

# MIAMI BEACH

## CITY OF MIAMI BEACH COMMUNITY SATISFACTION SURVEY FINAL REPORT

2014



# MIAMI BEACH

## CITY OF MIAMI BEACH COMMUNITY SATISFACTION SURVEY FINAL REPORT

2014

Project Directors:  
Phillip E. Downs, Ph.D.  
Joseph St. Germain, Ph.D.  
Nicole Pick  
Rachael Powell  
Kerr & Downs Research  
2992 Habersham Drive  
Tallahassee, Florida 32309  
[www.kerr-downs.com](http://www.kerr-downs.com)  
800.564.3182  
June 2014



	Contents
Introduction	1
Format of Report & Interpretation of Data	5
Executive Summary	9
Methodology	21
Predictive Analytics	25
Residential Survey: Quality of Life	35
Residential Survey: City Services	47
Residential Survey: Historic Preservation & Development	77
Residential Survey: Transportation & Parking	81
Residential Survey: Safety	91
Residential Survey: Culture/Entertainment/Tourism	101
Residential Survey: Economy/Taxes	119
Residential Survey: Communication	123
Residential Survey: Customer Service	131
Residential Survey: Website	139
Residential Survey: Demographics	143
Normative Comparison	151
Business Survey: City Services	159
Business Survey: Planning/Zoning/Construction	175
Business Survey: Historic Preservation & Development	181
Business Survey: Transportation & Parking	185
Business Survey: Safety	193
Business Survey: Culture/Entertainment/Tourism	203
Business Survey: Economy/Taxes	213
Business Survey: Communication	219
Business Survey: Customer Service	227
Business Survey: Website	239
Business Survey: Code Regulations	243
Business Survey: City Government	271
Business Survey: Demographics	281
Questionnaires	287
Appendix A: Residential Key Drivers	289
Appendix B: Business Key Drivers	301
Appendix C: Demographic Differences	315
Appendix D: Residential Past Data	327
Appendix E: Business Past Data	387



MIAMIBEACH

Introduction



This report presents the results of the 2014 City of Miami Beach Community Survey. In 2005, the City of Miami Beach formalized a performance-based approach for allocating resources based both on the City's Strategic Plan priorities and supporting department work plans based on the City's Excellence Model. The City's Excellence Model is a strategic measurement-based model for continuous improvement. It is driven by the City's Vision, with priorities established at the strategic level based on customer input and environmental scan information. Key Intended Outcomes (KIO's) are established as multi-year priorities, while more specific City-wide Initiatives are updated annually. Through the annual budget process, resources are allocated in support of these strategic priorities, and performance is monitored to track progress and make adjustments.

A key component of this process is the Community Satisfaction Survey. The first sets of community surveys were conducted in 2005 and 2007. These were followed by focus groups in 2006 and 2008 to get more in-depth information on issues identified through the surveys. Additional surveys were conducted in 2009 and 2012.

The 2014 survey built on previous surveys in that many questions asked in previous studies were included in the 2014 study so comparisons could be examined over time. Since issues and priorities change over time, some new questions were added and some questions were revised in the 2014 study.

The 2014 residential survey was quite comprehensive and included the following areas of examination:

- Quality of life
- City services
- Historic preservation and development
- Transportation
- Public safety
- City destinations, cultural events, and attractions
- Value of City services
- Communication preferences
- Interacting with City government
- City's website
- Demographics

The 2014 business survey was equally comprehensive and included the following areas:

- Reasons for locating businesses in Miami Beach
- City services
- Planning, zoning and construction
- Historic preservation and development
- Transportation
- Public safety
- City destinations, cultural events, and attractions
- Value of City services
- Communication preferences
- Interacting with City government
- Perceptions of the City's attitudes toward businesses
- Code inspections
- Demographics

The next section gives the reader a blueprint for navigating this report.



MIAMIBEACH

Format of Report & Interpretation of Data



## REPORT SECTIONS

The report has the following sections:

- Executive summary – for the busy reader who wants a topline view
- Predictive analytics – structural equation models that identify how the City should prioritize its efforts to better serve residents and businesses
- Methodology – research processes followed in the study
- Research findings for residential survey – comprehensive coverage of all questions in the residential study with comparisons to surveys in past years
- Normative comparisons – comparing Miami Beach to other cities
- Research findings for the business survey – comprehensive coverage of all questions in the business study with comparisons to surveys in past years
- Questionnaires
- Appendices:
  - Residential key drivers
  - Business key drivers
  - Demographic differences– a look at how each key target in the residential survey (e.g., females, low-income residents) differed in their responses from the total sample
  - Residential data for past and present studies by zones
  - Business data for past and present studies by zones

## INTERPRETATION OF DATA

Because of the large sample sizes, comprehensive sampling frames, use of cell and landline telephones in the residential survey, scientifically rigorous sampling processes, large sample sizes, and professional interviewers, the results of these surveys can be extrapolated to all residents and all businesses in the City of Miami Beach. That is, if this study shows that 75% of the residents believe there is too little parking in the City, then it can be extrapolated that 75% of all residents believe there is too little parking. Of course there are sampling errors, but because of the large sample sizes the sampling errors are minimal.

There are some questions (e.g., rating of ocean rescue services) that have relatively high levels of “Don’t Know” responses: 21% of residents lacked sufficient knowledge to rate ocean rescue services, yet 88% of residents who had sufficient knowledge gave positive ratings to ocean rescue services. For questions with high levels of “Don’t Know” answers, it is not strictly appropriate to infer that all residents believe as the survey results state. A more precise interpretation is: “88% of the 79% of residents who had sufficient knowledge to rate ocean rescue services gave these services positive ratings.” This type of wording is cumbersome and is not consistent with reporting in previous community surveys. Hence, the findings in 2014 would not be comparable to findings in previous studies. Therefore, footnotes are included for questions with high levels of “Don’t Know” responses so the reader is reminded that the statistics refer to residents (or businesses) that have sufficient knowledge to rate the City on that dimension.



MIAMIBEACH

Executive Summary

## TOPLINE OVERVIEW OF RESIDENTIAL RATINGS

The City of Miami Beach received a wide range of ratings from residents and businesses in the 2014 City of Miami Beach Community Survey. In the residential survey, quality of life measures trended down somewhat from the 2012 study. Ratings for City services were down from 2012 as eighteen of the nineteen services had lower ratings in 2014 – ratings for the other services were stable from 2012 to 2014. Ratings for historic preservation and development were stable from 2012 to 2014.

Several ratings for transportation and parking were stable from 2012 to 2014, yet two critical areas, traffic flow and road conditions, experienced significant drops in ratings. Ratings across eight safety measures were stable with each varying only a point or two from 2012 results. In the area of culture, entertainment and tourism, fewer residents in 2014 claimed that Miami Beach had the right number of museums, cultural activities, family-friendly activities, and major events. Ratings on taxes and the economy were mixed when compared to 2012 results, while customer service ratings were down across all five measures from 2012 to 2014. Awareness of, and satisfaction with, the City's website were down slightly.

## TOPLINE OVERVIEW OF BUSINESS RATINGS

Ratings of City government by businesses also varied considerably across issues. Ratings for some City services were high while others were low, yet 2014 ratings lagged slightly below 2012 ratings. Ratings on historic preservation issues were stable in 2014 just as they were for residents. Ratings for planning, zoning and construction issues fell below 2012 ratings as did transportation issues, for the most part. Safety ratings in 2014 were similar to commensurate ratings in 2012. Ratings for the economy and taxes were lower in 2014, and customer service ratings were up slightly across the board. As with the residential surveys, the overall snapshot of business ratings of the City of Miami Beach were, on the whole, slightly down from the 2012 ratings. Nonetheless, a substantial number of City services received positive ratings from 70% to 95% of businesses.

## RESIDENTIAL FINDINGS

Quality of life measure was high (77%), yet down considerably from 2012 (89%). Percentages of residents who would recommend Miami Beach as a place to live trended up and was high (81%). More residents described Miami Beach as a worse place to live (29% in 2014 versus 21% in 2012).

Ratings for City services decreased an average of six percentage points from 2012 to 2014. Storm drainage (25% positive ratings) and addressing homelessness (37% positive ratings) were the lowest rated services in 2014, and each of these services was rated lower in 2014 than in 2012.

City services that received comparatively high percentages of positive ratings included (positive ratings in parentheses):

- Quality of beaches (82%)
- Playground appearance (81%)
- Appearance & maintenance of public buildings (79%)
- Recreation programs (79%)
- Garbage & trash collection (79%)
- Park maintenance (76%)
- Public schools (75%)

The City's efforts to meet residents' expectations in delivering services dropped from 67% in 2012 to 58% in 2014. Code enforcement ratings remained stable from 2012 to 2014 (61% positive in 2012 and 62% positive in 2014). Ratings of neighborhood noise trended downward from 75% in 2012 to 69% in 2014. The City of Miami Beach received below average ratings on its efforts to be green (59% positive), which were also down from 2012. There is significant residential support (87%) for tax dollar spending to address rising sea levels.

Scores on the two historic preservation issues were similar to 2012, and while effectiveness of historic preservation efforts received high marks (74% positive), efforts to regulate development received only 53% positive ratings.

Transportation ratings trended down for the most part since 2009. Satisfaction with the availability of parking remained stagnant at 24%. Traffic flow (16% positive, down 7 percentage points) and road conditions (32% positive, down 12 percentage points) received low evaluations.

Several safety issues received high marks in 2014, e.g., 93% positive ratings for the fire department, 92% positive ratings for emergency medical response, and 88% positive ratings for ocean rescue. Residents felt safe during the daytime and at night, even in commercial areas.

Residential ratings for the right amount of museums (57% in 2014 compared to 61% in 2012), family friendly activities (61% in 2014, 66% in 2012), and major events (67% in 2014, 71% in 2012) lagged behind results from 2012.

The perceived value of City services remained about the same at 58% in 2014. Capital improvement ratings dropped in 2014 as 77% of residents gave positive ratings.

Residents in 2014 reported getting their news about City government less frequently from newspapers as internet news sources and local television news programs rivaled newspapers as sources for City government news. Three out of four residents (75%) claimed there was some value in the information they received from City Hall.

Customer service ratings trended down from 2012 to 2014 with fewer percentages of residents giving City employees high marks for the ease of finding someone to help (61%) and overall satisfaction (62%). Three in five residents (63%) claimed the City was open to hearing their concerns.

The typical resident who participated in the study:

- White (93%)
- Evenly split between Hispanic/Latino (50%) and not (50%)
- Live in an apartment or condo (69%)
- Homeowner (79%)
- Lived in Miami Beach for 18 years
- 49 years of age
- Earns \$58,000 per year
- Married (53%), yet 29% were single living alone and 13% were single and living with a partner/roommate
- Speaks English at home (79%), although 16% speak Spanish at home
- Lives in Miami Beach year round
- Female (51%)

## BUSINESS FINDINGS

Ratings by businesses for many City-provided services were high in 2014 (e.g., 83% positive ratings for park maintenance, 82% for quality of beaches and 79% for appearance & maintenance of public buildings). Conversely, only 31% of businesses gave positive ratings for storm drainage. Ratings were down slightly from 2012, especially for storm drainage and landscape maintenance in rights of way & public places, which were down six percentage points since 2012. On the other hand, addressing homelessness was up eight percentage points since 2012.

Seven in ten businesses (71%) thought inspections were fair. Nearly seven in ten businesses (69%) thought the level of code enforcement was just right, this figure was up eight percentage points since 2012.

Historic preservation ratings were down in 2014 as 77% of businesses gave positive evaluations to the City's historic preservation efforts. While up from 2012, only 64% of businesses thought that the City's efforts to regulate development were just right.

Transportation ratings were down in all areas. Only 31% of businesses gave positive ratings for customer parking availability. Positive ratings for condition of roads, effectiveness of public transportation for employees, and effectiveness of public transportation for customers were in the 30% to 50% range and similar to 2012. Traffic flow received one of the lowest ratings as only 25% of businesses gave this service positive ratings.

Safety ratings were very high in some areas (e.g., 93% positive ratings for fire department and 92% positive for emergency medical response) and moderate in others (e.g., 77% positive ratings for police). Most safety ratings were up from 2012 levels with the exception of ratings for emergency medical response and commercial area daytime safety.

Seven out of ten businesses felt the number of restaurants (71%) and major events (72%) was about right, while four out of ten businesses thought there were too few museums (40%) and family friendly activities (38%). Businesses' positive ratings for City's

management of special events were about the same as in 2012.

Businesses were less likely in 2014 (65% compared to 70% in 2012) to claim that tourism added to their success. Over half of businesses (56%) claimed that the Miami Beach Convention Center added to the success of their business. The overall value of City services based on tax levels increased slightly in 2014 to 54% positive ratings. Six in ten businesses (61%) support improvements of at least \$300 million for the Miami Beach Convention Center.

In 2014, fewer businesses received their news about the City from newspapers and the City website. One in three businesses (32%) reported receiving City news via internet news sources. Nearly nine out of ten businesses (89%) indicated there was some value in information received from the City of Miami Beach.

Customer service ratings were up across all attributes in 2014, yet only 64% of businesses gave high ratings to the ease of finding someone to help and timely processing by City employees. Four in five businesses (82%) gave high marks to the professionalism of City employees. Six in ten businesses (61%) claimed the City was open to hearing businesses' concerns.

Use of the City's website by businesses was down from 2012 to 2014 with 58% of businesses claiming to use the site. Satisfaction with the City's website was high (88% positive ratings), yet down slightly from 2012.

Just under half of the businesses (47%) reported being inspected by the building department in the past three years. In general, the department received moderate ratings. Only 59% gave a positive evaluation of the department for overall satisfaction. Over half (56%) of businesses perceived the building department as being open to hearing their concerns. Two in three businesses (66%) thought the building department's inspections were consistent over time or believed that the inspections were fair. On the other hand, building department employees received higher evaluations on all ratings.

The fire department received generally high marks for its inspections of businesses. The 56% of businesses that had been inspected by the fire department in the past three years gave fire department employees high marks for courteousness and professionalism (89% positive ratings) and for having proper training and knowledge (89% positive), but both figures are down from 2012. Nearly nine out of ten businesses (87%) gave the fire department positive ratings for overall satisfaction, and a high percentage of businesses rated the department positively on consistency of inspections over time (86% positive) and on fairness of inspections (89% positive). Over eight out of ten businesses (84%) believed that the fire department was open to hearing their concerns, which was up slightly from 2012.

The planning department received generally moderate marks for its inspections of businesses. The 34% of businesses that had been inspected by the planning department in the past three years gave planning department employees somewhat high marks for courteousness and professionalism (74% positive ratings) and for having proper training and knowledge (74% positive). Only 68% of businesses gave the planning department positive ratings for overall satisfaction. A somewhat high percentage of businesses rated the department positively on consistency of inspections over time (74% positive) and on fairness of inspections (74% positive). Seven out of ten businesses (71%) believed that the planning department was open to hearing their concerns.

Six in ten businesses (60%) believed that City Hall met their expectations in terms of delivering City services. Yet nearly half of businesses (49%) thought of Miami Beach as a better place to run a business compared to other municipalities. Four in five business owners and managers (82%) would recommend the City of Miami Beach as a place to do business compared to 70% two years ago. Business owners and managers identified parking, high property taxes, and high rent as the greatest challenges. Business owners also support tax dollar spending for addressing rising sea levels (87%) and building a rapid transit system (77%).

The typical business (or owner/manager) interviewed for the 2014 study was:

- 47% — Owner (46% manager)
- Been in business 12 years
- Had five employees
- Had annual sales/revenue of \$525,000
- Had one Miami Beach location
- Had no locations outside Miami Beach
- 57% — Male
- 18% — Retail businesses (17% — professional services)

## Summary of Residential Survey

Quality of life measures	2014 rating	Rating category <sup>1</sup>	Historic trend <sup>2</sup>	2012 rating
Quality of life	77	Somewhat high <sup>1</sup>	Trending down	89
Place to live - compared to a few years ago	38	Average	Trending down	47
Recommend Miami Beach	81	Somewhat high	Trending up	77
City services	2014 rating	Rating category	Historic trend	2012 rating
Street cleanliness in neighborhoods	68	Average	Trending down	74
Street cleanliness in commercial areas	61	Average	Trending down	69
Cleanliness of canals/waterways	53	Below average	Trending down	57
Storm drainage	25	Very low	Trending down	37
Sidewalk conditions	50	Below average	Trending down	58
Street lighting	65	Average	Trending down	71
Appearance & maintenance of public buildings	79	Somewhat high	Trending down	87
Quality of beaches	82	High	Stable	84
Recreation programs	79	Somewhat high	Trending down	85
Playground appearance	81	High	Stable	84
Park maintenance	76	Somewhat high	Trending down	82
Landscape maintenance	70	Somewhat high	Trending down	79
Garbage & trash collection	79	Somewhat high	Stable	81
Addressing homelessness	37	Very low	Trending down	42
Public schools	75	Somewhat high	Trending down	90
Efforts to be "green"	59	Below average	Trending down	66
Meet expectations for City services	58	Below average	Trending down	67
Level of code enforcement	62	Average	Stable	61
Neighborhood noise	69	Average	Trending down	75
Tax dollar spending for rising sea levels	87	High	--	--
Historic preservation & development	2014 rating	Rating category	Historic trend	2012 rating
Effectiveness of historic preservation efforts	74	Somewhat high	Trending down	78
Efforts to regulate development	53	Below average	Stable	55
Transportation & parking	2014 rating	Rating category	Historic trend	2012 rating
Car - primary transportation	73	High	Stable	74
Walking or biking - primary transportation	11	Low	Stable	11
Public bus - primary transportation	6	Low	Stable	4
Parking availability - about right	24	Very low	Stable	27
Traffic flow	16	Very low	Trending down	23
Road condition	32	Very low	Trending down	44
Willing to ride bus	49	Low	Stable	49
Willing to ride bicycles	39	Very low	Trending down	48
Availability of bike paths/lanes - about right	40	Below average	Trending down	45
Willingness to reduce on-street parking for bike lanes	46	Low	Stable	43
Willingness to reduce on-street parking for shade trees	43	Low	Stable	40

<sup>1</sup> Very high – 90%+; High – 80%+; Somewhat high – 70%+; Average – 60%+; Below average – 50%+; Low – 40%+; Very low <40%.

<sup>2</sup> 2014 results were compared to 2012 results for issues related to City services.

# Executive Summary

Willingness to reduce on-street parking for trolley cars	38	Very low	Trending up	34
Willingness to reduce on-street parking for vehicle lanes	36	Very low	Stable	35
Willingness to reduce on-street parking for sidewalks	36	Very low	Trending up	31
Willingness to reduce on-street parking for bus lanes	32	Very low	Trending up	28
<b>Safety</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Police department	67	Average	Stable	66
Emergency medical response	92	Very high	Stable	89
Fire department	93	Very high	Stable	91
Ocean rescue, lifeguard, beach patrol	88	High	Stable	86
Emergency/hurricane preparedness	84	High	Stable	83
Neighborhood daytime safety	98	Very high	Stable	98
Neighborhood night-time safety	88	High	Stable	91
Commercial area night-time safety	85	High	Stable	85
<b>Culture, entertainment, tourism</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Number of museums - about right	57	Below average	Trending down	61
Number of cultural activities - about right	65	Average	Stable	67
Number of family friendly activities - about right	61	Average	Trending down	66
Number of major events - about right	64	Average	Trending down	71
Number of restaurants - about right	71	Somewhat high	NA	NA
Number of bars & nightclubs	59	Below average	NA	NA
Visited the Bass Museum of Art	2 times <sup>1</sup>	--	--	3 times
Visited the Miami Beach Convention Center	2 times	--	--	4 times
Visited the Fillmore at the Jackie Gleason Theatre	2 times	--	--	3 times
Visited the Colony Theatre	1 time	--	--	2 times
Visited the Byron Carlyle Theatre	1 time	--	--	1 time
Visited the Collins Avenue business area - at least weekly	63	--	NA	NA
Visited the Alton Road business area - at least weekly	57	--	NA	NA
Visited the Lincoln Road business area - at least weekly	60	--	NA	NA
Visited the 41st Street business area - at least weekly	46	--	NA	NA
Visited the Collins (72nd-75th) business area - at least weekly	38	--	NA	NA
Visited the 71st Street business area - at least weekly	38	--	NA	NA
Visited the Washington Avenue business area - at least weekly	42	--	NA	NA
Visited the South of 5th Street business area - at least weekly	34	--	NA	NA
Visited the Sunset Harbor business area - at least weekly	33	--	NA	NA
Visited the Ocean Drive business area - at least weekly	27	--	NA	NA

<sup>1</sup> Average for all residents

Visited the Ocean Terrace business area - at least weekly	18	--	NA	NA
Management of special events	55	Below average	Stable	57
Effect of tourism on quality of life - adds	64	Average	Trending down	70
<b>Economy and taxes</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Value of City services	58	Below average	Stable	56
Capital improvement projects	77	Somewhat high	Trending down	81
<b>Communication</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Get City news from local TV news	28	--	Trending up	19
Get City news from newspaper	26	--	Stable	25
Get City news from internet news sources	25	--	Trending up	18
Get City news from Miami Beach website	20	--	Stable	23
Value of information from City - useful	75	Somewhat high	Trending down	87
Contacted the City in the past year	50	--	Trending up	45
Reason for contacting City - file complaint	50	--	Trending up	42
Reason for contacting City - research an issue	20	--	Trending up	16
Reason for contacting City - pull a building permit	7	--	Stable	10
Reason for contacting City - pay a bill	6	--	Stable	7
Method of contacting City - telephone	66	--	Stable	67
Method of contacting City - email	16	--	Stable	13
Method of contacting City - in-person	12	--	Stable	13
<b>Customer service</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Ease of finding someone to help	61	Average	Trending down	70
Professionalism of City customer service representative	79	Somewhat high	Trending down	85
Competency of City customer service representative	71	Somewhat high	Trending down	75
Overall satisfaction with City customer service	62	Average	Trending down	71
Openness to hearing residents' concerns	63	Average	Trending down	67
<b>City's website</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Aware of City's website	50	Below average	Trending down	55
Satisfaction with City's website	79	Somewhat high	Trending down	87
<b>Demographics</b>	<b>Statistic</b>			
White	93%			
Latino/Hispanic	50%			
Hispanics born in Cuba	30%			
Live in an apartment or condo	69%			
Homeowner	79%			
Years in Miami Beach	18 years			
Age	49 years of age			
Household income	\$58,000			
Married	53%			
Speaks English at home	79%			
Female	51%			

## Summary of Business Survey

City services	2014 rating	Rating category <sup>1</sup>	Historic trend	2012 rating
Street cleanliness	63	Average <sup>1</sup>	Stable	62
Cleanliness of canals/waterways	59	Below average	Stable	59
Storm drainage	31	Very low	Trending down	37
Sidewalk condition	61	Average	Stable	64
Appearance & maintenance of public buildings	79	Somewhat high	Trending down	83
Quality of beaches	82	High	Trending down	86
Park maintenance	83	High	Stable	86
Landscape maintenance in rights of way & public places	74	Somewhat high	Trending down	80
Garbage & trash collection	72	Somewhat high	Stable	71
Addressing homelessness	39	Very low	Trending up	31
City's efforts to be "green"	66	Average	--	--
Planning, zoning, construction	2014 rating	Rating category	Historic trend	2012 rating
Inspected for license	51	--	--	--
Inspected for property maintenance	35	--	--	--
Inspected for sanitation	32	--	--	--
Inspected for signage	24	--	--	--
Inspected for site plans	18	--	--	--
Inspected for solicitation, flyers, or handbills	13	--	--	--
Inspected for zoning for special events	13	--	--	--
Inspected for noise	10	--	--	--
Inspections were fair	71	Somewhat high	Stable	69
Level of code enforcement-about right	69	Average	Trending up	61
Historic preservation & development	2014 rating	Rating category	Historic trend	2012 rating
Effectiveness of historic preservation efforts	77	Somewhat high	Trending down	82
Efforts to regulate development	64	Average	Stable	61
Transportation & parking	2014 rating	Rating category	Historic trend	2012 rating
Effectiveness of public transportation for customers	52	Below average	Stable	52
Effectiveness of public transportation for employees	53	Below average	Stable	56
Condition of roads	36	Very low	Trending down	40
Customer parking availability	31	Very low	Trending down	40
Traffic flow	25	Very low	Trending down	34
Safety	2014 rating	Rating category	Historic trend	2012 rating
Police department	77	Somewhat high	Trending up	71
Emergency medical response	92	Very high	Stable	93
Fire department	93	Very high	Stable	93
Ocean rescue, lifeguard, beach patrol	89	High	Stable	88
Emergency/hurricane preparedness	88	High	Stable	86
Commercial area daytime safety	93	Very high	Stable	95

<sup>1</sup> Very high – 90%+; High – 80%+; Somewhat high – 70%+; Average – 60%+; Below average – 50%+; Low – 40%+; Very low <40%.

# Executive Summary

Commercial area nighttime safety	82	High	Stable	82
Street lighting	72	Somewhat high	Trending up	68
<b>Culture, entertainment, tourism</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Number of restaurants - about right	71	Somewhat high	Stable	68
Number of nightclubs - about right	63	Average	Stable	64
Number of museums - about right	57	Below average	Trending up	36
Number of cultural activities - about right	68	Average	Trending up	53
Number of family friendly activities - about right	58	Below average	Trending up	46
Number of major events - about right	72	Somewhat high	Trending up	66
Management of special events	58	Below average	Stable	59
<b>Economy and taxes</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Overall value of services received	54	Below average	Stable	52
Miami Beach Convention Center adds to the success of your business	39	Very low	--	--
Tourism adds to the success of your business	65	Average	Trending down	70
<b>Communication</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Get City news from internet news sources	32	--	Trending up	24
Get City news from Miami Beach website	18	--	Trending down	22
Get City news from email/direct mail from City	17	--	Stable	17
Get City news from local TV news	12	--	Stable	9
Get City news from newspaper	13	--	Trending down	17
Value of information from City - useful	89	High	Stable	88
Contacted the City in the past year	51	--	Trending down	62
Reason for contacting City - file complaint	36	--	Stable	34
Reason for contacting City - research an issue	16	--	Stable	15
Reason for contacting City - pull a building permit	14	--	Stable	15
Reason for contacting City - obtain a license	10	--	Stable	10
Method of contacting City - telephone	62	--	Trending down	69
Method of contacting City - email	13	--	Stable	12
Method of contacting City - in-person	21	--	Stable	18
<b>Customer service</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Ease of finding someone to help	64	Average	Stable	61
Professionalism of City customer service representative	82	High	Stable	81
Training & knowledge of customer service representative	78	Somewhat high	Trending up	74
User friendliness of process	69	Average	Stable	66
Timely processing of customer service requests	64	Average	Stable	61
Overall satisfaction with City customer service	66	Average	Stable	63
City open to business' concerns	61	Average	Stable	59
<b>City's website</b>	<b>2014 rating</b>	<b>Rating category</b>	<b>Historic trend</b>	<b>2012 rating</b>
Visited City's website	58	Below average	Trending down	66
Satisfaction with City's website	88	High	Stable	91

# Executive Summary

Code inspections	2014 rating	Rating category	Historic trend	2012 rating
Inspected by building department in past three years	47	--	Trending down	55
Easy to get service at building department	62	Average	Trending up	53
Building department employees were courteous & professional	76	Somewhat high	Trending up	71
Building department employees had the proper training & knowledge	74	Somewhat high	Trending up	70
Overall satisfaction with building department	59	Below average	Stable	58
Consistency in building department's inspections over time	63	Average	Stable	62
Fairness in building department's inspections	66	Average	Stable	63
Building department open to business' concerns	56	Below average	Stable	54
Inspected by fire department in past three years	56	--	Trending down	63
Easy to get service at fire department	85	High	Trending down	88
Fire department employees were courteous & professional	89	High	Stable	92
Fire department employees had the proper training & knowledge	89	High	Stable	92
Overall satisfaction with fire department	87	High	Stable	89
Consistency in fire department's inspections over time	86	High	Stable	85
Fairness in fire department's inspections	89	High	Stable	88
Fire department open to business' concerns	84	High	Stable	82
Inspected by planning department in past three years	34	--	--	--
Easy to get service at planning department	72	Somewhat high	--	--
Planning department employees were courteous & professional	74	Somewhat high	--	--
Planning department employees had the proper training & knowledge	74	Somewhat high	--	--
Overall satisfaction with planning department	68	Average	--	--
Consistency in planning department's inspections over time	74	Somewhat high	--	--
Fairness in planning department's inspections	74	Somewhat high	--	--
Planning department open to business' concerns	70	Somewhat high	--	--
City government	2014 rating	Rating category	Historic trend	2012 rating
City meets your expectations in delivering services	60	Average	Stable	61
Better or above average place to run a business	87	High	Stable	87
Place to run a business compared to past years - better + about the same	83	High	Stable	86
Recommend Miami Beach as a place to run a business	82	High	Trending up	70
Most important business challenge - parking	64	Very high	--	--

Most important business challenge - high property taxes	41	High	Trending down	59
Most important business challenge - high rent	43	High	Trending down	57
Most important business challenge - high insurance	37	High	Trending down	51
Tax dollar spending for rising sea levels	87	High	--	--
Tax dollar spending for rapid transit system	77	Somewhat high	--	--

Business profile		Statistic	
Owner		47%	
Manager		46%	
Years in business		12 years	
Number of employees		5 employees	
Annual sales		\$525,000	
Number of Miami Beach locations		1 location	
Male		57%	



MIAMIBEACH

Methodology

## Methodology

Critical issues regarding methodology for surveys are:

- Population definition
- Sampling frame
- Sampling process
- Sample size
- Sampling error
- Data collection
- Data analysis

We will address each of these issues in subsequent parts of this section of the report.

### POPULATION DEFINITION

The population definition defines conceptually all people or businesses that are eligible to participate in the study.

#### Residential Survey

The population definition for the residential survey was all residents of Miami Beach who are 18 or older.

#### Business Survey

The population definition for the business survey was all businesses operating in Miami Beach.

### SAMPLING FRAME

The sampling frame represents the operationalization of the population definition. In most surveys, there is not an exact one-to-one relationship between the population and the sampling frame because of limitations in enumerating every single person or business in the population. This issue is analogous to the US Census Bureau, where despite spending hundreds of millions of dollars in the effort to account for every single person in the United States, the Bureau falls short of achieving its goal. Since the study employed telephone surveying techniques, the sampling frames necessarily excluded people without cellular or landline telephones.

#### Residential Survey

The sampling frame in the residential survey was every working cellular or landline telephone in the databases at Marketing Systems Group, one of the three leaders in the market and survey research industry in North America that supplies telephone samples to most firms in the research and survey industry. Marketing Systems Group uses its branded process called GENESYS to provide cellular and landline telephone samples for all jurisdictions across the United States.

GENESYS' telephone database includes all working telephone numbers, not just the ones listed in a telephone directory or in a reverse directory. Marketing Systems Group works with telephone companies around the US to learn which blocks of numbers (a block is a set of 100 numbers, e.g., 305.487.5100 to 305.487.5199) have been assigned. Then, predictive dialers at Marketing Systems Group dial these numbers throughout the year to determine which are in service. Hence, every working telephone number, whether it is cellular or landline, in Miami Beach was in the sampling frame for the 2014 City of Miami Beach residential survey.

#### Business Survey

The sampling frame in the business survey was every working business telephone number in Marketing Systems Group's databases. Marketing Systems Group has a process for generating a comprehensive list of businesses' telephone numbers that is analogous to the process described above for residential telephone numbers.

## SAMPLE SIZE & SAMPLING ERROR

Sample sizes in the 2014 Miami Beach Community Survey were set to ensure no greater than a five percentage point sampling error given a 95% confidence level for each of the five residential zones and for each of three business zones. Sample sizes to ensure this criterion are as follows:

Residential Area	Population	Number of interviews	Sampling error	Confidence level
South Beach & Belle Isle	33,272	380	±5% points	95%
South Pointe	3,422	346	±5% points	95%
North Beach	31,039	380	±5% points	95%
Condo Corridor	10,579	371	±5% points	95%
Mid Beach	13,543	374	±5% points	95%
<b>Total</b>	<b>91,855</b>	<b>1,851</b>		

Business Area	Population	Number of interviews	Sampling error	Confidence level
North Beach	1,571	309	±5% points	95%
Mid Beach	1,447	304	±5% points	95%
South Beach	4,004	351	±5% points	95%
<b>Total</b>	<b>7,002</b>	<b>964</b>		

The total sample sizes for the residential (1,851 residents) and business (964 businesses) samples produce sampling errors of ±2.3 percentage points for residents and ±3.2 percentage points for businesses. That is, when examining the results emanating from the entire residential sample, one can be reasonably certain that the results are within ±2.3 percentage points of what would be found if every single resident of Miami Beach had been interviewed. Likewise for businesses, when examining results for the entire sample, one can be reasonably certain that the results are within ±3.2 percentage points of what would be found if every single business in Miami Beach had been interviewed.

## SAMPLING PROCESS

Telephone numbers were placed into replicates of 2,000 for residents and 1,000 for businesses. A replicate is a randomly generated subset of the entire set of telephone numbers. The purpose of using replicates is to ensure that interviewing captures not just the easy-to-reach residents or businesses. Within each replicate, calls were made to each number up to five times on five separate days or nights. This process produced a more valid sample than if interviews were conducted with only residents or businesses that answered on the first or second call.

Each replicate of telephone numbers was worked thoroughly, i.e., every number was called up to five times or until a terminal disposition was encountered. A terminal disposition includes a completed interview, a refusal, or a disconnected number. After working a replicate thoroughly, a new replicate was introduced.

## LANDLINE VS. CELL TELEPHONE NUMBERS

Nationwide estimates of cell-only households approached 38% in 2013, and trends higher in younger, more mobile communities. For example, over 60% of 25 to 29 year olds are cell only. Consequently, a significant percentage of interviews needed to be conducted with residents who had only cellular telephones or who were classified as “cell-mostly,” that is, they have landline telephones, but rarely use them.

The 2014 City of Miami Beach Residential Survey contained 241 interviews with cell-only or cell-mostly households. A separate analysis of cell-only/mostly households, along with results from landline households is included in Appendix C.

## DATA COLLECTION

This section of the report describes the process that Kerr & Downs Research followed prior to and during the interviewing process to ensure validity of results.

### Interviewers

Kerr & Downs Research employs a set of approximately 50 experienced telephone interviewers.

### Interviewer training

The project director and the research director were responsible for interviewer training. Topics covered in the training sessions included:

- Purpose of the survey
- How the information will be used
- Sampling procedure
- Selection of appropriate household member
- Detailed review of the questionnaire
- Methods for handling objections
- Coding procedures
- Maintaining a telephone log
- Role playing and practice interview

*Standardized Survey Interviewing* by Floyd J. Fowler, Jr. and Thomas W. Mangione was the reference guide for the training session.

### Pretest

The questionnaire was pre-tested on 20 individuals and 20 businesses. Minor modifications to the questionnaire were made based on the pre-test analysis.

### Interviewing Procedure

To maximize the probability of reaching the appropriate household member, up to five telephone calls were made to each designated telephone number on different days and at different times of the day. Residential interviews were conducted Sunday - Thursday from noon until 9:30 p.m., Friday from noon until 5:00 p.m., and Saturday from sunset until 9:30 p.m. Business interviews were conducted from noon until 9:30 p.m. on weekdays. Interviewing was conducted from February 21 - March 27, 2014.

If a respondent spoke Spanish or another language, calls were routed to one of our bilingual/multilingual interviewers.

### Computer Assisted Interviewing

As they interviewed residents, interviewers recorded answers directly into computers. The software program that enables direct computer data entry was written to exclude out-of-range responses and to assure that interviewers followed the appropriate skip patterns throughout the study. This process eliminated potential errors inherent in separate, manual data coding and entry steps.

Interviewing field supervisors validated 10% of the completed telephone interviews. Validation was completed via the telephone.

### Data Analysis

Data analysis was performed by Joseph St. Germain, Ph.D., who has analyzed data on over 100 projects, and whose doctoral level work included significant research methods and design study. SPSS was the primary software used for all analyses, including simple frequency and crosstabs, as well as sophisticated Structural Equation Modeling.

MIAMIBEACH

Predictive Analytics

## City of Miami Beach Community Survey – Predictive Analytics

Kerr & Downs Research utilized Structural Equation Modeling to identify how the City of Miami Beach should prioritize its efforts to better serve residents and businesses. Structural Equation Modeling (SEM) is a sophisticated statistical modeling technique that identifies which variables (issues in the survey) best predict certain dependent variables that the City of Miami Beach wishes to change, e.g., perceived quality of life in the city or overall rating of the City as a service provider.

### RESIDENTS' MODELS

Two dependent variables were identified as factors the City of Miami Beach should attempt to impact:

- Quality of life in Miami Beach
- City government (as a provider of services)

Each of these factors was comprised of more than one question. “Quality of life in Miami Beach” included the following questions:

- How would you rate the quality of life in the City of Miami Beach
- Would you recommend the City of Miami Beach as a place to live

“City government” (as a provider of services) included the following questions:

- How would you rate the overall value of City services for the tax dollars that you pay
- How good a job is the Miami Beach City government doing in meeting your expectations with the services they provide

All other questions in the survey, including demographic questions, were tested in modeling techniques to determine which ones best predicted residents’ ratings for the “Quality of life in Miami Beach” and “City government” as defined above.

### BUSINESSES' MODELS

Two dependent variables were identified as factors the City of Miami Beach should attempt to impact:

- Miami Beach as a place to run a business
- City government (as a provider of services)

Each of these factors were comprised of more than one question.

“Miami Beach as a place to run a business” included the following questions:

- Compared to all you know or have heard of other cities, how would you rate Miami Beach as a place to run a business
- How likely are you to recommend the City as a place to run business

“City government” (as a provider of services) included the following questions:

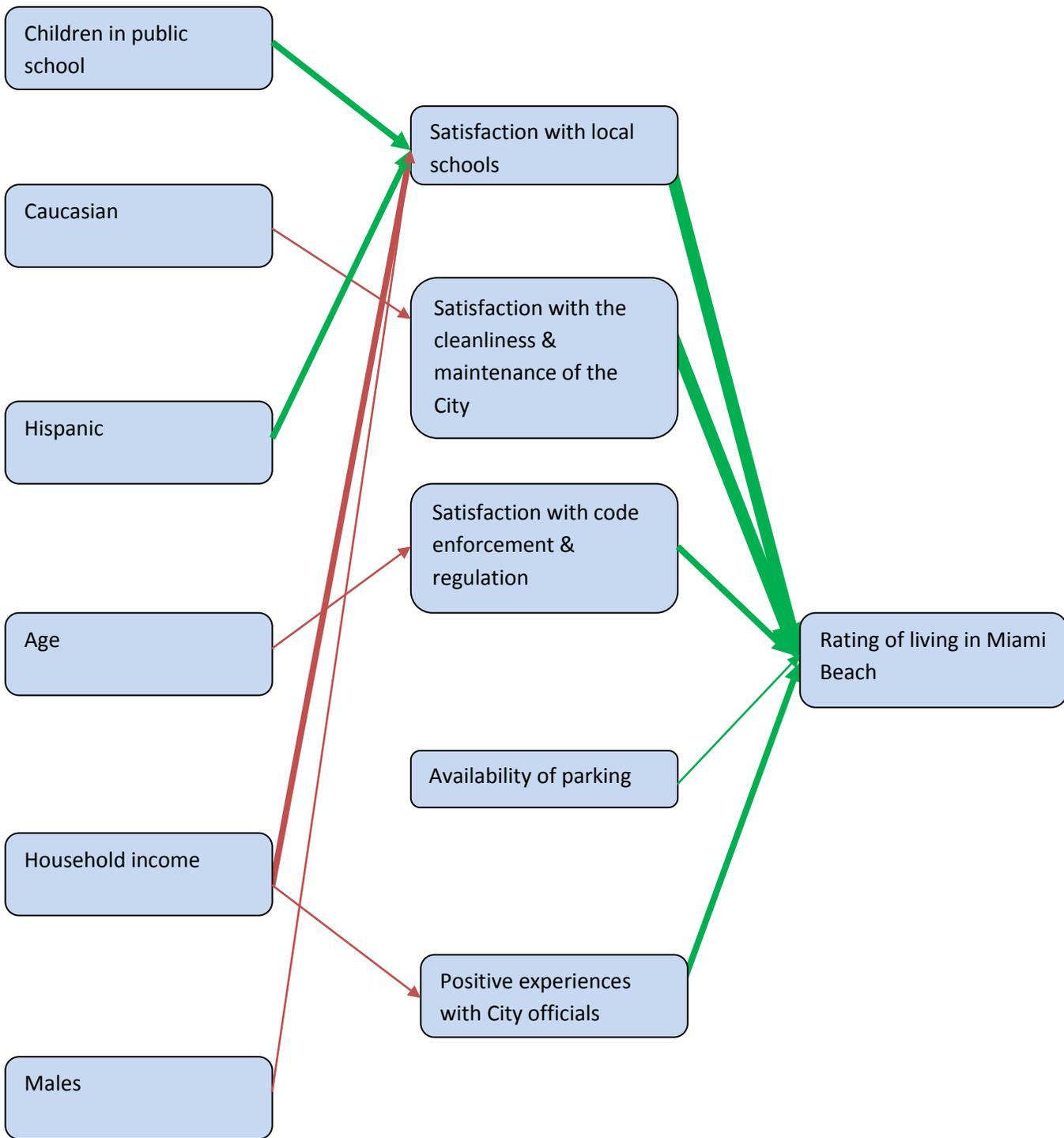
- How would you rate the overall value of City services for the tax dollars that your business pays
- How good a job is the Miami Beach City government doing in meeting your expectations with the services they provide

All other questions in the survey, including demographic questions, were tested in modeling techniques to determine which ones best predicted residents’ ratings for “Miami Beach as a place to run a business” and “City government” (as a provider of services).

### SEM MODELS

The next several pages will present SEM models for residents and businesses. Each model will be followed by a page of text that describes the relationships in each model.

Drivers of residents' ratings of living in Miami Beach



- **Green lines** denote positive relationships. For example, as satisfaction with local schools increases, the rating of living in Miami Beach increases.
- **Red lines** denote negative relationships. For example, as household income increases, satisfaction with local schools decreases.
- The **width** of the line denotes the strength of the relationship.

