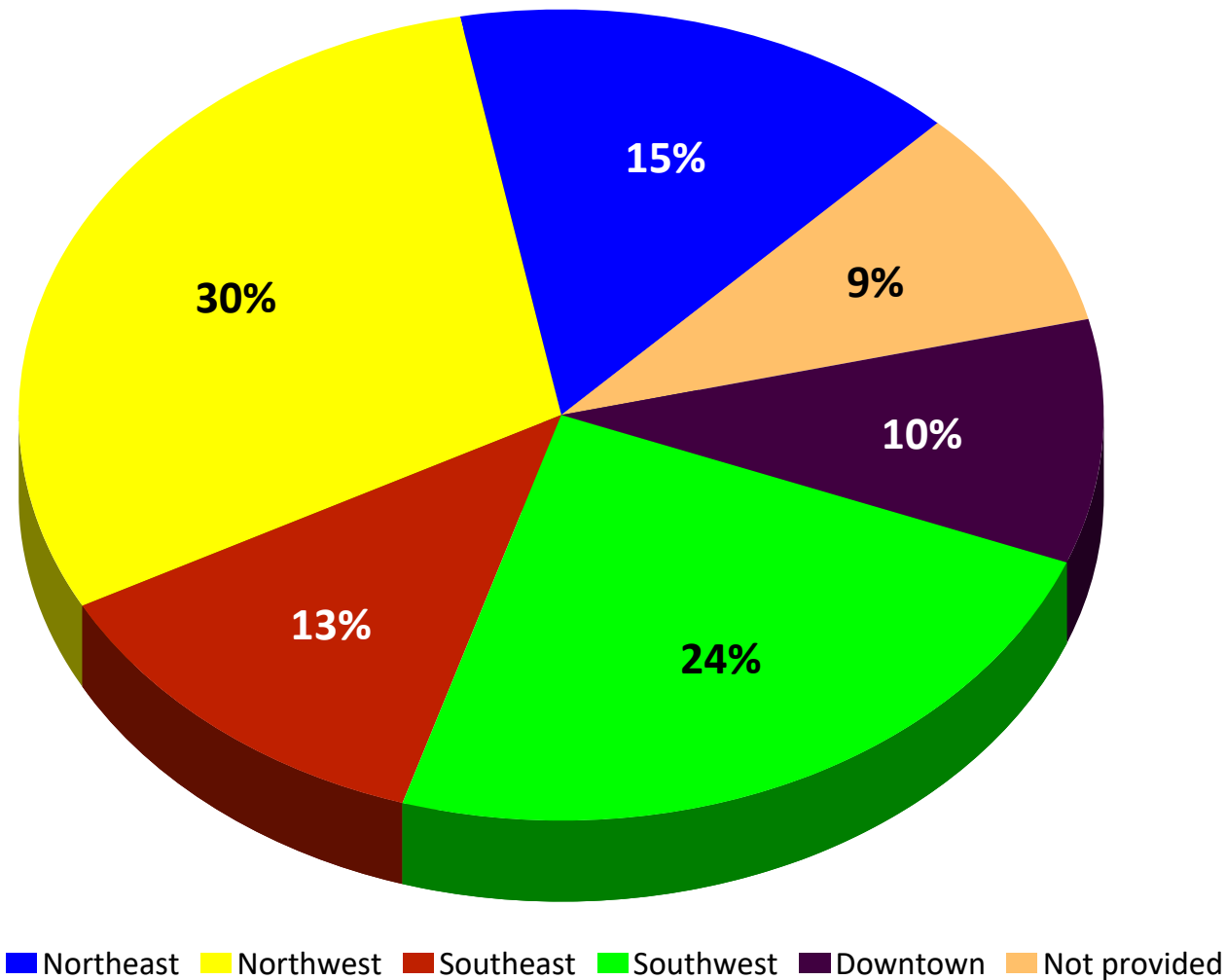
Q15. Is your business any of the following?

by percentage of respondents (multiple selections could be made)



Q16. Which of the following sectors best describes where your business is located in Coral Springs?

by percentage of respondents



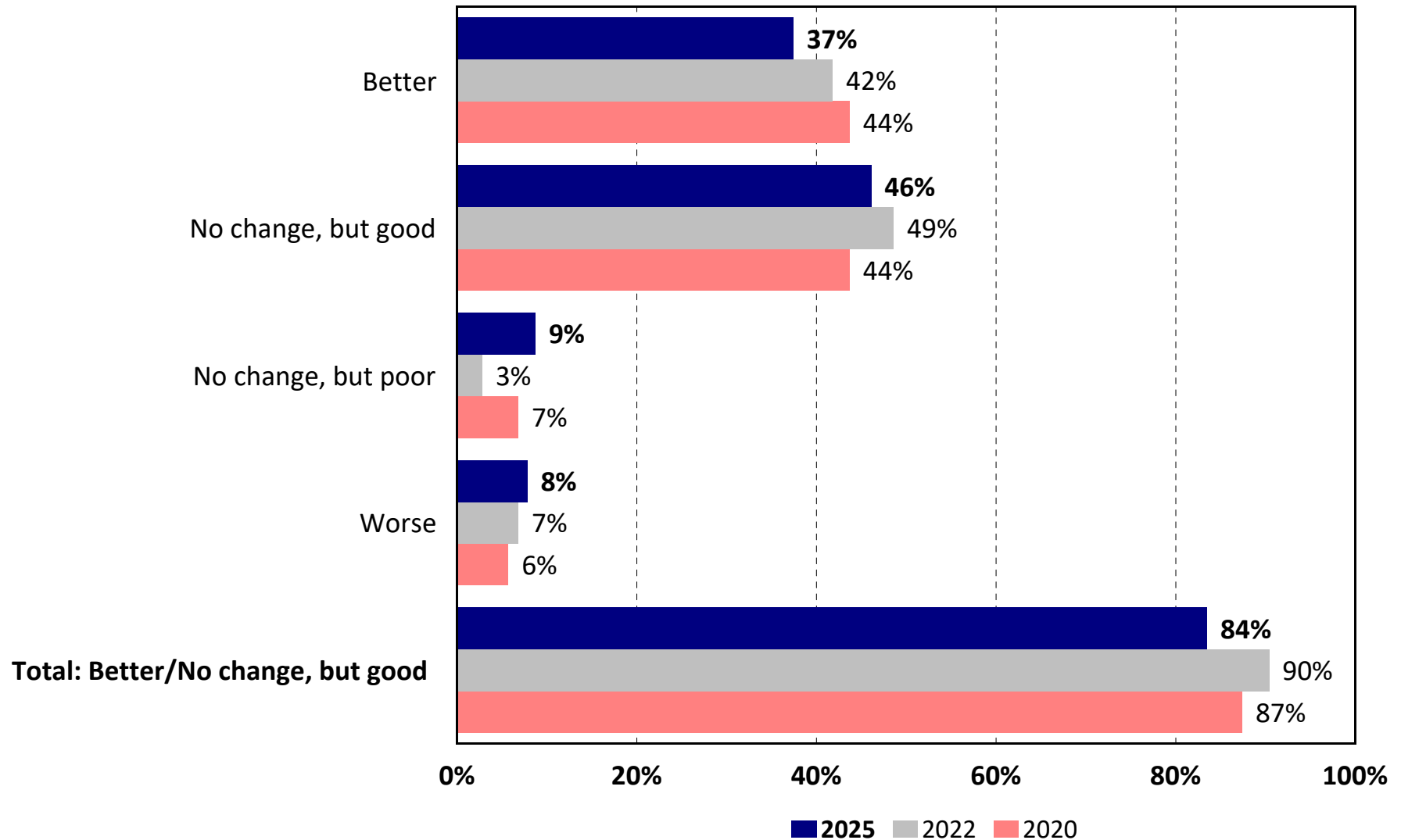
2

Trend Charts

How would you rate the overall business atmosphere today compared to two years ago?