## Model Relationships

Residents with children in public school

- Are more satisfied with local schools

Caucasian residents

- Are less satisfied with the cleanliness & maintenance of the City

Hispanic residents

- Are more satisfied with local schools

As age increases,

- Satisfaction with code enforcement and regulation decreases

As income increases,

- Satisfaction with local schools decreases
- Positive experiences interacting with City officials decreases

Male residents

- Are more satisfied with local schools

As satisfaction with local schools increases,

- Rating of living in Miami Beach increases

As satisfaction with the cleanliness & maintenance of the City increases,

- Rating of living in Miami Beach increases

As satisfaction with code enforcement and regulation increases,

- Rating of living in Miami Beach increases

As satisfaction with the availability of parking increases,

- Rating of living in Miami Beach increases

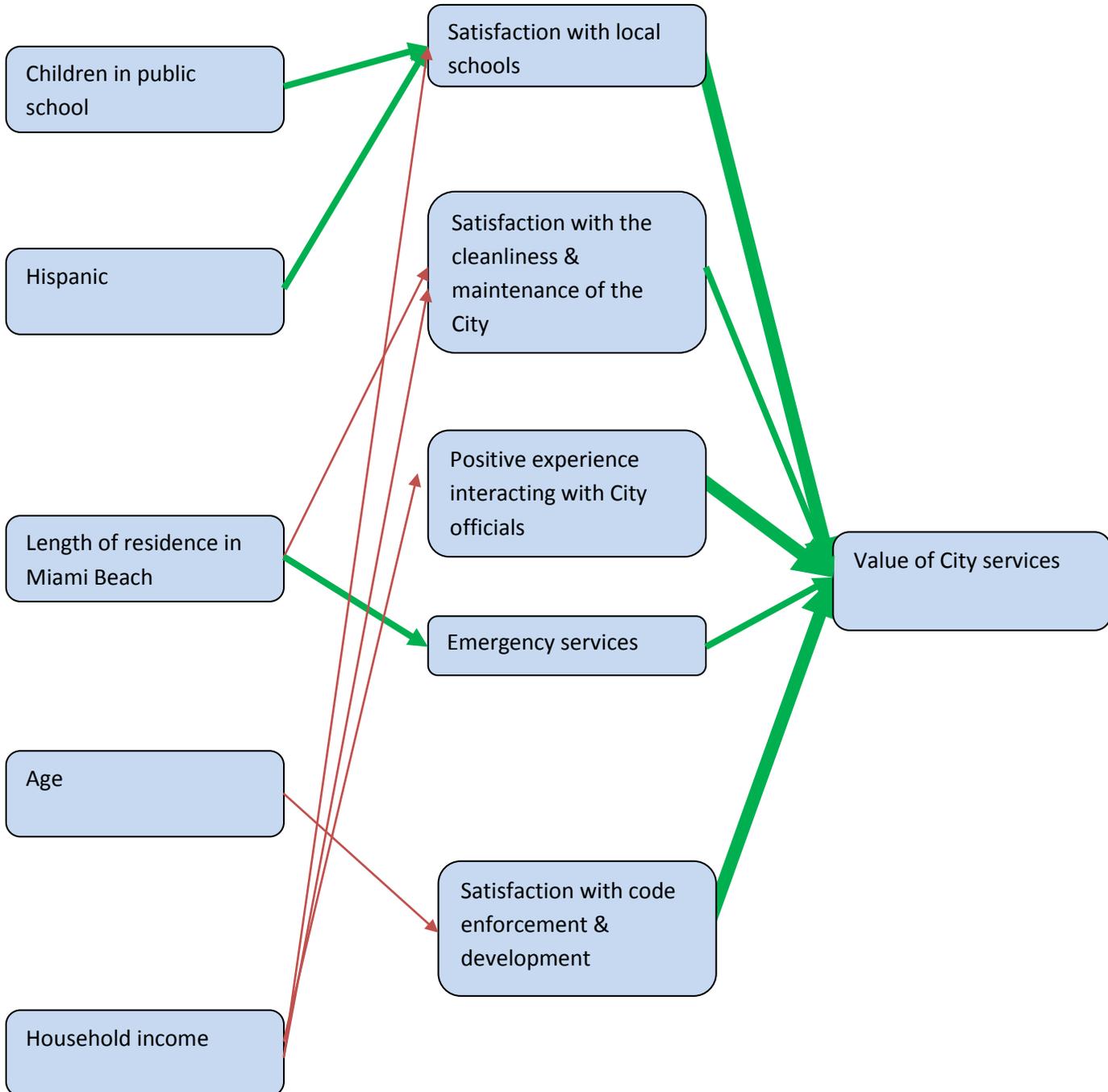
As positive experiences interacting with City officials increases,

- Rating of living in Miami Beach increases

## Implications

City officials should focus on improving City cleanliness and maintenance, code enforcement and regulation, parking, and customer service. Improvements in these areas will result in a higher rating for quality of life in Miami Beach.

Drivers of residents' ratings of value of City services



- **Green lines** denote positive relationships. For example, as satisfaction with local schools increases, the rating for the value of City services increases.
- **Red lines** denote negative relationships. For example, as household income increases, satisfaction with local schools decreases.
- The **width** of the line denotes the strength of the relationship.

## Model Relationships

Residents with children in public school

- Are more satisfied with local schools

Hispanic residents

- Are more satisfied with local schools

As length of residence in Miami Beach increases,

- Satisfaction with the cleanliness & maintenance of the City decreases
- Satisfaction with emergency services increases

As age increases,

- Satisfaction with code enforcement and regulation decreases

As income increases,

- Satisfaction with local schools decreases
- Satisfaction with the cleanliness & maintenance of the City decreases
- Positive experiences interacting with City officials decreases

As satisfaction with local schools increases,

- Rating of the value of City services increases

As satisfaction with the cleanliness & maintenance of the City increases,

- Rating of the value of City services increases

As positive experiences interacting with City officials increases,

- Rating of the value of City services increases

As satisfaction with emergency services increases,

- Rating of the value of City services increases

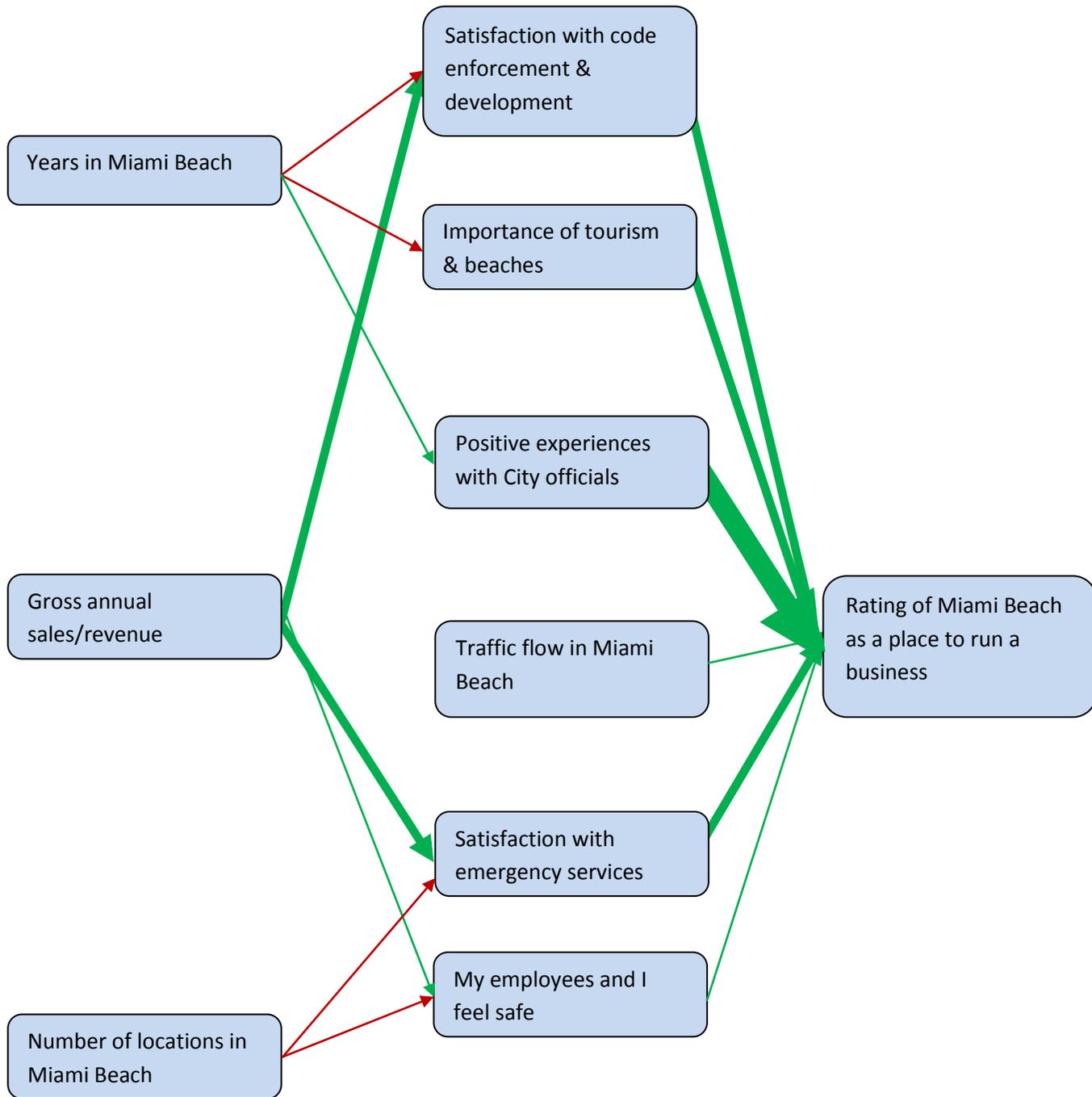
As satisfaction with code enforcement and regulation increases,

- Rating of the value of City services increases

## Implications

City officials should focus on improving City cleanliness and maintenance, customer service, emergency services, and code enforcement and regulation. Improvements in these areas will result in a higher rating for the value of City services.

Drivers of businesses' ratings of Miami Beach as a place to run a business



- **Green lines** denote positive relationships. For example, as satisfaction with code enforcement & development increases, the rating for Miami Beach as a place to run a business increases.
- **Red lines** denote negative relationships. For example, as the number of locations within the city increases, satisfaction with emergency services decreases.
- The **width** of the line denotes the strength of the relationship.

## Model Relationships

As years in Miami Beach increases,

- Satisfaction with code enforcement and regulation decreases
- Importance of tourism and beaches decreases
- Positive experiences interacting with City officials increases

As annual sales and revenue increases,

- Satisfaction with code enforcement and regulation increases
- Satisfaction with emergency services increases
- Feeling of safety increases

As number of locations in Miami Beach increases

- Satisfaction with emergency services decreases
- Feeling of safety decreases

As satisfaction with code enforcement and regulation increases,

- Rating of Miami Beach as a place to run a business increases

As the importance of tourism and beaches increases,

- Rating of Miami Beach as a place to run a business increases

As positive experiences interacting with City official increases,

- Rating of Miami Beach as a place to run a business increases

As satisfaction with traffic flow increases,

- Rating of Miami Beach as a place to run a business increases

As satisfaction with the emergency services increases,

- Rating of Miami Beach as a place to run a business increases

As feelings of safety increases,

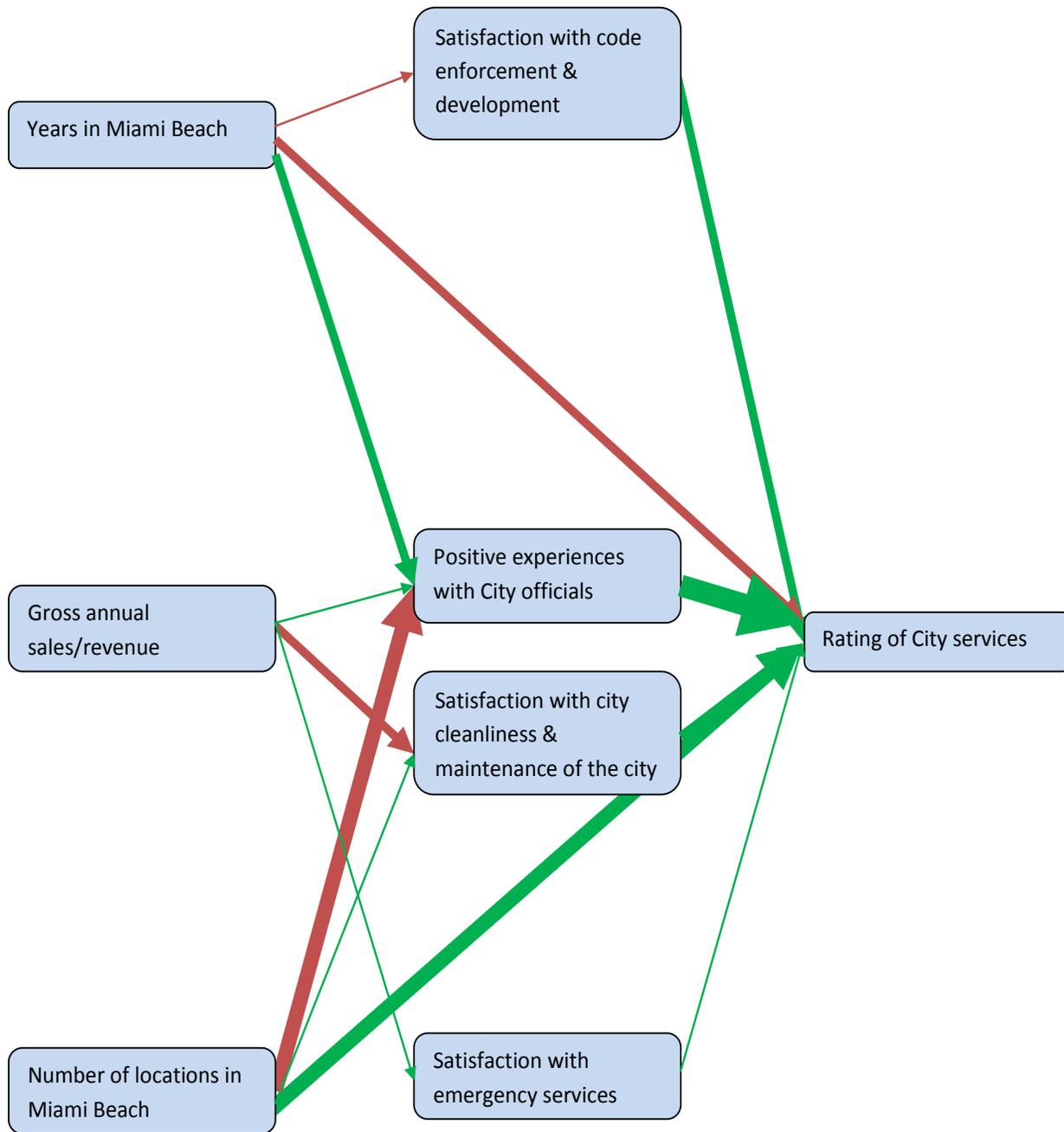
- Rating of Miami Beach as a place to run a business increases

## Implications

In efforts to increase business owners' ratings of the City of Miami Beach as a place to operate a business, City officials should focus on improvements to:

- Code enforcement and development
- Customer service
- Traffic flow
- Emergency services
- Safety

Drivers of businesses' ratings of City services



- **Green lines** denote positive relationships. For example, as satisfaction with code enforcement & development increases, the rating for City services increases.
- **Red lines** denote negative relationships. For example, as the number of locations within the city increases, the rating for positive experiences with City officials decreases.
- The **width** of the line denotes the strength of the relationship.

## Model Relationships

As years in Miami Beach increases,

- Satisfaction with code enforcement and regulation decreases
- Positive experiences interacting with City officials increases

As annual sales and revenue increases,

- Positive experiences interacting with City officials increases
- Satisfaction with the cleanliness & maintenance of the City decreases
- Satisfaction with emergency services increases

As number of locations in Miami Beach increases,

- Positive experiences interacting with City officials decreases
- Satisfaction with the cleanliness & maintenance of the City increases

As number of locations in Miami Beach increases,

- Rating of City services increases

As satisfaction with code enforcement and regulation increases,

- Rating of City services increases

As positive experiences interacting with City official increases,

- Rating of City services increases

As satisfaction with the cleanliness & maintenance of the City increases,

- Rating of City services increases

As satisfaction with the emergency services increases,

- Rating of City services increases

## Implications

In efforts to increase business owners' ratings of City services, City officials should focus on improvements to:

- Code enforcement and development
- Customer service
- City cleanliness and maintenance
- Emergency services

MIAMIBEACH

Residential Survey: Quality of Life

## Quality of Life

Residents were asked to opine on the following issues related to quality of life:

- Quality of life in Miami Beach
- Rating Miami Beach as a place to live
- Historical rating of Miami Beach
- Likelihood of recommending Miami Beach

**Quality of life in Miami Beach.** Just under four out of five residents (77%) rated the quality of life in Miami Beach as excellent or good. This rating does not compare favorably with historic ratings as 89% and 85% of residents gave excellent + good ratings in 2012 and 2009, respectively. Responses were fairly constant across districts, yet residents in South Pointe gave the highest percentage of excellent/good ratings (80%), while South Beach & Belle Isle residents (75%) gave the lowest.

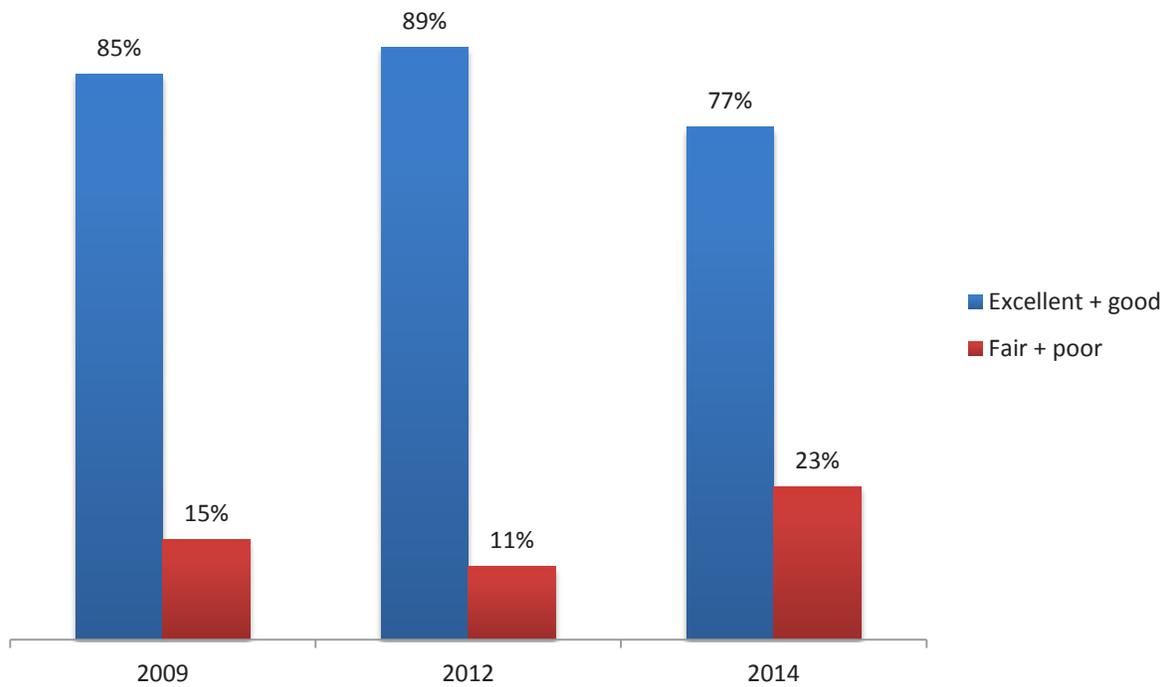
**How to improve the quality of life in Miami Beach.** Since traffic was the number one negative attribute, it is no surprise that improving traffic was the number one solution for improving the quality of life in Miami Beach. Two out of ten residents (22%) named traffic when asked how to improve the quality of life in Miami Beach – this was twice as high as in 2012. Improving infrastructure (sidewalks and roads were frequently mentioned) was named by 18% of residents – this response was also twice as high as in 2012. Another 17% of residents mentioned parking when asked how to improve the quality of life in Miami Beach – this compares to only 10% in 2012. Speeding up construction, addressing flooding, and imagine and quality of police enforcement were also mentioned by 11% of residents.

**How to improve the quality of life in your area of Miami Beach.** Parking, traffic, and infrastructure were the three issues residents focused most on when asked how to improve the quality of life in their specific area of Miami Beach. One resident captured the mood of many residents by saying, “Traffic is the Achilles Heel of Miami Beach.”

**Historical rating of Miami Beach.** Nearly four out of ten residents (38%) believed that Miami Beach is a better place to live when compared to a few years ago. However, 47% of residents responded this way in 2012. Residents in Condo Corridor (43%) were more likely to say Miami Beach is better place to live now compared to a few years ago; residents of Mid Beach (35%) were most likely to claim that Miami Beach was worse off than a few years ago.

**Likelihood of recommending Miami Beach.** Over eight out of ten residents (81%) would recommend Miami Beach as a place to live. This result compared favorably to 2012 when 77% indicated they would recommend Miami Beach as a place to live, and was virtually identical to the result in 2009. Residents of Condo Corridor (87%) were more likely to recommend Miami Beach, while residents of Mid Beach (76%) were least likely to recommend the City to others as a place to live.

## Rating for quality of life<sup>1</sup>



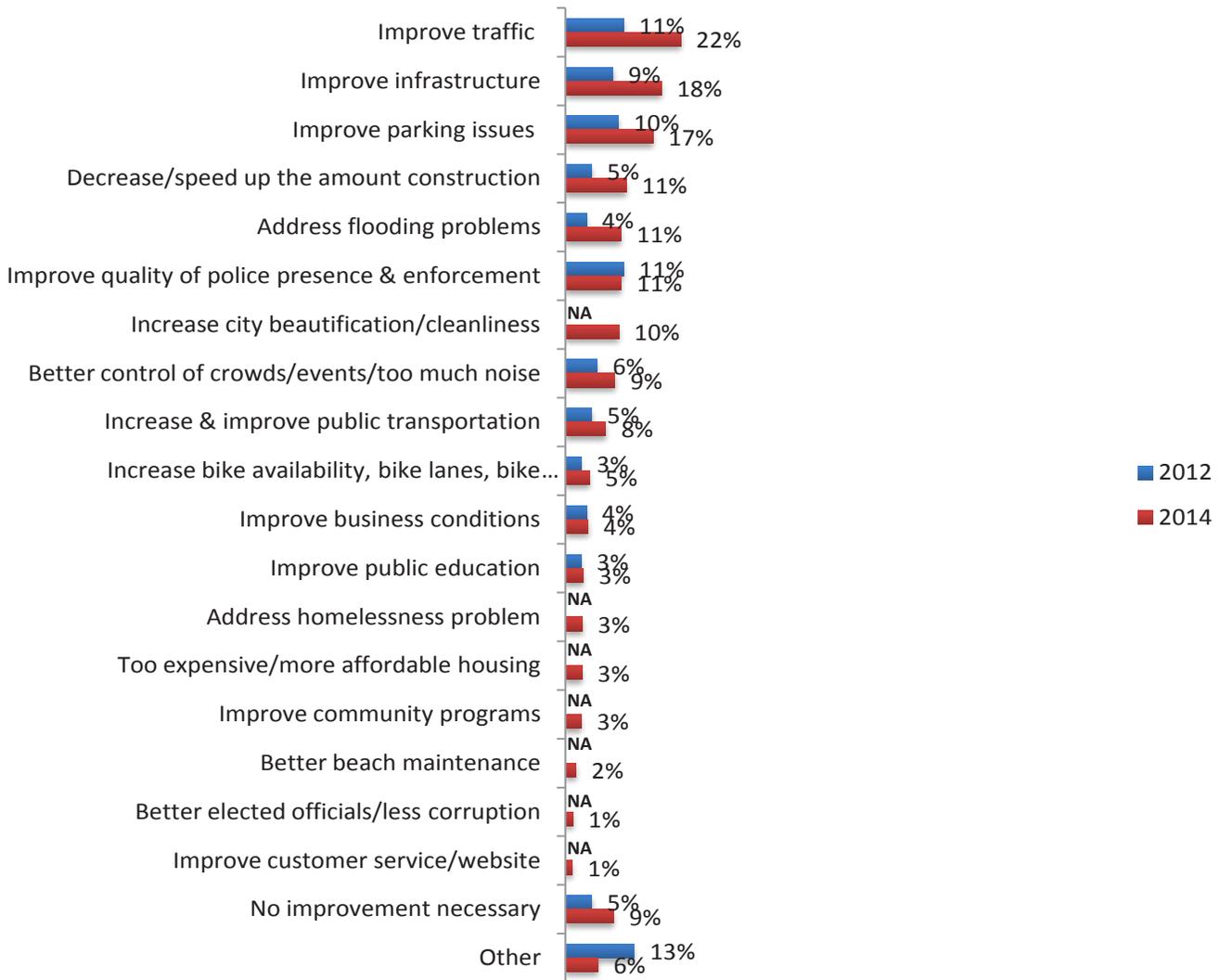
1 Overall, how would you rate the quality of life within the City of Miami Beach?

### Ratings for quality of life by zone:

	Excellent	Good	Fair	Poor
Total	30%	47%	16%	7%
Condo Corridor	32%	45%	18%	5%
Mid Beach	30%	46%	18%	7%
North Beach	25%	51%	18%	6%
South Beach & Belle Isle	31%	44%	16%	9%
South Pointe	33%	47%	11%	9%

0% of residents responded "Don't know" when asked this question

## How to best improve the quality of life in Miami Beach\*1234



**One out of five residents (22%) feels the best way to improve the quality of life in Miami Beach is to improve traffic. Selected verbatim comments follow:**

*“Traffic is horrendous and gets worse by the day. They close roads for emergencies and have us sitting in traffic for long periods of time without notifying us of what is going on.”*

*“Traffic is slowing things down. Life would be better if traffic was reduced and police were trained to direct traffic during certain times of the day at strategic intersections to aid traffic flow issues.”*

*“Traffic is terrible. It took me 45 minutes to go 12 blocks from 8th to 20th Street.”*

*“Traffic is terrible and dangerous. The police can’t do anything when an accident occurs.”*

*“Traffic control could use some major improvements; we need better light synchronization around the City.”*

\* Thinking about your neighborhood or the City overall, what two to three changes would make Miami Beach a better place for you and/or your family to live, work, play or visit?

1 Results coded from open-ended verbatim question.

2 Multiple responses permitted.

3 Complete listing of verbatims is contained in a separate document.

4 Responses receiving less than 1% not reported.

**Nearly one out of five residents (18%) feels the best way to improve the overall quality of life in Miami Beach is to improve infrastructure. Selected verbatim comments follow:**

*"We all pay taxes but I don't think we are getting what we are paying for; fix the roads."*

*"They should make the sidewalks wider because they are too narrow. There are places where they put street lights right in the middle of the sidewalk. They should also make people trim their bushes back in order to make more room on the sidewalk."*

*"The roads and highways should be improved. There are too many bumps in the road."*

*"I would fix the sidewalks. They are very unsafe and have many cracks in them. I would also improve the lighting, making it easier to see at night."*

*The sidewalks are kind of crappy in my neighborhood; they could fix them. There are a lot of broken, chipped areas, and grass growing through."*

**One out of six residents (17%) feels the best way to improve the overall quality of life in Miami Beach is to improve parking issues. Selected verbatim comments follow:**

*"We need more parking for residents and businesses. Please stop reducing parking spaces."*

*"They really need to improve the parking. I think it is ridiculous that residents are forced to pay for valet parking whenever they go out."*

*"They can get rid of the kickouts. They can try to free up parking by taking a lot of parking restrictions away. Get rid of the parking department and the parking garages."*

*"Parking needs to be improved. There is a lack of parking and we need better lighting in certain areas."*

*"More parking spaces, maybe creating a monthly fee for parking that allows residents to park in public spots or meters without having to pay per hour rates. Reduce the cost of tickets and towing."*

**One out of ten residents (11%) feels the best way to improve the overall quality of life in Miami Beach is to decrease/speed up amount of construction. Selected verbatim comments follow:**

*"They need to stop building the highrises and finish Alton Road."*

*"The construction that is taking place on Alton Road needs to be fixed as soon as possible, it causes major delays."*

*"The construction is taking way too long to complete. They should have told us the time frame beforehand. Also, the start date was ridiculous."*

*"Keep the development down, it is ruining our city."*

*"Once the construction is done then living in the City of Miami Beach would be better. The City of Miami Beach needs to stop overbuilding."*

**One out of ten residents (11%) feels the best way to improve the overall quality of life in Miami Beach is to address flooding problems. Selected verbatim comments follow:**

*"The residents of Lower North Bay Road are very upset about the frequent flooding of our street. We have been promised for many years that work to fix this problem would soon begin, yet has not. We want and demand this issue to be fixed as soon as possible."*

*"The drainage problem. Ever since I moved into my neighborhood there has been water everywhere. They have had several people come out and fix it but it keeps occurring."*

*"The flooding problem needs to be fixed. When it rains very hard, the pipes cannot handle it."*

*"Fix drainage issues. There is too much flooding."*

*"Flooding and sewage are the biggest problems."*

**One out of ten residents (11%) feels the best way to improve the overall quality of life in Miami Beach is to improve quality of police presence and enforcement. Selected verbatim comments follow:**

*"I think there needs to be more of an effort for the police department to protect local residents. I think they need to get rid of panhandling and have stricter regulations on alcohol and drinking at bars and nightclubs."*

*"I would want to see the police department come into my neighborhood at night and break up the violence because I don't feel safe at night."*

*"Increase security around the neighborhood so it will be safe for the children."*

*I think I need a greater law enforcement in my neighborhood. We have had vandalism in the area. They need more police patrols in the late evening and early morning West of West Avenue at Lincoln Road."*

*"Increase police foot patrol to enhance rapport with residents and establish a community feel."*

**One out of ten residents (10%) feels the best way to improve the overall quality of life in Miami Beach is to increase city beautification and cleanliness. Selected verbatim comments follow:**

*"There needs to be a huge beautification project with public property streets. They need to redo some roads and beautify the medians and street divisions. The area around 35th street and Flamingo Road needs to be redone because driving there is horrible."*

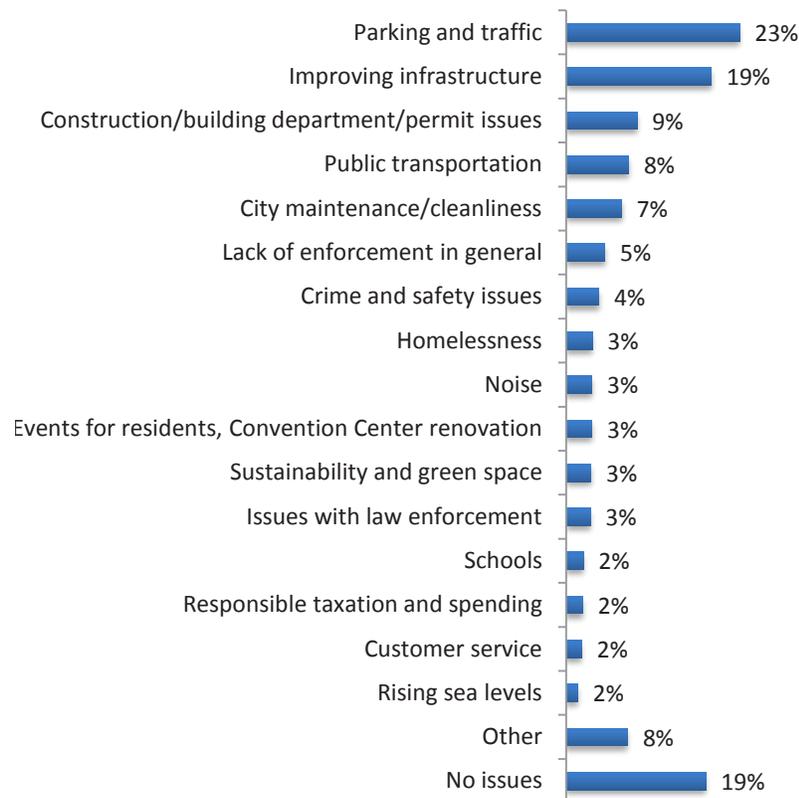
*"Washington Avenue is very, very, very dirty; they need to do something about it."*

*"We need more trees and more beauty in the city. We need it to be beautiful because we have a lot of tourists."*

*"I would like to see more shade trees everywhere. Keeping the beaches clean and monitored would also be nice."*

*"Miami Beach needs to be cleaner like it was years ago."*

## Specific issues to focus on to improve the quality of life in Miami Beach\*123



**Nearly one out of four residents (23%) feels the issue the City focus on to improve the overall quality of life is parking and traffic. Selected verbatim comments follow:**

*"The City really needs to pay attention to traffic studies. There are both cars and pedestrians in the heavy populated areas where tourism is most prevalent. They can see the bottlenecks and need to ease the flow of people."*

*"Traffic is bad because of all the construction. Drivers are not obeying right of ways and someone is going to get hurt."*

*"Parking is my main concern because you can't park anywhere anymore. There is a problem with towing."*

*"We need more parking spaces for residents and fewer restrictions for residents in parking buildings."*

*"Traffic is the City's Achilles Heel."*

\* What specific issues do you recommend the City of Miami Beach government focus on to improve the overall quality of life in your area?

1 Results coded from open-ended verbatim question.

2 Multiple responses permitted.

3 Complete listing of verbatims is contained in a separate document.

4 Responses receiving less than 1% not reported.

**One out of five residents (19%) feels the issue the City focus on to improve the overall quality of life is improving infrastructure. Selected verbatim comments follow:**

*"The infrastructure project in my neighborhood has contaminated our water. There is not enough adequate lighting and there are potholes in the street, which can make people fall and break their hip. There are no sidewalks in my neighborhood, which makes it dangerous."*

*"In my area it would be good to have more light at night. It is good but it could be much better with more illumination in the streets. Also, the streets are messed up; you break your car just going on the street on 15th Street from the beach to the bay."*

*"The streets and sidewalks on Olsen and Lincoln are in terrible shape, they are grossly in disrepair. They are dangerous."*

*"They should clean out the storm drains and have them able to have water flow through them when it rains to prevent flooding."*

*"The roads in general because they are just horrible to drive on. Also, there is too much traffic and not enough parking in Miami Beach."*

**One out of ten residents (9%) feels the issue the City focus on to improve the overall quality of life is construction, building department, and permit issues. Selected verbatim comments follow:**

*"I recommend the City of Miami Beach focus on improving the timing of construction. The construction that is occurring in our city is affecting our traffic flow and the noise is disturbing the overall quality of life with in my area."*

*"I feel like there are too many projects going on at once. My life is negatively impacted by living in Miami Beach because I am constantly sitting in traffic from some project that has been taken on."*

*"Stop starting new construction and finish the construction that is going on."*

*"It would be to finish road projects quickly; the project in our neighborhood is dragging on."*

*"Don't make it difficult for homeowners to improve homes."*

**One out of ten residents (8%) feels the issue the City focus on to improve the overall quality of life is public transportation. Selected verbatim comments follow:**

*"Discourage people from bringing vehicles; eco-friendly systems of transportation and public transportation options are better. Charge more for parking to squeeze people out who have vehicles that dirty our streets."*

*"Provide a shuttle service from Hawthorne and Biscayne Point to Collins and 70th (east to west) instead of only north and south."*

*"Less cars, more public transportations, and less time between buses."*

*"Make the city more walkable – it has a high rating of walkability in many neighborhoods."*

*"Some type of transportation from the 41st Street area to businesses."*

**One out of fifteen residents (7%) feels the issue the City focus on to improve the overall quality of life is city maintenance and cleanliness. Selected verbatim comments follow:**

*"There are no standards for how the neighborhood looks. There is too much junk on the sidewalks."*

*"The City can clean up my area and add zoning. There is no motivation to shop or explore within the City."*

*"The landscaping was taken out between Washington and Ocean, but never replaced."*

*"We need more garbage cans available; people are discarding their garbage in the streets."*

*"I think landscaping needs to be improved."*

**One out of twenty residents (5%) feels the issue the City focus on to improve the overall quality of life is the lack of enforcement in general. Selected verbatim comments follow:**

*"They need to have more police sweeps. Get rid of the drug dealers on 71st and Collins and across to the beach area."*

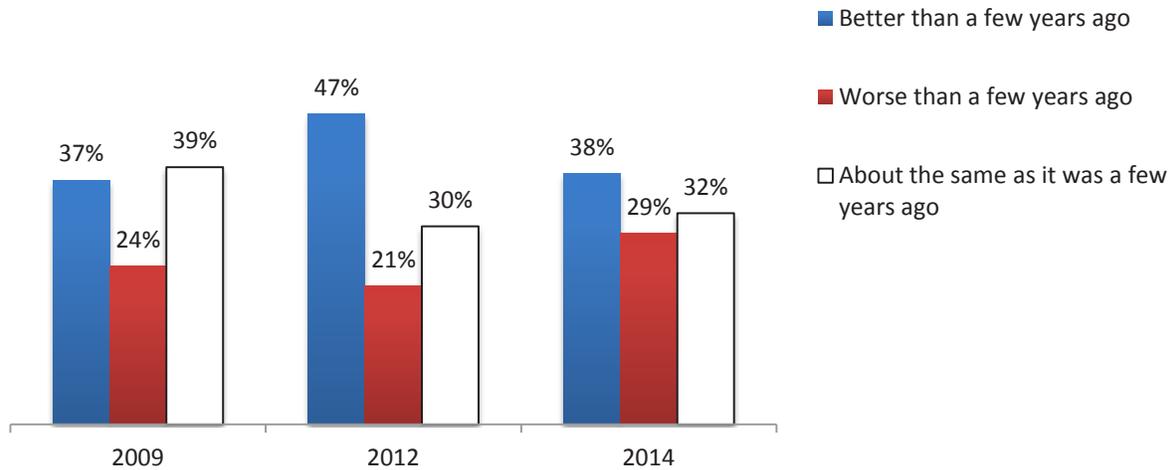
*"They should implement more oversight for compliance with codes to enforce rules and regulations better."*

*"They are too accommodating to developers, who put 12 foot tall monstrosities on the sand. It probably won't wash away. The zoning enforcement should be stricter."*

*"The code enforcement in my neighborhood is not very good. When my neighbors have parties, they are very loud and when the police come, they don't open their gates."*

*"The speed limit on Collins Avenue, people drive way too fast. This needs to be monitored, there is even drag racing."*

## Rating for Miami Beach compared to a few years ago<sup>1</sup>



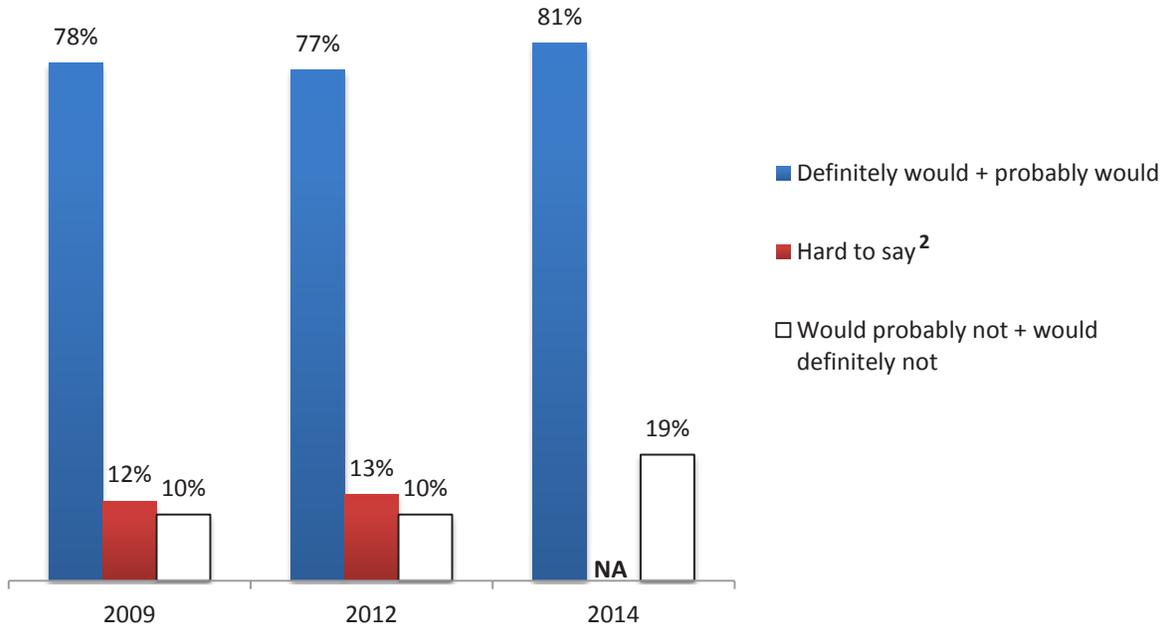
1 As a place to live, how would you compare the City of Miami Beach to a few years ago?

### Ratings for Miami Beach compared to a few years ago by zone:

	Better	Worse	About the same
Total	38%	29%	32%
Condo Corridor	43%	29%	28%
Mid Beach	30%	35%	35%
North Beach	38%	21%	41%
South Beach & Belle Isle	41%	30%	30%
South Pointe	40%	33%	27%

2% of residents responded "Don't know" when asked this question

## Likelihood of recommending Miami Beach as a place to live<sup>1</sup>



- 1 Think for a moment about whether you would recommend the City of Miami Beach to family and friends as a place to live. Would you say...
- 2 Not used as part of the scale for the 2014 iteration of the survey

## Likelihood of recommending Miami Beach as a place to live in neighborhood by zone:

	Definitely would	Probably would	Would probably not	Would definitely not
Total	40%	41%	13%	6%
Condo Corridor	46%	41%	8%	6%
Mid Beach	40%	36%	15%	8%
North Beach	42%	40%	13%	4%
South Beach & Belle Isle	41%	38%	13%	8%
South Pointe	31%	48%	16%	5%

2% of residents responded “Don’t know” when asked this question



MIAMIBEACH

Residential Survey: City Services

## City Services

The 2014 City of Miami Beach Community Survey contained several questions about residents' views on City services including:

- Public schools
- Cleanliness of City streets
- Cleanliness of canals/waterways
- Storm drainage
- Sidewalks
- Street lighting
- Maintenance of public buildings
- Quality of beaches
- Recreation programs
- Playgrounds
- Maintenance of parks
- Landscape maintenance
- Garbage collection
- Dealing with homelessness
- Sustainability
- Areas that need to be improved
- Performance vs. expectations
- Code enforcement
- Neighborhood noise
- Rising sea levels

**Public schools.** One in seven residents in Miami Beach (14%) claimed to have children in the public school system. Three in four residents (75%) were satisfied with the performance of the public school system, as residents in South Pointe (90%) and Mid Beach (78%) gave higher satisfaction ratings and residents of South Beach & Belle Isle (60%) and North Beach (67%) gave lower satisfaction ratings.

Residents with children in public high schools were more satisfied with the public school system (89%), while satisfaction with elementary (72%) and middle (68%) schools were considerably lower.

**Cleanliness of Neighborhood City streets.** Nearly seven out of ten residents (68%) rated street cleanliness as excellent or good. This result compares to 74% who gave the same ratings in 2012. Residents of Condo Corridor were most satisfied with street cleanliness in their neighborhood (75% positive ratings), while residents in South Beach & Belle Isle were least satisfied (62% positive ratings).

**Cleanliness of City streets in business areas.** Only six in ten residents (61%) gave street cleanliness positive ratings in business areas. This compares unfavorably with seven in ten residents (69%) who rated street cleanliness in business areas as excellent or good in 2012. The 2014 result represents a continuing drop since 2009 when 71% gave positive ratings. Residents in Condo Corridor (70%) gave the highest level of positive (excellent or good) ratings for street cleanliness in business areas, while residents in South Beach & Belle Isle (54%) gave the lowest level of positive ratings.

**Cleanliness of canals/waterways.** Just over five in ten residents (53%) rated cleanliness of canals and waterways as excellent or good, which was lower than 2012 (57%) and 2009 (61%) ratings<sup>1</sup>. Ratings were fairly uniform across districts with Condo Corridor giving the highest level of positive ratings (55%).

**Storm drainage.** Storm drainage remains a difficult and declining issue as only 25% of residents rated it as excellent or good. Ratings have decreased linearly since 2009 (44% excellent and good) and 2012 (37%). There were significant variations in ratings across zones as 41% of North Beach residents gave positive ratings, yet only 15% of Mid Beach and 18% of South Beach & Belle Isle residents did so.

**Sidewalks.** Positive ratings for sidewalk conditions declined from 64% positive ratings in 2009 to 58% in 2012 to 50% in 2014. Condo Corridor residents gave the highest level of positive ratings (65%), while only 39% of Mid Beach residents rated

<sup>1</sup> 11% of residents lacked information to respond to the canals/waterways question. Hence, a more precise statement would be 53% of residents who had sufficient knowledge about canals/waterways gave it positive ratings.

sidewalk conditions as excellent or good.

**Street lighting.** Two out of three residents (65%) in Miami Beach gave excellent or good ratings for adequacy of street lighting, down six percentage points from 2012 and down 13% points since 2009. Ratings for street lighting varied substantially throughout the City as 73% of Condo Corridor residents gave positive ratings compared to only 57% of Mid Beach residents.

**Maintenance of public buildings.** Residents gave comparatively high marks to the appearance and maintenance of public buildings as 79% offered excellent or good ratings. Nonetheless, the 2014 rating was down from 87% positive ratings in 2009 and 2012. North Beach residents were most effusive regarding appearance and maintenance of public buildings with 83% giving positive ratings. Conversely, 74% of Mid Beach residents gave positive ratings.

**Quality of beaches.** Over eight out of ten residents (82%) gave positive ratings to the overall quality of beaches, which was virtually unchanged from ratings in 2009 (83%) and 2012 (84%). Ratings were fairly even across zones, yet residents of North Beach gave the highest level of positive ratings (85%).

**Recreation programs.** Recreation programs received excellent or good ratings from 79% of residents, a six percentage point drop from 2009 and 2012<sup>2</sup>. Eighty-three percent (83%) of residents in South Beach & Belle Isle gave positive ratings to the City's recreation programs, yet only 76% of Mid Beach residents did so.

**Playgrounds.** Over eight out of ten residents (81%) rated the appearance of playgrounds in the City as excellent or good, slightly lower than the level in 2009 (87%) and 2012 (84%). Ratings for playground appearance were highest in Mid Beach (83% positive) and lowest in South Pointe (78% positive).

**Maintenance of parks.** Park maintenance received positive evaluations from three out of four of Miami Beach residents (76%), yet the figures in 2009 (85%) and 2012 (82%) were higher<sup>3</sup>. Ratings for park maintenance were highest in Condo Corridor (81% positive) and lowest in South Pointe (70% positive).

**Landscape maintenance.** Seven out of ten residents (70%) rated landscape maintenance as excellent or good. This result compares unfavorably to the 2009 and 2012 results (83% and 79%, respectively). Residents in North Beach gave the highest level of positive ratings (75%), while those in Mid Beach gave the lowest level of positive ratings (65%).

**Garbage collection.** Eight in ten residents in Miami Beach (79%) rated garbage/trash collection positively, which was lower than the percentages of residents in 2009 (83%) and 2012 (81%). Mid Beach residents (84%) gave the highest level of positive evaluations, while North Beach and South Beach & Belle Isle residents gave 75% excellent or good ratings.

**Dealing with homelessness.** Homelessness was a critical issue for residents as fewer than four in ten residents (37%) gave positive ratings for how the City addressed this issue<sup>4</sup>. Results in 2009 (44%) and 2012 (42%) were higher. Results varied across zones as 49% of Condo Corridor residents gave the City positive ratings for addressing homelessness, while only 30% of South Pointe residents did so.

**Sustainability.** Six out of ten Miami Beach residents (59%) gave the City positive marks for its efforts to be a "green" or sustainable city.<sup>5</sup> Positive ratings dropped from 66% in 2012 to 59% in 2014. Residents of Condo Corridor were more positive in their evaluations of the City's "green" efforts as 66% gave excellent or good ratings; only 53% of South Pointe residents gave positive ratings for the City's efforts to be "green."

- 
- 2 28% of residents lacked information to respond to the recreation programs question. Hence, a more precise statement would be 79% of residents who had sufficient knowledge about recreation programs gave it positive ratings.
  - 3 16% of residents lacked information to respond to the playground question. Hence, a more precise statement would be 81% of residents who had sufficient knowledge about playgrounds gave them positive ratings.
  - 4 26% of residents lacked information to respond to the homelessness question. Hence, a more precise statement would be 37% of residents who had sufficient knowledge about homelessness gave it positive ratings.
  - 5 18% of residents lacked information to respond to the sustainability question. Hence, a more precise statement would be 59% of residents who had sufficient knowledge about sustainability gave it positive ratings.

**Areas that need to be improved.** Three out of four residents (74%) claimed that one or more areas of the City were in need of improvement<sup>6</sup>. In an open ended follow-up question, residents remarked that South Beach (15%) and Washington Avenue (14%) were the two areas most in need of improvement.

**Performance vs. expectations.** Nearly six out of ten residents of Miami Beach (58%) gave the City an excellent or good rating for meeting their expectations regarding City services. In 2009, 75% of residents responded in this manner, while 67% of residents in 2012 gave the City excellent or good ratings in terms of meeting expectations for City services. Residents living in Condo Corridor were most positive (63%), and residents of Mid Beach were least positive (56%) in rating the City's ability to meet their expectations.

**Code enforcement.** Six in ten residents (62%) thought the City's code enforcement efforts were about right, while 23% felt the City did not do enough to enforce codes<sup>7</sup>. In 2012, 61% of residents believed the City applied the right level of code enforcement. Residents in South Pointe (27%) were more likely to say the City should do more to enforce codes, while 73% of Condo Corridor residents thought the City's level of code enforcement was just right.

**Neighborhood noise.** Seven in ten residents (69%) maintained that there was the right level of neighborhood noise, while 13% claimed that there was way too much noise in their neighborhoods. Results were slightly different in 2012 when 75% of residents felt that neighborhood noise was acceptable. Residents in South Beach & Belle Isle (21%) were more likely to indicate that there was way too much noise in their neighborhood.

**Rising sea levels.** Nearly nine out of ten residents (87%) claimed they would support the City of Miami Beach spending tax dollars to address rising sea levels<sup>8</sup>. Support was high across areas.

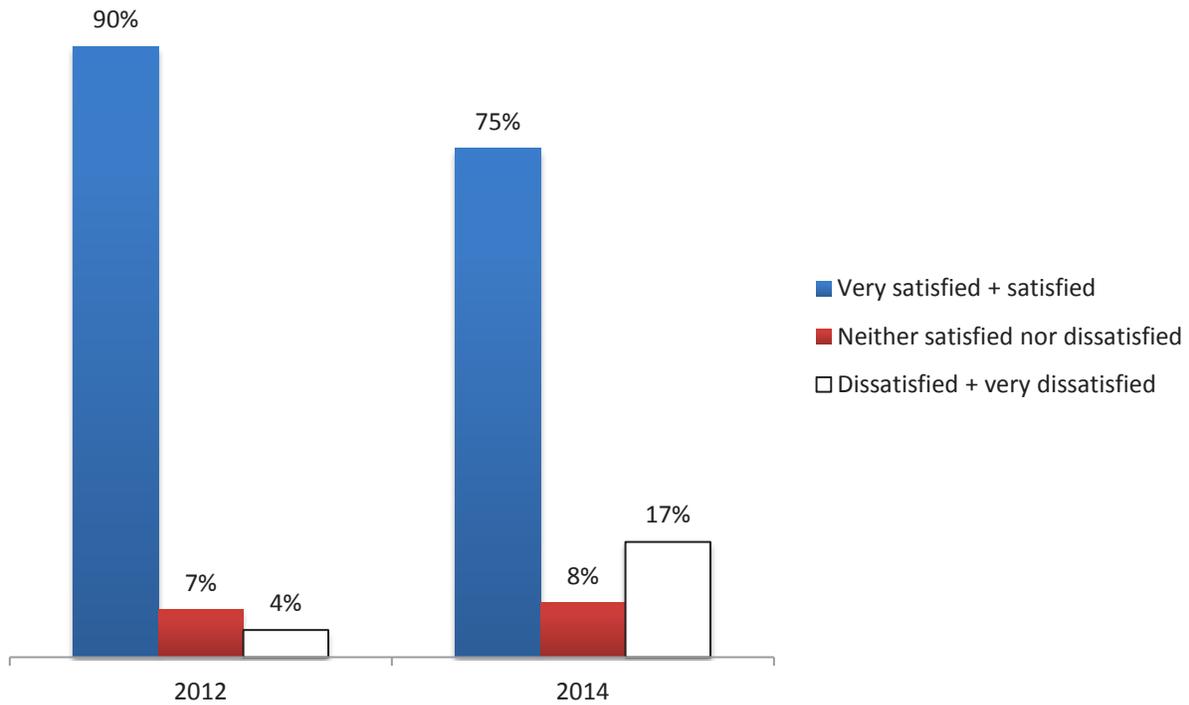
---

6 22% of residents lacked information to respond to the areas that need improvement question. Hence, a more precise statement would be 74% of residents who had sufficient knowledge about areas that needed to be improved.

7 11% of residents lacked information to respond to the code enforcement question. Hence, a more precise statement would be 62% of residents who had sufficient knowledge about code enforcement felt it was the right amount.

8 22% of residents lacked information to respond to the rising sea level question. Hence, a more precise statement would be 87% of residents who had sufficient knowledge about sea levels supported tax dollar spending.

Residential satisfaction with public schools<sup>1</sup>



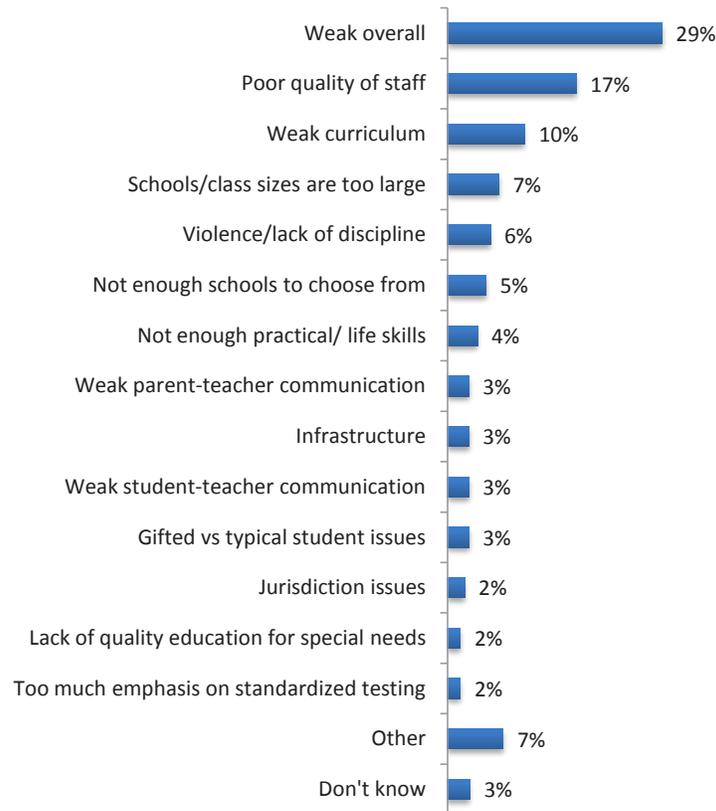
Satisfaction with public school system by zone:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Total	28%	47%	8%	14%	3%
Condo Corridor	38%	33%	5%	24%	0%
Mid Beach	24%	54%	7%	14%	1%
North Beach	25%	42%	10%	19%	4%
South Beach & Belle Isle	3%	57%	13%	20%	7%
South Pointe	48%	42%	6%	2%	2%

2% of residents responded “Don’t know” when asked this question

<sup>1</sup> What is your level of satisfaction with local schools within the City of Miami Beach?

## Reasons for dissatisfaction with local schools within Miami Beach\*12345



**Three out of ten residents (29%) feels dissatisfied with local schools because they are weak overall. Selected verbatim comments follow:**

*"There are not enough good schools in Miami Beach, particularly high schools. The high schools in Miami Beach aren't that great. As a child, I always had to leave Miami Beach in order to go to a good school."*

*"My area school is a very poorly rated school. I have to send my kid to private school for that reason."*

*"I sent my daughter to the district school and it was subpar so we had to end up sending her to private. We would assume all the schools in Miami Beach would be excellent but they aren't."*

*"I have two small children and I don't send them to the public schools because the ones that are good aren't in our zip code."*

*"The junior high and high schools are terrible. They are poorly rated on a national basis."*

**One out of six residents (17%) feels dissatisfied with local schools because of the poor quality of the staff. Selected verbatim comments follow:**

*"I was very dissatisfied with the way my daughter was taught at Miami Beach High School. There wasn't any communication with parents. They did not oversee her homework to make sure it was done properly. She graduated two years ago. My daughter went from being an A student to a C student."*

- \* Why are you dissatisfied with the local schools?
- 1 Results coded from open-ended verbatim question.
- 2 Multiple responses permitted.
- 3 Complete listing of verbatims is contained in a separate document.
- 4 Responses receiving less than 1% not reported.
- 5 Only asked to residents who were dissatisfied or very dissatisfied with local schools.

*"The teachers don't teach! When a concerned parent calls/emails them, the vast majority don't respond. In my experience, Miami Beach High is a joke."*

*"The teaching is horrible. The schools' grades are dropping every year."*

*"Teachers don't check homework. There is poor communication from teacher to student. They need to be more accesible."*

*There are poorly educated teachers who aren't teaching the children well enough."*

**One out of ten residents (10%) feels dissatisfied with local schools because of the weak curriculum. Selected verbatim comments follow:**

*"I feel like my kids were not being taught anything. They were not pushed enough."*

*"I don't think education is heavily emphasized and there is a big communication barrier between the students and the teachers some times."*

*"Not enough empahsis on post high school education opportunities."*

*"The children don't know anything about geography. They are ignorant. In Chile, the education is much better. The students here don't know anything and are disrespectful."*

*"Students don't learn much in class."*

**One out of fourteen residents (7%) feels dissatisfied with local schools because school/class sizes are too large. Selected verbatim comments follow:**

*"The schools are overcrowded and have bad kids. Other kids from different jurisdictions are attending the wrong school for their area."*

*"The classroom sizes are too large and they don't pay attention to the children."*

*"Poor student-teacher ratios."*

*"I am concerned about overcrowding in the classrooms."*

**One out of sixteen residents (6%) feels dissatisfied with local schools because of violence and a lack of discipline. Selected verbatim comments follow:**

*"The local schools in the Biscayne Point Elementary zone have too much violence and bullying. The education and teaching are poor. The structure of the school is also falling apart."*

*"The environment did not feel safe. That is why I moved my kids to private school."*

*"Safety; you see elementary school kids exposed to guns and violence; there should be more viligence by school and community on this issue. Parents try but there has to be a way to improve this."*

*"I went to the local school, it was in complete disarray. It was noisy and out of control."*

*"They deal with kids that are bad. They are not concerned about kids who are doing well."*

## Residential satisfaction with public schools

Do you have children in the public school system:

	Yes	No
Total	14%	86%
Condo Corridor	7%	93%
Mid Beach	23%	77%
North Beach	14%	86%
South Beach & Bella Isle	9%	91%
South Pointe	16%	84%

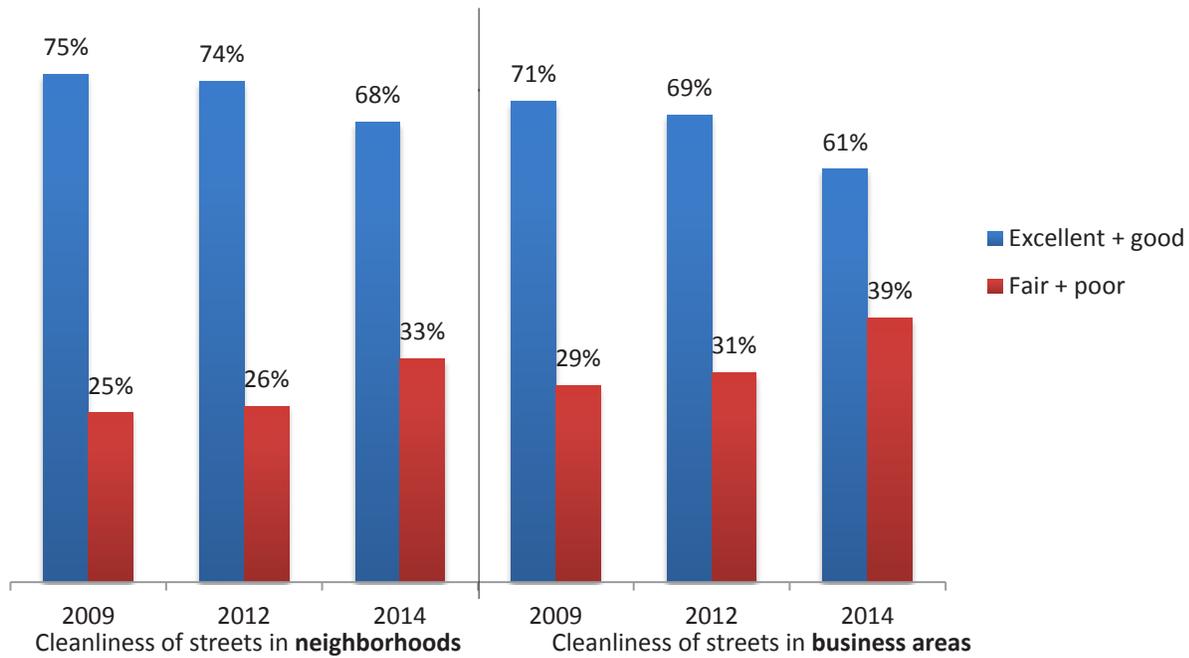
10% of residents responded “Don’t know” when asked this question

Satisfaction with public school system by level of schooling attended by children:

Level of schooling	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Total	30%	45%	8%	14%	3%
Elementary	33%	39%	11%	14%	3%
Middle	14%	54%	5%	24%	3%
High	24%	65%	2%	5%	4%

3% of residents responded “Don’t know” when asked what level of public school their child attended

Ratings for cleanliness of streets<sup>1</sup>



Ratings for cleanliness of neighborhood streets by zone:

	Excellent	Good	Fair	Poor
Total	24%	44%	19%	14%
Condo Corridor	25%	50%	15%	10%
Mid Beach	26%	42%	21%	11%
North Beach	22%	44%	19%	15%
South Beach & Belle Isle	17%	45%	23%	14%
South Pointe	28%	37%	16%	19%

0% of residents responded “Don’t know” when asked this question

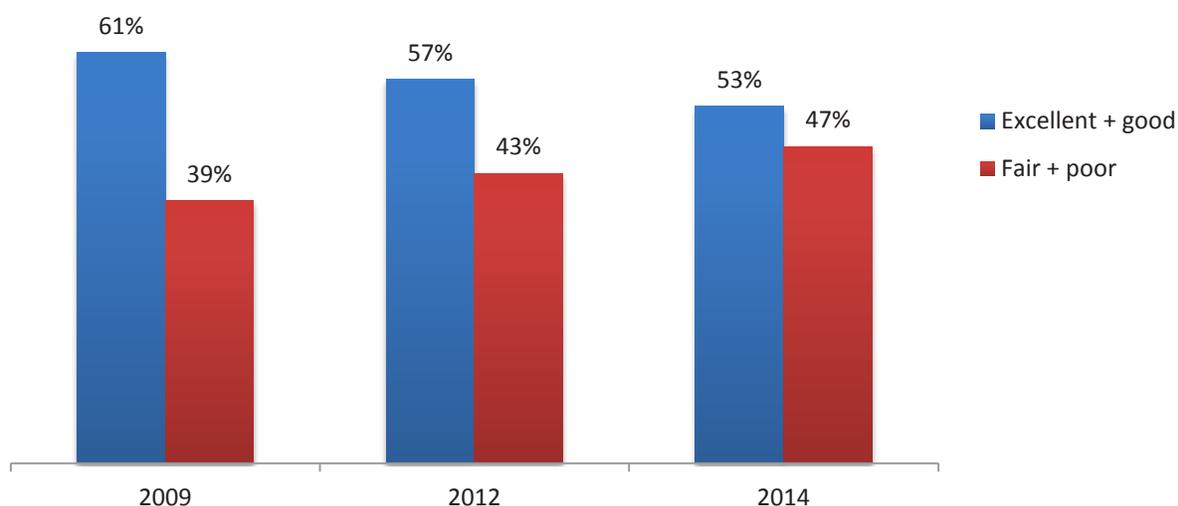
Ratings for cleanliness of streets in business areas by zone:

	Excellent	Good	Fair	Poor
Total	15%	46%	25%	14%
Condo Corridor	16%	54%	20%	11%
Mid Beach	13%	44%	32%	11%
North Beach	16%	48%	24%	12%
South Beach & Belle Isle	11%	43%	28%	18%
South Pointe	18%	41%	22%	20%

2% of residents responded “Don’t know” when asked this question

1 How would you rate the cleanliness of streets in your neighborhood? How would you rate the cleanliness of streets in commercial areas?

## Rating for cleanliness of canals/waterways<sup>1</sup>



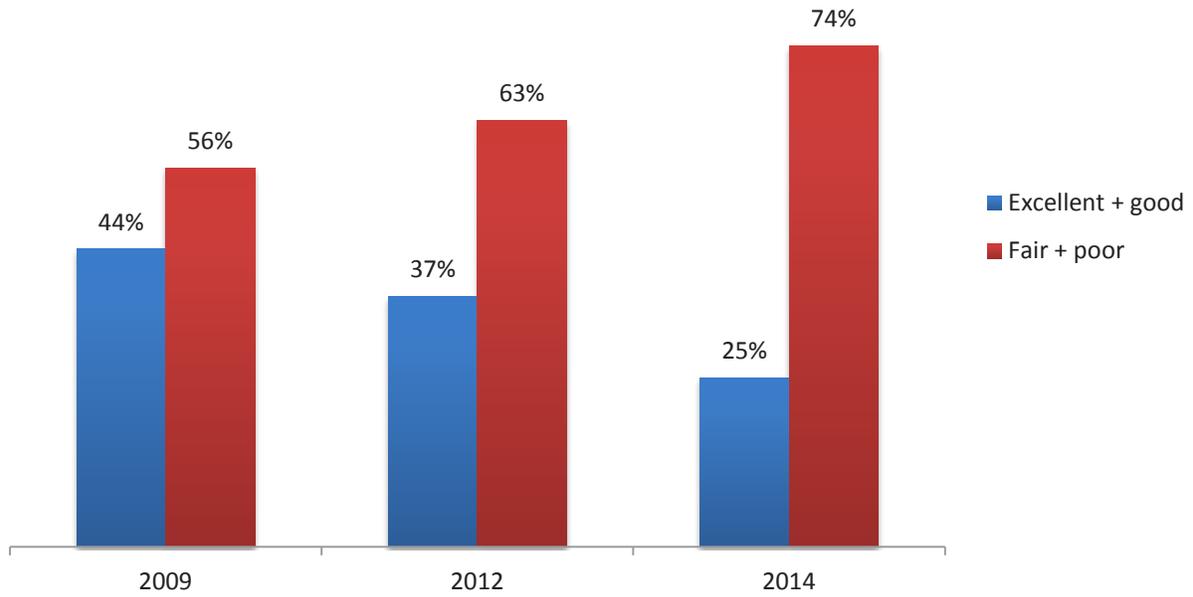
1 How would you rate the cleanliness of canals/waterways?

### Ratings for cleanliness of canals/waterways by zone:

	Excellent	Good	Fair	Poor
Total	10%	43%	28%	19%
Condo Corridor	12%	43%	22%	23%
Mid Beach	6%	46%	28%	20%
North Beach	11%	42%	25%	23%
South Beach & Belle Isle	9%	43%	33%	16%
South Pointe	11%	41%	33%	15%

11% of residents responded “Don’t know” when asked this question

Rating for storm drainage<sup>1</sup>



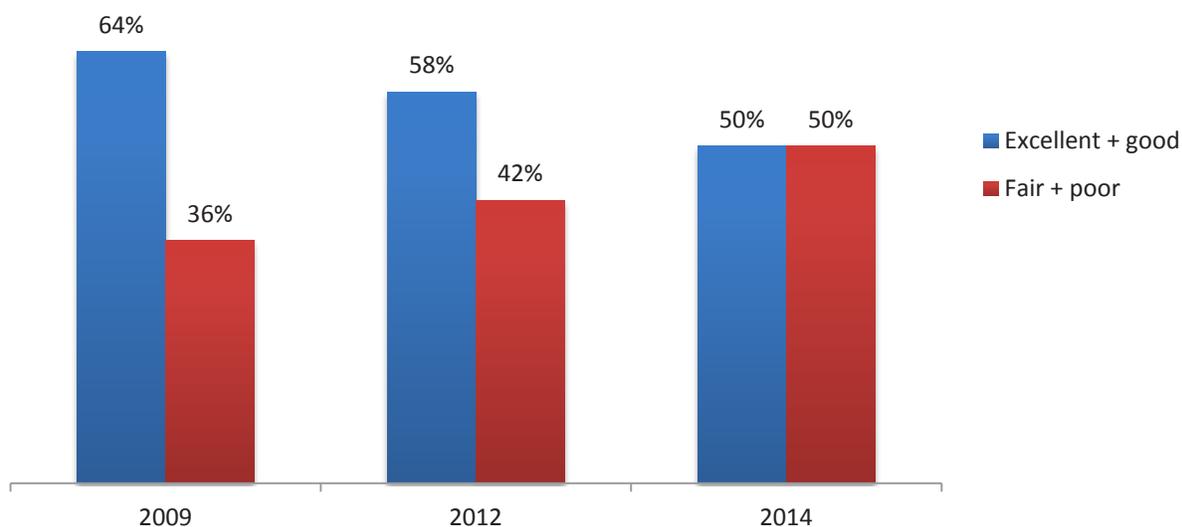
1 How would you rate storm drainage?

Ratings for storm drainage by zone:

	Excellent	Good	Fair	Poor
Total	5%	20%	21%	53%
Condo Corridor	7%	22%	21%	50%
Mid Beach	3%	12%	25%	60%
North Beach	9%	32%	20%	39%
South Beach & Belle Isle	4%	14%	18%	64%
South Pointe	2%	22%	21%	55%

3% of residents responded “Don’t know” when asked this question

## Rating for sidewalks<sup>1</sup>



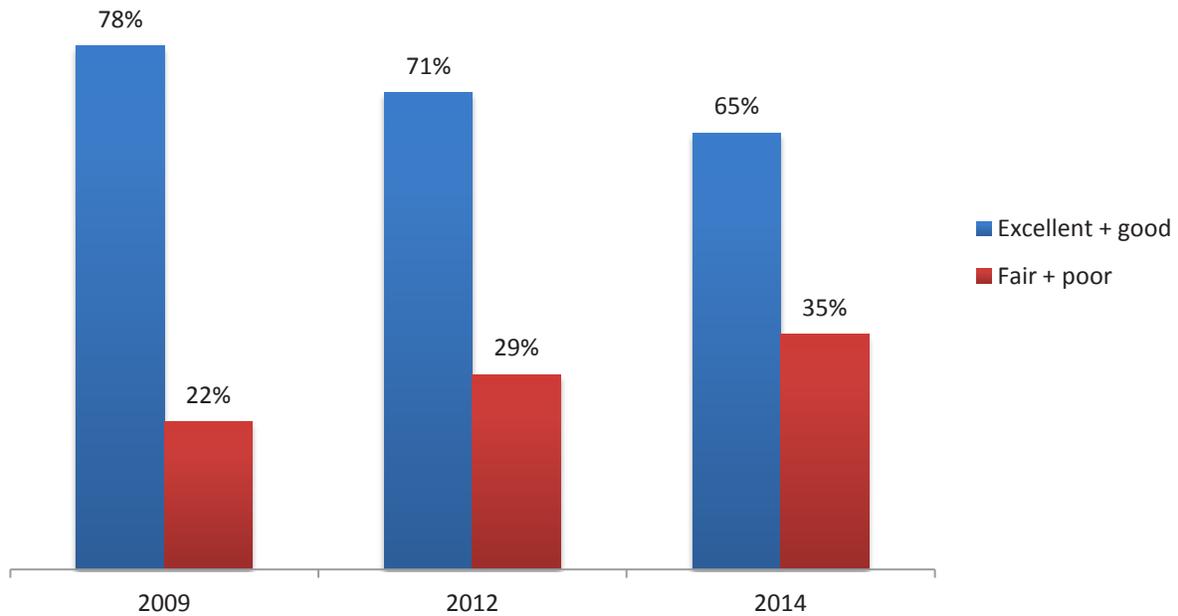
1 How would you rate the condition of sidewalks?

### Ratings for sidewalks by zone:

	Excellent	Good	Fair	Poor
Total	11%	39%	27%	23%
Condo Corridor	14%	51%	21%	15%
Mid Beach	6%	33%	33%	28%
North Beach	13%	44%	22%	21%
South Beach & Belle Isle	7%	35%	34%	24%
South Pointe	16%	29%	27%	27%

3% of residents responded “Don’t know” when asked this question

### Rating for adequacy of street lighting<sup>1</sup>



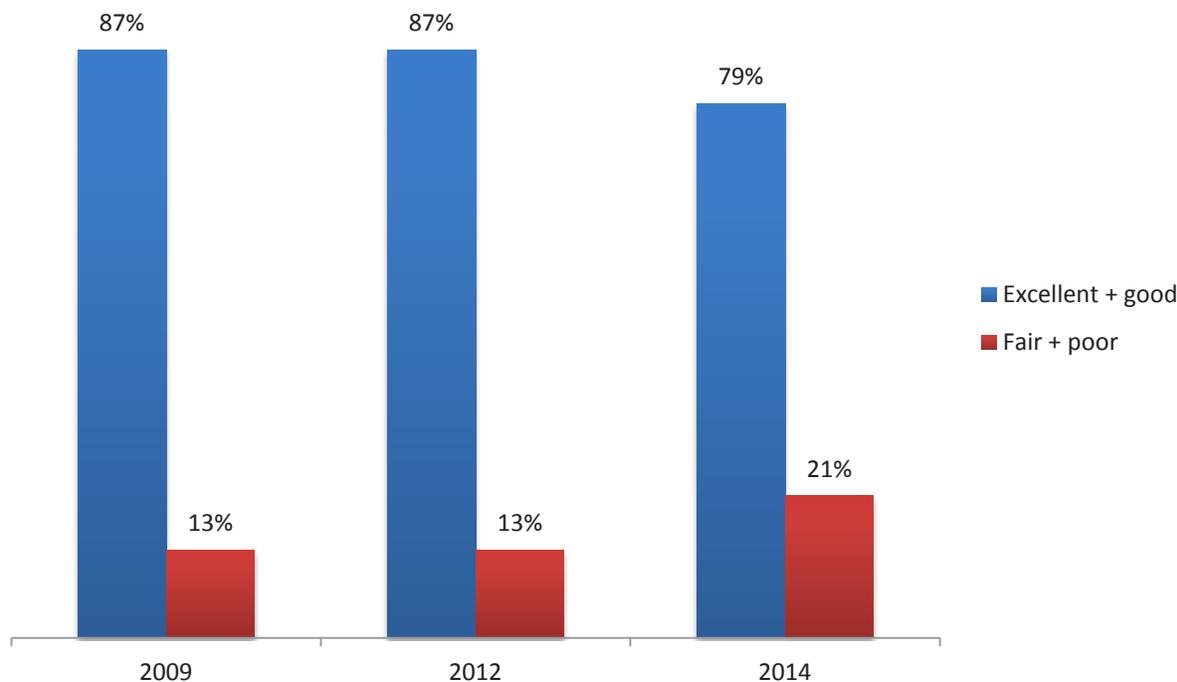
1 How would you rate the adequacy of street lighting in your neighborhood?

### Ratings for adequacy of street lighting by zone:

	Excellent	Good	Fair	Poor
Total	18%	47%	20%	15%
Condo Corridor	23%	50%	20%	7%
Mid Beach	13%	44%	23%	20%
North Beach	19%	49%	19%	12%
South Beach & Belle Isle	17%	50%	20%	14%
South Pointe	21%	39%	18%	23%

1% of residents responded “Don’t know” when asked this question

## Rating for appearance and maintenance of the City’s public buildings<sup>1</sup>



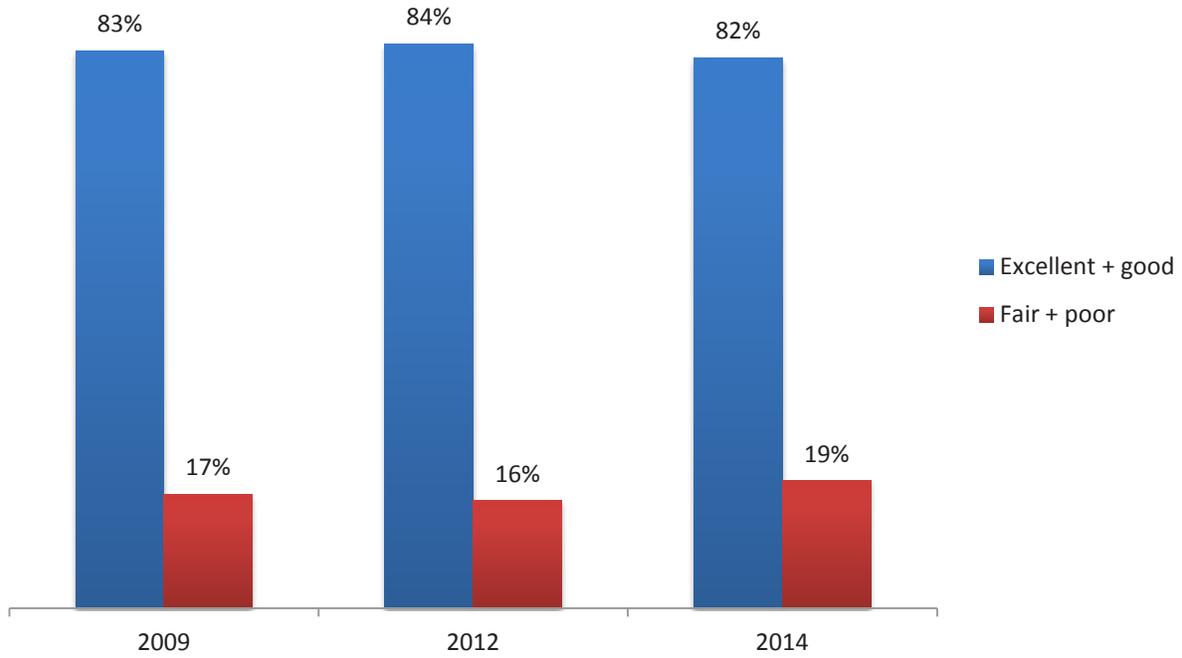
1 How would you rate the appearance and maintenance of the City’s public buildings?

## Ratings for appearance and maintenance of the City’s public buildings by zone:

	Excellent	Good	Fair	Poor
Total	19%	60%	18%	3%
Condo Corridor	17%	62%	19%	2%
Mid Beach	17%	57%	23%	3%
North Beach	21%	62%	13%	3%
South Beach & Belle Isle	18%	60%	17%	4%
South Pointe	21%	59%	15%	5%

5% of residents responded “Don’t know” when asked this question

Rating for overall quality of the beaches<sup>1</sup>



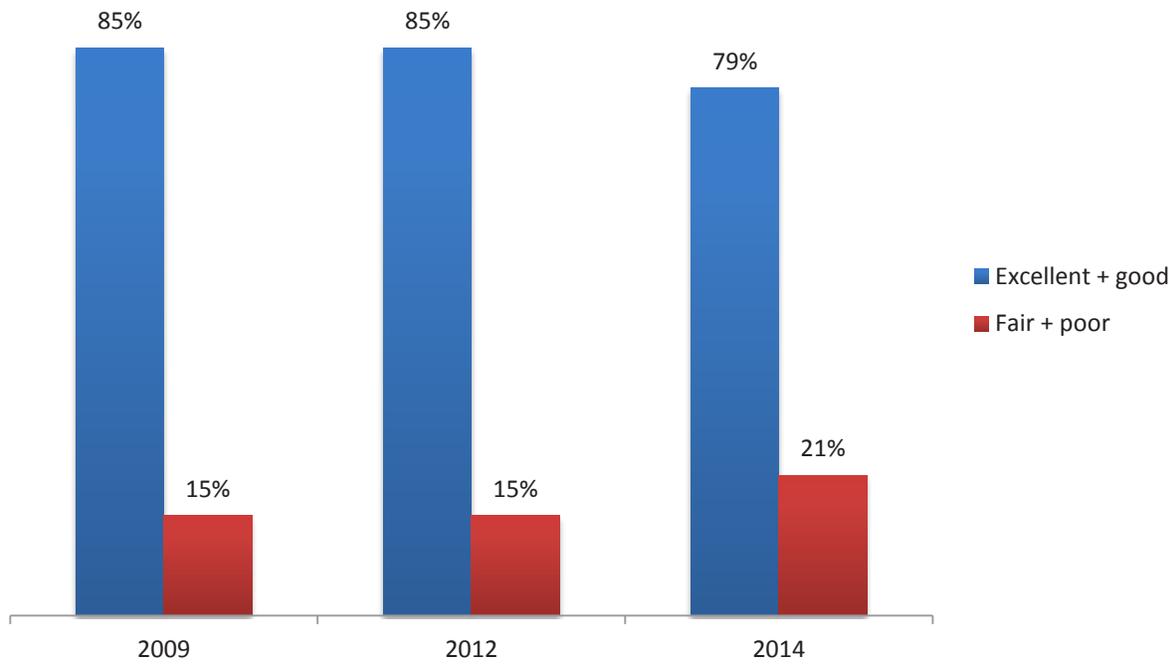
1 How would you rate the overall quality of the beaches?

Ratings for overall quality of the beaches by zone:

	Excellent	Good	Fair	Poor
Total	26%	56%	15%	4%
Condo Corridor	26%	58%	13%	3%
Mid Beach	22%	55%	20%	2%
North Beach	30%	55%	11%	4%
South Beach & Belle Isle	26%	54%	14%	6%
South Pointe	23%	55%	16%	6%

5% of residents responded “Don’t know” when asked this question

## Rating for recreation programs<sup>1</sup>



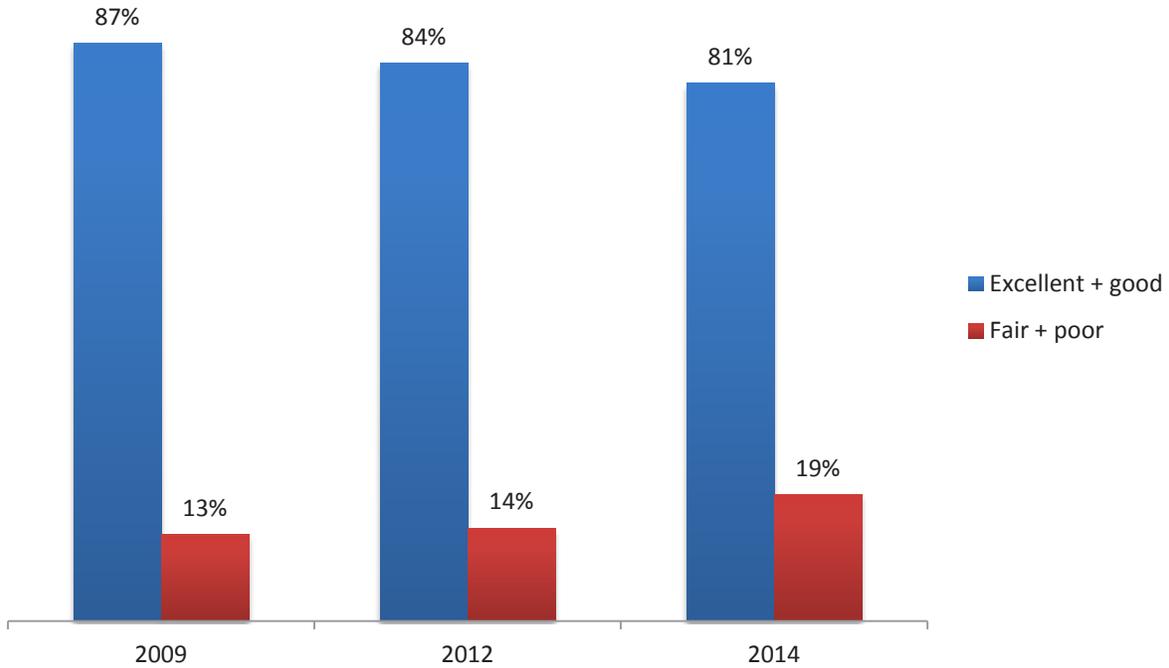
1 How would you rate recreational programs?