Trends - 2020 to 2025

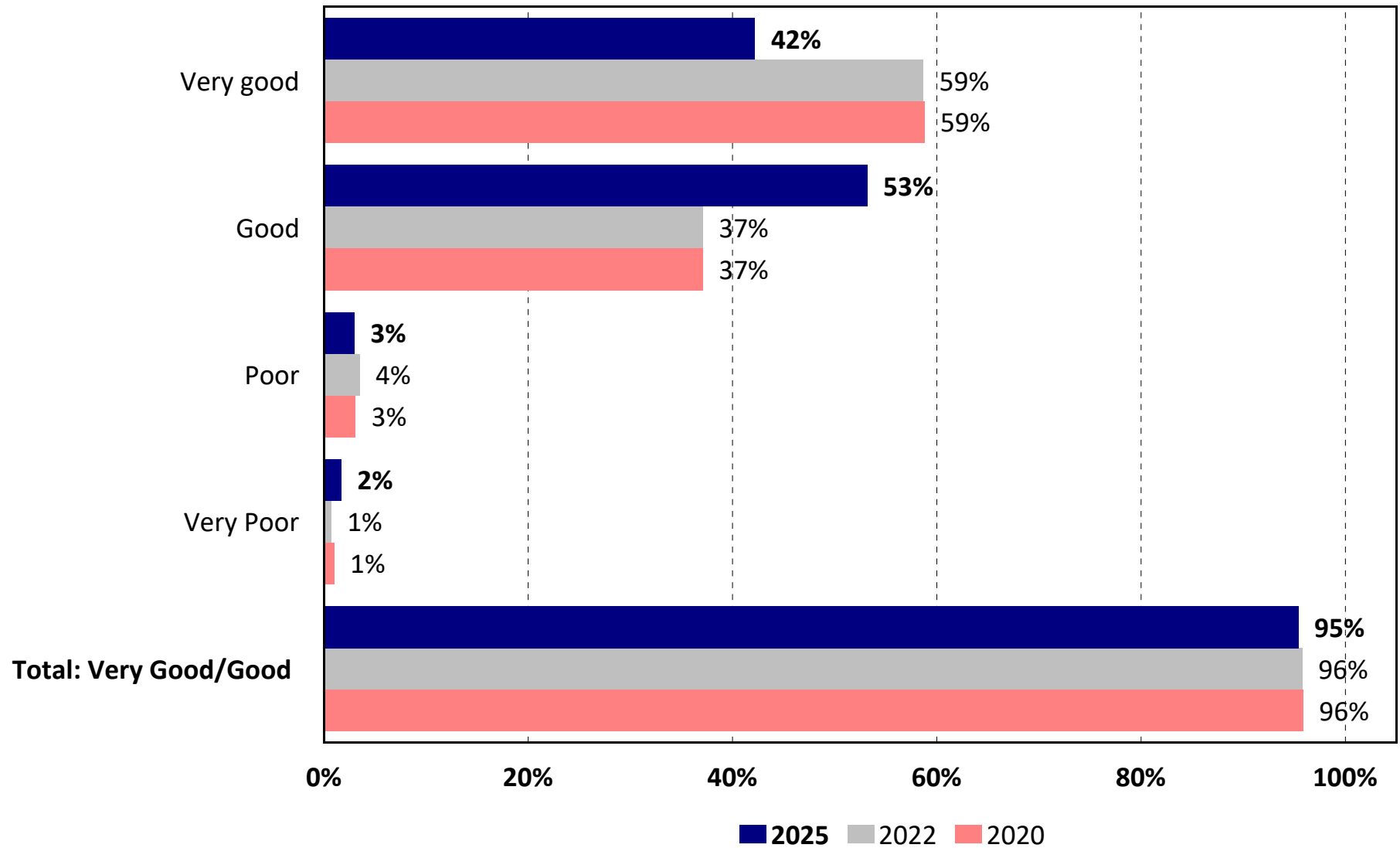
by percentage of respondents (excluding "don't know")



Overall Ratings of the City's Customer Service

Trends - 2020 to 2025

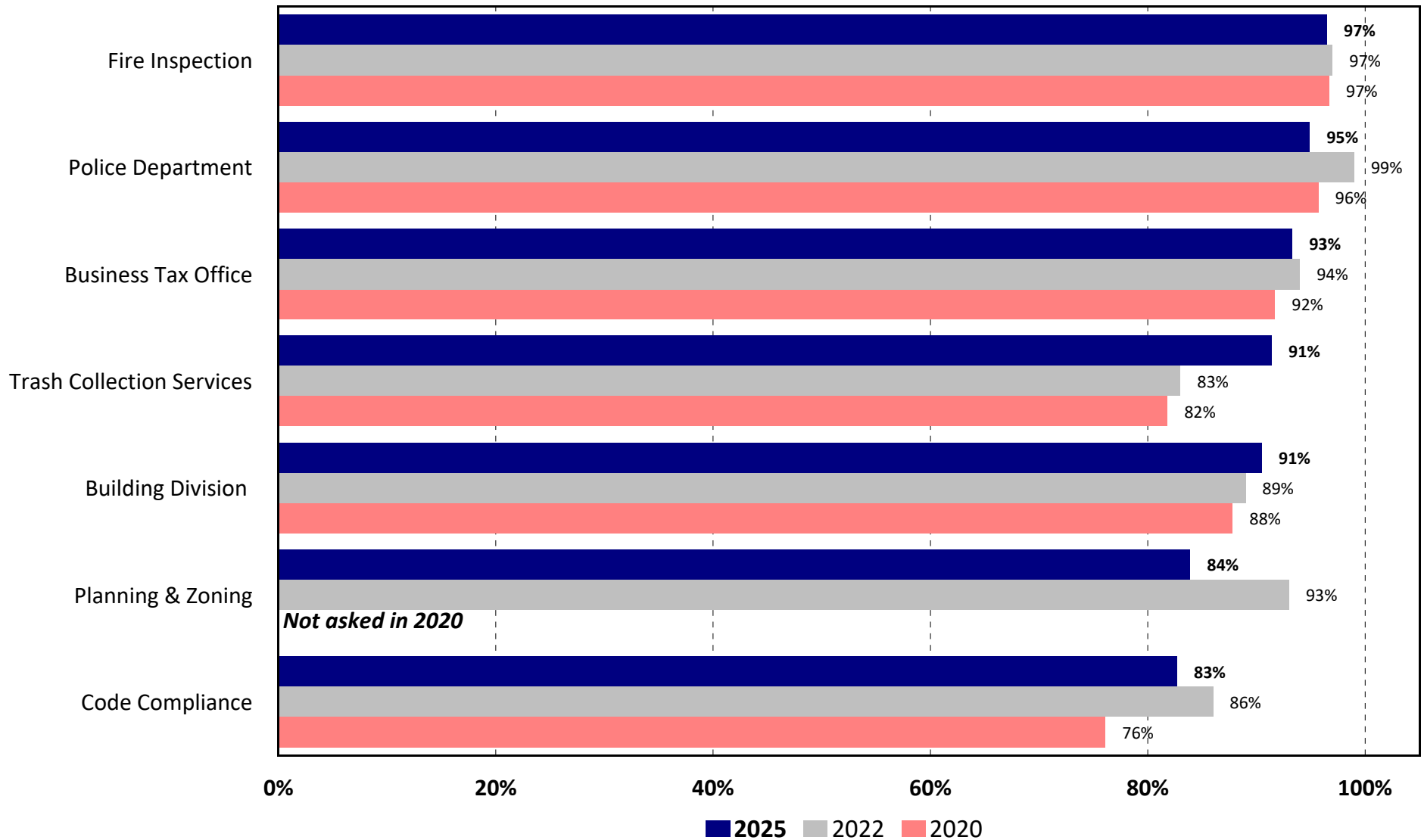
by percentage of respondents (excluding "don't know")