### Ratings for recreational programs by zone:

	Excellent	Good	Fair	Poor
Total	25%	54%	15%	6%
Condo Corridor	25%	54%	15%	5%
Mid Beach	24%	52%	18%	5%
North Beach	28%	49%	15%	7%
South Beach & Belle Isle	21%	62%	13%	5%
South Pointe	25%	55%	11%	9%

28% of residents responded “Don’t know” when asked this question

Rating for appearance of playgrounds<sup>1</sup>



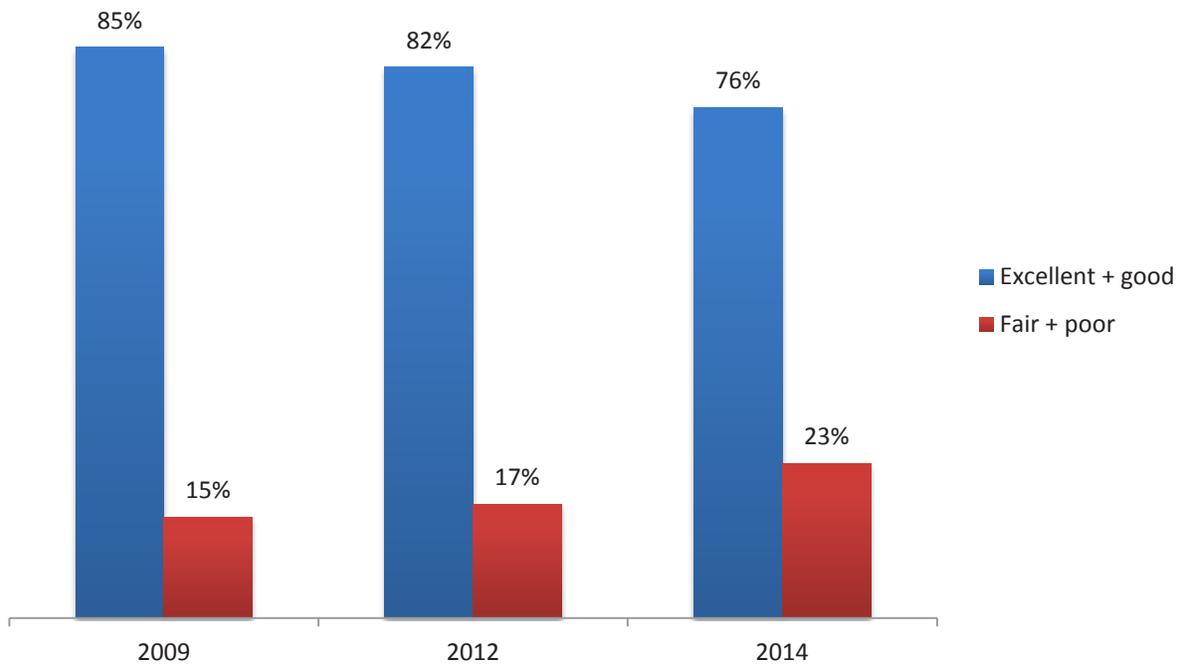
1 How would you rate the appearance of playgrounds?

Ratings for the appearance of playgrounds by zone:

	Excellent	Good	Fair	Poor
Total	24%	57%	15%	4%
Condo Corridor	23%	59%	15%	3%
Mid Beach	23%	60%	14%	3%
North Beach	28%	53%	13%	6%
South Beach & Belle Isle	25%	55%	16%	4%
South Pointe	23%	55%	18%	4%

16% of residents responded “Don’t know” when asked this question

## Rating for maintenance of parks<sup>1</sup>



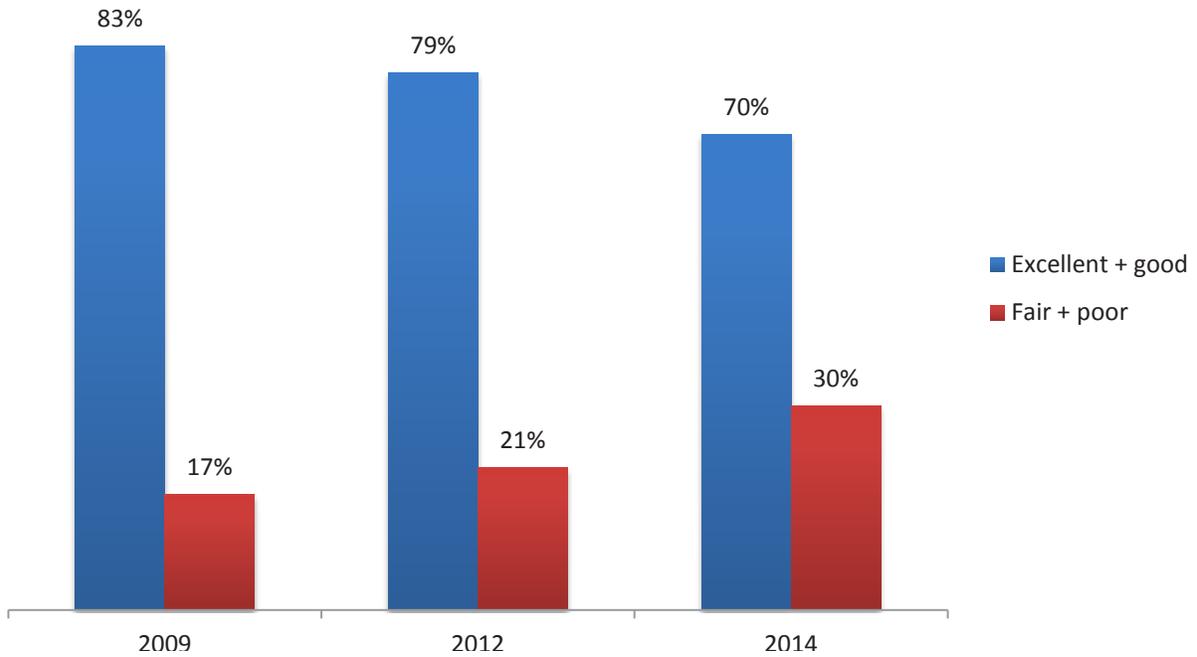
1 How would you rate the maintenance of parks?

### Ratings for the maintenance of parks by zone:

	Excellent	Good	Fair	Poor
Total	21%	55%	19%	4%
Condo Corridor	18%	63%	16%	3%
Mid Beach	19%	57%	20%	4%
North Beach	23%	52%	20%	4%
South Beach & Belle Isle	26%	53%	17%	5%
South Pointe	18%	52%	24%	6%

7% of residents responded “Don’t know” when asked this question

Rating for landscape maintenance<sup>1</sup>



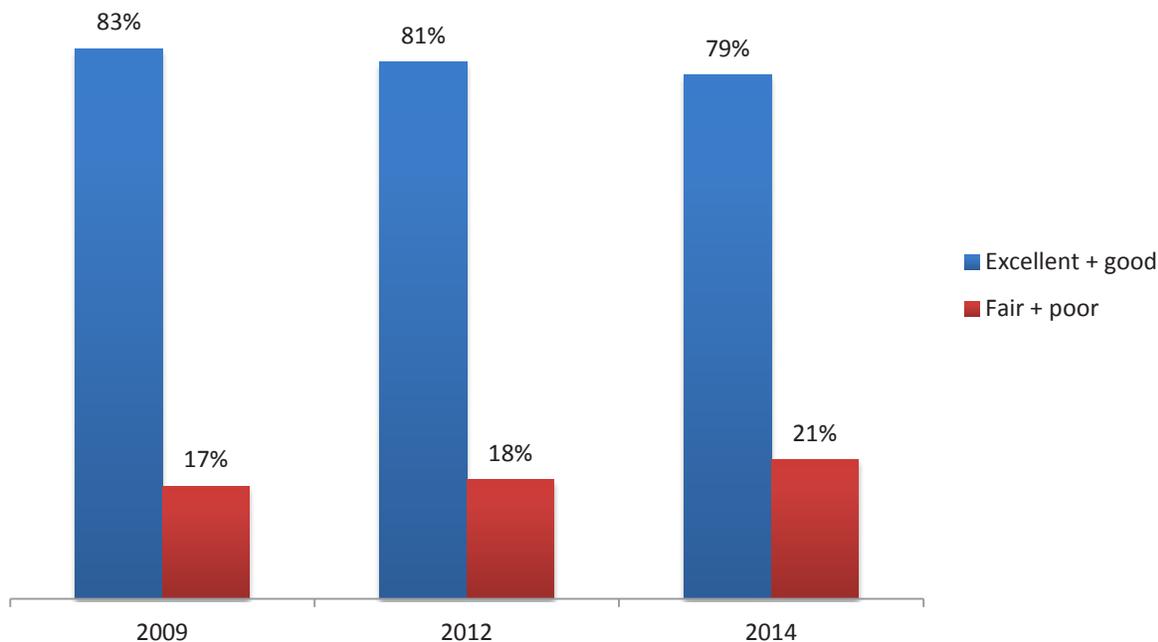
1 How would you rate landscape maintenance in rights of way and public areas?

Ratings for landscape maintenance by zone:

	Excellent	Good	Fair	Poor
Total	21%	49%	21%	9%
Condo Corridor	19%	52%	21%	8%
Mid Beach	21%	44%	27%	8%
North Beach	22%	53%	14%	10%
South Beach & Belle Isle	18%	53%	19%	10%
South Pointe	26%	41%	23%	10%

1% of residents responded “Don’t know” when asked this question

### Rating for garbage/trash collection<sup>1</sup>



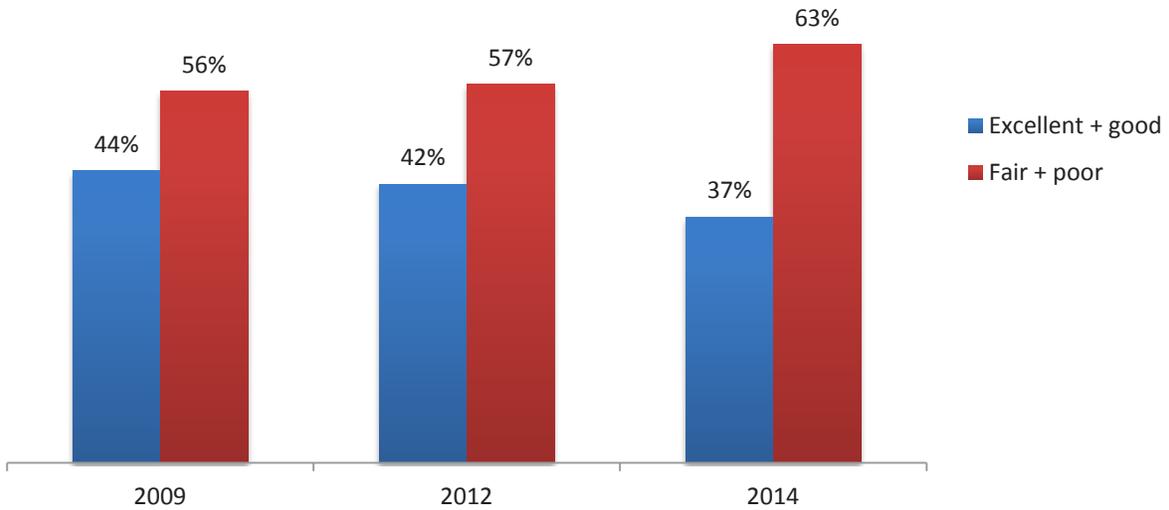
1 How would you rate garbage/trash collection?

### Ratings for garbage/trash collection by zone:

	Excellent	Good	Fair	Poor
Total	24%	55%	14%	7%
Condo Corridor	22%	60%	11%	7%
Mid Beach	32%	52%	12%	4%
North Beach	25%	50%	16%	9%
South Beach & Belle Isle	20%	55%	16%	9%
South Pointe	18%	60%	16%	6%

9% of residents responded “Don’t know” when asked this question

Rating for City’s addressing of homelessness<sup>1</sup>



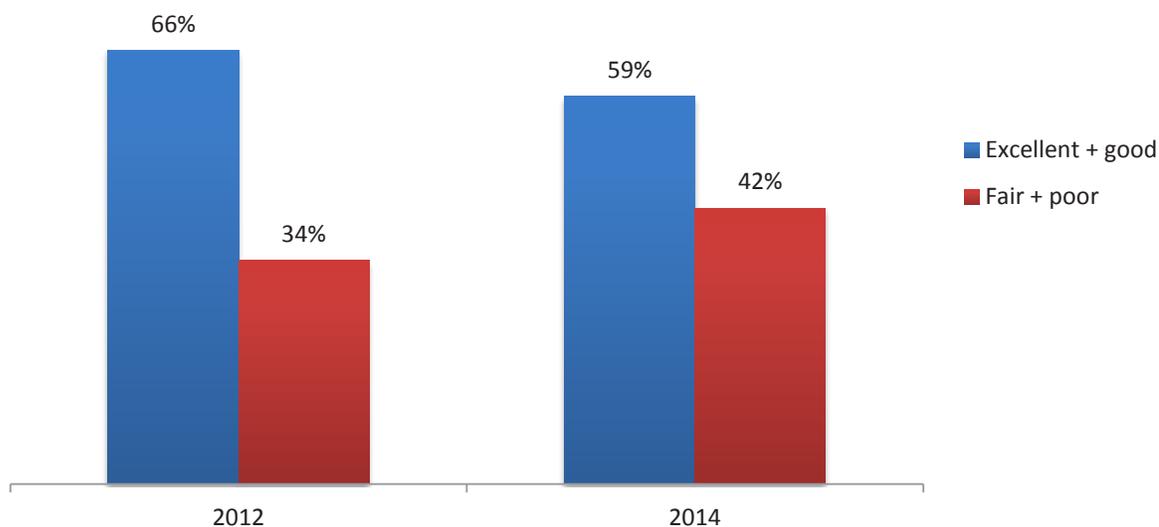
1 How would you rate the job that the City is doing to address homelessness?

Ratings for City’s addressing of homelessness by zone:

	Excellent	Good	Fair	Poor
Total	6%	31%	32%	31%
Condo Corridor	6%	43%	23%	28%
Mid Beach	8%	28%	38%	25%
North Beach	8%	30%	29%	33%
South Beach & Belle Isle	5%	28%	28%	39%
South Pointe	4%	26%	40%	30%

26% of residents responded “Don’t know” when asked this question

## Rating for City’s efforts to be a “green” or sustainable city<sup>1</sup>



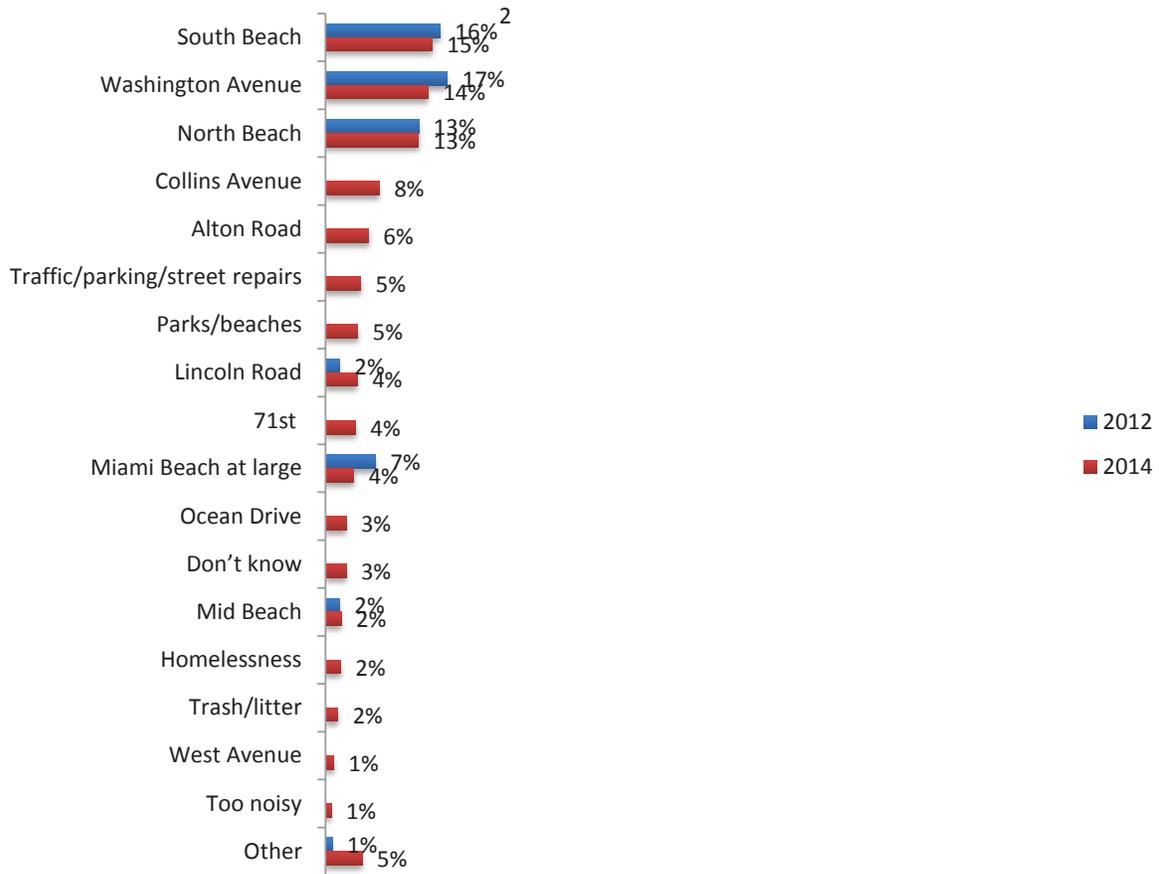
1 How would you rate the City’s efforts to be a “green” or sustainable city?

### Ratings for City’s efforts to be a “green” or sustainable city by zone:

	Excellent	Good	Fair	Poor
Total	13%	46%	26%	16%
Condo Corridor	10%	56%	21%	13%
Mid Beach	13%	42%	31%	15%
North Beach	13%	47%	28%	12%
South Beach & Belle Isle	13%	44%	27%	16%
South Pointe	14%	39%	23%	24%

18% of residents responded “Don’t know” when asked this question

Areas that need to be improved<sup>1</sup>



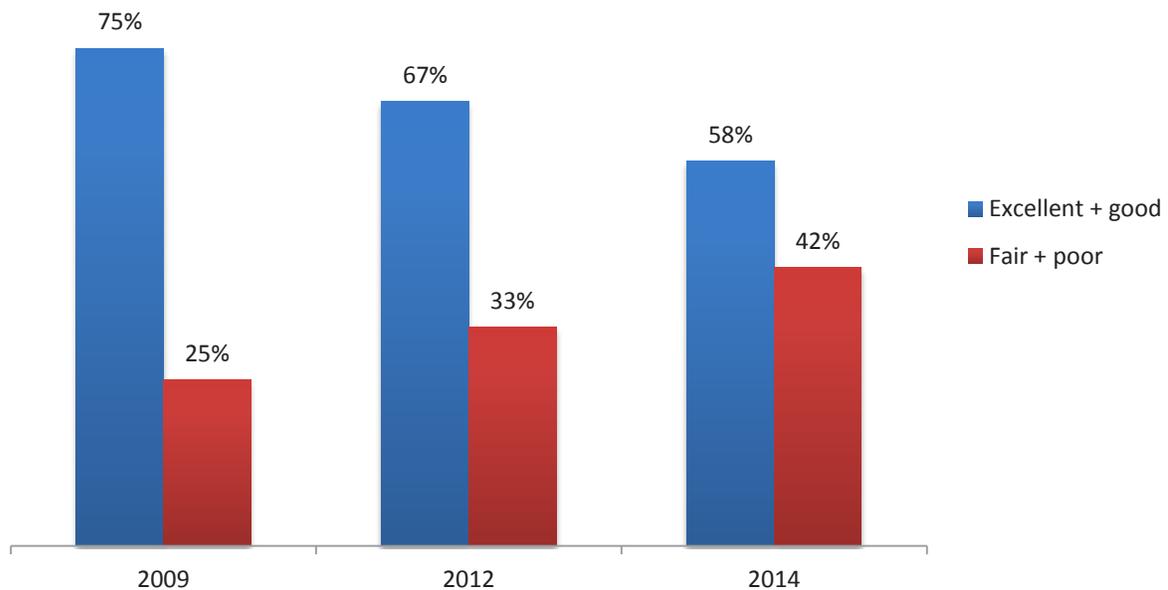
Necessity of City improvement by zone:

	Yes	No
Total	74%	26%
Condo Corridor	69%	31%
Mid Beach	74%	26%
North Beach	73%	27%
South Beach & Belle Isle	79%	21%
South Pointe	72%	28%

22% of residents responded “Don’t know” when asked this question

1 Is there any area of Miami Beach that needs to be improved?  
 2 Responses coded from an open-ended question with multiple responses permitted.

## Rating for City’s ability to meet expectations for City services<sup>1</sup>



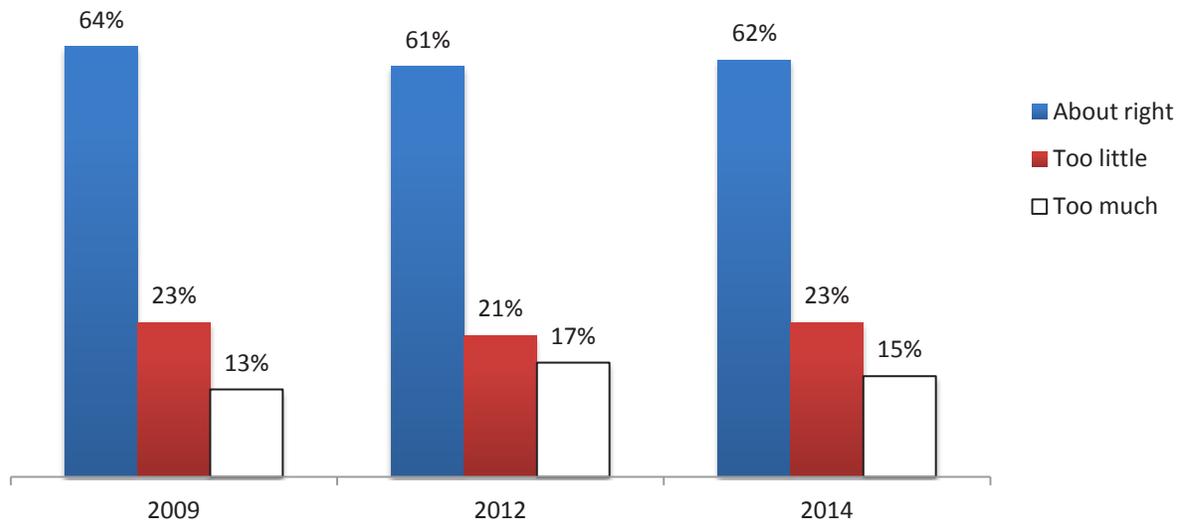
1 How good of a job is the City doing in meeting your expectations with the services they provide?

### City’s ability to meet expectations for City services by zone:

	Excellent	Good	Fair	Poor
Total	11%	47%	30%	12%
Condo Corridor	13%	50%	29%	9%
Mid Beach	10%	46%	33%	11%
North Beach	11%	47%	29%	12%
South Beach & Belle Isle	11%	46%	30%	14%
South Pointe	9%	48%	31%	11%

5% of residents responded “Don’t know” when asked this question

Rating for level of code enforcement<sup>12</sup>



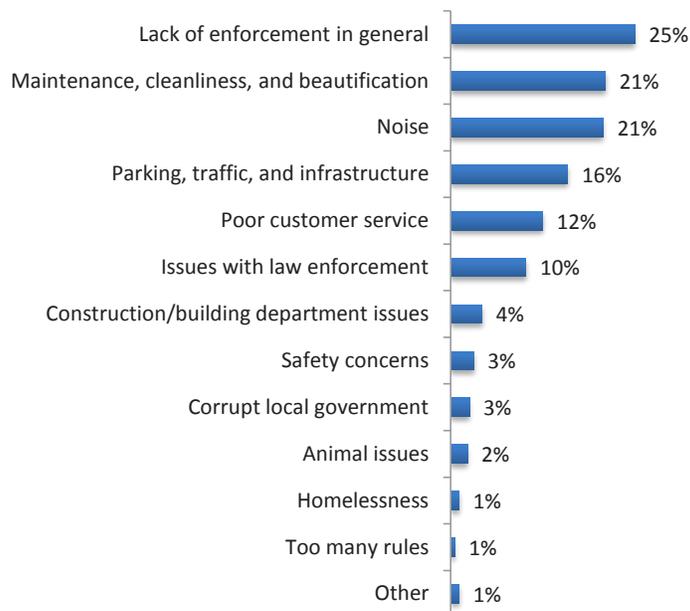
1 Please rate the level of code enforcement by the City of Miami Beach government in your neighborhood.

Level of code enforcement by zone:

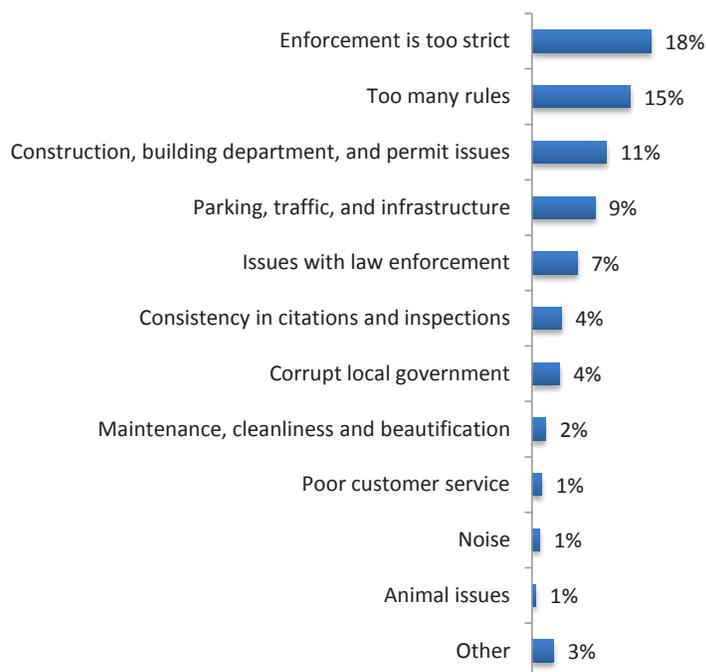
	Too little	Too much	About the right amount
Total	23%	15%	62%
Condo Corridor	15%	12%	73%
Mid Beach	24%	18%	58%
North Beach	25%	15%	60%
South Beach & Belle Isle	25%	14%	61%
South Pointe	27%	16%	57%

11% of residents responded “Don’t know” when asked this question

## Reasons for too little code enforcement\*<sup>123</sup>

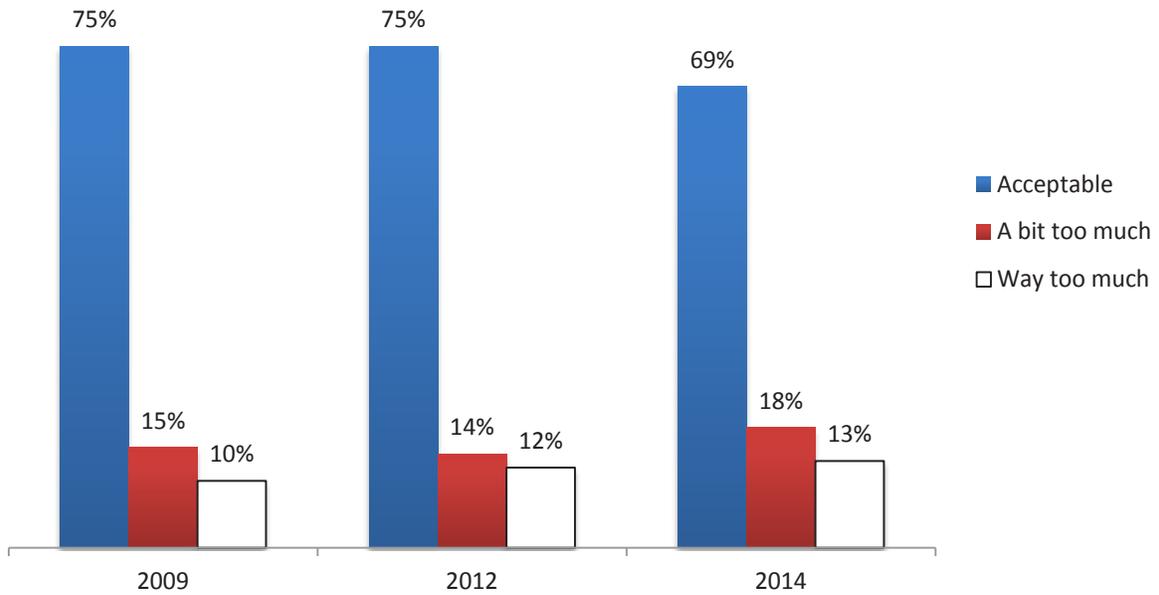


## Reasons for too much code enforcement\*\*<sup>124</sup>



\* When you say there is too little code enforcement, what specifically do you have in mind?  
 \*\* When you say there is too much code enforcement, what specifically do you have in mind?  
 1 Results coded from open-ended verbatim question.  
 2 Multiple responses permitted.  
 3 Only asked to residents who responded that there was too little code enforcement  
 4 Only asked to residents who responded that there was too much code enforcement

Level of neighborhood noise<sup>1</sup>



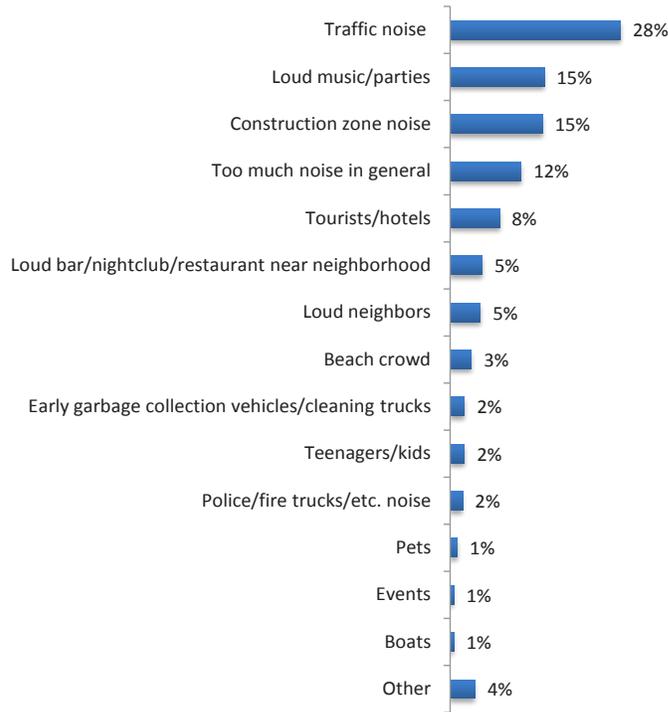
1 How would you rate the amount of noise in your neighborhood?

Level of neighborhood noise by zone:

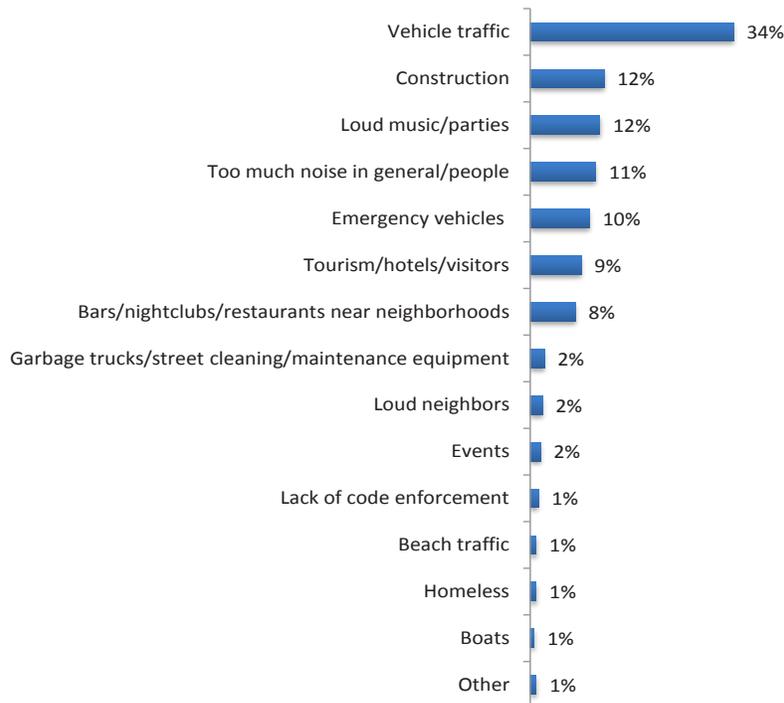
	A bit too much	Way too much	Acceptable
Total	18%	13%	69%
Condo Corridor	17%	14%	68%
Mid Beach	14%	8%	78%
North Beach	13%	7%	81%
South Beach & Belle Isle	23%	21%	56%
South Pointe	25%	15%	60%

1% of residents responded “Don’t know” when asked this question

## Reasons for a bit too much noise in neighborhood\*<sup>123</sup>



## Reasons for way too much noise in neighborhood\*\*<sup>124</sup>



\* Why do you say there is a bit too much noise in your neighborhood?

\*\* Why do you say there is way too much noise in your neighborhood?

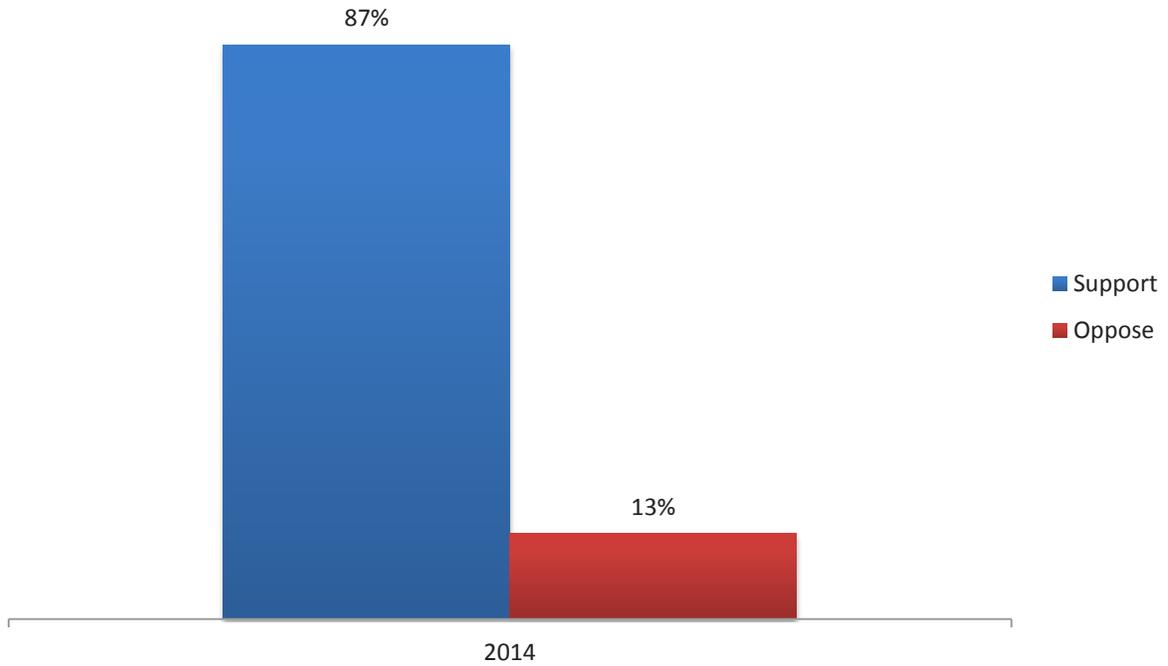
1 Results coded from open-ended verbatim question.

2 Multiple responses permitted.

3 Only asked to residents who responded that there was a bit too much noise in their neighborhood

4 Only asked to residents who responded that there was way too much noise in their neighborhood

Support for tax dollar spending to address rising sea levels<sup>1</sup>



<sup>1</sup> Do you support or oppose the City of Miami Beach spending tax dollars to address rising sea levels?

Ratings for support for tax dollar spending to address rising sea levels by zone:

	Support	Oppose
Total	87%	13%
Condo Corridor	89%	11%
Mid Beach	87%	13%
North Beach	88%	12%
South Beach & Belle Isle	85%	15%
South Pointe	84%	16%

12% of residents responded “Don’t know” when asked this question



MIAMIBEACH

Residential Survey: Historic Preservation & Development

## Historic Preservation & Development

The following historic preservation issues were included in the survey:

- City's performance in historic preservation
- Regulation efforts

**City's performance in historic preservation.** Nearly three out of four residents (74%) maintained the City of Miami Beach was effective in its historic preservation efforts<sup>1</sup>. Results were somewhat lower than in 2012 when 78% of residents thought the City was effective in its historic preservation efforts. Conversely, about one in six residents (16%) thought the City's historic preservation performance was ineffective. Over eight out of ten residents (84%) of Condo Corridor thought the City was effective in its historic preservation efforts, while only 59% of residents in Mid Beach felt this way.

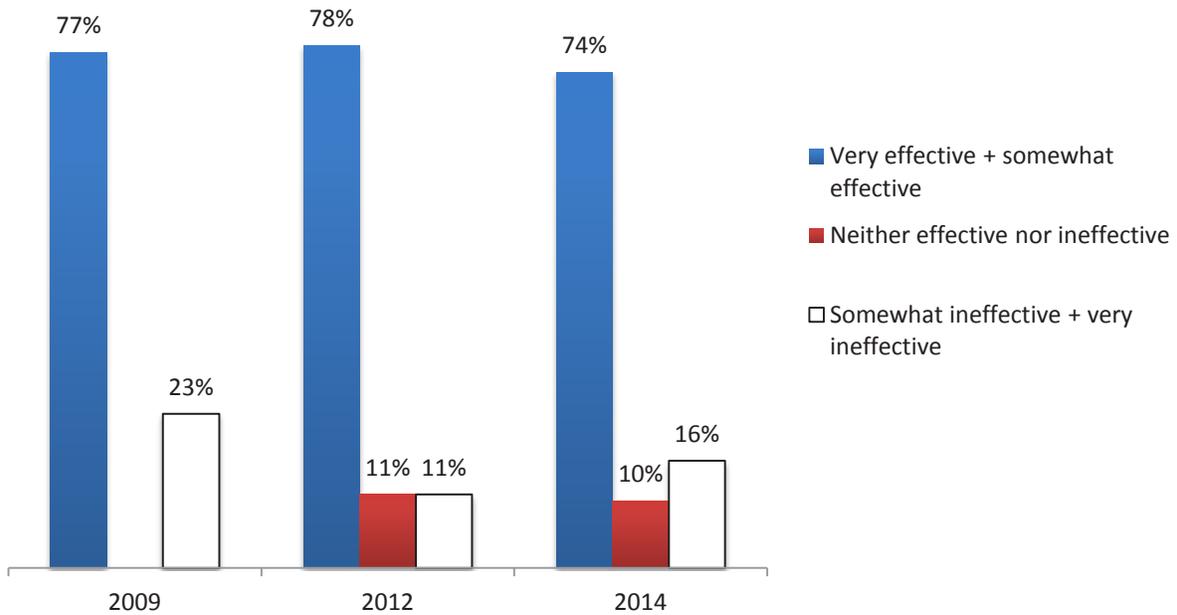
**Regulation efforts.** Just over half of the residents (53%) thought the City had found the right balance in regulating development; 55% of residents expressed this opinion in 2012<sup>2</sup>. Of the remaining residents, more people said that City was too lax (37%) rather than too strict (10%) in its efforts to regulate development. Relatively more Mid Beach residents (49%) thought the City was too lax in regulating development, while relatively more South Pointe residents (16%) thought the City was too strict in regulating development.

---

1 12% of residents lacked information to respond to the historic preservation question. Hence, a more precise statement would be 74% of residents who had sufficient knowledge about historic preservation gave it positive ratings.

2 12% of residents lacked information to respond to the development question. Hence, a more precise statement would be 53% of residents who had sufficient knowledge about development thought it was about right.

## Effectiveness of historic preservation efforts<sup>1</sup>



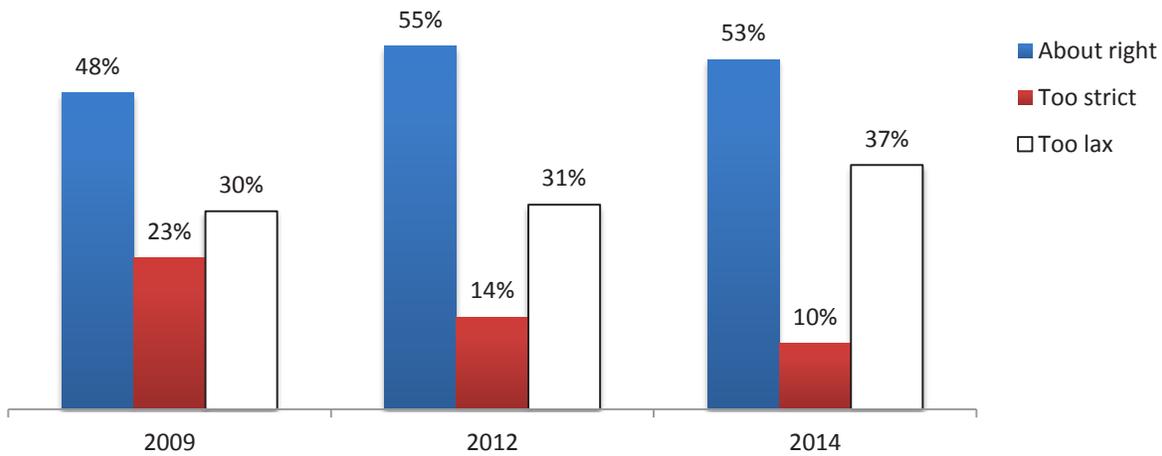
<sup>1</sup> Think about historic preservation efforts in the City of Miami Beach — how effective have they been?

### Effectiveness of historic preservation efforts by zone:

	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective
Total	26%	48%	10%	11%	5%
Condo Corridor	32%	52%	8%	7%	1%
Mid Beach	17%	42%	15%	16%	11%
North Beach	24%	43%	14%	14%	5%
South Beach & Belle Isle	29%	50%	9%	5%	7%
South Pointe	28%	51%	7%	11%	4%

12% of residents responded “Don’t know” when asked this question

## Efforts to regulate development<sup>1</sup>



- 1 Think about the City of Miami Beach’s efforts to regulate development — has the City’s regulation of development been too strict, too lax, or about right?