Satisfaction With Coral Springs Services, Departments or Programs: Trends - 2020 to 2025

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

Satisfaction ratings were the combined 3, 4 & 5 ratings on a 5-point scale, where a rating of 5 meant very satisfied

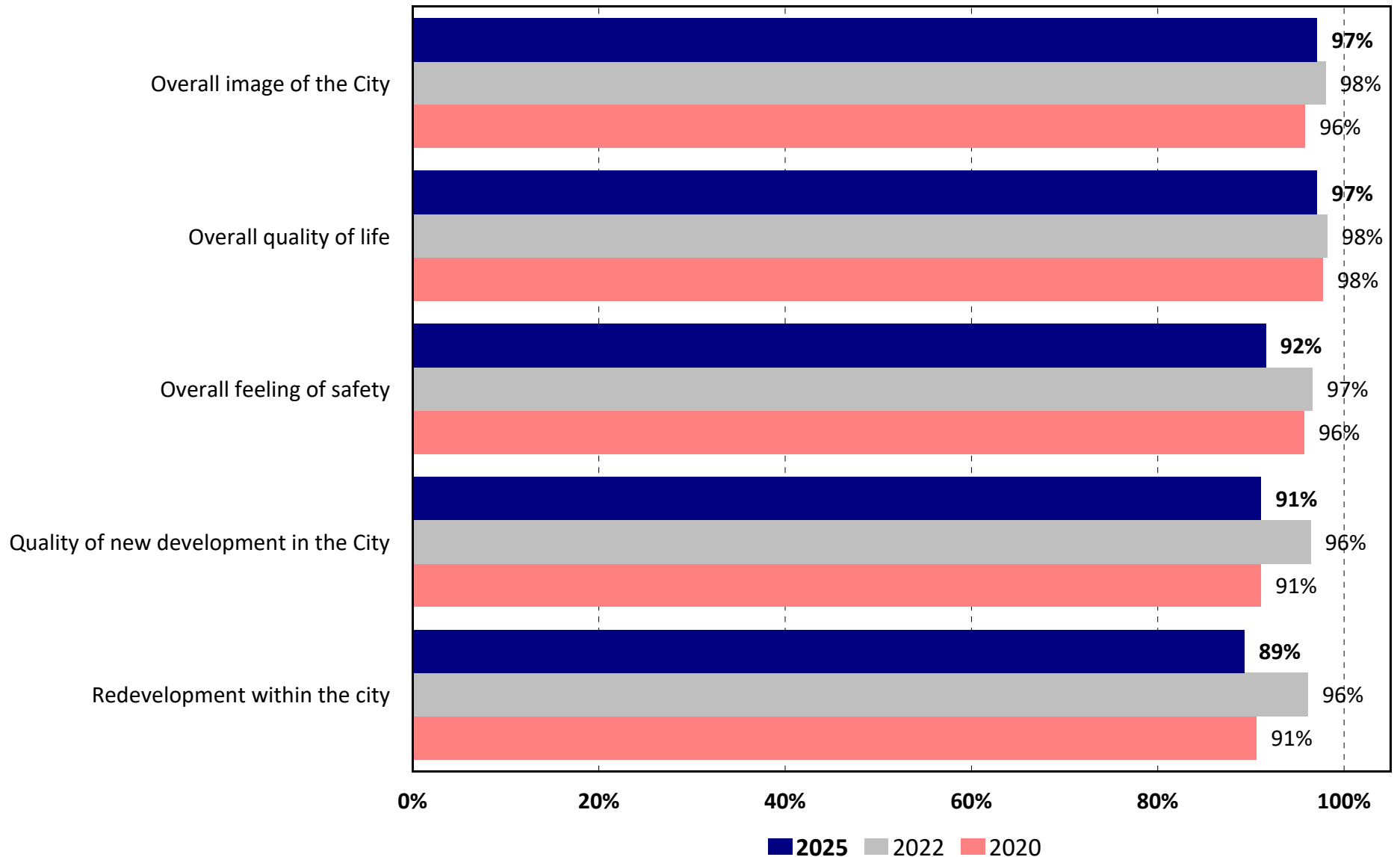


Satisfaction With Items That Influence Perceptions of the City

Trends - 2020 to 2025

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

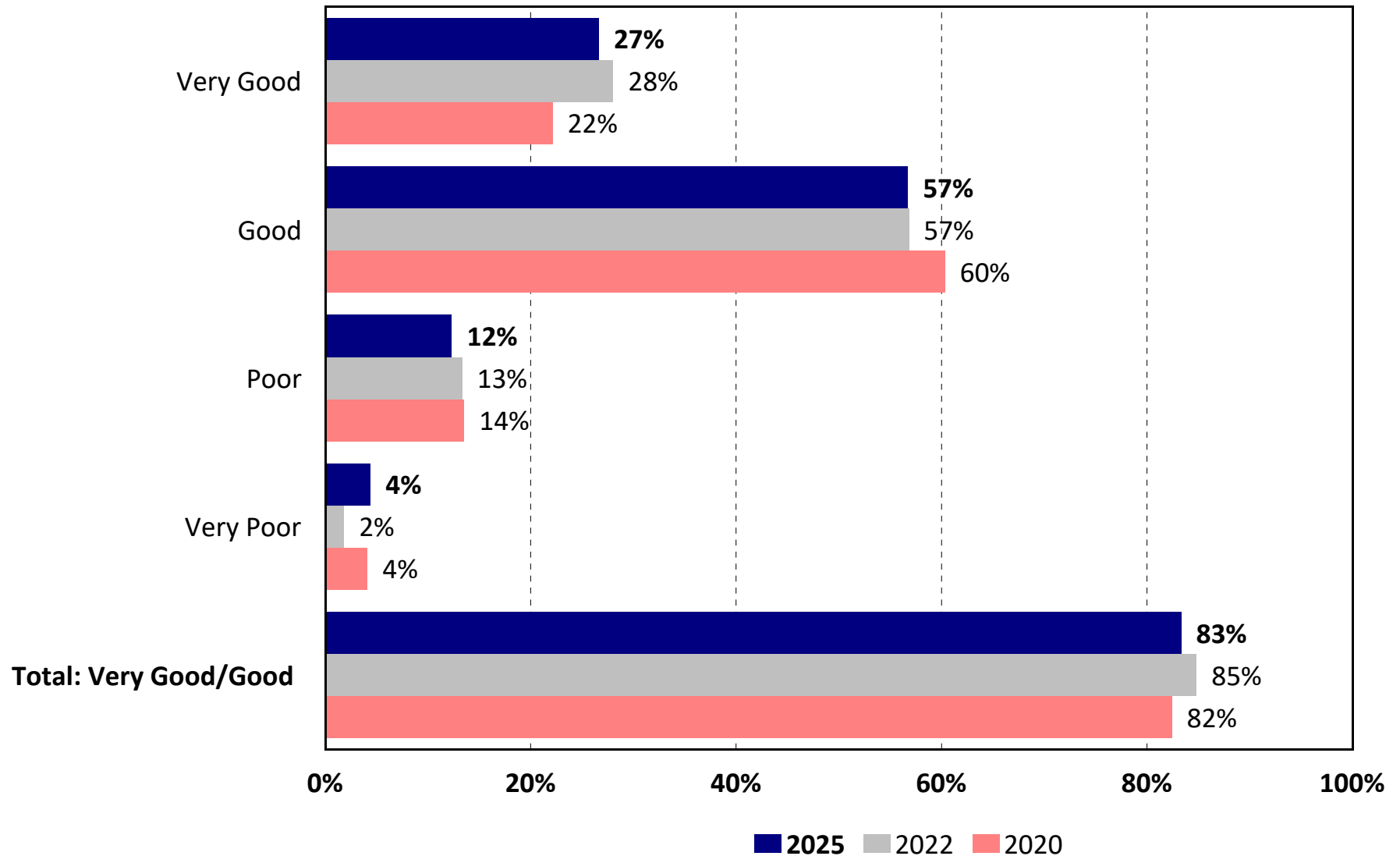
Satisfaction ratings were the combined 3, 4 & 5 ratings on a 5-point scale, where a rating of 5 meant very satisfied