### Efforts to regulate development by zone:

	About right	Too strict	Too lax
Total	53%	10%	37%
Condo Corridor	62%	8%	30%
Mid Beach	40%	11%	49%
North Beach	62%	6%	32%
South Beach & Belle Isle	57%	9%	34%
South Pointe	45%	16%	38%

12% of residents responded “Don’t know” when asked this question

MIAMIBEACH

Residential Survey: Transportation & Parking

## Transportation & Parking

Transportation and parking issues included in the study were as follows:

- Primary mode of transportation
- Parking availability
- Traffic flow
- Condition of streets
- Alternative transportation methods
- Availability of bike paths/lanes
- Reducing on-street parking on main streets for alternative transportation

**Primary mode of transportation.** Three out of four residents (73%) indicated that cars were their primary means of transportation. This finding continues an upward trend from 2005 (63%) and 2009 (71%), yet virtually identical to 2012 (74%). Most of the remaining residents either walked/biked (11%) or took public buses (6%). Mid Beach residents were heavily dependent on cars as 89% used this method of personal transportation. One in four South Beach & Belle Isle residents (25%) claimed their primary mode of transportation was walking or bicycling.

**Parking availability.** Only 24% of residents stated that Miami Beach had the right amount of parking; 75% claimed there was not enough parking. Lack of parking historically has been a major concern as 77% of residents in 2009 and 70% in 2012 claimed there was too little parking in Miami Beach. Only 1% of residents claimed there was too much parking. Mid Beach (80%) residents were more likely to say there was too little parking.

**Traffic flow.** Traffic was the number one problem on Miami Beach residents' minds as only 16% of residents rated traffic flow as excellent or good. Positive ratings for traffic flow have been declining since 2009 when 31% of residents felt traffic flow was positive. South Pointe residents were most critical of traffic flow with 90% giving it a fair or poor rating.

**Condition of streets.** Only one in three residents (32%) gave an excellent or good rating for the condition of City streets. This number has been falling consistently since 2009 when 55% of residents gave a positive rating to the condition of City streets. North Beach residents were most complimentary of City streets as 49% gave excellent or good ratings.

**Alternative transportation methods.** Nearly half of residents (49%) claimed they would take the local bus circulators; this is exactly the same percentage as in 2012 and slightly lower than the percentage who indicated they would do so in 2009 (52%)<sup>1</sup>. About half of residents from all zones except Mid Beach (34%) stated they would be willing to ride the local buses. About four out of ten residents (39%) also claimed they would ride bicycles; this is considerably lower than the percentage in 2012 (48%).

Exactly three in ten residents claimed they would take a trolley car, and nearly three in ten residents (28%) would take the express bus to the mainland or ride an express train (rapid transit) to the mainland. These figures are not that much different than the figures in 2012.

**Availability of bike paths/lanes.** Two in five residents (40%) claimed that the availability of bike paths/lanes are about right, down five percentage points from 2012. Half of residents claim that there were too few bike paths/lanes. South Pointe and South Beach & Belle Isle residents (56%) were most likely to think there were too few bike paths/lanes.

**Reducing on-street parking on main streets for alternative transportation.** The wording of this question was tweaked slightly in 2014 by indicating that decreases in parking for various causes would be on main streets as opposed to "City streets." Nonetheless, more residents in 2014 indicated they would be willing to give up some parking spaces on main streets than did so in 2012.

Nearly half of residents (46%) were willing to give up some on-street parking on main streets in return for more bike lanes, and nearly as many (43%) claimed to be willing to trade on-street parking on main streets for shade trees and landscaping. Not quite four out of ten residents (38%) were also willing to give up some parking on main streets for trolley cars and rapid transit. In general, South Pointe and South Beach & Belle Isle residents were more willing than residents from other zones to

1 12% of residents lacked information to respond to the alternative transportation method question. Hence, a more precise statement would be 49% of residents who had sufficient knowledge about alternative transportation would take local bus circulators.

give up on-street parking on main streets for most options.

### Primary mode of transportation<sup>1</sup>

	2009	2012	2014
Car	71%	74%	73%
Walking/ Bicycling	6%	11%	11%
Public buses (excluding the Local)	4%	4%	6%
Local bus circulators (in South Beach)	14%	8%	5%
Motorcycles/ Mopeds	1%	1%	2%
Taxis	1%	1%	0%
Friends and Family	2%	0%	0%
Other	0%	1%	1%
You stay home/ do not go out often	1%	0%	1%

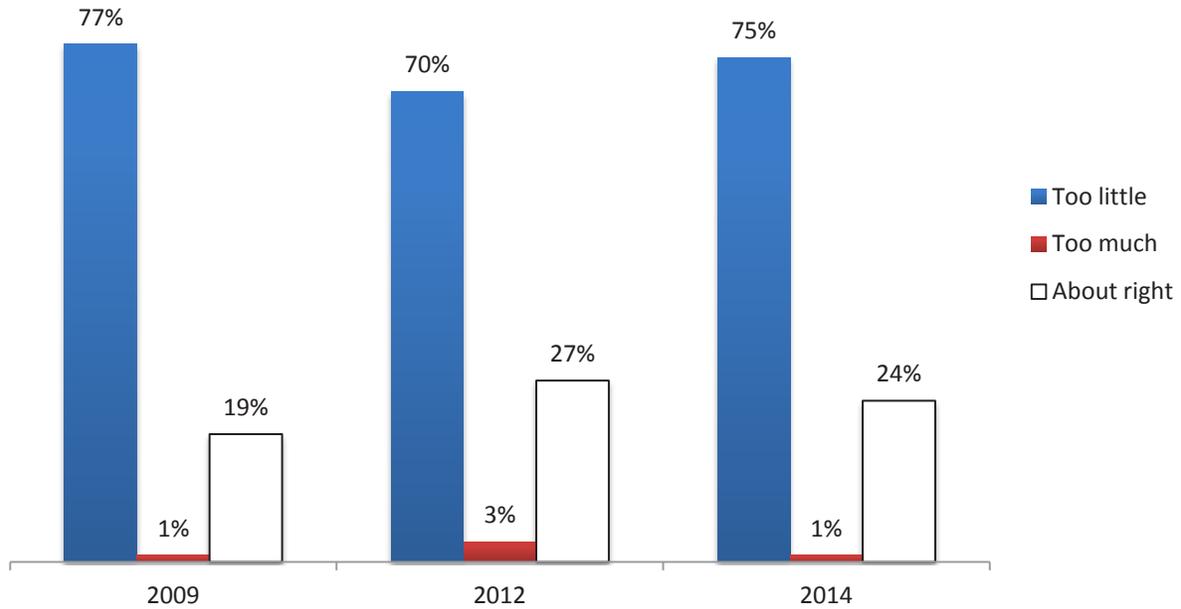
### Primary mode of transportation by zone:

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
Car	73%	84%	89%	72%	53%	68%
Walking/ Bicycling	11%	5%	6%	4%	25%	15%
Public buses (excluding the Local)	6%	4%	3%	10%	10%	5%
Local bus circulators (in South Beach)	5%	5%	2%	9%	7%	3%
Motorcycles/ Mopeds	2%	0%	0%	2%	2%	5%
Taxis	0%	1%	0%	0%	1%	1%
Friends and Family	0%	0%	0%	0%	0%	1%
Other	1%	0%	0%	1%	3%	1%
You stay home/ do not go out often	1%	2%	1%	1%	0%	0%

0% of residents responded “Don’t know” when asked this question

<sup>1</sup> What is your primary mode of transportation?

### Availability of parking<sup>1</sup>



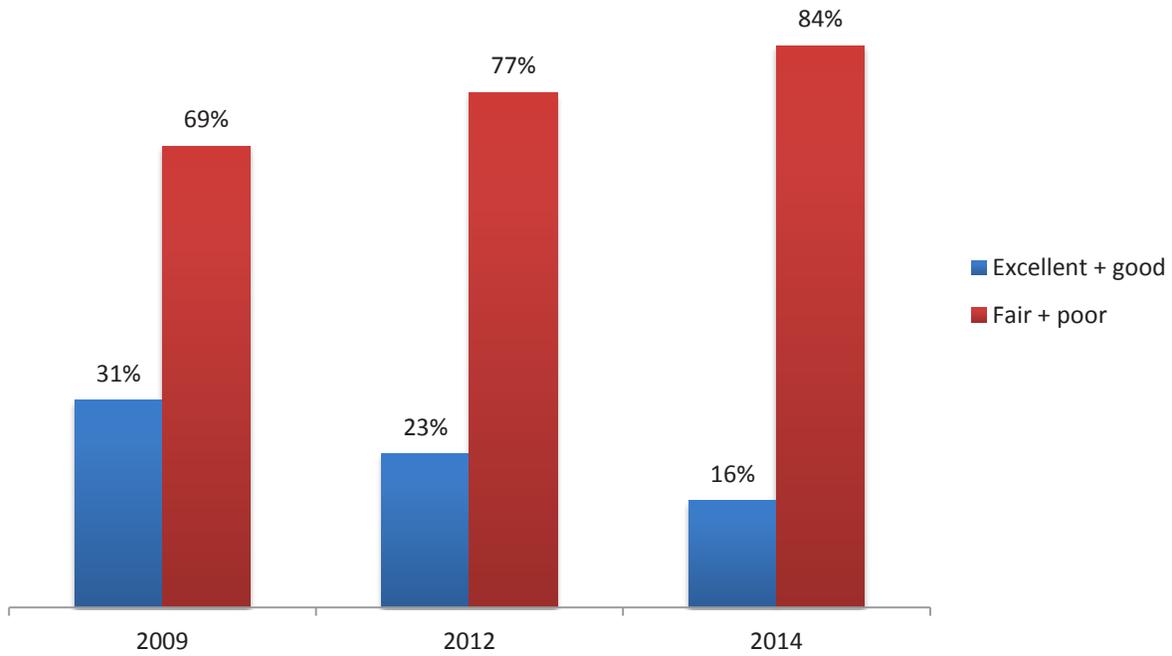
1 How do you feel about the availability of parking throughout the City of Miami Beach?

### Availability of parking by zone:

	Too little	Too much	About right
Total	75%	1%	24%
Condo Corridor	73%	1%	26%
Mid Beach	80%	1%	19%
North Beach	73%	1%	26%
South Beach & Belle Isle	76%	2%	22%
South Pointe	73%	0%	27%

3% of residents responded “Don’t know” when asked this question

### Rating for traffic flow<sup>1</sup>



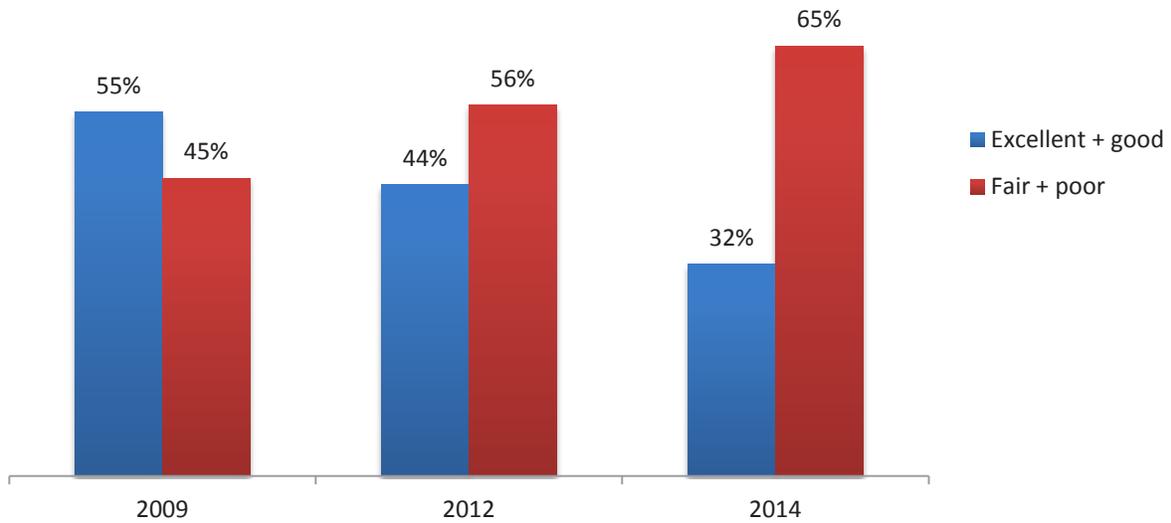
1 How do you feel about the flow of traffic where you drive in Miami Beach?

### Ratings for traffic flow in by zone:

	Excellent	Good	Fair	Poor
Total	1%	15%	24%	60%
Condo Corridor	1%	16%	28%	56%
Mid Beach	1%	13%	20%	66%
North Beach	2%	21%	30%	46%
South Beach & Belle Isle	2%	16%	18%	63%
South Pointe	1%	9%	24%	66%

2% of residents responded “Don’t know” when asked this question

Rating for condition of roads<sup>1</sup>



1 How do you feel about the condition of roads in Miami Beach (street repair, maintenance, smoothness)?

Ratings for road conditions by zone:

	Excellent	Good	Fair	Poor	Don't drive
Total	6%	26%	28%	37%	3%
Condo Corridor	6%	33%	32%	27%	3%
Mid Beach	4%	19%	27%	48%	2%
North Beach	10%	39%	26%	20%	4%
South Beach & Belle Isle	4%	20%	26%	47%	3%
South Pointe	6%	16%	30%	45%	2%

1% of residents responded “Don’t know” when asked this question

### Alternative methods of transportation<sup>1</sup>

	Local bus circulators	Bicycles	Trolley car	Express bus to mainland	Express train or rapid transit to mainland	Walk	Taxi	Other
2014	49%	39%	30%	28%	28%	4%	2%	2%
2012	49%	48%	34%	28%	NA	2%	2%	5%
2009	52%	17%	7%	10%	NA	NA	NA	30%

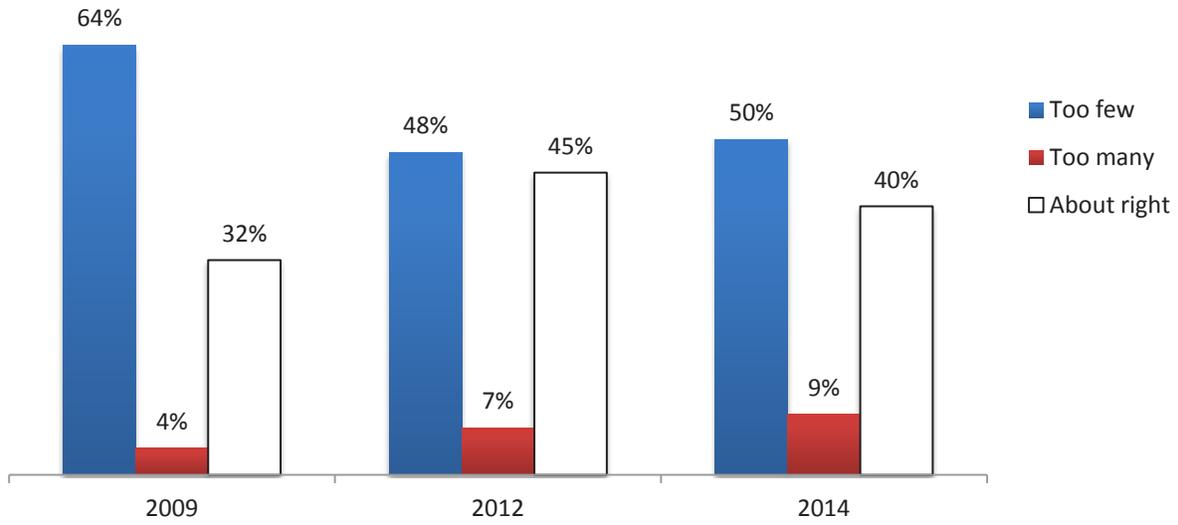
### Alternative methods of transportation by zone:

	Local bus circulators	Bicycles	Trolley car	Express bus to mainland	Express train or rapid transit to mainland	Walk	Taxi	Other
Total	49%	39%	30%	28%	28%	4%	2%	2%
Condo Corridor	52%	38%	25%	32%	28%	2%	2%	2%
Mid Beach	34%	41%	28%	24%	25%	7%	3%	4%
North Beach	54%	37%	31%	33%	30%	2%	0%	2%
South Beach & Belle Isle	53%	39%	30%	30%	27%	9%	1%	2%
South Pointe	50%	39%	37%	19%	31%	2%	2%	1%

12% of residents responded “Don’t know” when asked this question

1 As an alternative to taking a car, please tell me which of the following alternative types of transportation would you be willing to use?

Rating for availability of bicycle paths/lanes<sup>1</sup>



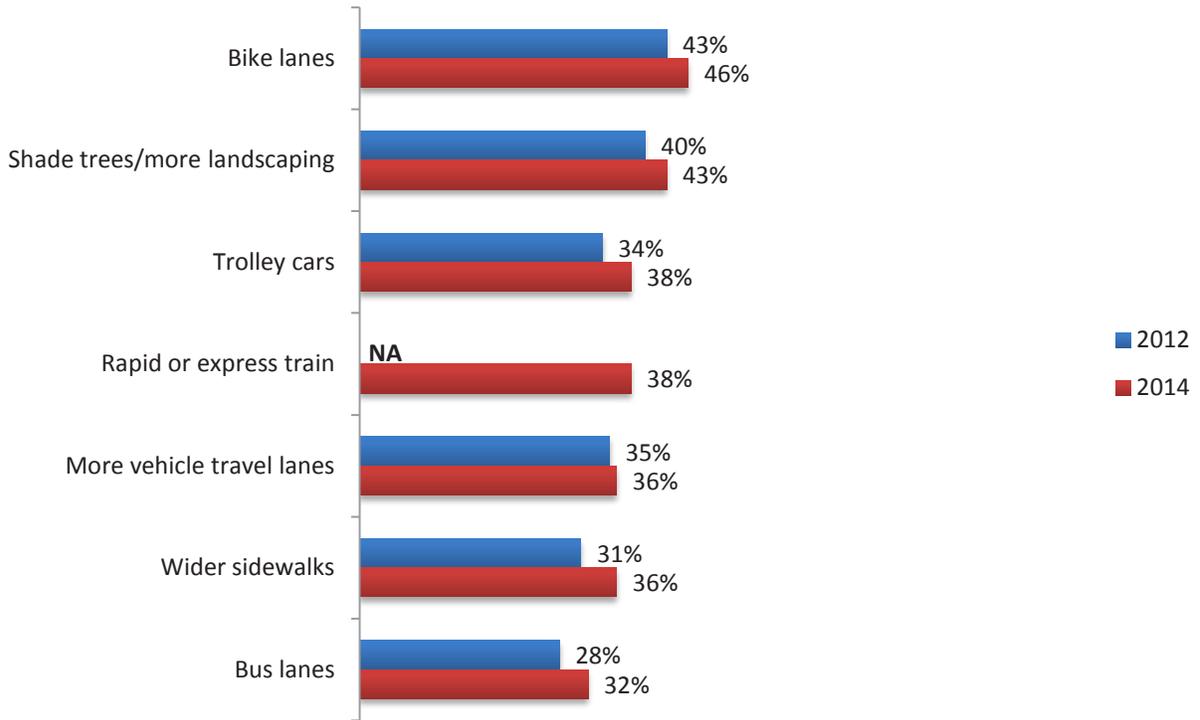
1 How would you describe the availability of bicycle paths/lanes throughout the City of Miami Beach?

Availability of bicycle paths/lanes by zone:

	Too few	Too many	About right
Total	50%	9%	40%
Condo Corridor	48%	8%	44%
Mid Beach	49%	14%	37%
North Beach	44%	11%	46%
South Beach & Belle Isle	56%	8%	36%
South Pointe	56%	5%	39%

7% of residents responded “Don’t know” when asked this question

Willingness to reduce on-street parking to provide for:<sup>1</sup>



1 Would you be willing to significantly reduce on-street parking spaces on main streets throughout the City to provide for:

Willingness to reduce on-street parking to provide for other transportation projects by zone:

	Bike lanes	Shade trees/ landscaping	Trolley cars	Rapid transit	Wider sidewalks	More vehicular travel lanes	Bus lanes
Total	46%	43%	38%	38%	36%	36%	32%
Condo Corridor	49%	44%	38%	36%	40%	41%	37%
Mid Beach	39%	36%	34%	33%	27%	32%	26%
North Beach	39%	37%	36%	40%	38%	42%	32%
South Beach & Belle Isle	46%	51%	40%	40%	37%	35%	35%
South Pointe	58%	48%	46%	43%	41%	29%	32%

0% of residents responded “Don’t know” when asked this question

MIAMIBEACH

Residential Survey: Safety

## Safety

Questions in the survey related to safety included:

- Police
- Emergency medical response
- Fire department
- Ocean rescue
- Emergency preparedness
- Neighborhood safety during the day
- Neighborhood safety during the night
- Commercial area safety at night

**Police.** Ratings for police increased slightly in 2014 (up from 66% to 67% positive ratings). However, results still lag behind 2005 and 2009 when police received positive ratings from 78% and 84% of residents, respectively. Residents in Mid Beach were more complimentary of police giving them 71% positive ratings. Conversely, only 61% of residents in South Pointe gave police excellent or good ratings.

**Emergency medical response.** Over nine out of ten residents (92%) rated emergency medical response as excellent or good, compared to 89% of residents who did so in 2012<sup>1</sup>. Residents in Condo Corridor (95%) gave the most positive ratings to emergency medical response, while Mid Beach residents (89%) gave fewer positive ratings than residents from all other zones.

**Fire department.** The Miami Beach fire department received positive ratings from over nine out of ten residents (93%), and ratings in 2014 were higher than in 2012 (91% positive)<sup>2</sup>. Results were consistent across all zones except South Pointe where fewer residents (89%) gave the fire department positive ratings.

**Ocean rescue.** Ocean rescue, lifeguard performance and beach patrol received positive ratings from 88% of residents in 2014 compared with 95% and 86% for 2009 and 2012, respectively<sup>3</sup>. Ratings were consistent across all districts except Mid Beach, whose residents gave a lower level of positive ratings (83%).

**Emergency preparedness.** Emergency (hurricane) preparedness ratings in 2014 (84% positive) were virtually identical to those in 2012 (83% positive)<sup>4</sup>. Ratings on hurricane preparedness ranged from a low of 80% in Mid Beach to a high of 88% in Condo Corridor.

**Neighborhood safety during the day.** Nearly all residents (98%) of Miami Beach felt safe in their neighborhoods during the day. This figure is identical to the 2012 figure and up slightly from 96% in 2009. At least 97% of residents in all residential zones felt safe in their neighborhoods during the day.

**Neighborhood safety during the night.** Nearly nine out of ten residents (88%) felt safe in their neighborhoods during the night. This is slightly lower than in 2012 when 91% felt safe. Figures ranged from 83% in North Beach to 92% in Condo Corridor.

**Commercial area safety at night.** Not quite nine out of ten residents (85%) felt safe in commercial areas during the evening/night. In 2009 the figure was slightly higher (88%), while the 2012 figure was also at 85%. Results varied across residential zones from a low of 82% in North Beach to a high of 90% of residents in South Pointe.

---

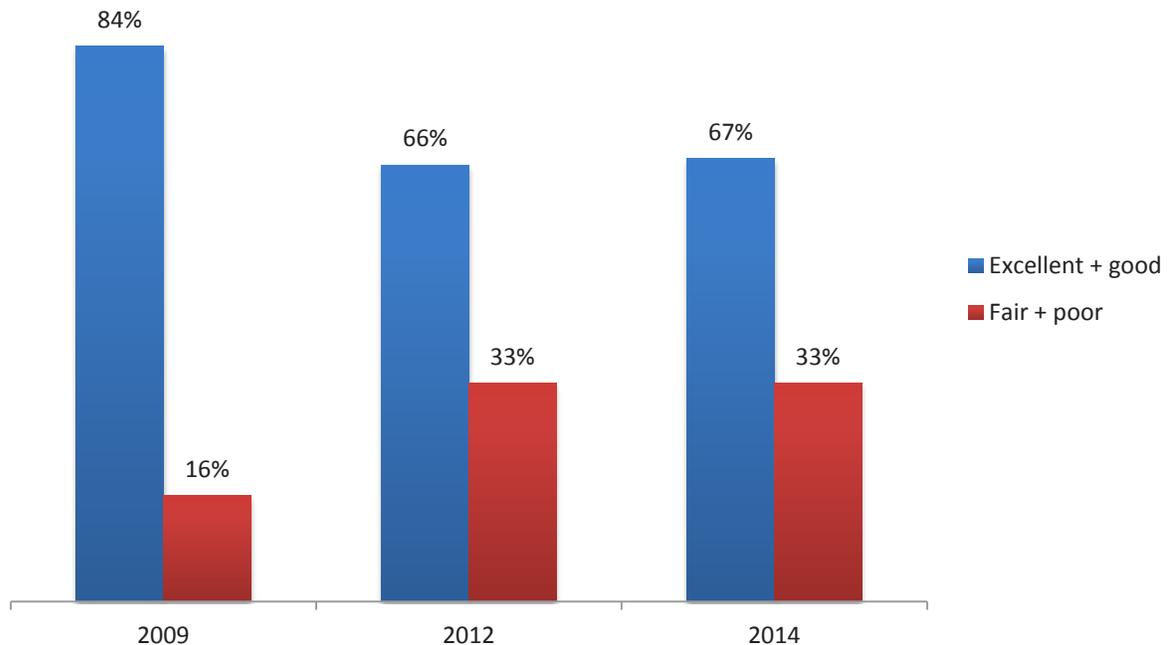
1 16% of residents lacked information to respond to the emergency medical response question. Hence, a more precise statement would be 92% of residents who had sufficient knowledge about emergency medical response gave it positive ratings.

2 15% of residents lacked information to respond to the fire department question. Hence, a more precise statement would be 93% of residents who had sufficient knowledge about the fire department gave it positive ratings.

3 21% of residents lacked information to respond to the ocean rescue question. Hence, a more precise statement would be 88% of residents who had sufficient knowledge about ocean rescue gave it positive ratings.

4 19% of residents lacked information to respond to the emergency preparedness question. Hence, a more precise statement would be 84% of residents who had sufficient knowledge about recreation programs gave it positive ratings.

Rating for the police department<sup>1</sup>



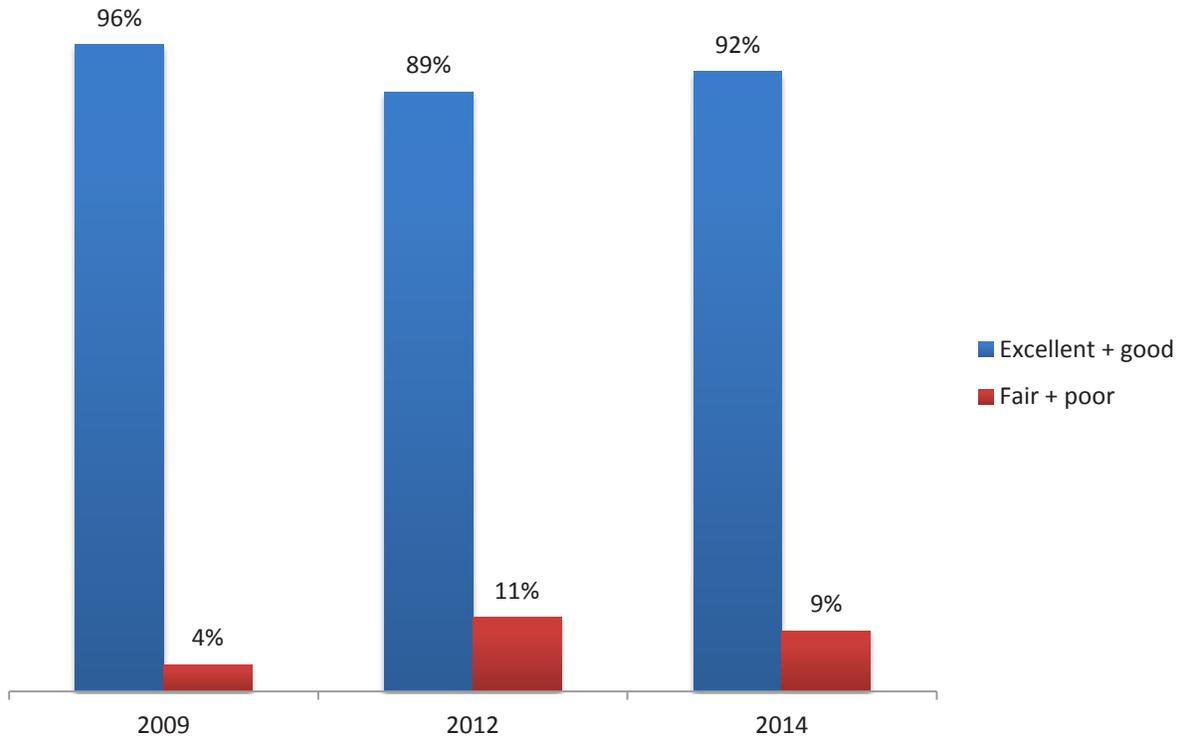
1 How would you rate the quality of the police in the City of Miami Beach?

Ratings for the police department by zone:

	Excellent	Good	Fair	Poor
Total	25%	42%	20%	13%
Condo Corridor	28%	42%	16%	14%
Mid Beach	25%	46%	20%	8%
North Beach	23%	44%	17%	16%
South Beach & Belle Isle	25%	39%	23%	13%
South Pointe	24%	37%	23%	17%

4% of residents responded “Don’t know” when asked this question

Rating for emergency medical response<sup>1</sup>



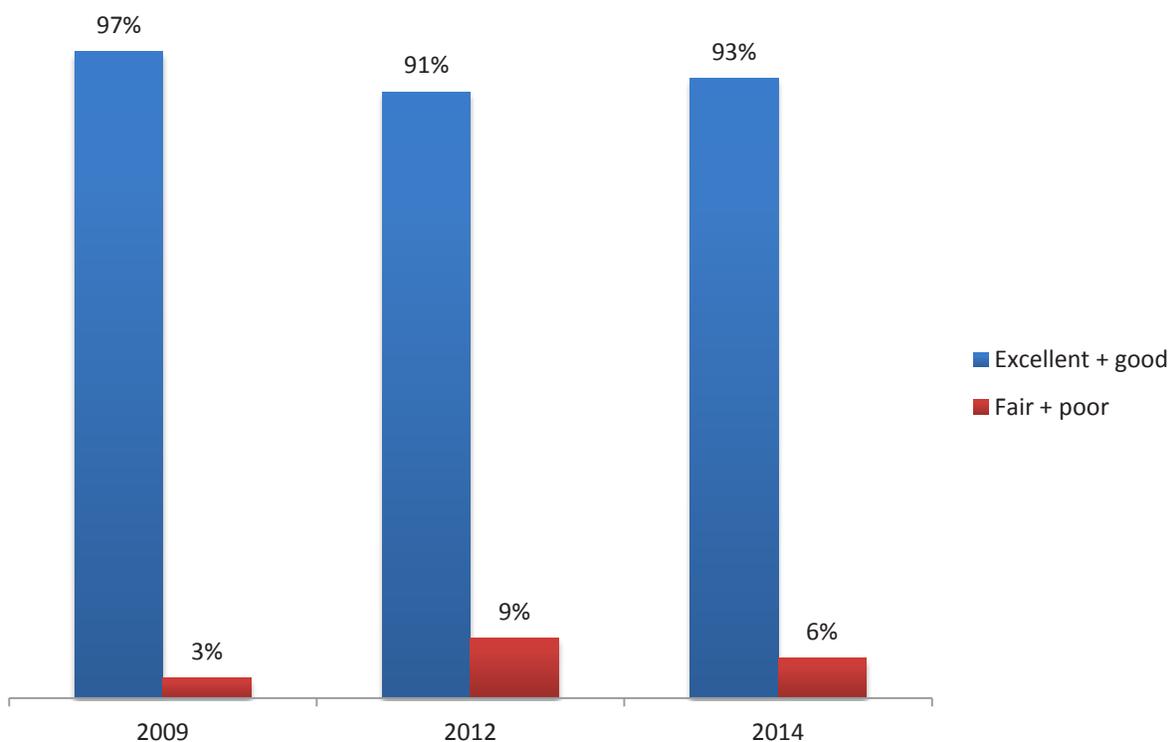
1 How would you rate the quality of emergency medical response in the City of Miami Beach?

Ratings for emergency medical response by zone:

	Excellent	Good	Fair	Poor
Total	45%	47%	7%	2%
Condo Corridor	52%	43%	4%	1%
Mid Beach	46%	43%	9%	2%
North Beach	38%	54%	6%	1%
South Beach & Belle Isle	47%	45%	5%	3%
South Pointe	39%	51%	9%	1%

16% of residents responded “Don’t know” when asked this question

### Rating for the fire department<sup>1</sup>



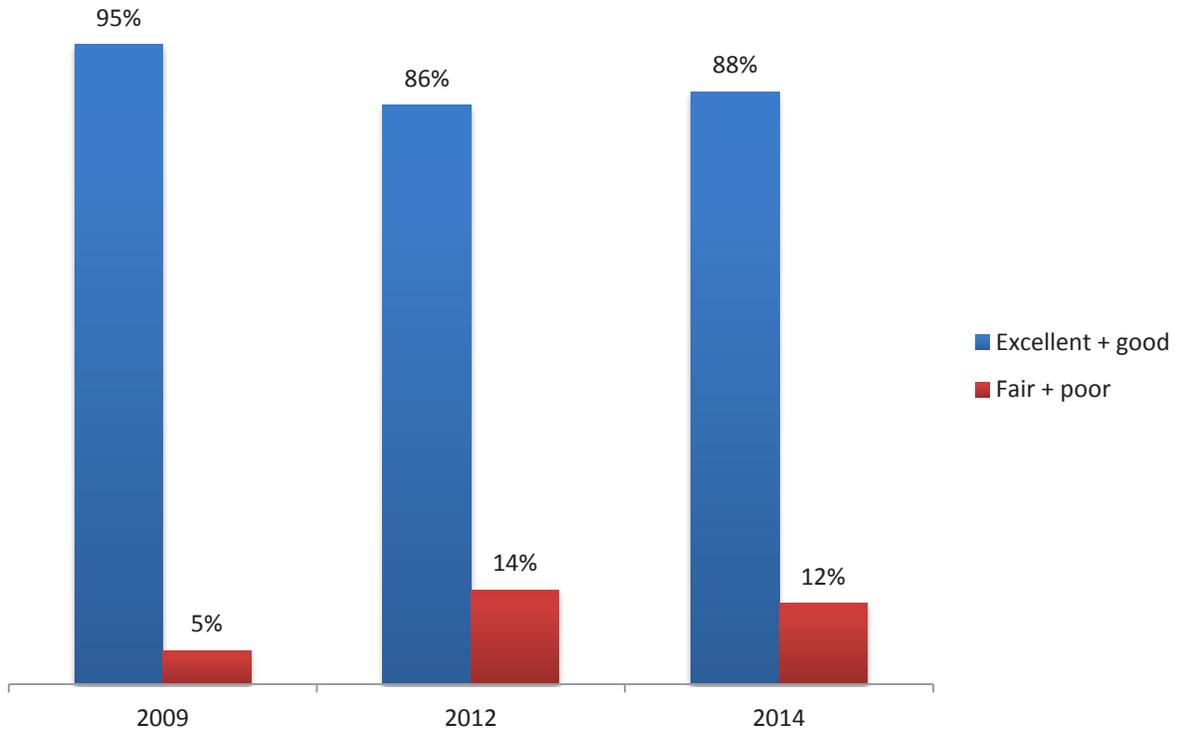
1 How would you rate the quality of the fire department in the City of Miami Beach?

### Ratings for the fire department by zone:

	Excellent	Good	Fair	Poor
Total	47%	46%	5%	1%
Condo Corridor	50%	44%	5%	1%
Mid Beach	44%	49%	6%	1%
North Beach	45%	51%	3%	1%
South Beach & Belle Isle	54%	40%	5%	2%
South Pointe	41%	48%	9%	1%

15% of residents responded “Don’t know” when asked this question

Rating for ocean rescue/lifeguard/beach patrol<sup>1</sup>



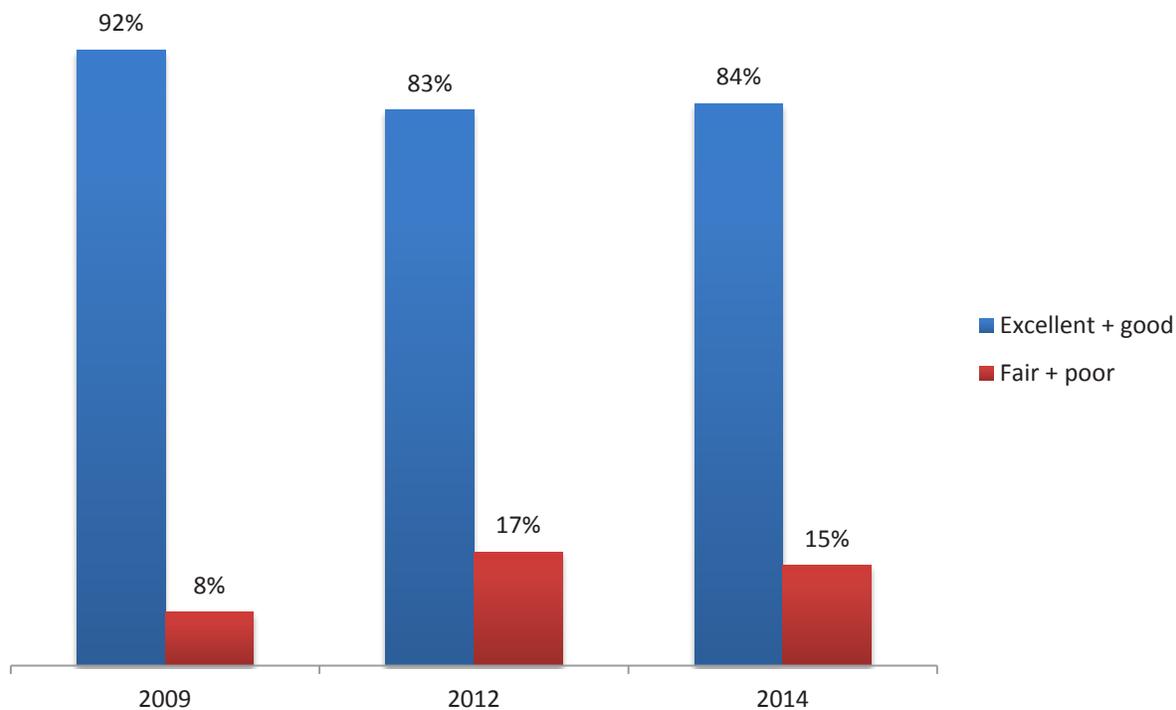
1 How would you rate the quality of ocean rescue/lifeguard/beach patrol in the City of Miami Beach?

Ratings for ocean rescue/lifeguard/beach patrol by zone:

	Excellent	Good	Fair	Poor
Total	39%	49%	10%	2%
Condo Corridor	43%	46%	8%	3%
Mid Beach	32%	51%	12%	4%
North Beach	39%	49%	11%	1%
South Beach & Belle Isle	44%	45%	8%	3%
South Pointe	34%	54%	11%	1%

21% of residents responded “Don’t know” when asked this question

Rating for emergency/hurricane preparedness<sup>1</sup>



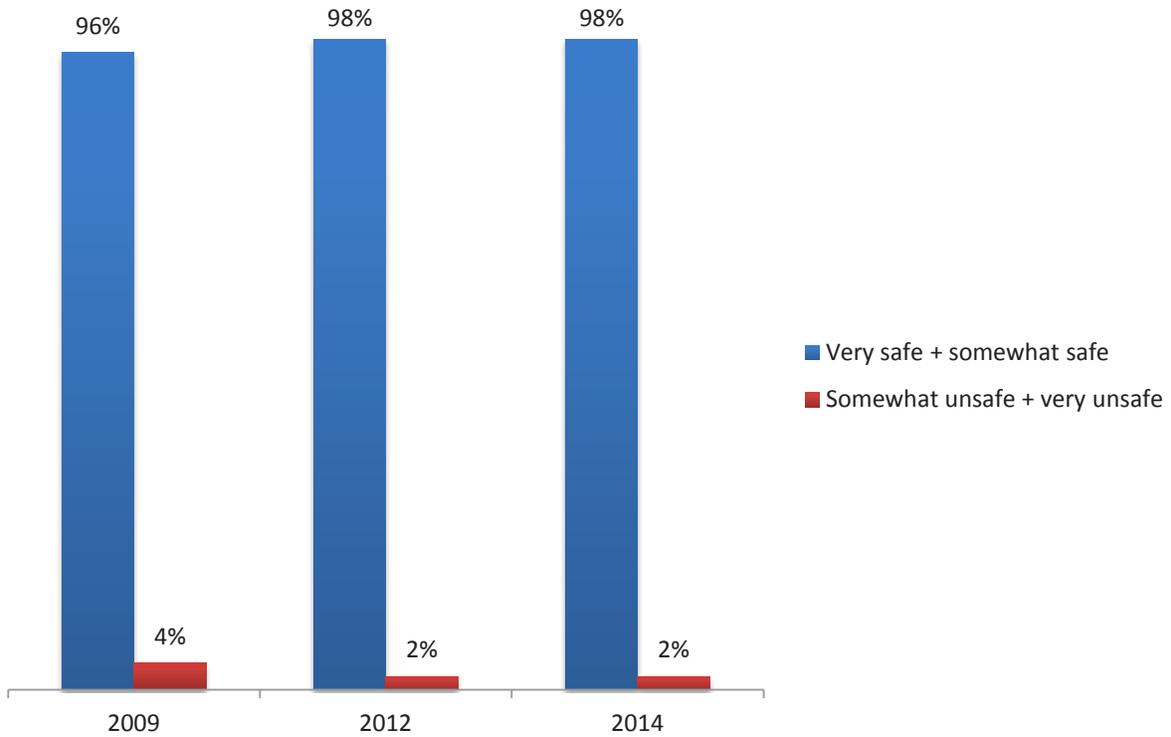
1 How would you rate the quality of emergency/hurricane preparedness in the City of Miami Beach?