Overall Ratings of How Well the City is Communicating With Business Owners and Managers

Trends - 2020 to 2025

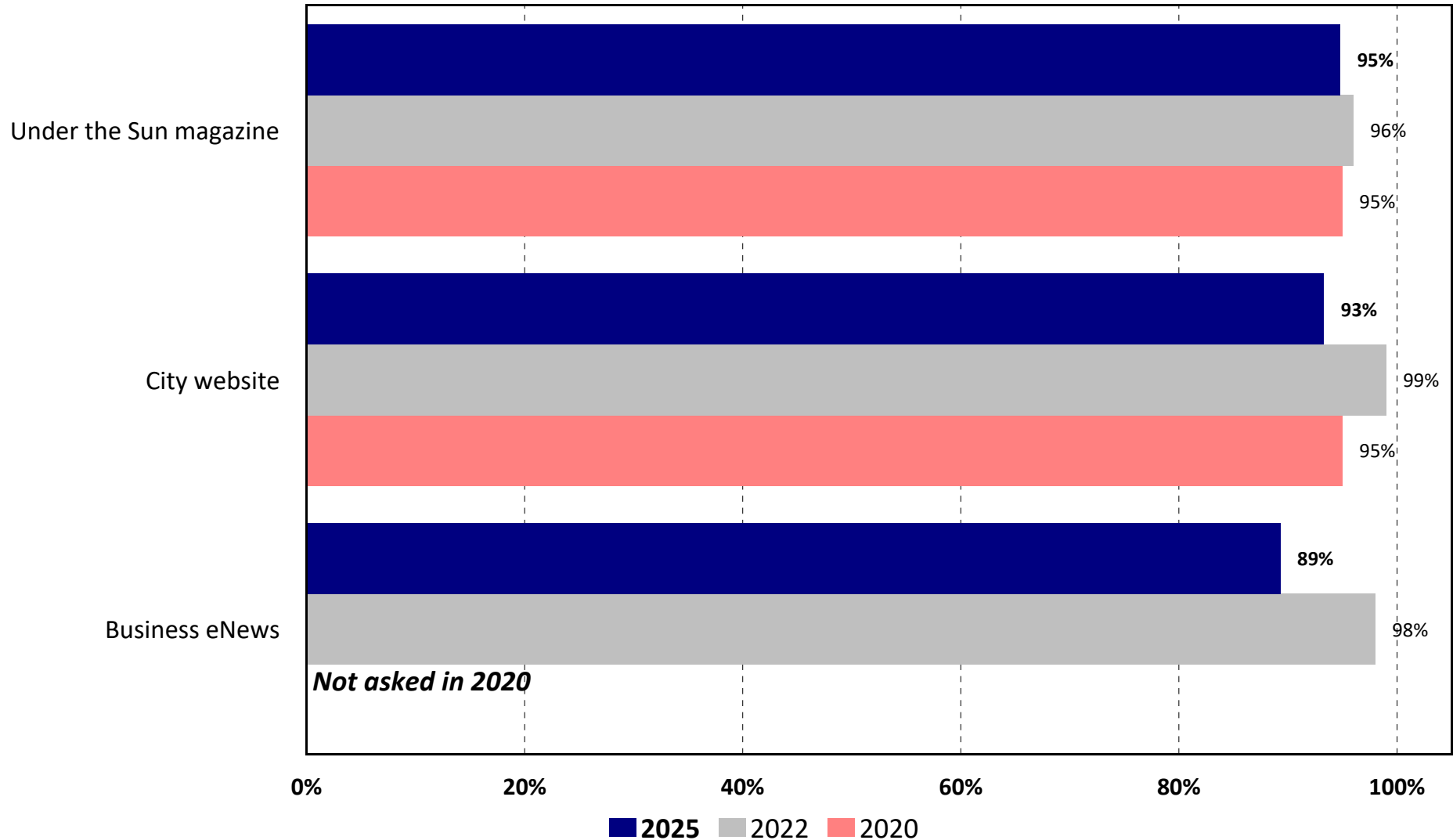
by percentage of respondents (excluding "don't know")



Satisfaction With the City’s Efforts to Keep Businesses Informed About Programs, Services and Local Issues Using the Following Trends - 2020 to 2025

by percentage of respondents who were satisfied (excluding “don’t know”)

Satisfaction ratings were the combined 3, 4 & 5 ratings on a 5-point scale, where a rating of 5 meant very satisfied