Ratings for emergency/hurricane preparedness by zone:

	Excellent	Good	Fair	Poor
Total	28%	56%	12%	3%
Condo Corridor	35%	53%	9%	2%
Mid Beach	22%	58%	16%	4%
North Beach	28%	57%	13%	2%
South Beach & Belle Isle	33%	51%	11%	5%
South Pointe	22%	62%	13%	4%

19% of residents responded “Don’t know” when asked this question

### Neighborhood safety during the day<sup>1</sup>



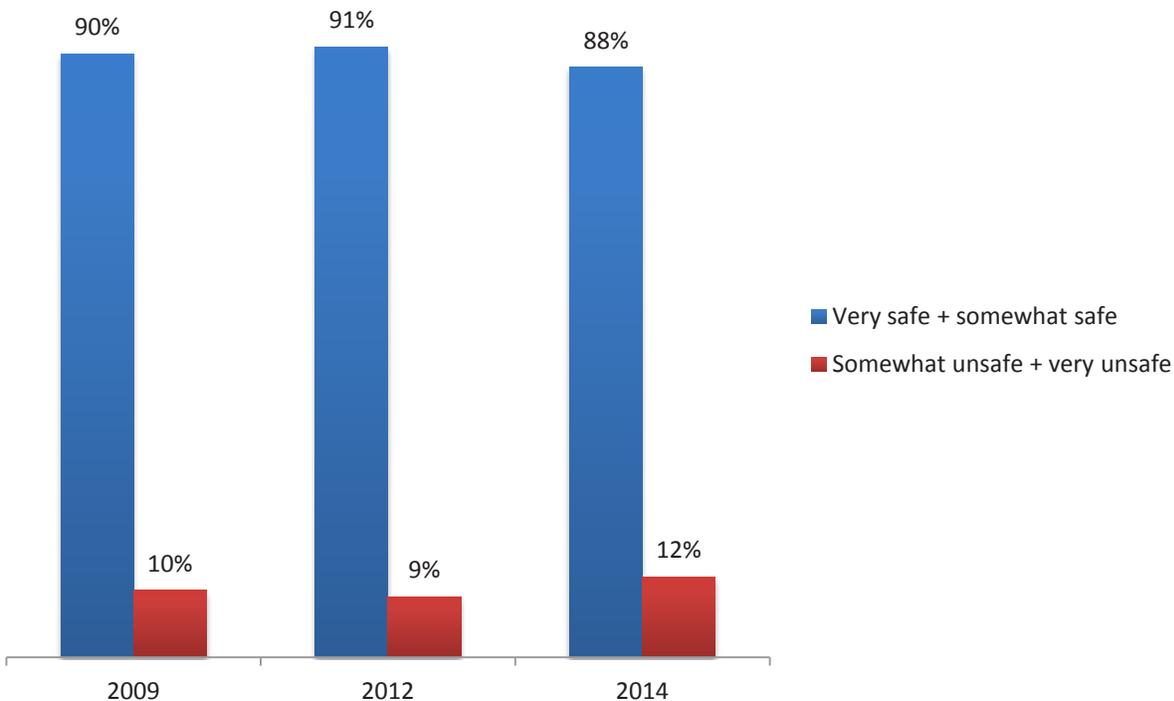
1 Do you feel safe in your neighborhood during the day?

### Neighborhood safety during the day by zone:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Total	77%	21%	1%	1%
Condo Corridor	80%	20%	0%	0%
Mid Beach	75%	24%	1%	0%
North Beach	66%	31%	3%	1%
South Beach & Belle Isle	81%	17%	1%	1%
South Pointe	85%	14%	1%	1%

0% of residents responded “Don’t know” when asked this question

### Neighborhood safety during the evening/night<sup>1</sup>



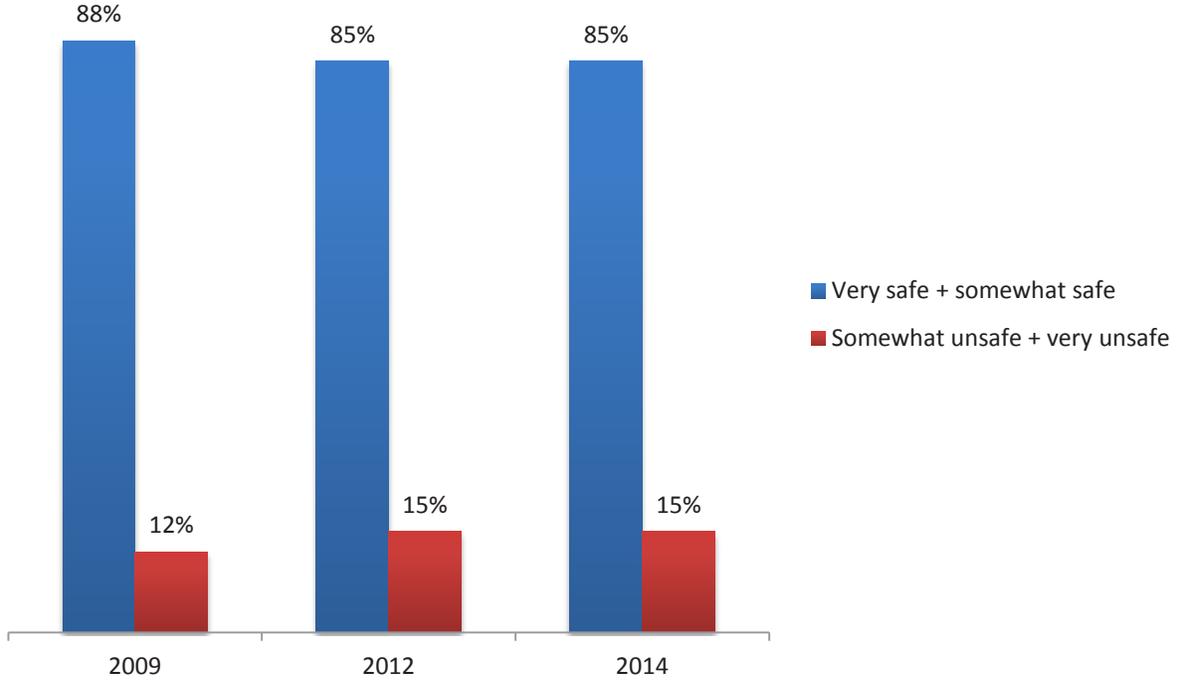
1 Do you feel safe in your neighborhood during the evening/night?

### Neighborhood safety during the evening/night by zone:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Total	51%	37%	10%	2%
Condo Corridor	59%	33%	8%	1%
Mid Beach	49%	42%	8%	1%
North Beach	48%	35%	14%	3%
South Beach & Belle Isle	53%	36%	8%	3%
South Pointe	44%	41%	12%	3%

1% of residents responded “Don’t know” when asked this question

Business/commercial area safety during the evening/night<sup>1</sup>



1 Do you feel safe in business commercial areas during the evening/night?

Business/commercial area safety during the day in neighborhood by zone:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Total	39%	46%	12%	3%
Condo Corridor	45%	41%	12%	1%
Mid Beach	36%	49%	12%	3%
North Beach	36%	46%	14%	4%
South Beach & Belle Isle	46%	39%	11%	4%
South Pointe	33%	57%	8%	3%

9% of residents responded “Don’t know” when asked this question

MIAMIBEACH

Residential Survey: Culture/Entertainment/Tourism

## Culture, Entertainment & Tourism

Various issues related to culture and entertainment and tourism were examined in the survey including:

- Adequacy of the number of museums
- Number of cultural activities
- Number of family friendly activities
- Number of major events
- Attendance at various venues
- Visits to various business areas
- Addressing residents' needs during events
- Tourism's impact on quality of life

**Number of museums.** Six in ten residents (57%) claimed there were enough museums in Miami Beach, yet 40% thought there were too few. In 2012, only 34% of residents thought there were too few museums. Residents in North Beach (47%) were more likely to think there were too few museums.

**Number of cultural activities.** Two out of three residents (65%) believed the City offered the right amount of cultural activities, while 30% said there were too few. The percentage of residents who believe there are too few cultural activities has increased from 24% in 2009 to 30% in 2014. Residents of North Beach (43%) were more likely to say there were too few cultural activities.

**Number of family friendly activities.** Six out of ten residents (61%) indicated there were adequate family friendly activities in Miami Beach, while 37% thought there were too few. The percentage of residents who thought there were too few family friendly activities has increased steadily from 25% in 2009 to 37% in 2014. Residents of North Beach (43%) were more likely to state that there were too few family friendly activities.

**Number of major events.** Nearly two in three Miami Beach residents (64%) indicated that Miami Beach had the right number of major events. However, the percentage of residents who believed there are too many increased from 16% in 2012 to 24% in 2014. Residents of Mid Beach (32%) were more likely to think there were too many major events in Miami Beach.

**Number of restaurants.** Seven out of ten residents (71%) thought there were just the right number of restaurants, while one in five residents believed there were too many. Residents of South Pointe were more likely than residents of other districts to believe there were too many and too few restaurants, i.e., they were much less likely to believe Miami Beach had the right number of restaurants.

**Number of bars and nightclubs.** Six in ten residents (59%) believed Miami Beach had the right number of bars and nightclubs, while 35% believed there were too many bars and nightclubs<sup>1</sup>. Residents of Mid Beach (41%) and South Pointe (41%) were more likely to believe there were too many bars and nightclubs.

**Attendance at various venues.** The average number of times residents attended various City venues last year were (the percent who attended at least once is shown in parentheses):

- 2 – Bass Museum of Art (53%)
- 2 – Miami Beach Convention Center (73%)
- 2 – Fillmore at the Jackie Gleason Theatre (53%)
- 1 – The Colony Theatre (37%)
- 1 – Byron Carlyle Theatre (21%)

While the typical resident visited the Bass Museum of Art two times last year, 6% of residents visited more than five times. Average attendance last year at the Miami Beach Convention Center was two times, yet 8% of residents visited over five times. The Fillmore at the Jackie Gleason Theatre was visited an average of two times last year by the typical resident, but 4% of residents visited at least six times. While the typical resident visited The Colony Theater only once last year, 3% of residents visited six or more times. The typical Miami Beach resident visited the Byron Carlyle Theatre only once last year, yet 2% of residents visited at least six times.

<sup>1</sup> 12% of residents lacked information to respond to the number of bars and nightclubs question. Hence, a more precise statement would be 59% of residents who had sufficient knowledge about bars and nightclubs felt there was an adequate amount.

**Visited various business districts.** The percentage of residents who visited various business areas last year at least weekly were (the percent who never visited is shown in parentheses):

- 63% - Collins Avenue (6%)
- 60% - Lincoln Road (4%)
- 57% - Alton Road (10%)
- 46% - 41st Street (12%)
- 42% - Washington Avenue (15%)
- 38% - Collins (72nd to 75th) (25%)
- 38% - 71st Street (24%)
- 34% - South of 5th Street (17%)
- 33% - Sunset Harbor (34%)
- 27% - Ocean Drive (19%)
- 18% - Ocean Terrace (54%)<sup>2</sup>

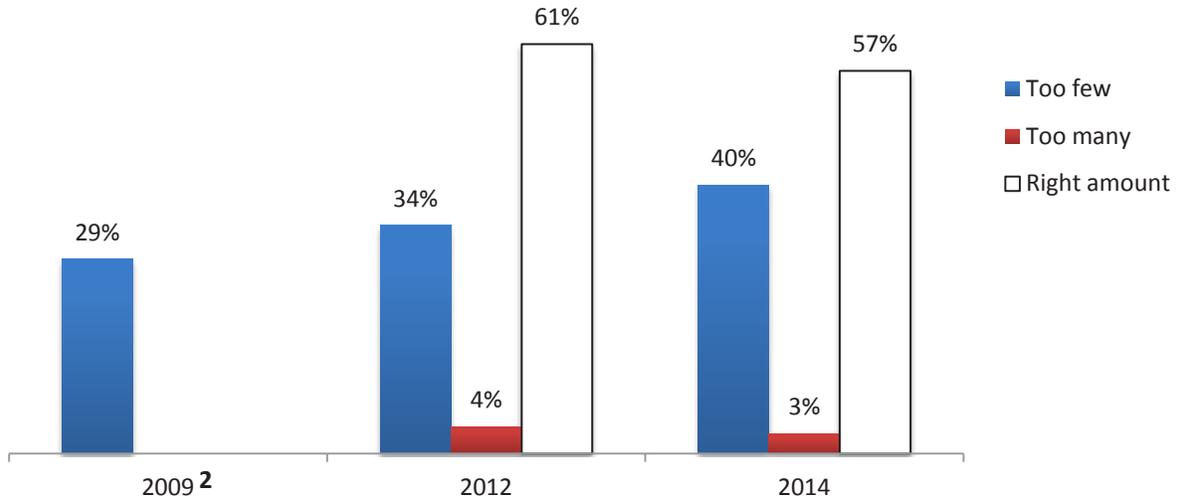
**Addressing residents' needs during events.** Nearly six out of ten residents (55%) rated the City's performance in addressing needs of residents, noise control, and disturbances during major events as excellent or good, yet this figure is down from 57% in 2012 and 70% in 2009. Residents of South Beach/Belle Isle and Mid Beach were more critical of issues during major events.

**Tourism's impact on quality of life.** A majority of residents of Miami Beach (64%) believed that tourism adds to the quality of life in Miami Beach. This figure was down slightly from 2009 (69%) and 2012 (70%). About one in five residents (19%) claimed that tourism detracted from quality of life with results fairly similar across districts.

---

<sup>2</sup> 18% of residents lacked information to respond to the Ocean Terrace question. Hence, a more precise statement would be 18% of residents who had sufficient knowledge about Ocean Terrace visited it at least weekly.

### Number of museums<sup>1</sup>

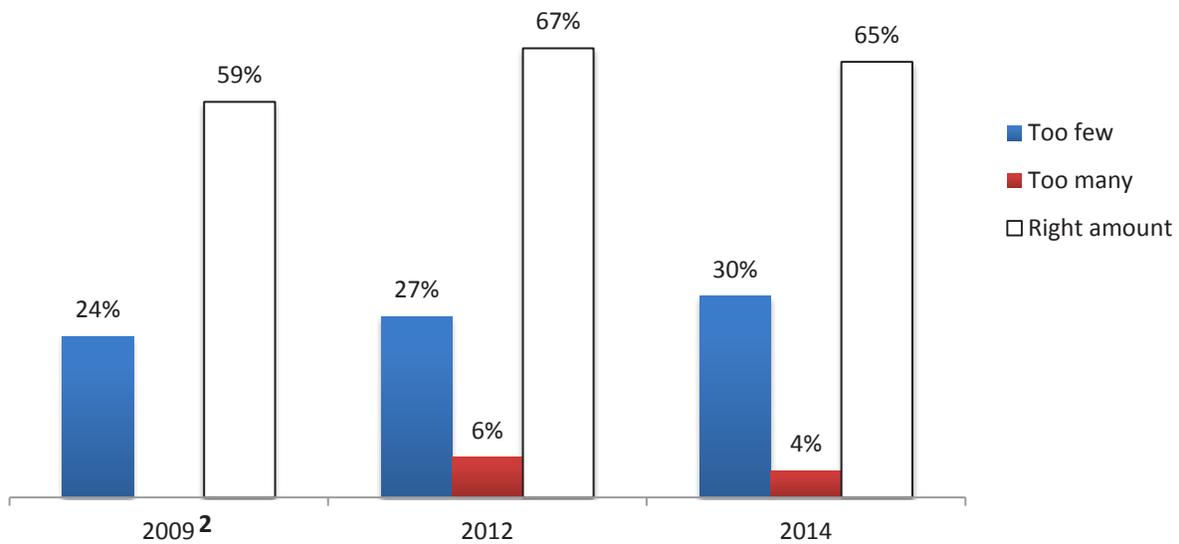


- 1 How would you describe the number of museums in the City of Miami Beach?
- 2 Report in 2009 only reported “too few” rating

### Number of museums by zone:

	Too few	Too many	Right amount
Total	40%	3%	57%
Condo Corridor	37%	2%	62%
Mid Beach	39%	1%	60%
North Beach	47%	3%	50%
South Beach & Belle Isle	38%	4%	59%
South Pointe	40%	7%	53%

5% of residents responded “Don’t know” when asked this question

Number of cultural activities<sup>1</sup>

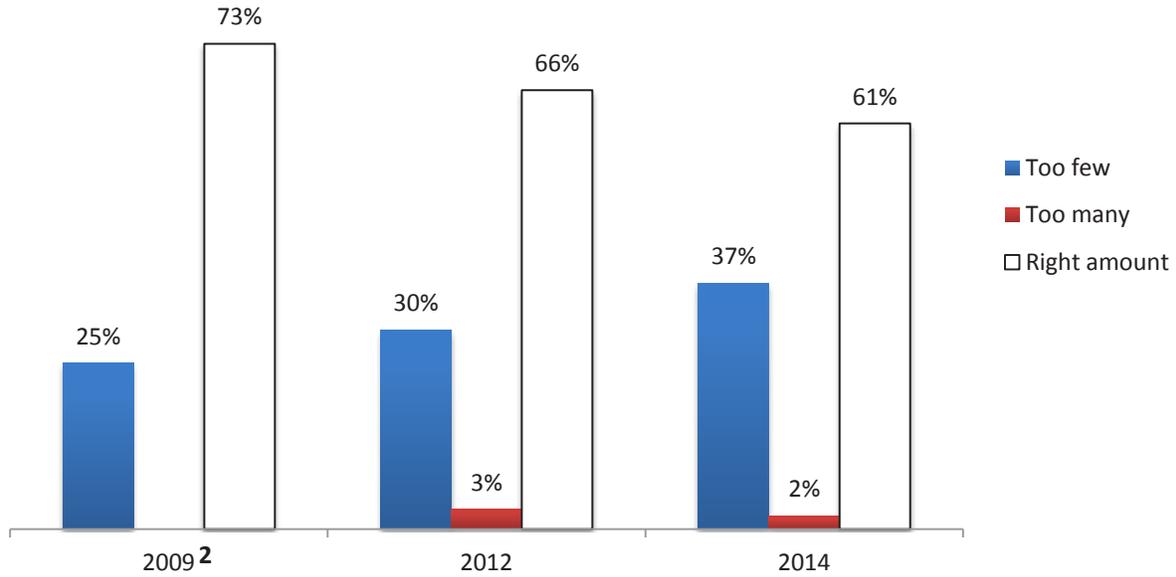
- 1 How would you describe the number of cultural activities in the City of Miami Beach?  
 2 Report in 2009 only reported "too few" rating

## Number of cultural activities by zone:

	Too few	Too many	Right amount
Total	30%	4%	65%
Condo Corridor	26%	3%	71%
Mid Beach	24%	5%	71%
North Beach	43%	3%	54%
South Beach & Belle Isle	28%	7%	65%
South Pointe	31%	3%	66%

3% of residents responded "Don't know" when asked this question

### Number of family friendly activities<sup>1</sup>

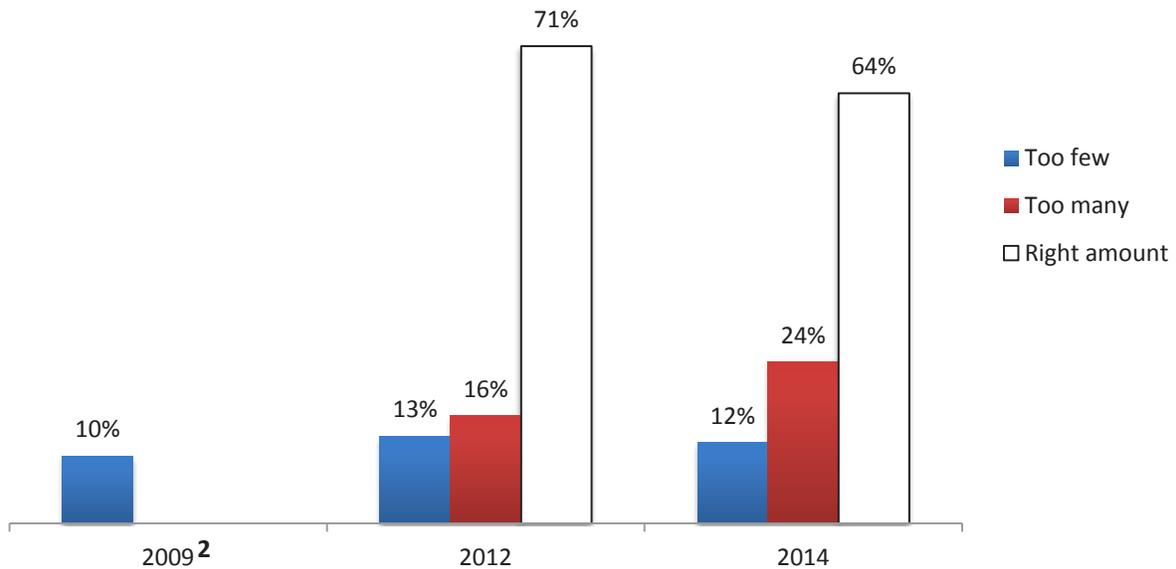


- 1 How would you describe the number of family friendly activities in the City of Miami Beach?
- 2 Report in 2009 only reported “too few” and “about the right amount” ratings

### Number of family friendly activities by zone:

	Too few	Too many	Right amount
Total	37%	2%	61%
Condo Corridor	32%	3%	65%
Mid Beach	39%	2%	60%
North Beach	43%	1%	55%
South Beach & Belle Isle	32%	2%	67%
South Pointe	39%	2%	59%

9% of residents responded “Don’t know” when asked this question

Number of major events<sup>1</sup>

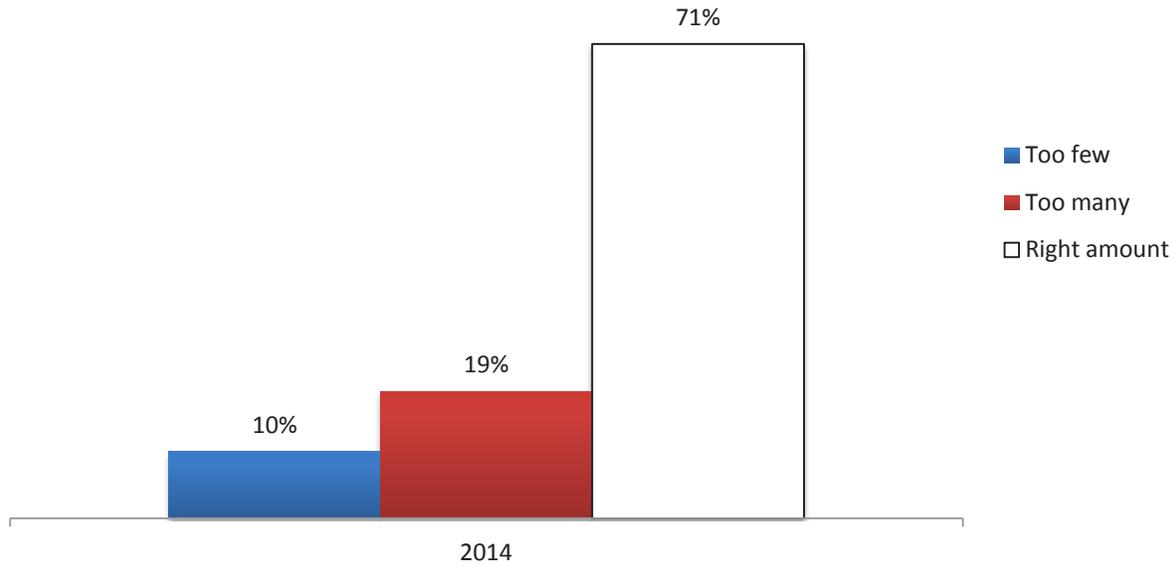
- 1 How would you describe the number of major events in the City of Miami Beach?  
 2 Report in 2009 only reported "too few" rating

## Number of major events in neighborhood by zone:

	Too few	Too many	Right amount
Total	12%	24%	64%
Condo Corridor	10%	24%	66%
Mid Beach	4%	32%	64%
North Beach	23%	14%	63%
South Beach & Belle Isle	11%	23%	66%
South Pointe	14%	26%	61%

3% of residents responded "Don't know" when asked this question

### Number of restaurants<sup>1</sup>

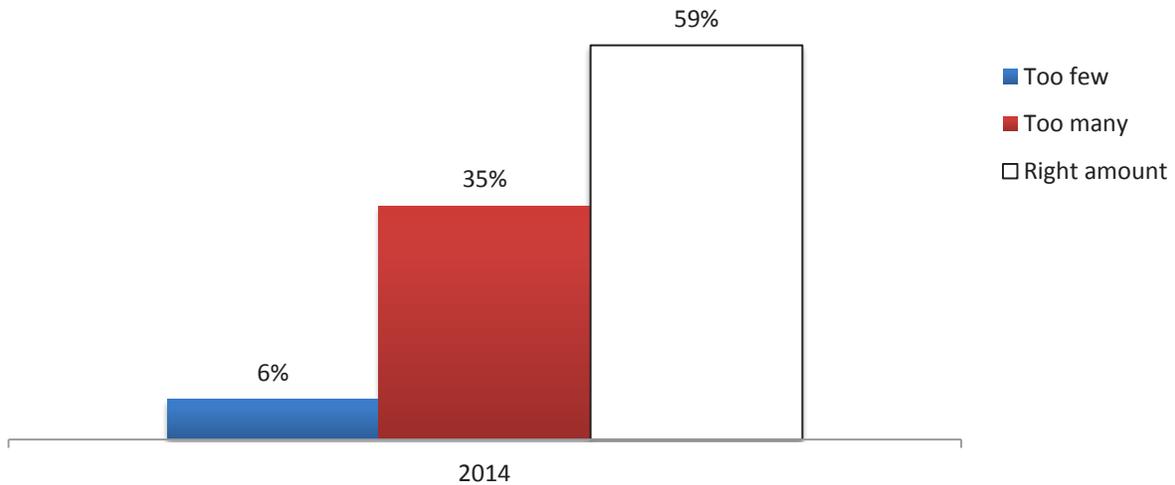


1 How would you describe the number of restaurants in the City of Miami Beach?

### Number of restaurants by zone:

	Too few	Too many	Right amount
Total	10%	19%	71%
Condo Corridor	10%	15%	75%
Mid Beach	5%	20%	75%
North Beach	10%	18%	72%
South Beach & Belle Isle	6%	21%	73%
South Pointe	17%	23%	60%

2% of residents responded “Don’t know” when asked this question

Number of bars and nightclubs<sup>1</sup>

1 How would you describe the number of bars and nightclubs in the City of Miami Beach?

## Number of bars and nightclubs in neighborhood by zone:

	Too few	Too many	Right amount
Total	6%	35%	59%
Condo Corridor	7%	30%	62%
Mid Beach	4%	41%	55%
North Beach	11%	28%	61%
South Beach & Belle Isle	5%	34%	61%
South Pointe	5%	41%	54%

12% of residents responded "Don't know" when asked this question

### Average attendance at various City venues<sup>1</sup>

	2009	2012	2014	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Bass Museum of Art	2	3	2	1	2	1	2	2
Fillmore at the Jackie Gleason Theater	2	3	2	2	2	1	2	1
Miami Beach Convention Center	3	4	2	2	2	2	3	2
Byron Carlyle Theater	1	1	1	0	1	1	1	0
The Colony Theater	2	2	1	1	1	1	1	1

### Visited the Bass Museum of Art by zone:

	0	1	2	3-5	6+
Total	47%	24%	13%	9%	6%
Condo Corridor	47%	30%	13%	8%	2%
Mid Beach	44%	23%	15%	10%	8%
North Beach	59%	19%	11%	6%	5%
South Beach & Belle Isle	42%	22%	16%	12%	8%
South Pointe	45%	27%	11%	11%	6%

1% of residents responded “Don’t know” when asked this question

### Visited the Fillmore at the Jackie Gleason Theater by zone:

	0	1	2	3-5	6+
Total	47%	19%	15%	15%	4%
Condo Corridor	46%	20%	15%	12%	7%
Mid Beach	47%	20%	14%	15%	5%
North Beach	51%	15%	19%	13%	2%
South Beach & Belle Isle	47%	19%	12%	17%	5%
South Pointe	46%	19%	17%	16%	1%

1% of residents responded “Don’t know” when asked this question

1 How many times a year on average do you attend each venue?

## Visited the Miami Beach Convention Center by zone:

	0	1	2	3-5	6+
Total	27%	20%	24%	21%	8%
Condo Corridor	32%	14%	24%	23%	7%
Mid Beach	26%	20%	20%	24%	10%
North Beach	36%	16%	26%	16%	7%
South Beach & Belle Isle	21%	24%	22%	20%	12%
South Pointe	21%	25%	27%	24%	3%

1% of residents responded "Don't know" when asked this question

## Visited the Byron Carlyle Theater by zone:

	0	1	2	3-5	6+
Total	79%	12%	4%	3%	2%
Condo Corridor	76%	13%	5%	5%	1%
Mid Beach	77%	14%	3%	4%	2%
North Beach	73%	14%	7%	4%	2%
South Beach & Belle Isle	81%	8%	4%	3%	4%
South Pointe	87%	9%	1%	1%	1%

3% of residents responded "Don't know" when asked this question

## Visited the Colony Theater by zone:

	0	1	2	3-5	6+
Total	63%	16%	10%	8%	3%
Condo Corridor	68%	13%	6%	9%	4%
Mid Beach	62%	16%	11%	9%	2%
North Beach	73%	14%	9%	2%	2%
South Beach & Belle Isle	54%	18%	11%	12%	6%
South Pointe	60%	19%	12%	9%	1%

1% of residents responded "Don't know"

Visited business areas in Miami Beach<sup>1</sup>:

	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Collins Avenue	45%	18%	12%	11%	8%	6%
Alton Road 6th - 17th	40%	17%	13%	11%	9%	10%
Lincoln Road	35%	25%	16%	12%	7%	4%
41st Street	34%	12%	14%	14%	13%	12%
Collins 72nd - 75th	25%	13%	10%	13%	14%	25%
71st Street	25%	13%	11%	13%	15%	24%
Washington Avenue	25%	17%	13%	16%	14%	15%
South of 5th Street	23%	11%	14%	20%	15%	17%
Sunset Harbor	18%	15%	9%	11%	12%	34%
Ocean Drive	16%	11%	12%	18%	23%	19%
Ocean Terrace	11%	7%	6%	10%	12%	54%

## Visited the Ocean Drive business area by zone:

	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Total	16%	11%	12%	18%	23%	19%
Condo Corridor	10%	8%	17%	21%	23%	21%
Mid Beach	10%	7%	10%	22%	28%	24%
North Beach	9%	10%	13%	14%	28%	26%
South Beach & Belle Isle	29%	15%	10%	21%	13%	12%
South Pointe	24%	17%	11%	12%	23%	13%

3% of residents responded "Don't know" when asked this question

1 How frequently do you visit the following business areas?

## Visited the Lincoln Road business area by zone:

	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Total	35%	25%	16%	12%	7%	4%
Condo Corridor	28%	26%	23%	9%	8%	5%
Mid Beach	35%	22%	17%	13%	5%	8%
North Beach	21%	23%	17%	19%	15%	5%
South Beach & Belle Isle	55%	24%	6%	9%	4%	2%
South Pointe	37%	31%	17%	11%	4%	1%

1% of residents responded "Don't know" when asked this question

## Visited the Washington Avenue business area by zone:

	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Total	25%	17%	13%	16%	14%	15%
Condo Corridor	17%	22%	11%	20%	10%	19%
Mid Beach	17%	13%	11%	22%	19%	18%
North Beach	16%	14%	13%	17%	22%	19%
South Beach & Belle Isle	43%	21%	12%	13%	4%	6%
South Pointe	34%	15%	16%	8%	14%	15%

2% of residents responded "Don't know" when asked this question

## Visited the 71st Street business area by zone:

	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Total	25%	13%	11%	13%	15%	24%
Condo Corridor	27%	18%	11%	13%	11%	20%
Mid Beach	13%	13%	13%	17%	16%	29%
North Beach	63%	16%	6%	5%	5%	5%
South Beach & Belle Isle	8%	8%	14%	17%	22%	32%
South Pointe	9%	9%	10%	12%	23%	38%

2% of residents responded "Don't know" when asked this question

## Visited the 41st Street business area by zone:

	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Total	34%	12%	14%	14%	13%	12%
Condo Corridor	49%	14%	16%	6%	6%	10%
Mid Beach	56%	15%	11%	8%	4%	6%
North Beach	28%	12%	18%	16%	15%	11%
South Beach & Belle Isle	20%	10%	13%	22%	15%	19%
South Pointe	18%	11%	13%	18%	25%	15%

2% of residents responded "Don't know" when asked this question

## Visited the Collins Avenue business area by zone:

	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Total	45%	18%	12%	11%	8%	6%
Condo Corridor	64%	12%	12%	6%	3%	3%
Mid Beach	29%	19%	13%	16%	13%	10%
North Beach	58%	18%	7%	6%	4%	6%
South Beach & Belle Isle	35%	24%	14%	11%	8%	7%
South Pointe	39%	19%	13%	15%	11%	4%

2% of residents responded "Don't know" when asked this question

## Visited the Ocean Terrace business area by zone:

	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Total	11%	7%	6%	10%	12%	54%
Condo Corridor	10%	8%	7%	11%	9%	56%
Mid Beach	8%	3%	5%	11%	15%	58%
North Beach	19%	13%	5%	11%	14%	37%
South Beach & Belle Isle	7%	8%	7%	8%	14%	57%
South Pointe	11%	3%	8%	7%	8%	64%

18% of residents responded "Don't know" when asked this question

## Visited the South of 5th Street business area by zone:

	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Total	23%	11%	14%	20%	15%	17%
Condo Corridor	11%	13%	14%	24%	13%	24%
Mid Beach	12%	11%	16%	25%	21%	15%
North Beach	4%	9%	16%	18%	30%	22%
South Beach & Belle Isle	33%	11%	15%	20%	10%	11%
South Pointe	54%	10%	11%	11%	2%	13%

2% of residents responded “Don’t know” when asked this question

## Visited the Sunset Harbor business area by zone:

	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Total	18%	15%	9%	11%	12%	34%
Condo Corridor	10%	19%	12%	15%	7%	37%
Mid Beach	29%	19%	7%	11%	8%	26%
North Beach	7%	11%	9%	10%	17%	46%
South Beach & Belle Isle	24%	16%	8%	9%	15%	29%
South Pointe	21%	12%	12%	12%	12%	31%

7% of residents responded “Don’t know” when asked this question

## Visited the Collins (72nd-75th) business area by zone:

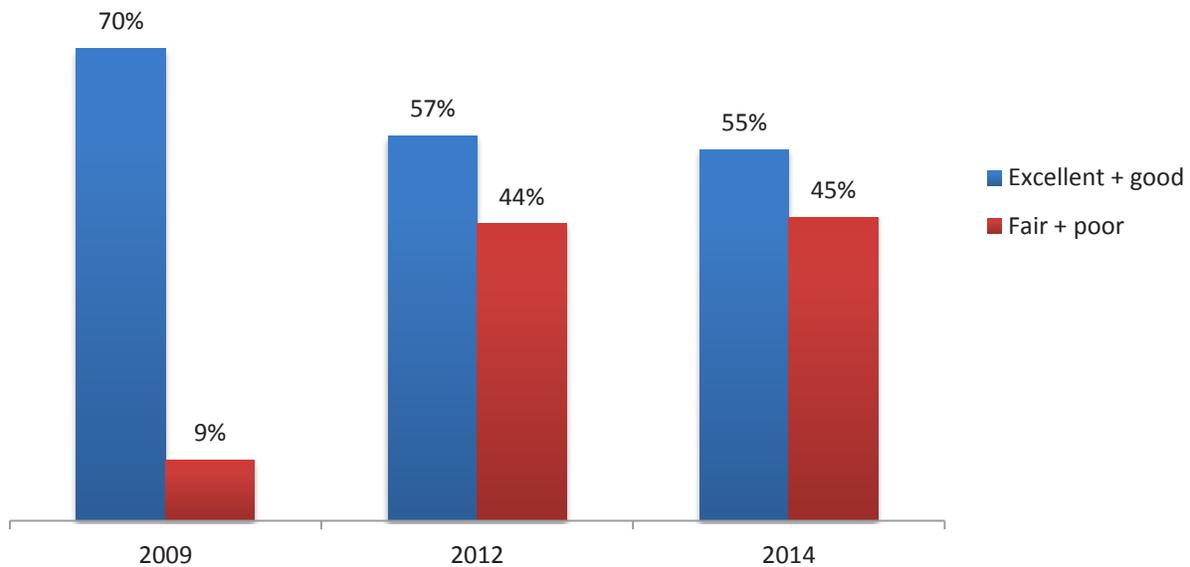
	2 or 3 times a week or more	Every week	Two or three times a month	Once a month	Once or twice a year	Never
Total	25%	13%	10%	13%	14%	25%
Condo Corridor	30%	20%	13%	9%	11%	17%
Mid Beach	17%	11%	10%	16%	15%	31%
North Beach	52%	18%	9%	9%	7%	5%
South Beach & Belle Isle	15%	6%	10%	15%	18%	36%
South Pointe	12%	10%	8%	16%	18%	36%

2% of residents responded “Don’t know” when asked this question

Visited the Alton Road (6th-17th) business area by zone:

	<b>2 or 3 times a week or more</b>	<b>Every week</b>	<b>Two or three times a month</b>	<b>Once a month</b>	<b>Once or twice a year</b>	<b>Never</b>
Total	40%	17%	13%	11%	9%	10%
Condo Corridor	27%	21%	16%	15%	8%	13%
Mid Beach	42%	17%	13%	13%	6%	9%
North Beach	15%	16%	19%	16%	16%	17%
South Beach & Belle Isle	61%	15%	9%	8%	2%	6%
South Pointe	57%	15%	9%	3%	10%	6%

2% of residents responded “Don’t know” when asked this question

Management of special events<sup>1</sup>

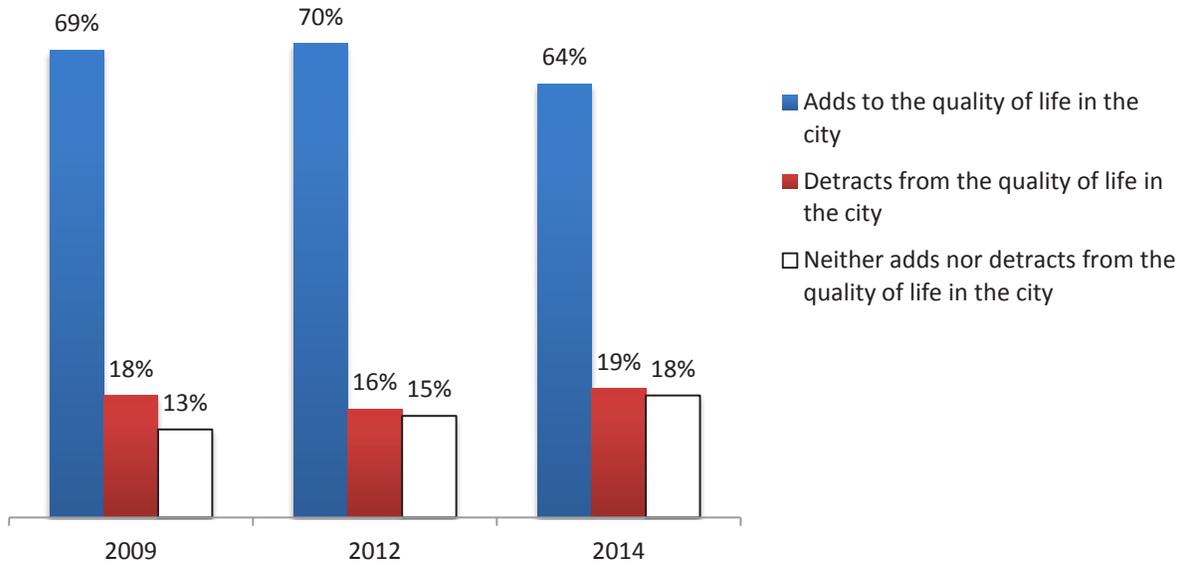
- 1 How would you rate the City's performance in addressing the needs of residents, noise, and disturbances during events that attract large crowds to Miami Beach?

## Management of special events by zone:

	Excellent	Good	Fair	Poor
Total	16%	39%	25%	20%
Condo Corridor	17%	40%	25%	17%
Mid Beach	14%	36%	25%	25%
North Beach	19%	45%	23%	13%
South Beach & Belle Isle	13%	36%	28%	23%
South Pointe	17%	39%	26%	19%

7% of residents responded "Don't know" when asked this question

## Effect of tourism industry on quality of life<sup>1</sup>



1 Please tell me if you think that the tourism industry in Miami Beach adds to or detracts from the quality of life in the City?

### Effect of tourism on quality of life by zone:

	Adds to the quality of life in the City	Detracts from the quality of life in the City	Neither adds nor detracts from the quality of life in the City
Total	64%	19%	18%
Condo Corridor	65%	17%	18%
Mid Beach	62%	20%	18%
North Beach	64%	19%	17%
South Beach & Belle Isle	65%	18%	17%
South Pointe	62%	20%	18%

3% of residents responded "Don't know" when asked this question

MIAMIBEACH

Residential Survey: Economy/Taxes

## Economy/Taxes

This section of the report explores residents' perceptions regarding the value of City services on a quality/price ratio basis and the City's performance on capital improvement projects.

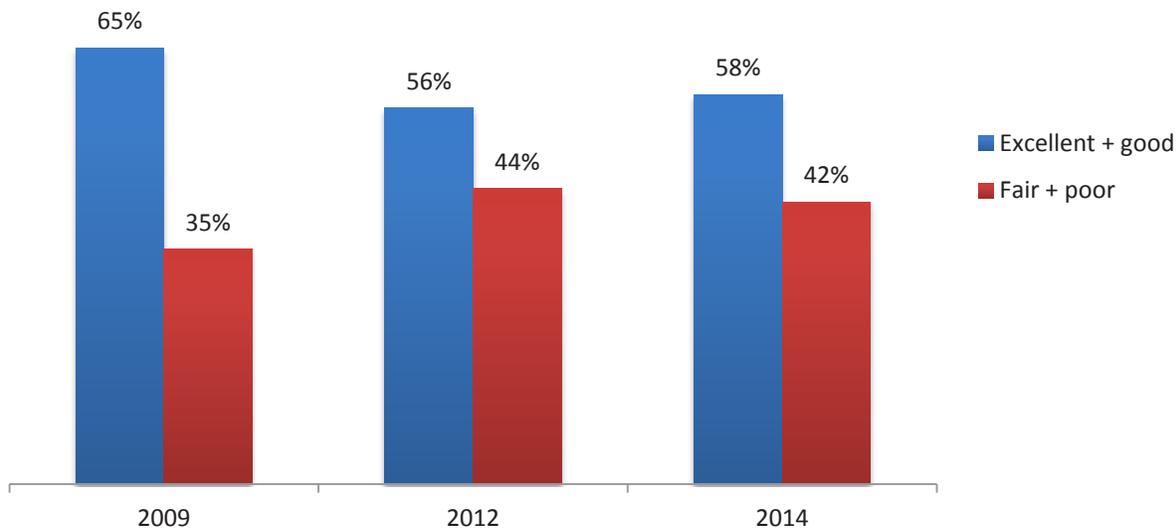
**Value of City services.** Based on the tax dollars citizens pay, 58% of them believed they received an excellent or good value for the services they receive. This result was slightly higher than the 2012 results (56%). Residents in Condo Corridor were more likely to believe they received an excellent or good value (69%), while residents in South Pointe (52%) were less likely to think their tax dollars produced an excellent or good value based on City services received.

**Capital Improvements.** Nearly eight in ten residents (77%) rated recently completed capital improvement projects as excellent or good<sup>1</sup>. Results were down slightly from 2012 when 81% of residents gave positive ratings. Residents of Condo Corridor (83%) gave recently completed capital improvement projects higher ratings, while residents of Mid Beach were not as complimentary (72% excellent + good ratings).

---

1 24% of residents lacked information to respond to the capital improvements question. Hence, a more precise statement would be 73% of residents who had sufficient knowledge about capital improvements gave them positive ratings.

### Value of City services<sup>1</sup>



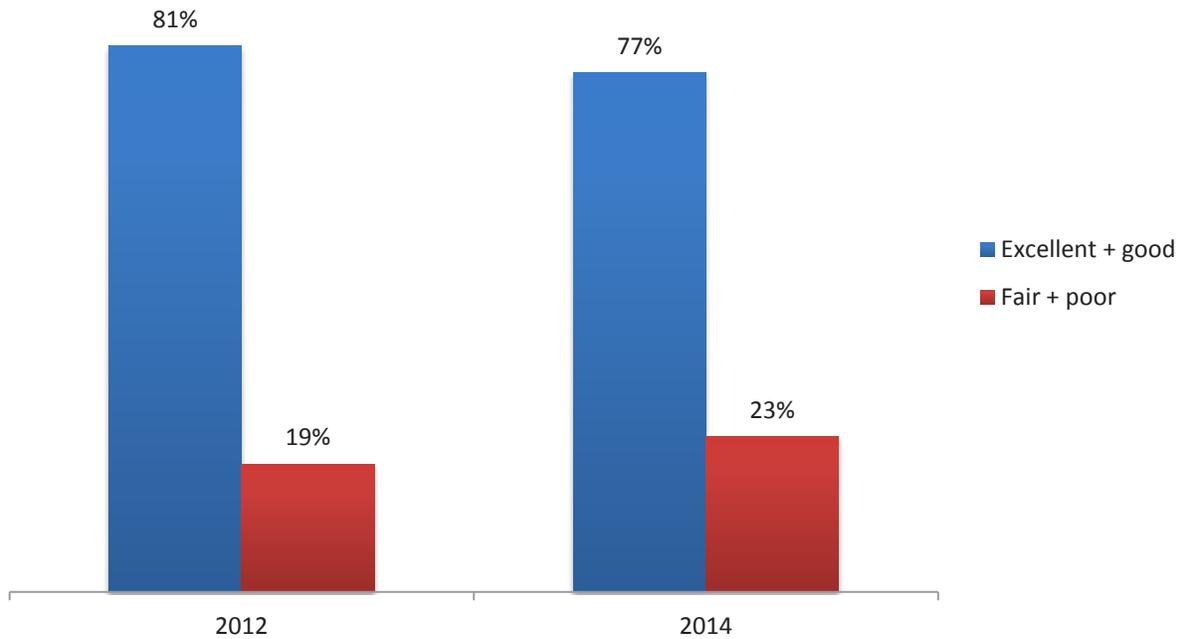
1 How would you rate the overall value of City services for the tax dollars that you pay?

### Value of City services by zone:

	Excellent	Good	Fair	Poor
Total	14%	44%	30%	12%
Condo Corridor	17%	52%	21%	11%
Mid Beach	10%	43%	35%	12%
North Beach	14%	46%	30%	10%
South Beach & Belle Isle	15%	40%	34%	11%
South Pointe	14%	38%	31%	17%

4% of residents responded “Don’t know” when asked this question

### Rating for capital improvement projects<sup>1</sup>



1 How would you rate the recently completed capital improvement projects across the City of Miami Beach (for example, Sunset Harbor Garage, Flamingo Park Football Field, Surface Parking Lot at 10th Street and Washington Avenue, Pinetree Park Kayak Launch, Flamingo Park Tennis Facility, and the City Center Neighborhood Rights-of-Way Project)?

### Ratings for capital improvement projects by zone:

	Excellent	Good	Fair	Poor
Total	23%	54%	17%	6%
Condo Corridor	21%	62%	12%	4%
Mid Beach	21%	51%	17%	11%
North Beach	21%	53%	21%	4%
South Beach & Belle Isle	28%	49%	16%	7%
South Pointe	24%	53%	18%	4%

24% of residents responded “Don’t know” when asked this question

MIAMIBEACH

Residential Survey: Communication

## Communication

This section of the report covers various communication issues including:

- Sources of information about the City
- Value of information sent by the City
- Incidence of contacting the City
- Reason for contacting the City
- Method of contacting the City

**Sources of information.** Sources of information concerning City of Miami Beach activities continue to become more diverse and segmented. No single source of information was mentioned by more than 28% of residents (TV news), while three other sources (daily news, internet, and the City's website) were mentioned by at least 20% of residents. In terms of trends, the percentage of residents mentioning the internet has been increasing, while the percentage of residents mentioning the City's website has declined slightly. It is interesting to note that more personal forms of interacting with commissioners and the mayor were cited by only 4% of the residents.

**Value of information.** Three out of four residents (75%) found information sent to them by the City to be somewhat or very useful. This compares to 87% who responded similarly in 2012. Residents of North Beach value information from the City slightly more highly than other residents.

**Frequency of contacting the City.** Exactly half of residents claimed they contacted the City in the past year, with residents of Condo Corridor less likely to have done so (34%) and residents of Mid Beach (64%) more likely to have done so. Four in ten residents (40%) of Mid Beach claimed to have contacted the City at least three times in the past year.

**Reason for contacting the City.** Half of residents (50%) contacted the City to file a complaint, while 20% were interested in researching an issue. The percentage of residents who indicated they contacted the City in order to file a complaint has risen constantly from 2009 (29%) to 2012 (42%) to 2014 (50%).

**Method of contact.** A majority of residents (66%) contacted the City by telephone with 16% contacting it by email. Contact by telephone has dropped slightly since 2009, while contact via email has increased slightly. Only 1% of residents stated they had contacted the City through a commissioner and only 1% had attended a community meeting sponsored by the City.

Source for information about the City<sup>1</sup>

	2009	2012	2014
Local TV news	--	19%	28%
Daily news media articles	39%	25%	26%
Internet news sources	--	18%	25%
Miami Beach website	24%	23%	20%
City's MB Magazine	15%	13%	16%
City TV MBTV	18%	7%	8%
Other community/weekly publications	6%	4%	8%
E-mails and/or direct mail from City government, departments or agencies	7%	5%	7%
Social media	--	3%	7%
Radio	--	3%	6%
Internet blogs	--	--	5%
MB radio 1670 AM	--	--	2%
Communications with City Commission	3%	1%	2%
Mayor on the Move/Community/Town meetings	3%	2%	2%

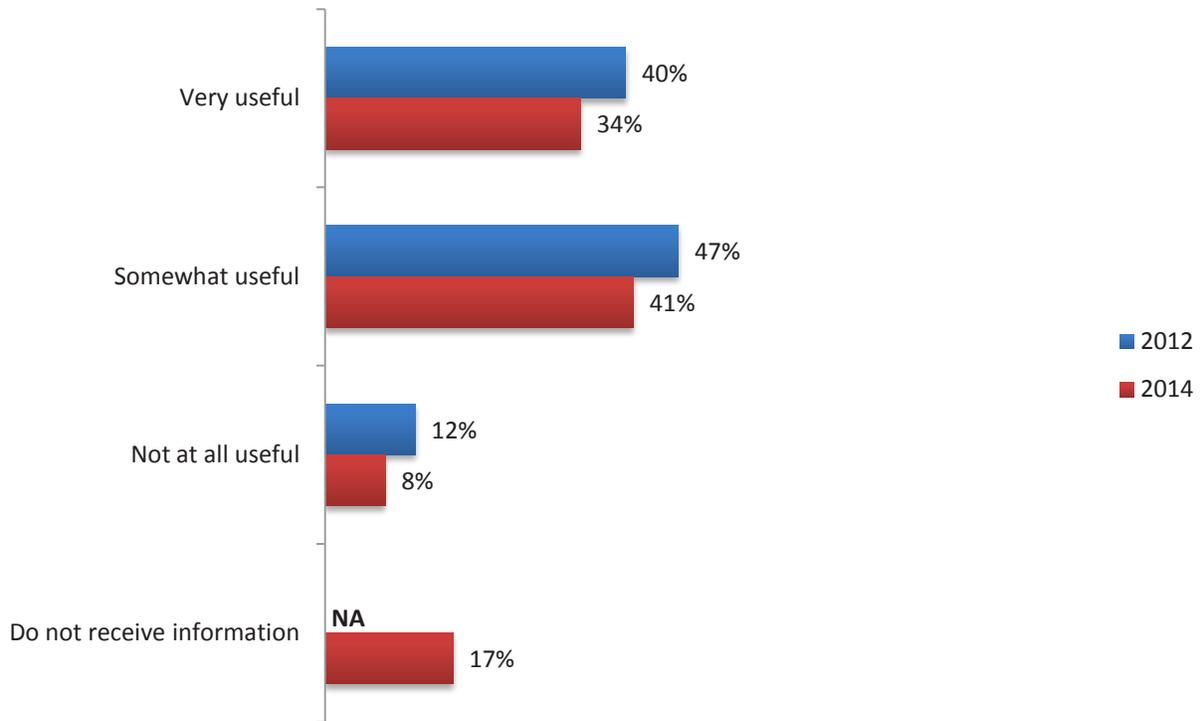
## Source for information about the City by zone:

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
Local TV news	28%	37%	24%	27%	23%	30%
Daily news media articles	26%	25%	25%	22%	29%	32%
Internet news sources	25%	24%	29%	22%	27%	24%
Miami Beach website	20%	19%	20%	20%	22%	19%
City's MB Magazine	16%	14%	14%	15%	19%	20%
City TV MBTV	8%	8%	6%	11%	7%	10%
Other community/weekly publications	8%	10%	5%	9%	7%	8%
E-mails and/or direct mail from City government, departments or agencies	7%	5%	9%	5%	6%	10%
Social media	7%	6%	3%	8%	7%	9%
Radio	6%	3%	5%	7%	7%	8%
Internet blogs	5%	6%	3%	4%	6%	8%
MB radio 1670 AM	2%	1%	1%	3%	1%	3%
Communications with City Commission	2%	1%	2%	2%	3%	3%
Mayor on the Move/Community/Town meetings	2%	2%	2%	2%	3%	4%

5% of residents responded "Don't know" when asked this question

1 Where do you go most often to get your information about the City?

## Value of information sent by the City<sup>1</sup>



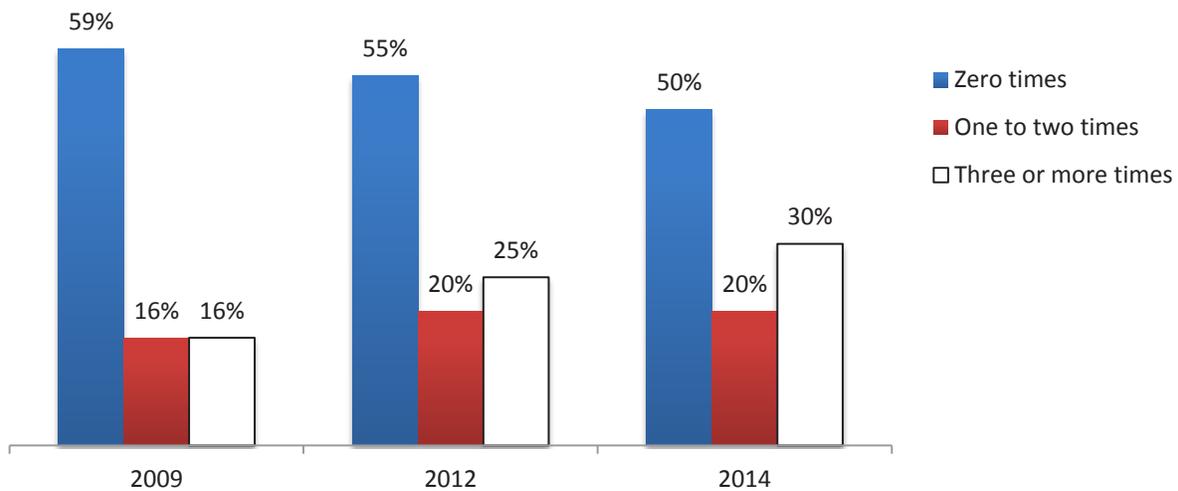
1 How useful is the information that the City sends you about City activities, programs, policies, and events?

## Value of information sent by the City by zone:

	Very useful	Somewhat useful	Not at all useful	Do not receive information from the City
Total	34%	41%	8%	17%
Condo Corridor	37%	39%	4%	20%
Mid Beach	35%	42%	9%	14%
North Beach	38%	42%	7%	14%
South Beach & Belle Isle	34%	38%	9%	18%
South Pointe	27%	46%	8%	19%

4% of residents responded “Don’t know” when asked this question

## Estimated number of times residents contacted the City within the past 12 months<sup>1</sup>



- 1 During the last 12 months, how many times have you personally contacted, either by phone, in-person or electronically, the City of Miami Beach government with a question, service request, or complaint?

## Estimated number of times residents contacted the City within the past 12 months by zone:

	Zero	One to two times	Three or more times
Total	50%	20%	30%
Condo Corridor	65%	15%	19%
Mid Beach	37%	24%	40%
North Beach	49%	23%	28%
South Beach & Belle Isle	52%	17%	31%
South Pointe	46%	21%	34%

2% of residents responded "Don't know" when asked this question

## Reason for most recent City contact<sup>1</sup>

	2009	2012	2014
File a complaint	29%	42%	50%
Research an issue	25%	16%	20%
Pull a building permit/ plan review	11%	10%	7%
Pay a bill	6%	7%	6%
Attend a program/event	4%	5%	4%
Visit an elected official	3%	3%	3%
Parking Issue	--	4%	2%
Bulk trash pickup questions	--	2%	1%
Other	--	--	6%

- 1 Only residents who had contact with the City in the past year answered this question.
- 2 What was the reason for your most recent contact?

## Reason for most recent City contact by zone:

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
File a complaint	50%	58%	53%	51%	47%	45%
Research an issue	20%	24%	17%	18%	24%	20%
Pull a building permit/ plan review	7%	3%	8%	7%	5%	10%
Pay a bill	6%	2%	8%	7%	6%	5%
Attend a program/event	4%	0%	5%	8%	4%	2%
Visit an elected official	3%	4%	2%	2%	6%	3%
Parking Issue	2%	4%	0%	0%	2%	3%
Bulk trash pickup questions	1%	1%	3%	1%	0%	1%
Other	6%	3%	4%	6%	6%	12%

4% of residents responded “Don’t know” when asked this question

Method of contact<sup>12</sup>

	Phone	E-mail	In-person	City website	Through a commissioner	Community meeting
2009	71%	12%	14%	--	1%	2%
2012	67%	13%	13%	--	1%	1%
2014	66%	16%	12%	3%	1%	1%

## Method of contact by zone:

	Phone	E-mail	In-person	City website	Through a commissioner	Community meeting
Total	66%	16%	12%	3%	1%	1%
Condo Corridor	58%	20%	16%	5%	0%	0%
Mid Beach	69%	15%	7%	2%	3%	3%
North Beach	73%	10%	13%	3%	1%	1%
South Beach & Belle Isle	64%	16%	18%	2%	0%	0%
South Pointe	64%	19%	12%	2%	2%	0%

1% of residents responded “Don’t know” when asked this question

1 Only residents who had contact with the city in the past year answered this question.  
2 How did you first contact the City?



MIAMI BEACH

Residential Survey: Customer Service

## Customer Service

Issues explored in the survey relating to customer service included:

- Ease of finding customer service representative
- Professionalism of customer service representative
- Competency of customer service representative
- Satisfaction when contacting the City
- How open the City is to hearing residents' concerns

**Ease of finding customer service representative.** Six out of ten residents (61%) found it easy to contact City representatives; 70% found it easy to contact the City in 2012. Three in ten residents (30%) in 2014 disagreed that it was easy to find a City customer service representative. Residents in the South Beach & Belle Isle found it slightly more convenient to contact City of Miami Beach representatives, while residents in South Pointe had more difficulty.

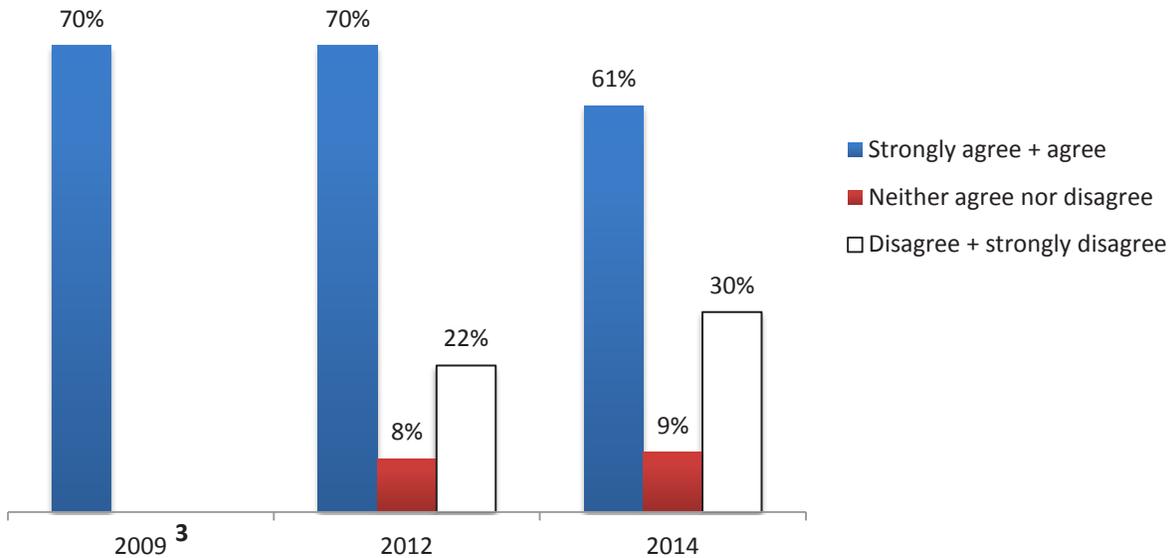
**Professionalism of customer service representative.** Eight in ten residents (79%) agreed that City customer service representatives whom they contacted were courteous and professional; 14% disagreed, which was five percentage points higher than in 2012. Residents of South Beach & Belle Isle gave customer service representatives the highest marks (82% agreed), while residents of North Beach gave them the lowest marks (73% agreed).

**Competency of customer service representative.** Seven out of ten residents (71%) agreed that City customer service representatives were competent, while 17% disagreed. The positive percentage in 2012 was 75%, while in 2009 78% of residents agreed that City customer service personnel were competent. Residents of the Condo Corridor were most complimentary as 75% agreed City customer service representatives were competent, while only 67% of South Beach & Belle Isle residents agreed.

**Satisfaction when contacting the City.** Six out of ten residents (62%) agreed they were satisfied with the service when contacting the City. Results from 2009 and 2012 were 68% and 71%, respectively. Mid Beach residents gave the highest marks (69% agreed), while only 52% of South Pointe residents were satisfied with their experience when contacting the City.

**How open the City is to hearing residents' concerns.** Just over six out of ten residents (63%) agreed that the City of Miami Beach is open to hearing their concerns; 20% of residents disagreed. Positive percentages for 2009 and 2012 were 69% and 67%, respectively, who agreed that the City was open to hearing their concerns. Over seven out of ten residents of Condo Corridor (71%), but only 56% of residents of South Pointe agreed that the City is open to hearing residents' concerns.

## Ease of finding a City customer service representative<sup>12</sup>



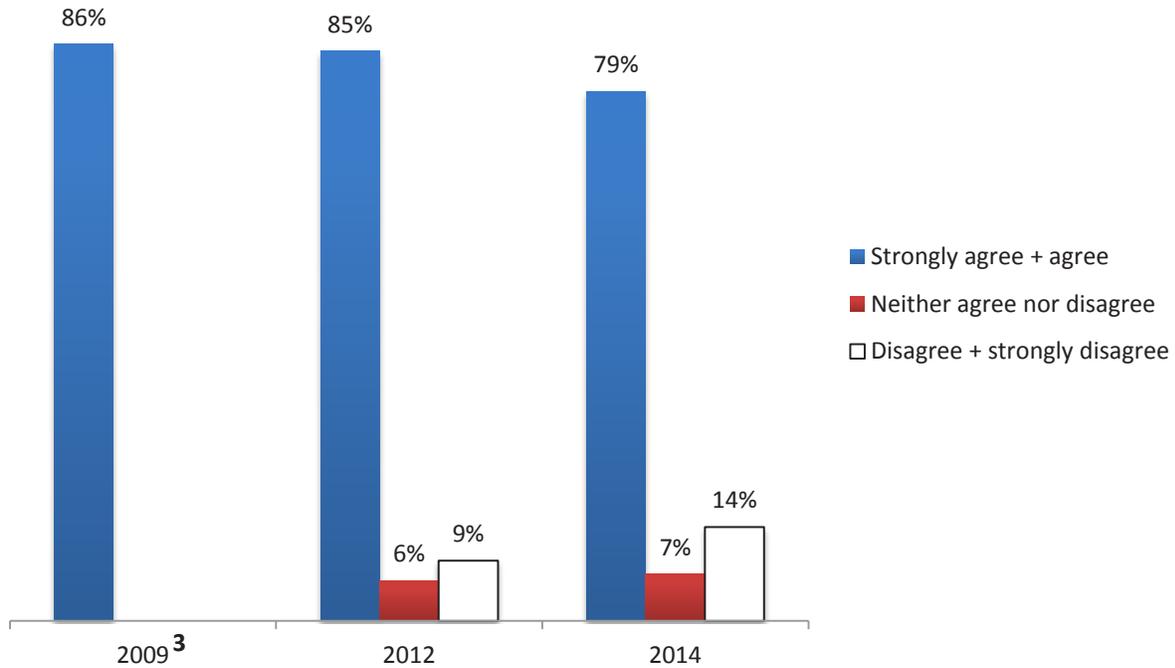
- 1 Only residents who had contact with the City in the past year answered this question.
- 2 Please tell me if you strongly agree, agree, neither agree or disagree, disagree or strongly disagree with the following statement: It was easy to find someone that could help me.
- 3 Report in 2009 only reported “strongly agree + agree” results

## Ease of finding a City customer service representative by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	23%	38%	9%	21%	9%
Condo Corridor	28%	32%	7%	23%	11%
Mid Beach	21%	43%	7%	20%	10%
North Beach	22%	40%	8%	18%	12%
South Beach & Belle Isle	20%	47%	9%	15%	10%
South Pointe	26%	28%	13%	28%	5%

3% of residents responded “Don’t know” when asked this question

## Professionalism of City customer service representative<sup>12</sup>



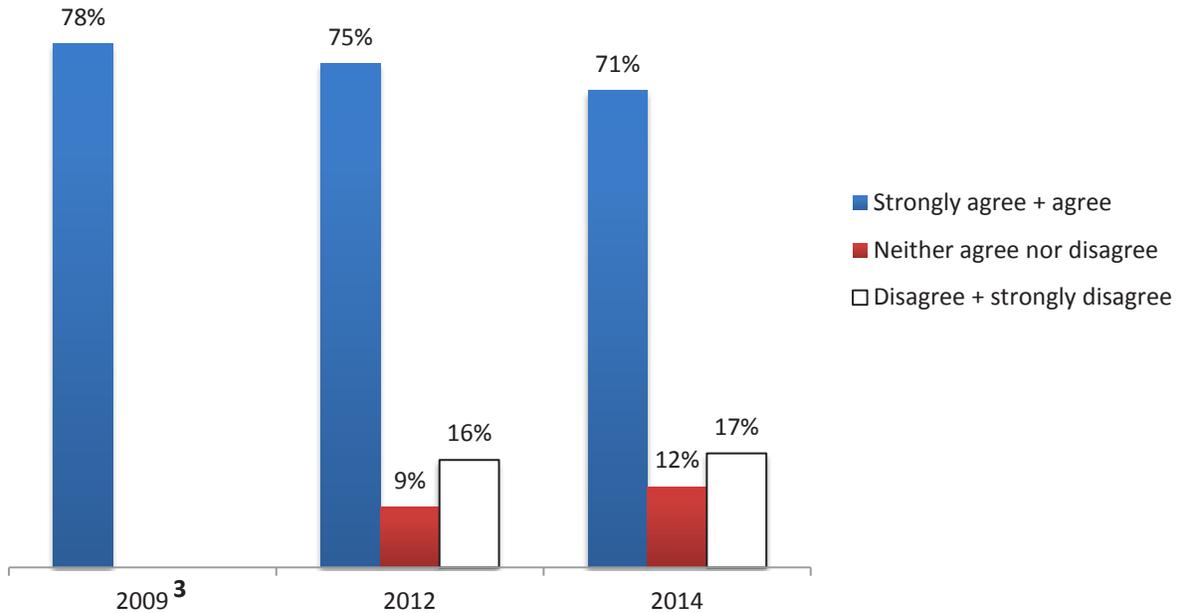
- 1 Only residents who had contact with the City in past year answered this question.
- 2 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The employees that assisted me were courteous and professional.
- 3 Report in 2009 only reported “strongly agree + agree” results

## Professionalism of City customer service representative by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	32%	47%	7%	9%	5%
Condo Corridor	40%	39%	8%	7%	5%
Mid Beach	30%	51%	7%	7%	4%
North Beach	31%	42%	10%	9%	8%
South Beach & Belle Isle	31%	51%	6%	8%	5%
South Pointe	29%	50%	4%	14%	3%

4% of residents responded “Don’t know” when asked this question

## Competency of City customer service representative<sup>12</sup>



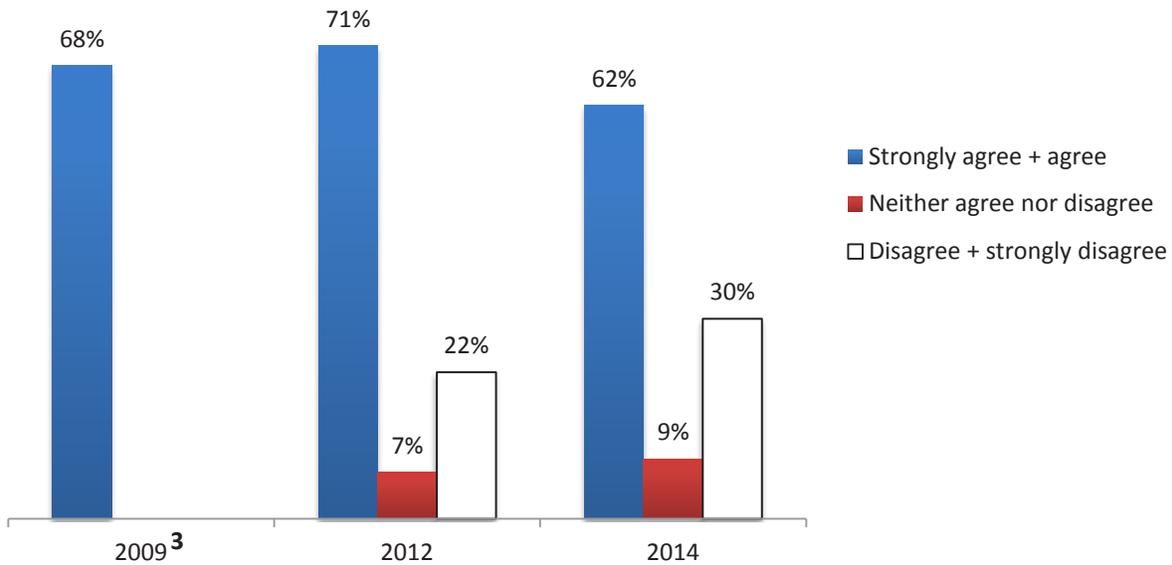
- 1 Only residents who had contact with the City in the past year answered this question.
- 2 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The employees that assisted me had the proper training and knowledge.
- 3 Report in 2009 only reported “strongly agree + agree” results

## Competency of City customer service representative by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	26%	45%	12%	12%	5%
Condo Corridor	31%	44%	11%	11%	3%
Mid Beach	24%	48%	11%	13%	5%
North Beach	27%	42%	10%	13%	9%
South Beach & Belle Isle	27%	40%	20%	10%	4%
South Pointe	21%	49%	11%	14%	5%

6% of residents responded “Don’t know” when asked this question

## Overall satisfaction with service when contacting the City<sup>12</sup>



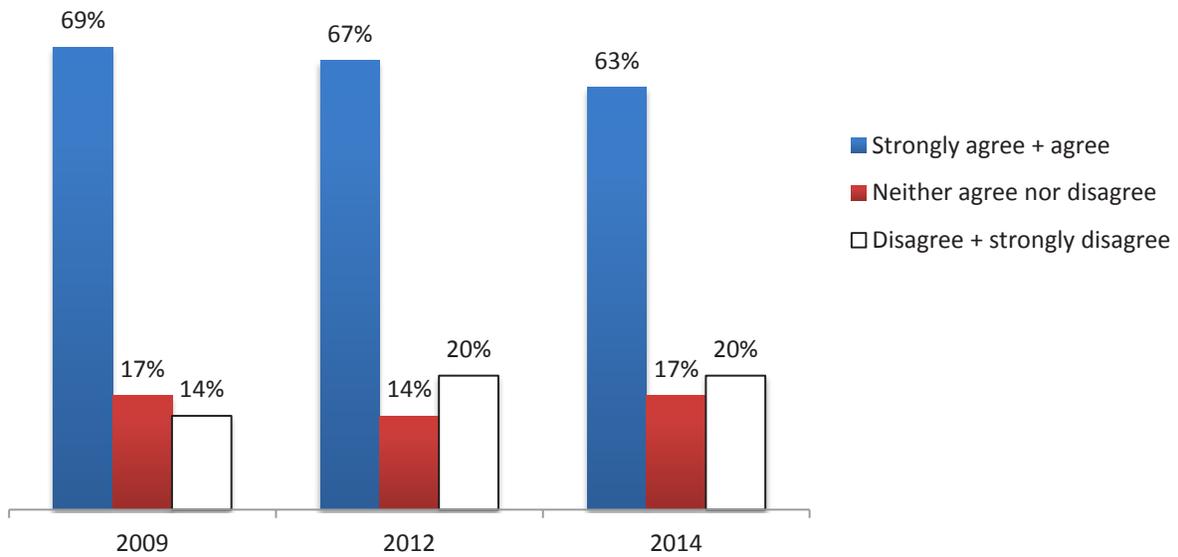
- 1 Only residents who had contact with the City in past year answered this question.
- 2 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: Overall, I was satisfied with the experience I had contacting the City.
- 3 Report in 2009 only reported “strongly agree + agree” results

## Overall satisfaction with service when contacting the City by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	24%	38%	9%	19%	11%
Condo Corridor	28%	30%	12%	16%	14%
Mid Beach	24%	45%	6%	16%	9%
North Beach	27%	34%	12%	11%	16%
South Beach & Belle Isle	24%	41%	7%	19%	9%
South Pointe	18%	34%	8%	31%	8%

2% of residents responded “Don’t know” when asked this question

## City's openness to hearing residents' concerns or issues<sup>1</sup>



- 1 To what extent do you agree or disagree that the City of Miami Beach government is open and interested in hearing the concerns or issues of residents?

## City's openness to hearing residents' concerns or issues by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	16%	47%	17%	13%	7%
Condo Corridor	18%	53%	17%	8%	5%
Mid Beach	16%	44%	14%	17%	9%
North Beach	13%	54%	18%	12%	4%
South Beach & Belle Isle	21%	41%	17%	13%	8%
South Pointe	12%	44%	22%	14%	8%

8% of residents responded "Don't know" when asked this question



MIAMIBEACH

Residential Survey: Website

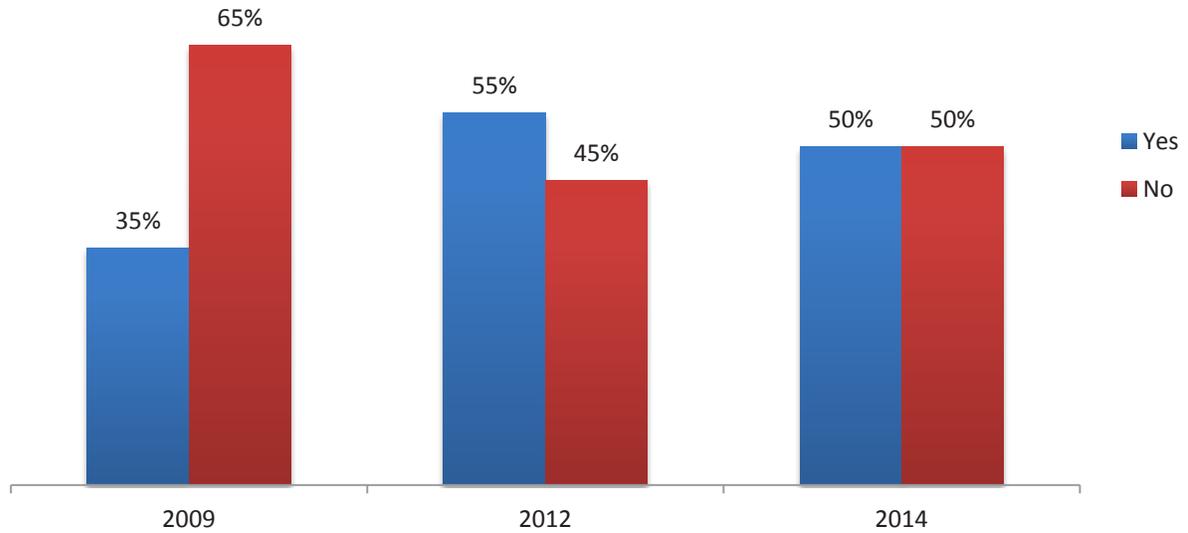
## Website

The survey explored residents' use of, and satisfaction with, the City's website.

**Visited.** Half of residents (50%) had visited the City's website in 2014 compared to 55% who had done so in 2012. Residents in Mid Beach (57%) and South Beach & Belle Isle (57%) were comparatively more likely to have visited the City's website.

**Satisfaction.** Nearly eight out of ten residents (79%) who were aware of the City's website were satisfied with it. The figures in 2009 and 2012 were 89% and 87%, respectively. More residents in South Pointe (87%) were satisfied with the City of Miami Beach's website.

### Visited the City’s website<sup>1</sup>



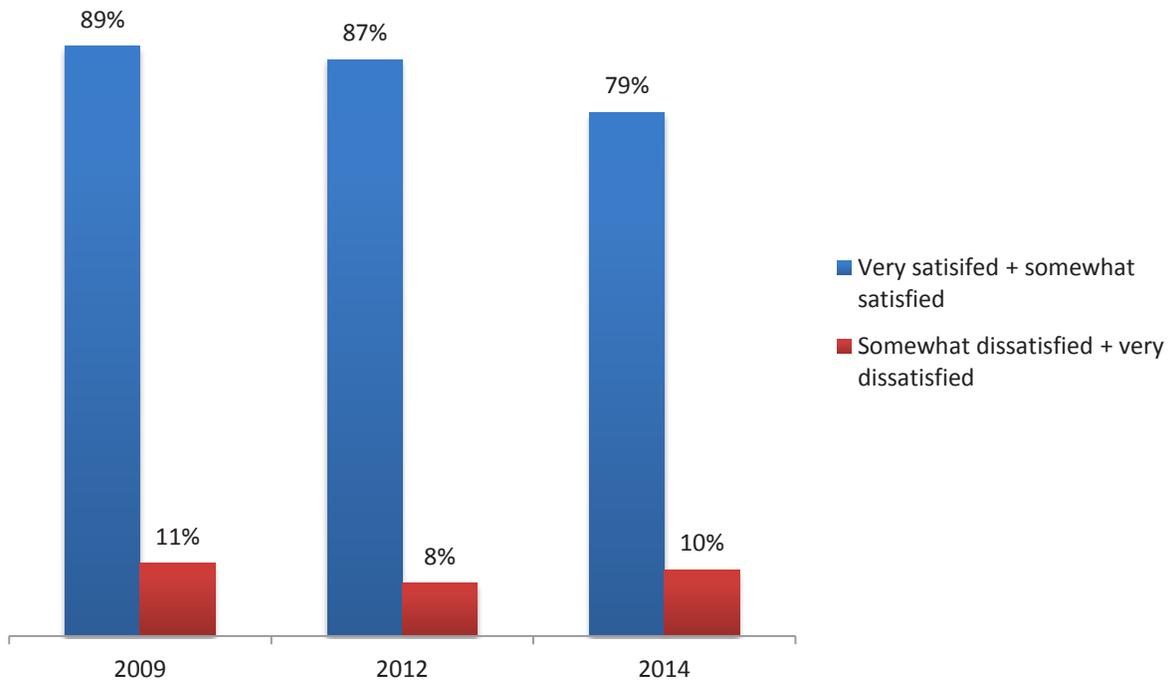
1 Have you visited the City’s website in the past six months?

### Visited the City’s website by zone:

	Yes	No
Total	50%	50%
Condo Corridor	38%	62%
Mid Beach	57%	43%
North Beach	44%	56%
South Beach & Belle Isle	57%	43%
South Pointe	54%	46%

2% of residents responded “Don’t know” when asked this question

### Satisfaction with the City’s website<sup>12</sup>



1 Overall, how satisfied would you say you were with the Miami Beach website?  
 2 Only residents who had visited the City’s website answered this question.

### Satisfaction with the City’s website by zone:

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Total	31%	48%	11%	7%	3%
Condo Corridor	31%	45%	16%	8%	1%
Mid Beach	29%	51%	9%	8%	2%
North Beach	36%	41%	10%	10%	3%
South Beach & Belle Isle	31%	42%	13%	9%	4%
South Pointe	29%	58%	7%	1%	5%

3% of residents responded “Don’t know” when asked this question

MIAMI BEACH

Residential Survey: Demographics

## Demographics

The typical respondent to the survey was:

- White (93%)
- Evenly split between Hispanic/Latino (50%) and not (50%)
- Of Hispanics/Latinos living in Miami Beach, 30% were born in Cuba and 27% were born in the United States
- Live in an apartment or condo (69%)
- Homeowner (79%)
- Lived in Miami Beach for 18 years
- 49 years of age
- Earns \$58,000 per year
- Married (53%), yet 29% were single living alone and 13% were single and living with a partner/roommate
- Speaks English at home (79%), although 16% speak Spanish at home
- Lives in Miami Beach year around
- Female (51%)

The overall sample of residents interviewed and the residents interviewed in each zone were representative of all residents as determined by examining US Census data.

## Race

	Sample White	Census White	Sample Black or African American	Census Black or African American	Sample Other	Census Other
Total	93%	90%	3%	4%	4%	6%
Condo Corridor	93%	93%	4%	3%	3%	3%
Mid Beach	97%	94%	1%	2%	2%	3%
North Beach	93%	87%	3%	7%	4%	6%
South Beach & Belle Isle	93%	88%	4%	5%	3%	6%
South Pointe	95%	92%	1%	3%	4%	4%

0% of residents responded “Don’t know” when asked this question

## Hispanic

	Sample Hispanic	Census Hispanic	Sample Non-Hispanic	Census Non-Hispanic
Total	50%	53%	50%	47%
Condo Corridor	53%	56%	47%	44%
Mid Beach	24%	26%	76%	74%
North Beach	60%	66%	41%	36%
South Beach & Belle Isle	43%	48%	59%	52%
South Pointe	33%	34%	67%	66%

0% of residents responded “Don’t know” when asked this question

Country of origin<sup>1</sup>

	Total
Cuba	30%
United States	27%
Argentina	9%
Columbia	6%
Venezuela	6%
Other South America	6%
Europe	5%
Other Central America	4%
Brazil	2%
Puerto Rico	2%
Other Caribbean	2%

0% of residents responded “Don’t know” when asked this question

1 Only asked of residents who were Hispanic

## Type of residence

	Single family unit	Duplex or town home	Apartment/Condominium
Total	27%	3%	69%
Condo Corridor	10%	1%	89%
Mid Beach	74%	3%	22%
North Beach	33%	2%	65%
South Beach & Belle Isle	7%	3%	89%
South Pointe	12%	7%	81%

0% of residents responded "Don't know" when asked this question

## Homeowner status

	Homeowner	Renter
Total	79%	21%
Condo Corridor	83%	17%
Mid Beach	88%	12%
North Beach	65%	35%
South Beach & Belle Isle	74%	26%
South Pointe	87%	13%

0% of residents responded "Don't know" when asked this question

## Length of residence

	Less than 6 months	6 months but less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	More than 20 years
Total	0%	3%	7%	12%	36%	40%
Condo Corridor	1%	3%	8%	12%	43%	34%
Mid Beach	0%	2%	3%	10%	28%	56%
North Beach	0%	3%	11%	10%	33%	44%
South Beach & Belle Isle	0%	3%	9%	12%	39%	37%
South Pointe	0%	6%	6%	17%	40%	31%

0% of residents responded "Don't know" when asked this question

## Age

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
Sample 18 to 24 years old	5%	8%	4%	6%	5%	4%
Census 18 to 24 years old	7%	7%	7%	7%	9%	4%
Sample 25 to 34 years old	18%	18%	8%	22%	27%	16%
Census 25 to 34 years old	20%	19%	12%	20%	30%	17%
Sample 35 to 44 years old	18%	12%	22%	16%	18%	23%
Census 35 to 44 years old	20%	18%	21%	21%	22%	19%
Sample 45 to 54 years old	19%	18%	24%	20%	18%	16%
Census 45 to 54 years old	17%	16%	22%	19%	15%	14%
Sample 55 to 64 years old	15%	17%	19%	16%	11%	11%
Census 55 to 64 years old	14%	14%	18%	14%	9%	15%
Sample 65 years to 74 years old	12%	14%	12%	11%	10%	15%
Census 65 to 74 years old	10%	13%	9%	8%	7%	15%
Sample 75 years or older	12%	15%	11%	9%	12%	15%
Census 75 years or older	11%	14%	10%	8%	8%	15%

0% of residents responded "Don't know" when asked this question

## Income

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
Sample <\$24,999	25%	22%	15%	32%	27%	29%
Census <\$24,999	26%	25%	13%	34%	29%	28%
Sample \$25,000 to \$49,999	22%	16%	32%	24%	23%	14%
Census \$25,000 to \$49,999	22%	20%	27%	30%	23%	12%
Sample \$50,000 to \$99,999	19%	26%	15%	22%	23%	10%
Census \$50,000 to \$99,999	19%	25%	13%	22%	23%	13%
Sample \$100,000 to \$149,999	12%	17%	11%	8%	13%	12%
Census \$100,000 to \$149,999	14%	18%	15%	7%	12%	16%
Sample \$150,000 to \$249,999	11%	12%	10%	7%	9%	18%
Census \$150,000 to \$249,999	8%	7%	13%	4%	6%	11%
Sample \$250,000 to \$500,000	6%	6%	8%	5%	5%	7%
Census \$250,000 to \$500,000	5%	4%	7%	2%	4%	7%
Sample \$500,001+	5%	1%	10%	2%	1%	11%
Census \$500,001+	7%	5%	12%	3%	4%	13%

0% of residents responded "Don't know" when asked this question

## Household status

	Single, live alone	Single, live with roommate	Single, live with domestic partner but no children	Single, live with domestic partner and children	Married, no children at home	Married, with children at home	Divorced or separated, no children at home	Divorced or separated, with children at home
Tota	29%	4%	7%	2%	32%	21%	3%	3%
Condo Corridor	32%	2%	6%	1%	40%	15%	2%	3%
Mid Beach	18%	2%	4%	1%	33%	36%	3%	3%
North Beach	32%	6%	6%	4%	29%	19%	4%	1%
South Beach & Belle Isle	38%	7%	8%	1%	27%	14%	5%	1%
South Pointe	25%	1%	10%	2%	31%	24%	2%	4%

0% of residents responded "Don't know" when asked this question

## Primary language spoken in household

	English	Spanish	Portuguese	Creole	Other
Total	79%	16%	1%	0%	5%
Condo Corridor	72%	22%	1%	0%	6%
Mid Beach	92%	5%	0%	0%	3%
North Beach	67%	25%	1%	0%	7%
South Beach & Belle Isle	79%	16%	1%	0%	5%
South Pointe	86%	9%	3%	0%	3%

0% of residents responded “Don’t know” when asked this question

## Yearly length of residence

	Mean	Median
Total	11 months	12 months
Condo Corridor	11 months	12 months
Mid Beach	12 months	12 months
North Beach	11 months	12 months
South Beach & Belle Isle	11 months	12 months
South Pointe	10 months	12 months

0% of residents responded “Don’t know” when asked this question

## Gender

	Sample Male	Census Male	Sample Female	Census Female
Total	49%	52%	51%	48%
Condo Corridor	49%	49%	51%	51%
Mid Beach	47%	50%	53%	50%
North Beach	48%	50%	52%	50%
South Beach & Belle Isle	55%	56%	45%	44%
South Pointe	48%	52%	52%	48%

0% of residents responded “Don’t know” when asked this question



MIAMIBEACH

Normative Comparison

## Normative Comparison

### Comparison data

National Research Center, Inc. has collected citizen surveys conducted in over 500 jurisdictions in the United States. Responses to over 6,000 survey questions dealing with resident perceptions about the quality of community life and services provided by local government were recorded, analyzed, and stored in an electronic database.