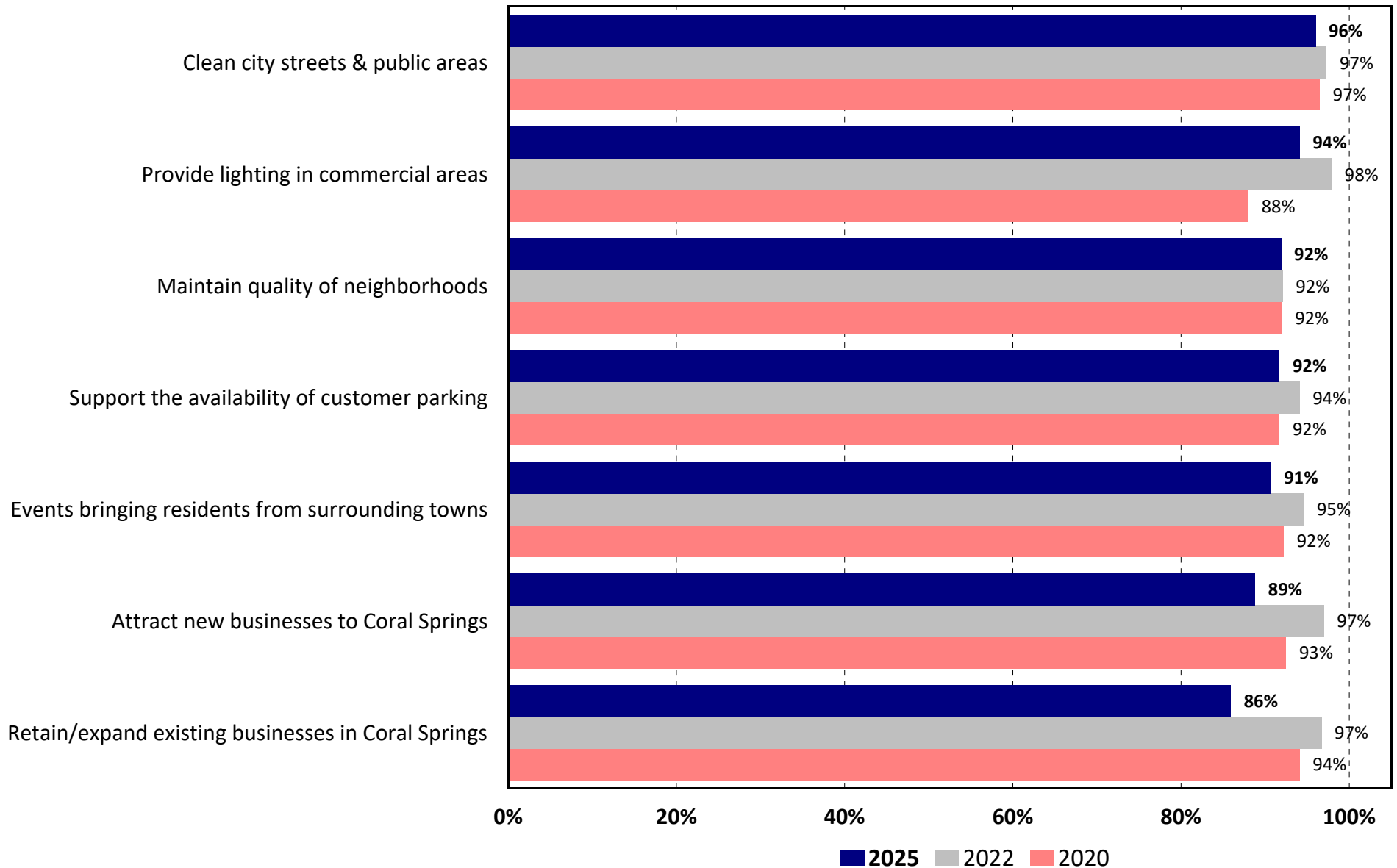


How satisfied is your business in the following areas?

Trends - 2020 to 2025

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

Satisfaction ratings were the combined 3, 4 & 5 ratings on a 5-point scale, where a rating of 5 meant very satisfied





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Tabular Data

Q1. Which of the following best describes your position within your company?

Q1. Your position within your company	Number	Percent
Owner/Executive	181	71.8 %
Manager	66	26.2 %
Employee	4	1.6 %
Not provided	1	0.4 %
Total	252	100.0 %

WITHOUT "NOT PROVIDED"**Q1. Which of the following best describes your position within your company? (without "not provided")**

Q1. Your position within your company	Number	Percent
Owner/Executive	181	72.1 %
Manager	66	26.3 %
Employee	4	1.6 %
Total	251	100.0 %

Q2. Which of the following best describes the overall business climate in Coral Springs today, compared to two years ago?

Q2. Overall business climate in Coral Springs today compared to two years ago	Number	Percent
Better	82	32.5 %
No change, but good	101	40.1 %
No change, but poor	19	7.5 %
Worse	17	6.7 %
Don't know	33	13.1 %
Total	252	100.0 %

WITHOUT "DON'T KNOW"**Q2. Which of the following best describes the overall business climate in Coral Springs today, compared to two years ago? (without "don't know")**

Q2. Overall business climate in Coral Springs today compared to two years ago	Number	Percent
Better	82	37.4 %
No change, but good	101	46.1 %
No change, but poor	19	8.7 %
Worse	17	7.8 %
Total	219	100.0 %

Q3. Considering what you get from the City in terms of services, how do you feel about the amount of property taxes you pay?

Q3. How do you feel about the amount of property taxes you pay	Number	Percent
I pay more than my fair share of taxes	101	40.1 %
I pay about the right amount of taxes	82	32.5 %
I pay less than my fair share of taxes	2	0.8 %
Not applicable, I do not own	44	17.5 %
Don't know	23	9.1 %
Total	252	100.0 %

WITHOUT "DON'T KNOW"

Q3. Considering what you get from the City in terms of services, how do you feel about the amount of property taxes you pay? (without "don't know")

Q3. How do you feel about the amount of property taxes you pay	Number	Percent
I pay more than my fair share of taxes	101	44.1 %
I pay about the right amount of taxes	82	35.8 %
I pay less than my fair share of taxes	2	0.9 %
Not applicable, I do not own	44	19.2 %
Total	229	100.0 %

Q4. Overall, how would you rate the City of Coral Springs' customer service?

Q4. How would you rate City of Coral Springs' customer service	Number	Percent
Very good	100	39.7 %
Good	126	50.0 %
Poor	7	2.8 %
Very poor	4	1.6 %
Don't know	15	6.0 %
Total	252	100.0 %

WITHOUT "DON'T KNOW"

Q4. Overall, how would you rate the City of Coral Springs' customer service? (without "don't know")

Q4. How would you rate City of Coral Springs' customer service	Number	Percent
Very good	100	42.2 %
Good	126	53.2 %
Poor	7	3.0 %
Very poor	4	1.7 %
Total	237	100.0 %

Q5. How satisfied are you with your experiences with each of the following services, departments, or programs over the last TWO years?

(N=252)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Building Division (permits & inspections)	23.0%	23.4%	21.4%	5.2%	2.0%	25.0%
Q5-2. Fire inspection & suppression services	47.6%	27.0%	13.9%	2.8%	0.4%	8.3%
Q5-3. Emergency Services (911 police & fire response)	42.9%	26.2%	8.7%	2.4%	0.0%	19.8%
Q5-4. Business Tax Office	31.3%	30.6%	14.7%	4.0%	1.6%	17.9%
Q5-5. Code Compliance	21.4%	21.4%	17.9%	7.5%	5.2%	26.6%
Q5-6. Planning & Zoning	23.4%	19.0%	15.5%	9.1%	2.0%	31.0%
Q5-7. Police Department	46.8%	29.0%	11.5%	2.4%	2.4%	7.9%
Q5-8. Street maintenance & drainage	36.5%	34.5%	15.9%	4.0%	2.0%	7.1%
Q5-9. Trash collection services	41.3%	30.2%	12.7%	6.0%	2.0%	7.9%
Q5-10. Economic Development Office	23.4%	21.4%	11.9%	5.2%	0.4%	37.7%
Q5-11. Community Redevelopment Agency (CRA)	18.7%	22.2%	15.5%	3.2%	2.0%	38.5%

WITHOUT "DON'T KNOW"**Q5. How satisfied are you with your experiences with each of the following services, departments, or programs over the last TWO years? (without "don't know")**

(N=252)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Building Division (permits & inspections)	30.7%	31.2%	28.6%	6.9%	2.6%
Q5-2. Fire inspection & suppression services	51.9%	29.4%	15.2%	3.0%	0.4%
Q5-3. Emergency Services (911 police & fire response)	53.5%	32.7%	10.9%	3.0%	0.0%
Q5-4. Business Tax Office	38.2%	37.2%	17.9%	4.8%	1.9%
Q5-5. Code Compliance	29.2%	29.2%	24.3%	10.3%	7.0%
Q5-6. Planning & Zoning	33.9%	27.6%	22.4%	13.2%	2.9%
Q5-7. Police Department	50.9%	31.5%	12.5%	2.6%	2.6%
Q5-8. Street maintenance & drainage	39.3%	37.2%	17.1%	4.3%	2.1%
Q5-9. Trash collection services	44.8%	32.8%	13.8%	6.5%	2.2%
Q5-10. Economic Development Office	37.6%	34.4%	19.1%	8.3%	0.6%
Q5-11. Community Redevelopment Agency (CRA)	30.3%	36.1%	25.2%	5.2%	3.2%

Q6. How satisfied are you with each of the following in Coral Springs?

(N=252)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Image of City	43.3%	39.7%	13.9%	2.8%	0.0%	0.4%
Q6-2. Quality of life	42.1%	38.5%	15.1%	2.0%	0.8%	1.6%
Q6-3. Quality of new development in City	31.7%	34.1%	20.2%	6.0%	2.4%	5.6%
Q6-4. Redevelopment within City	32.1%	27.8%	23.0%	8.7%	1.2%	7.1%
Q6-5. Feeling of safety	35.3%	37.3%	18.3%	6.3%	2.0%	0.8%
Q6-6. Satisfaction with City's efforts to support quality neighborhoods	35.3%	39.7%	16.7%	2.8%	1.2%	4.4%

WITHOUT "DON'T KNOW"**Q6. How satisfied are you with each of the following in Coral Springs? (without "don't know")**

(N=252)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Image of City	43.4%	39.8%	13.9%	2.8%	0.0%
Q6-2. Quality of life	42.7%	39.1%	15.3%	2.0%	0.8%
Q6-3. Quality of new development in City	33.6%	36.1%	21.4%	6.3%	2.5%
Q6-4. Redevelopment within City	34.6%	29.9%	24.8%	9.4%	1.3%
Q6-5. Feeling of safety	35.6%	37.6%	18.4%	6.4%	2.0%
Q6-6. Satisfaction with City's efforts to support quality neighborhoods	36.9%	41.5%	17.4%	2.9%	1.2%

Q7. How well does the City of Coral Springs communicate with business owners and managers?

Q7. How well does City of Coral Springs communicate with business owners & managers	Number	Percent
Very good	54	21.4 %
Good	115	45.6 %
Poor	25	9.9 %
Very poor	9	3.6 %
Don't know	49	19.4 %
Total	252	100.0 %

WITHOUT "DON'T KNOW"**Q7. How well does the City of Coral Springs communicate with business owners and managers? (without "don't know")**

Q7. How well does City of Coral Springs communicate with business owners & managers	Number	Percent
Very good	54	26.6 %
Good	115	56.7 %
Poor	25	12.3 %
Very poor	9	4.4 %
Total	203	100.0 %

Q8. How satisfied is your business with the City's efforts to keep you informed about programs, services and local issues using the following?

(N=252)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. City website (CoralSprings.gov)	30.6%	29.8%	17.9%	5.2%	0.4%	16.3%
Q8-2. Savorshopbe.com	12.7%	13.5%	13.5%	3.6%	0.4%	56.3%
Q8-3. Social media	21.4%	22.6%	18.3%	6.0%	0.4%	31.3%
Q8-4. Business eNews	18.3%	20.2%	17.9%	6.3%	0.4%	36.9%
Q8-5. Under the Sun magazine	25.8%	27.0%	19.4%	4.0%	0.0%	23.8%
Q8-6. CityTV	7.9%	17.1%	17.5%	4.0%	0.4%	53.2%
Q8-7. Text message notification(s)	16.3%	19.4%	17.1%	6.0%	1.6%	39.7%

WITHOUT "DON'T KNOW"

Q8. How satisfied is your business with the City's efforts to keep you informed about programs, services and local issues using the following? (without "don't know")

(N=252)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. City website (CoralSprings.gov)	36.5%	35.5%	21.3%	6.2%	0.5%
Q8-2. Savorshopbe.com	29.1%	30.9%	30.9%	8.2%	0.9%
Q8-3. Social media	31.2%	32.9%	26.6%	8.7%	0.6%
Q8-4. Business eNews	28.9%	32.1%	28.3%	10.1%	0.6%
Q8-5. Under the Sun magazine	33.9%	35.4%	25.5%	5.2%	0.0%
Q8-6. CityTV	16.9%	36.4%	37.3%	8.5%	0.8%
Q8-7. Text message notification(s)	27.0%	32.2%	28.3%	9.9%	2.6%

Q9. How satisfied is your business with the City's efforts to...

(N=252)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Retain & expand existing businesses in Coral Springs	25.0%	31.7%	18.3%	11.1%	1.2%	12.7%
Q9-2. Attract new businesses to Coral Springs	31.0%	28.6%	16.7%	7.5%	2.0%	14.3%
Q9-3. Maintain quality of neighborhoods	32.1%	36.9%	17.1%	5.2%	2.4%	6.3%
Q9-4. Provide lighting in commercial areas	31.7%	34.5%	21.8%	5.2%	0.4%	6.3%
Q9-5. Support availability of customer parking	31.3%	33.3%	19.0%	7.1%	0.4%	8.7%
Q9-6. Ease traffic congestion & improve roadway conditions	26.2%	27.4%	22.2%	15.5%	4.8%	4.0%
Q9-7. Create attractions/events to bring residents from surrounding cities to Coral Springs	32.5%	32.1%	17.1%	6.3%	2.0%	9.9%
Q9-8. Clean City streets & public areas	44.8%	35.3%	14.3%	3.6%	0.4%	1.6%
Q9-9. Support environmental & sustainability efforts	29.0%	32.1%	16.7%	4.8%	0.0%	17.5%

WITHOUT "DON'T KNOW"**Q9. How satisfied is your business with the City's efforts to... (without "don't know")**

(N=252)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Retain & expand existing businesses in Coral Springs	28.6%	36.4%	20.9%	12.7%	1.4%
Q9-2. Attract new businesses to Coral Springs	36.1%	33.3%	19.4%	8.8%	2.3%
Q9-3. Maintain quality of neighborhoods	34.3%	39.4%	18.2%	5.5%	2.5%
Q9-4. Provide lighting in commercial areas	33.9%	36.9%	23.3%	5.5%	0.4%
Q9-5. Support availability of customer parking	34.3%	36.5%	20.9%	7.8%	0.4%
Q9-6. Ease traffic congestion & improve roadway conditions	27.3%	28.5%	23.1%	16.1%	5.0%
Q9-7. Create attractions/ events to bring residents from surrounding cities to Coral Springs	36.1%	35.7%	18.9%	7.0%	2.2%
Q9-8. Clean City streets & public areas	45.6%	35.9%	14.5%	3.6%	0.4%
Q9-9. Support environmental & sustainability efforts	35.1%	38.9%	20.2%	5.8%	0.0%

Q10. Does your business own or rent/lease the facility where your business is located?

Q10. Does your business own or rent/lease the facility where your business is located	Number	Percent
Own	89	35.3 %
Rent/lease	157	62.3 %
Don't know	6	2.4 %
Total	252	100.0 %

WITHOUT "DON'T KNOW"**Q10. Does your business own or rent/lease the facility where your business is located? (without "don't know")**

Q10. Does your business own or rent/lease the facility where your business is located	Number	Percent
Own	89	36.2 %
Rent/lease	157	63.8 %
Total	246	100.0 %

Q11. How many full-time employees does your business currently employ?

Q11. Full-time employees your business currently employs	Number	Percent
1-5	131	52.0 %
6-9	47	18.7 %
10-24	34	13.5 %
25-49	9	3.6 %
50-99	6	2.4 %
100+	10	4.0 %
Not provided	15	6.0 %
Total	252	100.0 %

WITHOUT "NOT PROVIDED"**Q11. How many full-time employees does your business currently employ? (without "not provided")**

Q11. Full-time employees your business currently employs	Number	Percent
1-5	131	55.3 %
6-9	47	19.8 %
10-24	34	14.3 %
25-49	9	3.8 %
50-99	6	2.5 %
100+	10	4.2 %
Total	237	100.0 %

Q12. How many part-time employees does your business currently employ?

Q12. Part-time employees your business currently employs	Number	Percent
1-5	111	44.0 %
6-9	22	8.7 %
10-24	18	7.1 %
25+	9	3.6 %
Not provided	92	36.5 %
Total	252	100.0 %

WITHOUT "NOT PROVIDED"**Q12. How many part-time employees does your business currently employ? (without "not provided")**

Q12. Part-time employees your business currently employs	Number	Percent
1-5	111	69.4 %
6-9	22	13.8 %
10-24	18	11.3 %
25+	9	5.6 %
Total	160	100.0 %

Q13. How many years has your business been in Coral Springs?

Q13. How many years has your business been in Coral Springs	Number	Percent
0-5 years	76	30.2 %
6-10 years	58	23.0 %
11-15 years	34	13.5 %
16-20 years	24	9.5 %
21-30 years	34	13.5 %
31+ years	21	8.3 %
Not provided	5	2.0 %
Total	252	100.0 %

WITHOUT "NOT PROVIDED"**Q13. How many years has your business been in Coral Springs? (without "not provided")**

Q13. How many years has your business been in Coral Springs	Number	Percent
0-5 years	76	30.8 %
6-10 years	58	23.5 %
11-15 years	34	13.8 %
16-20 years	24	9.7 %
21-30 years	34	13.8 %
31+ years	21	8.5 %
Total	247	100.0 %

Q14. Which of the following best describes your industry?

Q14. Which following best describes your industry	Number	Percent
Construction	24	9.5 %
Manufacturing	8	3.2 %
Retail trade	43	17.1 %
Transportation & warehousing	10	4.0 %
Information	6	2.4 %
Finance & insurance	15	6.0 %
Real estate & rental & leasing	17	6.7 %
Professional, scientific, & technical services	34	13.5 %
Educational services	11	4.4 %
Health care & social assistance	48	19.0 %
Arts, entertainment, & recreation	5	2.0 %
Accommodation & food services	8	3.2 %
Other services (except public administration)	13	5.2 %
Other	7	2.8 %
Not provided	3	1.2 %
Total	252	100.0 %

WITHOUT "NOT PROVIDED"**Q14. Which of the following best describes your industry? (without "not provided")**

Q14. Which following best describes your industry	Number	Percent
Construction	24	9.6 %
Manufacturing	8	3.2 %
Retail trade	43	17.3 %
Transportation & warehousing	10	4.0 %
Information	6	2.4 %
Finance & insurance	15	6.0 %
Real estate & rental & leasing	17	6.8 %
Professional, scientific, & technical services	34	13.7 %
Educational services	11	4.4 %
Health care & social assistance	48	19.3 %
Arts, entertainment, & recreation	5	2.0 %
Accommodation & food services	8	3.2 %
Other services (except public administration)	13	5.2 %
Other	7	2.8 %
Total	249	100.0 %

Q14-15. Other:

Q1415. Other	Number	Percent
Non profit/religious	2	28.6 %
Beauty	1	14.3 %
Supplier	1	14.3 %
Aviation	1	14.3 %
Wholeseller	1	14.3 %
Security	1	14.3 %
Total	7	100.0 %

Q15. Is your business any of the following?

Q15. Which following best describes your business	Number	Percent
Minority Business Enterprise (MBE)	30	11.9 %
Women Owned Business (WBE)	46	18.3 %
Small Business Enterprise (SBE)	86	34.1 %
Veteran Owned Business	10	4.0 %
None of these	94	37.3 %
Don't know	27	10.7 %
Total	293	

WITHOUT "DON'T KNOW"**Q15. Is your business any of the following? (without "don't know")**

Q15. Which following best describes your business	Number	Percent
None of these	94	41.8 %
Small Business Enterprise (SBE)	86	38.2 %
Women Owned Business (WBE)	46	20.4 %
Minority Business Enterprise (MBE)	30	13.3 %
Veteran Owned Business	10	4.4 %
Total	266	

Q16. Which of the following sectors best describes where your business is located in Coral Springs?

Q16. Where is your business located in Coral Springs	Number	Percent
Northeast	38	15.1 %
Northwest	75	29.8 %
Southeast	32	12.7 %
Southwest	60	23.8 %
Downtown	24	9.5 %
Not provided	23	9.1 %
Total	252	100.0 %

WITHOUT "NOT PROVIDED"**Q16. Which of the following sectors best describes where your business is located in Coral Springs? (without "not provided")**

Q16. Where is your business located in Coral Springs	Number	Percent
Northeast	38	16.6 %
Northwest	75	32.8 %
Southeast	32	14.0 %
Southwest	60	26.2 %
Downtown	24	10.5 %
Total	229	100.0 %

Q17. If you have any additional suggestions or comments that you would like to share with City officials, please provide them here:

- Been in CS since 1977. Proud of the city and all that is going on, best police dept
- Code compliance should not write numerous violations at one time.
- Communication with the city is very poor, no help when requesting a permit.
- Continue to reach out.
- I have noticed larger businesses are getting grants thru the city, would like to know if you provide grants for small businesses.
- I receive more incentives from the county. Example: \$2500 small business grant, contracts for parts (traffic, license plate reader, etc.) Coral Springs does not utilize local business' service or products.
- I recommend adding more shaded seating and drinking fountains to the community park in Coler Springs. Summers here are unbearably hot, and these upgrades would make the park safer and more comfortable for families with children.
- I think it would be great to put more fruit trees and beautify the city. We have a 2020 property tax and a 2025 property tax and it has gone up \$3,000.00. Astronomical price increase for what feels like no change, only maintenance.
- I would love to see remodeling of the coral square mall and no high rises that will cause congestion to the traffic.
- I would love to volunteer to provide input for the future.
- I would suggest that City officials continue investing in community programs that improve safety, cleanliness, and access to affordable resources, since these efforts help residents feel more supported and connected to their neighborhoods.
- Improve our roads, they are in need of repair
- It would be great to find ways to highlight the community through creative advertising to improve outreach for events-also beyond social media. Maybe a local personality/crew (do we have one?) that people enjoy following or looking out for. I would also love if somehow there was a way to improve traffic conduct (among drivers). For example, I often find myself driving down Riverside because it seems safer overall, aside it from being less congested. I'm not the only one who has been feeling increasing aggression on roads. We do have a holiday parade, but maybe there can be something that also highlights our history. What makes Coral Springs unique-a way to capture it's charm. There's a neighborhood in West Boca, when you enter they have a sign they change every week or so with some words of encouragement. Something simple, that speaks to people.
- Lower my property tax, they have been increase every year.
- More EV parking, sustainability
- My concern is the funds provided for profit businesses to open in front of another business. Funds need to support neighborhood redevelopment.
- Please implement further attractions around coral springs to encourage people to come around more.
- Please move to digital rather than written or mail. Save the trees. More landscaping on Main Road.
- rain drainage in alleys. Improve B tax collection system
- recycling services
- Slow down
- Some of the cops are too cocky and overstep their bounds
- Stop building more apartments
- The two large building on Sample/University are not what expected, mostly apartments, no retail or entertainment
- There should be a WAWA convenience store across from 1351 N University dr gas station.
- Too many apartments
- Trash can stolen. City dug up front yard and ruined my brand new kitchen, refused to pay for it. Broke sprinkler and buried repair so deep it would not work. Killed a palm tree.
- Trash not picked up on Ramblewood Plaza
- Why is north Springs improvement district able to charge such high prices for water? Rip off
- Woodside drive needs to be cleaned up. Crime and speeding on that road.



Survey Instrument



Dear Business Leader,

Your business has been chosen to take part in the annual business survey!

The City of Coral Springs wants to make sure that our goals are aligned with the needs of local businesses. As such, we are relying on your feedback to help us improve the services and programs available to the business community.

Your feedback helps us determine where resources are best allocated as we update the city's Strategic Plan. We realize that this survey takes time to complete, but each answer helps influence many of the decisions city leaders make about the projects, programs, and services that could impact your business.

Please use the pre-paid envelope to return your completed survey. You may also complete the survey online at <https://coralspringsbusinesssurvey.org>. Your responses will remain confidential.

Do not hesitate to contact the Performance Management Manager, Nicole Giordano, at (954) 344-5928 if you have any questions related to this survey.

For other questions related to training and/or resources available to your business, please contact the Director of Economic Development, Kristi Bartlett, at (954) 344-5770.

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

Sincerely,

A handwritten signature in black ink that reads "Catherine Stevens".

Para obtener ayuda para completar la encuesta en español, visite el enlace de arriba o llame al 844-811-0411.

Pour obtenir de l'aide pour remplir le formulaire en français, veuillez visiter le lien ci-dessus ou appeler le 844-393-4437.

Pou èd pou ranpli an kreyòl, tanpri vizite lyen ki anwo a oswa rele 844-247-8190.

Rating of Quality of Life

6. How satisfied are you with each of the following in Coral Springs?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Image of the City	5	4	3	2	1	9
2. Quality of life	5	4	3	2	1	9
3. Quality of new development in the City	5	4	3	2	1	9
4. Redevelopment within the City	5	4	3	2	1	9
5. Feeling of safety	5	4	3	2	1	9
6. Satisfaction with the City's efforts to support quality neighborhoods	5	4	3	2	1	9

7. How well does the City of Coral Springs communicate with business owners and managers?

(4) Very good (2) Poor (9) Don't know
 (3) Good (1) Very poor

8. How satisfied is your business with the City's efforts to keep you informed about programs, services and local issues using the following?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't Know
1. City website (CoralSprings.gov)	5	4	3	2	1	9
2. Savorshopbe.com	5	4	3	2	1	9
3. Social media	5	4	3	2	1	9
4. Business E-news	5	4	3	2	1	9
5. Under the Sun magazine	5	4	3	2	1	9
6. CityTV	5	4	3	2	1	9
7. Text message notification(s)	5	4	3	2	1	9

Ratings of City Efforts at Maintaining the Quality of Neighborhoods

9. How satisfied is your business with the City's efforts to...

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Retain and expand existing businesses in Coral Springs	5	4	3	2	1	9
2. Attract new businesses to Coral Springs	5	4	3	2	1	9
3. Maintain the quality of neighborhoods	5	4	3	2	1	9
4. Provide lighting in commercial areas	5	4	3	2	1	9
5. Support the availability of customer parking	5	4	3	2	1	9
6. Ease traffic congestion and improve roadway conditions	5	4	3	2	1	9
7. Create attractions/events to bring residents from surrounding cities to Coral Springs	5	4	3	2	1	9
8. Clean city streets and public areas	5	4	3	2	1	9
9. Support environmental and sustainability efforts	5	4	3	2	1	9

Business Characteristics

10. Does your business own or rent/lease the facility where your business is located?

(1) Own (2) Rent/lease (9) Don't know

11. How many full-time employees does your business currently employ? _____ employees

12. How many part-time employees does your business currently employ? _____ employees

13. How many years has your business been in Coral Springs? _____ years

14. Which of the following best describes your industry? [Select one.]

- (01) Construction
- (02) Manufacturing
- (03) Retail trade
- (04) Transportation and warehousing
- (05) Information
- (06) Finance and insurance
- (07) Real estate and rental and leasing
- (08) Professional, scientific, and technical services
- (09) Administrative and support and waste management and remediation services
- (10) Educational services
- (11) Health care and social assistance
- (12) Arts, entertainment, and recreation
- (13) Accommodation and food services
- (14) Other services (except public administration)
- (15) Other: _____

15. Is your business any of the following? [Select all that apply.]

- (1) Minority Business Enterprise (MBE)
- (2) Women Owned Business (WBE)
- (3) Small Business Enterprise (SBE)
- (4) Veteran Owned Business
- (5) None of these
- (9) Don't know

16. Which of the following sectors best describes where your business is located in Coral Springs?

- (1) Northeast (north of Sample and east of University)
- (2) Northwest (north of Sample and west of University)
- (3) Southeast (south of Sample and east of University)
- (4) Southwest (south of Sample and west of University)
- (5) Downtown/Community Redevelopment Agency (CRA) (Sample & University)
- (9) Not sure

17. If you have any additional suggestions or comments that you would like to share with City officials, please write them in the space below:

18. Would you like the City of Coral Springs to follow up with you on the issues you raised above?

- (1) Yes [Answer Q18a.]
- (2) No [End Survey.]

18a. Please provide your contact information so that the City can reach out.

Name: _____ Phone: _____

Email: _____

This concludes the survey. Thank you for your time!
Return your completed survey in the enclosed postage paid envelope addressed to:
Please ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information shown to the right will ONLY be used to help ensure the survey results are statistically representative of residents in the metro area. If your address is not correct, please provide the correct information. Thank you.