Comparisons are provided when similar questions are included in our database, and there are at least five other jurisdictions in which the question was asked. Comparisons were made to jurisdictions that are similar to Miami Beach in characteristics such as density, size, and tourism-based economy (“similar cities”), jurisdictions that are similar just based on size, Florida jurisdictions, as well as to all jurisdictions in the database that met the criteria of having a similar question questions asked to at least five jurisdictions.

Kerr & Downs Research believes that a note of caution is appropriate when examining comparisons provided by the National Research Corporation (NRC). First, cities in the comparison set do not all use the same exact scales or question wording. For example, some cities may use a 4-point scale when assessing City services, some may use 5-point scales, and some may use some other type of scale. Second, to adjust for differences in scales and question wording, NRC calculates its comparison ratings by heavily weighting “excellent” ratings, yet it reports based on its own analytical algorithm. For example, in the City of Miami Beach study, 4-point scales were used so NRC weights the excellent ratings. To illustrate the issue, residents gave the City 77% positive ratings for quality of life; 30% excellent ratings and 47% good ratings. NRC reported that the City of Miami Beach’s rating for quality of life was only 64%. That is, Miami Beach got downgraded because more residents gave good ratings than gave excellent ratings. This type of weighting is an arbitrary approach to adjusting for comparative data from questionnaires across cities that have differing scales and question wording.

Given the preceding caution, the City of Miami Beach scored somewhat below “similar cities” jurisdictions, and below Florida cities, cities with 70,000 to 100,000 population, and national cities.

### NRC Explanation: Putting evaluations onto a 100-point scale

In order to create fair comparisons to ratings that may have been given using many different types of response scales (e.g. Excellent-good-fair-poor, or very good-good-neither good nor bad-bad-very bad), the results from your jurisdiction and from all the jurisdictions in our database were converted to a 100-point scale with a minimum score of 0 (equaling the lowest possible rating) to maximum score of 100 (equaling the highest possible rating). NRC principals have pioneered and reported their methods for converting all survey responses to the same scale in professional journals. Because scaled responses will differ among types of survey questions, NRC statisticians have developed statistical algorithms, which adjust question results based on many characteristics of the question, its scale, and the survey methods. We can then provide for a benchmark that not only controls for question differences, but also controls for the differences in types of survey methods and respondents. This way we put all questions on the same scale and fair comparison can be made.

### NRC Explanation: Interpreting results

Comparisons are provided when similar questions are included in the NRC’s database, and there are at least five other jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided. The first is the rank assigned to your jurisdiction’s rating. The second number is the number of jurisdictions that asked a similar question. Third, this rank is expressed as a percentile to indicate its distance from the top score. This rank (5th highest out of 25 jurisdictions’ results, for example) translates to a percentile (the 80th percentile in this example). A percentile indicates the percent of jurisdictions with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that your jurisdiction’s rating is equal to or better than 80% of the ratings from other jurisdictions. Conversely, 20% of the other jurisdictions where a similar question was asked had higher ratings.

Alongside the rank and percentile appears a comparison: “above benchmark,” “below benchmark,” or “similar to benchmark.” These labels come from a statistical comparison of the City of Miami Beach’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error (1.9 points); “above” or “below,” if the difference between your jurisdiction’s rating and the benchmark is greater than the margin of error; and “much above” or “much below” if the difference between Miami Beach’s rating and the benchmark is more than twice the margin of error.

NRC reports the percentile for each Miami Beach rating. For example, “quality of life” for the City was in the 65th percentile. That means the City scored better than 65% of other jurisdictions and less well than 35% of all other jurisdictions. To summarize the overall NRC report, Kerr & Downs Research divided the percentiles into three categories: low (0 percentile to 33rd percentile), medium (34th percentile to 66th percentile), and high (67th percentile to 100th percentile).

## Miami Beach’s performance

The City of Miami Beach’s ratings on key questions were compared to ratings from selected cities on a national and Florida basis. The following comparison city sets were used:

- 18 selected cities
- 33 Florida jurisdictions
- 429 national jurisdictions
- 33 cities with population between 70,000 and 100,000

The best way to summarize results of comparisons of Miami Beach’s ratings to ratings from other jurisdiction is to examine how many times the City of Miami Beach ranked in the top third, middle third and bottom third of all cities in each comparison set.

Ranking	National Cities	Cities with 70,000 to 100,000	Florida Cities	Selected Cities	Total
Top Third	0 <sup>1</sup>	1	2	4	7
Middle Third	13	7	8	6	34
Bottom Third	8	10	8	8	34

Compared to “similar cities” tested, Miami Beach ranked in the top four on five of the attributes tested.

When compared to “similar cities” tested, the City of Miami Beach ranked in the 22th percentile. That is more cities were rated higher than Miami Beach than were rated lower. When compared to cities of similar size, the City of Miami Beach was ranked around the 6th percentile meaning that it scored better than 6% of all other cities of similar size. When compared to cities within Florida, the City of Miami Beach was ranked around the 11th percentile.

## COMPARATIVELY FAVORABLE ATTRIBUTES - SELECTED CITIES

The City of Miami Beach, when compared to other jurisdictions, scored reasonably well on the following:

- Adequacy of street lighting
- Recreation programs
- Neighborhood daytime safety
- Neighborhood nighttime safety
- Business/commercial area nighttime safety

## COMPARATIVELY UNFAVORABLE ATTRIBUTES - SELECTED CITIES

When compared to other jurisdictions, the City of Miami Beach did not score well on the following attributes:

- Storm drainage
- Garbage and trash collection
- Traffic flow
- Condition of roads
- Police
- Satisfaction with experience

## Selected Cities

Question	City of Miami Beach Rating	Rank	Number of Jurisdictions	Miami Beach Percentile	2014 Comparison to Norm	Vs. 2012 Comparison to Norm	Vs. 2009 Comparison to Norm
Rate quality of life	64	7	18	65%	Above	Much below	Above
Storm drainage	27	13	14	7%	Much below	Similar	Below
Adequacy of street lighting	57	8	15	46%	Much above	Similar	Above
Appearance and maintenance of City's public buildings	64	NA	NA	NA	NA	Similar	NA
Overall quality of beaches	70	NA	NA	NA	NA	Similar	NA
Recreational programs	67	5	17	75%	Much above	Similar	Above
Appearance of playgrounds	67	NA	NA	NA	NA	Similar	NA
Landscape maintenance in rights of way/public areas	61	NA	NA	NA	NA	Below	NA
Garbage/trash collection	64	17	19	11%	Much below	Similar	Below
Traffic flow	21	13	13	0%	Much below	Much below	Below
Condition of roads	35	8	10	20%	Much below	Below	Similar
Police	61	14	17	23%	Much below	Similar	Above
Emergency Medical Response	79	9	21	58%	Below	Above	Similar
Fire	80	10	10	18%	Much below	Similar	Above
Safety in your neighborhood - day	91	2	15	89%	Much above	Similar	Above
Safety in your neighborhood - evening	78	5	15	77%	Much above	Similar	Above
Safety in business/commercial areas - evening	73	4	13	75%	Much above	Similar	Above
Value of City services for taxes paid	54	6	16	70%	Above	Similar	Similar
Employees that assisted me were courteous	73	7	12	53%	Above	Similar	Above
Employees that assisted me had proper training	69	11	13	17%	Below	Similar	Similar
Satisfied with experience	62	11	14	23%	Much below	Below	Similar
City Gov't is open and interested in hearing resident concerns	62	9	14	38%	Similar	Similar	Above

## Florida Jurisdictions

Question	City of Miami Beach Rating	Rank	Number of Jurisdictions	Miami Beach Percentile	2014 Comparison to Norm	Vs. 2012 Comparison to Norm	Vs. 2009 Comparison to Norm
Rate quality of life	64	14	32	60%	Much above	Below	Above
Storm drainage	27	33	33	0%	Much below	Similar	Below
Adequacy of street lighting	57	14	25	44%	Much above	Below	Above
Appearance and maintenance of City's public buildings	64	NA	NA	NA	NA	Below	NA
Overall quality of beaches	70	NA	NA	NA	NA	Similar	NA
Recreational programs	67	13	29	53%	Above	Below	Similar
Appearance of playgrounds	67	NA	NA	NA	NA	Similar	NA
Landscape maintenance in rights of way/public areas	61	NA	NA	NA	NA	Similar	NA
Garbage/trash collection	64	29	34	14%	Much below	Similar	Below
Traffic flow	21	17	20	15%	Much below	Below	Below
Condition of roads	35	5	5	0%	Much below	Much below	Below
Police	61	31	34	5%	Much below	Above	Above
Emergency Medical Response	79	22	35	39%	Much below	Above	Similar
Fire	80	23	35	36%	Much below	Above	Similar
Safety in your neighborhood - day	91	12	31	69%	Much above	Similar	Similar
Safety in your neighborhood - evening	78	9	29	69%	Much above	Similar	Above
Safety in business/commercial areas - evening	73	8	27	73%	Much above	Similar	Above
Value of City services for taxes paid	54	12	32	63%	Similar	Similar	Similar
Employees that assisted me were courteous	73	19	27	30%	Below	Below	Similar
Employees that assisted me had proper training	69	25	28	11%	Much below	Similar	Similar
Satisfied with experience	62	27	31	13%	Much below	Below	Below
City Gov't is open and interested in hearing resident concerns	62	17	30	43%	Below	Similar	Above

## Cities with a population of 70,000 to 100,000

Question	City of Miami Beach Rating	Rank	Number of Jurisdictions	Miami Beach Percentile	2014 Comparison to Norm	Vs. 2012 Comparison to Norm	Vs. 2009 Comparison to Norm
Rate quality of life	64	14	32	54%	Similar	Much below	Similar
Storm drainage	27	34	34	0%	Much below	Much below	Below
Adequacy of street lighting	57	14	26	44%	Above	Below	Above
Appearance and maintenance of City's public buildings	64	NA	NA	NA	NA	Below	Similar
Overall quality of beaches	70	NA	NA	NA	NA	Similar	Similar
Recreational programs	67	13	30	56%	Above	Below	Similar
Appearance of playgrounds	67	NA	NA	NA	NA	Similar	Above
Landscape maintenance in rights of way/public areas	61	4	7	50%	Similar	Below	Similar
Garbage/trash collection	64	34	34	0%	Much below	Similar	Below
Traffic flow	21	20	20	0%	Much below	Below	Below
Condition of roads	35	5	5	0%	Much below	Similar	Below
Police	61	33	34	3%	Much below	Similar	Similar
Emergency Medical Response	79	23	35	36%	Much below	Similar	Similar
Fire	80	24	24	30%	Much below	Similar	Similar
Safety in your neighborhood - day	91	14	29	54%	Similar	Similar	Above
Safety in your neighborhood - evening	78	12	29	60%	Above	Similar	Above
Safety in business/commercial areas - evening	73	8	27	73%	Much above	Similar	Above
Value of City services for taxes paid	54	12	33	64%	Much below	Similar	Similar
Employees that assisted me were courteous	73	19	28	32%	Similar	Below	Above
Employees that assisted me had proper training	69	26	28	8%	Much below	Similar	Similar
Satisfied with experience	62	28	31	9%	Much below	Below	Below
City Gov't is open and interested in hearing resident concerns	62	18	29	38%	Much below	Similar	Similar

## All Jurisdictions

Question	City of Miami Beach Rating	Rank	Number of Jurisdictions	Miami Beach Percentile	2014 Comparison to Norm	Vs. 2012 Comparison to Norm	Vs. 2009 Comparison to Norm
Rate quality of life	64	252	429	43%	Below	Much below	Similar
Storm drainage	27	341	344	1%	Much below	Below	Below
Adequacy of street lighting	57	229	317	28%	Below	Below	Above
Appearance and maintenance of City's public buildings	64	13	17	24%	Below	Below	Similar
Overall quality of beaches	70	6	9	38%	Above	Similar	Similar
Recreational programs	67	196	322	61%	Similar	Below	Similar
Appearance of playgrounds	67	6	9	38%	Similar	Similar	Above
Landscape maintenance in rights of way/public areas	61	12	18	33%	Similar	Similar	Similar
Garbage/trash collection	64	331	351	6%	Much below	Similar	Below
Traffic flow	21	260	263	1%	Much below	Below	Below
Condition of roads	35	47	54	13%	Much below	Below	Below
Police	61	NA	NA	NA	NA	Similar	Similar
Emergency Medical Response	79	181	328	46%	Much below	Similar	Similar
Fire	80	202	332	40%	Much below	Similar	Similar
Safety in your neighborhood - day	91	211	331	35%	Similar	Similar	Above
Safety in your neighborhood - evening	78	161	323	50%	Above	Similar	Above
Safety in business/commercial areas - evening	73	132	291	55%	Much above	Similar	Above
Value of City services for taxes paid	54	175	379	47%	Below	Similar	Similar
Employees that assisted me were courteous	73	173	266	35%	Similar	Similar	Above
Employees that assisted me had proper training	69	279	321	14%	Much below	Similar	Similar
Satisfied with experience	62	318	366	87%	Much below	Below	Below
City Gov't is open and interested in hearing resident concerns	62	251	319	22%	Much below	Similar	Similar



MIAMIBEACH

Business Survey: City Services

## City Services

This section of the report explores business owners' views on a wide range of City services including the following:

- Reasons for locating businesses in Miami Beach
- Cleanliness of streets
- Cleanliness of canals and waterways
- Storm drainage
- Condition of sidewalks
- Appearance and maintenance of the City's public building
- Quality of the beaches
- Maintenance of parks
- Landscape maintenance in rights of ways and public places
- Garbage and trash pickup
- City's ability to address homelessness
- Sustainability efforts

**Reasons for locating businesses in Miami Beach.** The two primary reasons why businesses located in Miami Beach were the fact that the owner was a resident of the city (42%) and climate/beach (28%)<sup>1</sup>. These were also the top two reasons for the past few surveys. A third key reason why businesses locate in Miami Beach was because the city is close to customer bases. Business owners in South Beach selected the climate/location by the beach as the number one reason for locating a business in Miami Beach.

**Cleanliness of Streets.** Six out of ten business owners (63%) rated cleanliness of streets as excellent or good. This result is the same as in 2012 (62%), and slightly lower than the result in 2009 (66%). Business owners in Mid Beach gave considerably higher levels of excellent and good ratings (70%) for cleanliness of streets, while South Beach business owners gave the lowest level of excellent and good ratings (58%).

**Cleanliness of canals and waterways.** Not quite six out of ten business owners (59%) gave excellent or good ratings to the cleanliness of canals and waterways<sup>2</sup>. This was exactly the same score as in 2012, but represents a slight drop from 2009 when 61% gave positive ratings to canals and waterways cleanliness. Ratings were nearly identical across areas.

**Storm drainage.** Ratings for storm drainage continued downward as only three out of ten business owners (31%) rating it as excellent or good. This compares to 45% in 2009 and 37% in 2012. North Beach business owners were more complimentary of storm drainage as 40% gave excellent or good ratings; however, three-fourths (74%) of Mid Beach business owners rated storm drainage as fair or poor.

**Condition of sidewalks.** The condition of sidewalks received excellent or good ratings from over six out of ten business owners (61%), which was down slightly from 2012 (64%) and 2009 (66%). Ratings of sidewalk conditions were slightly higher in North Beach (64%) and slightly lower in South Beach (57%).

**Appearance and maintenance of the city's public buildings.** The appearance and maintenance of the City's public buildings were rated comparatively highly by business owners receiving 79% excellent and good ratings; however, this high rating was down four percentage points from 2012 and six percentage points from 2009. Ratings across districts ranged from 76% in South Beach to 81% in Mid Beach.

**Quality of the beach.** Business owners were pleased with the overall quality of the beaches as 82% gave excellent or good ratings. Results are slightly lower than in 2009 (85% excellent or good) and 2012 (86% excellent or good). Levels of excellent or good ratings for the quality of the beaches were slightly higher in South Beach (84%) and slightly lower in Mid Beach (81%).

1 13% of businesses lacked information to respond to the reasons for locating business in Miami Beach question. Hence, a more precise statement would be 42% of businesses who had sufficient information about the reason their business was located in Miami Beach did so because they were a resident of the City.

2 12% of businesses lacked information to respond to the cleanliness of canals/waterways question. Hence, a more precise statement would be 59% of businesses who had sufficient information about the cleanliness of canals/waterways gave it a positive rating.

**Maintenance of parks.** Park maintenance was a highly rated city service, as 83% of business owners gave excellent or good ratings. This result was slightly lower than the results in 2012 (86%) and 2009 (85%). Ratings in North Beach were highest (86%), while ratings in South Beach were lowest (79%).

**Landscape maintenance in rights of ways and public places.** Three out of four business owners (74%) rated maintenance of rights of way and public places as excellent or good, a six percentage drop from 2012 (80%). Business owners in Mid Beach gave comparatively higher ratings (78%) for landscape maintenance in rights of way and public places, while business owners in North Beach had the lowest level of excellent and good ratings (71%).

**Garbage and trash pickup.** Business owners provided 72% excellent and good ratings for garbage and trash collection, up one percentage point from 2012 and down three percentage points from 2009. Four out of five business owners in Mid Beach (79%) gave excellent or good ratings to garbage and trash collection, while only 67% of business owners in South Beach did so.

**City's ability to address homelessness.** Ratings increased significantly from 2012 to 2014 (31% positive to 39% positive); nonetheless, business owners were still not satisfied with how the City of Miami Beach addresses homelessness<sup>3</sup>. A majority of business owners (60%) thought the City of Miami Beach was doing only a fair or poor job in addressing the issue of homelessness.

**Sustainability efforts.** Two out of three business owners (66%) gave positive ratings to the City for its efforts to be green. North Beach business owners gave 71% positive ratings for the City's sustainability efforts<sup>4</sup>.

<sup>3</sup> 14% of businesses lacked information to respond to the homelessness question. Hence, a more precise statement would be 39% of businesses who had sufficient information about homelessness gave it a positive rating.

<sup>4</sup> 15% of businesses lacked information to respond to the sustainability efforts question. Hence, a more precise statement would be 66% of businesses who had sufficient information about sustainability efforts gave them a positive rating.

### Reason for locating business in Miami Beach

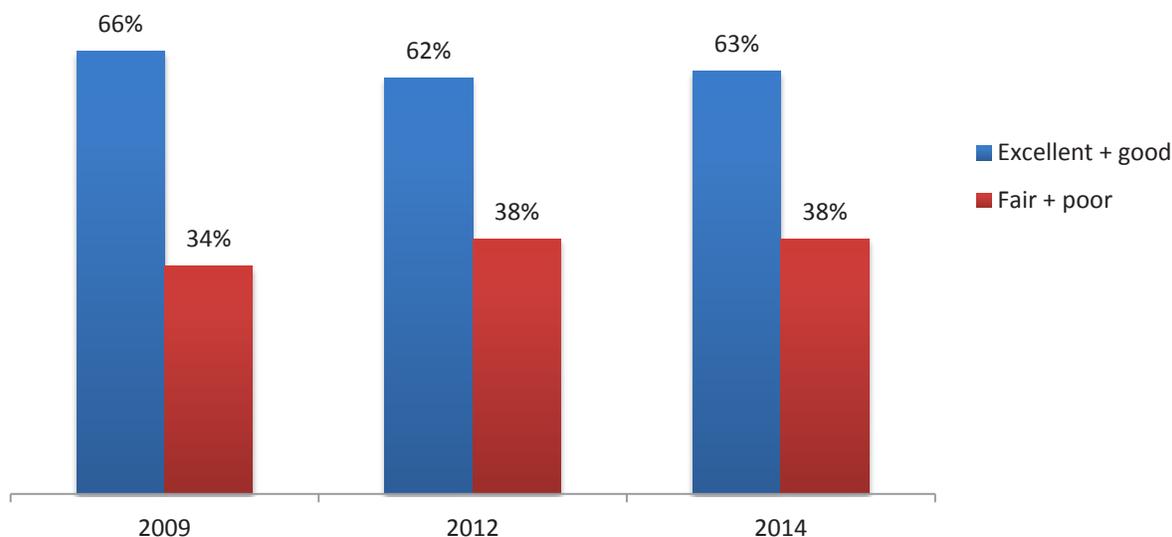
	2009	2012	2014
You are a resident of the City	25%	33%	42%
Climate/location by the beach	28%	32%	28%
Proximity to customers	11%	18%	17%
Favorable economy	4%	12%	12%
The City's image (hip/sophisticated, etc)	5%	11%	9%
Availability of buildings/properties	8%	7%	6%
Nightlife/entertainment options	2%	3%	1%
Other	18%	12%	3%

### Reason for locating business in Miami Beach by zone:

	Total	North Beach	Mid Beach	South Beach
You are a resident of the City	42%	49%	47%	29%
Climate/location by the beach	28%	25%	20%	37%
Proximity to customers	17%	17%	18%	17%
Favorable economy	12%	9%	12%	14%
The City's image (hip/sophisticated, etc)	9%	7%	9%	11%
Availability of buildings/properties	6%	7%	3%	7%
Nightlife/entertainment options	1%	1%	1%	1%
Other	3%	1%	5%	2%

13% of businesses responded “Don’t know” when asked this question

Rating for cleanliness of streets<sup>1</sup>



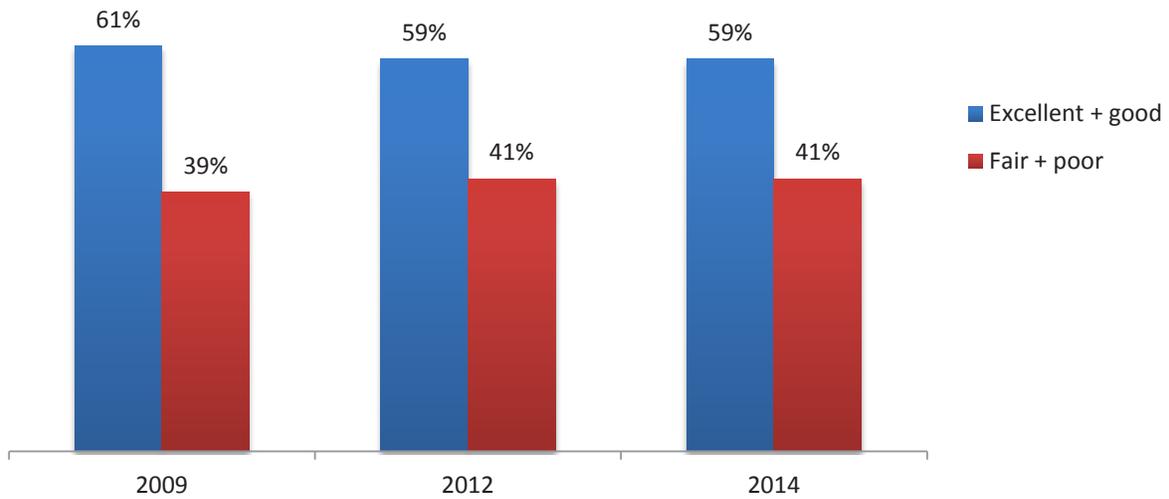
1 How clean are the streets in the area surrounding your business?

Ratings for cleanliness of streets by zone:

	Excellent	Good	Fair	Poor
Total	16%	47%	23%	15%
North Beach	12%	49%	26%	12%
Mid Beach	23%	47%	21%	10%
South Beach	14%	44%	21%	21%

1% of businesses responded “Don’t know” when asked this question

Rating for cleanliness of canals/waterways<sup>1</sup>



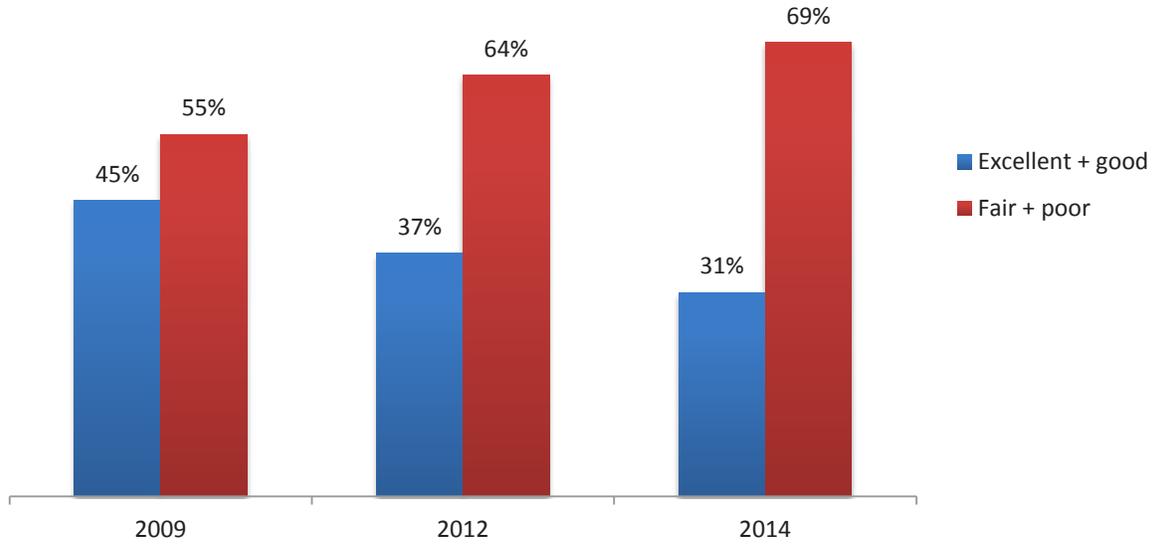
1 How clean are the canals/waterways in the area surrounding your business?

Ratings for cleanliness of canals/waterways by zone:

	Excellent	Good	Fair	Poor
Total	12%	47%	24%	17%
North Beach	10%	50%	19%	20%
Mid Beach	10%	48%	26%	15%
South Beach	14%	43%	26%	17%

12% of businesses responded “Don’t know” when asked this question

Rating for storm drainage<sup>1</sup>



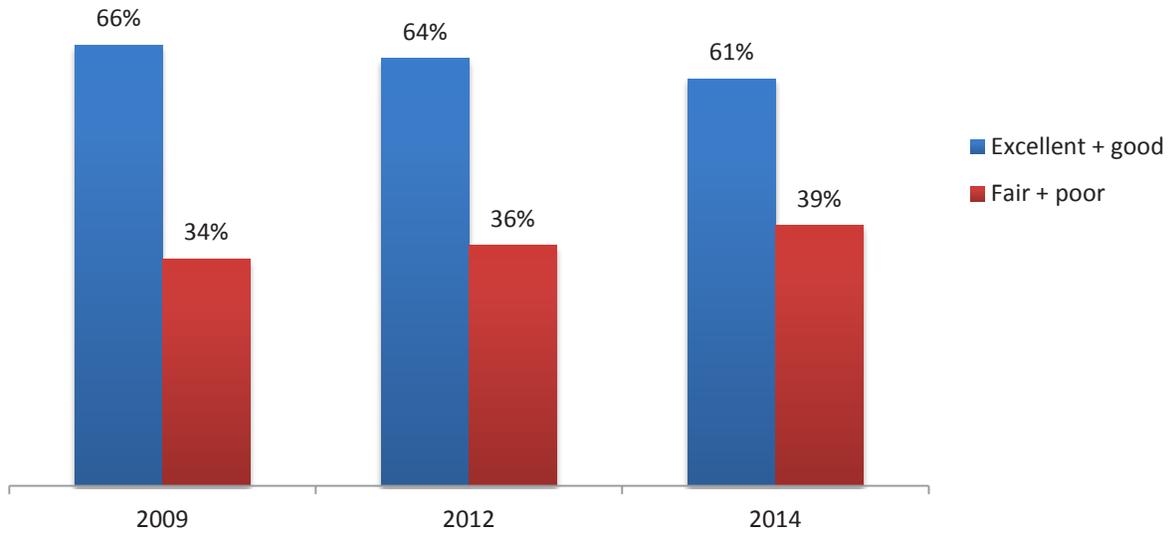
1 How is the storm drainage in the area surrounding your business?

Ratings for storm drainage by zone:

	Excellent	Good	Fair	Poor
Total	3%	28%	19%	50%
North Beach	1%	39%	21%	40%
Mid Beach	5%	21%	20%	54%
South Beach	5%	23%	18%	55%

4% of businesses responded “Don’t know” when asked this question

Rating for the condition of sidewalks<sup>1</sup>



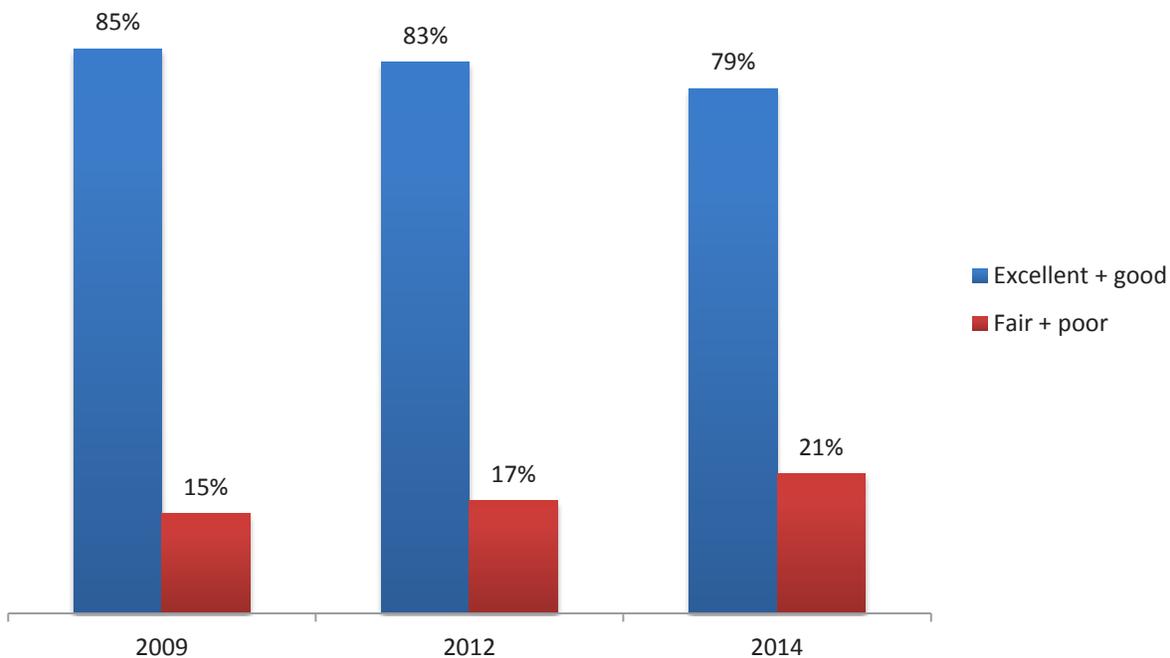
1 How is the condition of sidewalks in the area surrounding your business?

Ratings for the condition of sidewalks by zone:

	Excellent	Good	Fair	Poor
Total	15%	46%	22%	17%
North Beach	9%	55%	23%	13%
Mid Beach	18%	44%	20%	18%
South Beach	17%	40%	24%	20%

2% of businesses responded “Don’t know” when asked this question

Rating for the appearance and maintenance of the City’s public buildings<sup>1</sup>



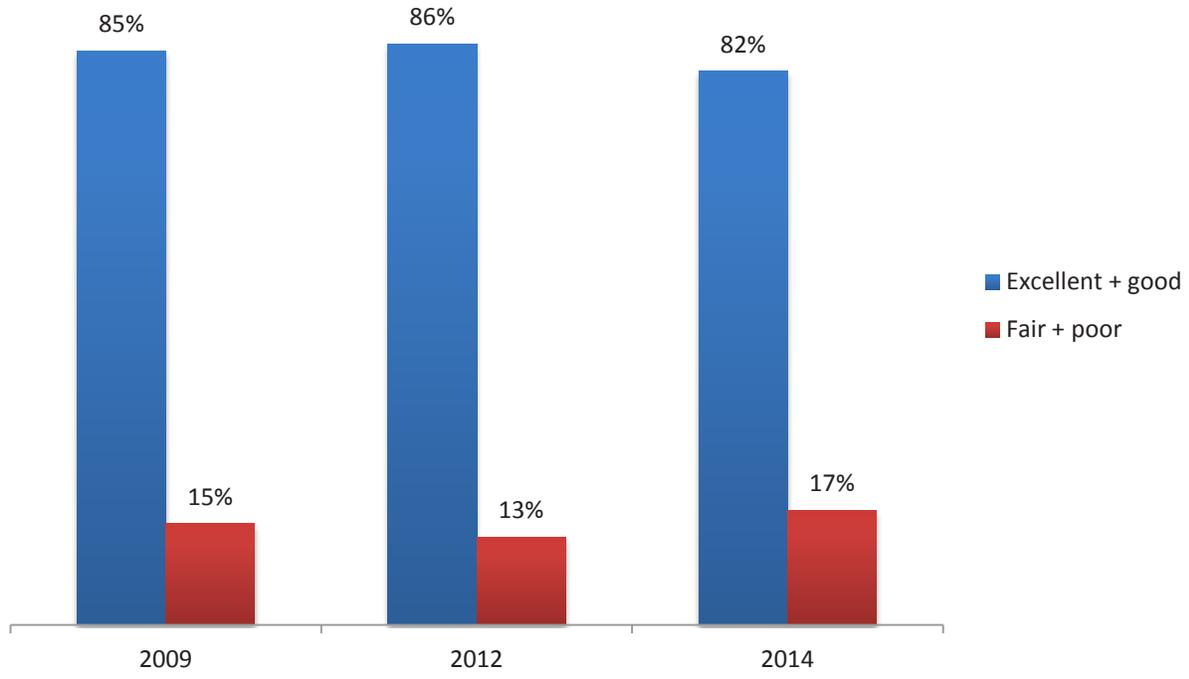
1 How is the appearance and maintenance of the City’s public buildings in the area surrounding your business?

Ratings for the appearance and maintenance of the City’s public buildings by zone:

	Excellent	Good	Fair	Poor
Total	20%	59%	15%	6%
North Beach	19%	60%	14%	7%
Mid Beach	21%	60%	15%	4%
South Beach	20%	56%	17%	7%

4% of businesses responded “Don’t know” when asked this question

Rating for the overall quality of the beaches<sup>1</sup>



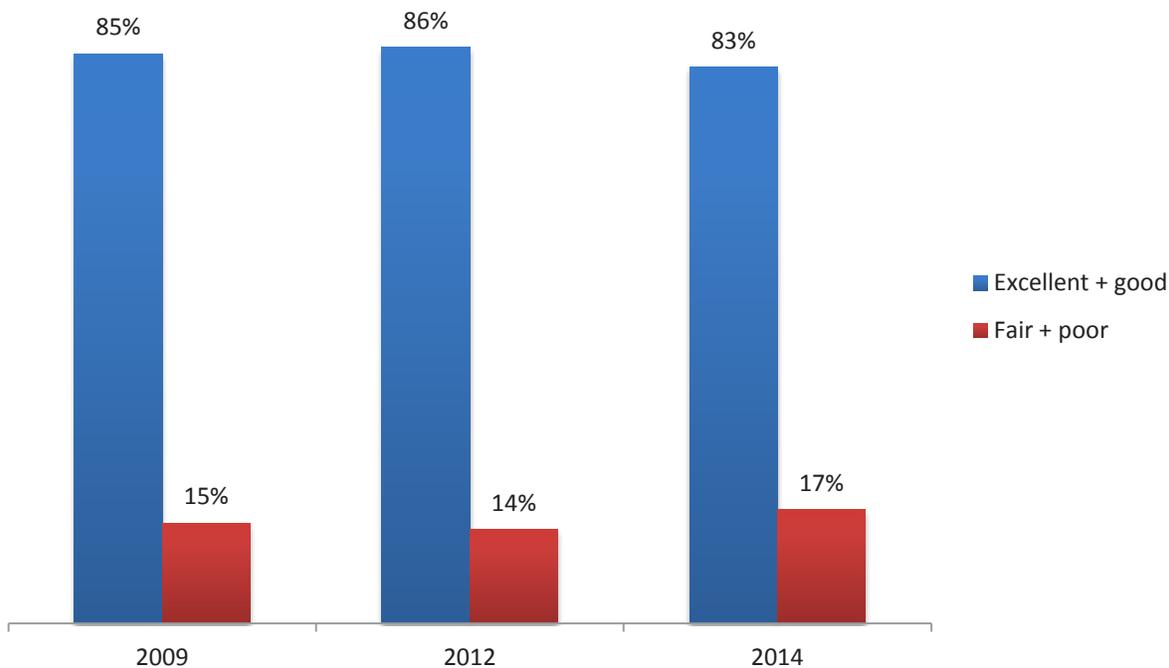
1 How is the overall quality of the beaches in the area surrounding your business?

Ratings for the overall quality of the beaches by zone:

	Excellent	Good	Fair	Poor
Total	29%	53%	14%	3%
North Beach	25%	57%	14%	4%
Mid Beach	29%	52%	15%	4%
South Beach	32%	52%	13%	2%

5% of businesses responded “Don’t know” when asked this question

### Rating for the maintenance of parks<sup>1</sup>



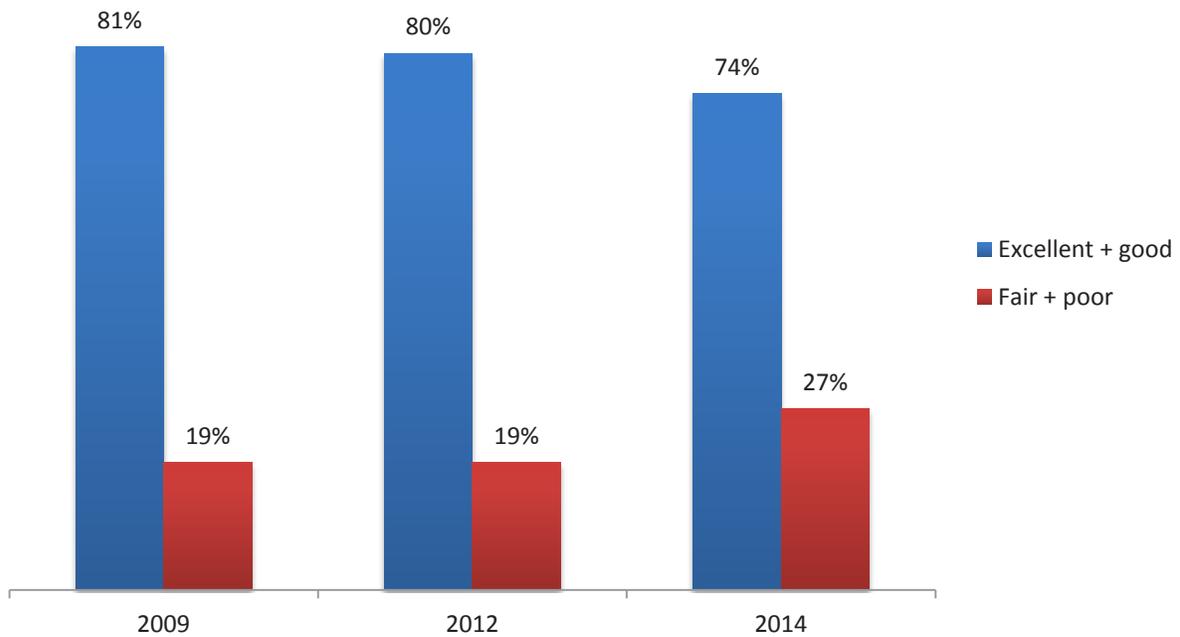
1 How is the maintenance of parks in the area surrounding your business?

#### Ratings for the maintenance of parks by zone:

	Excellent	Good	Fair	Poor
Total	21%	62%	12%	5%
North Beach	20%	66%	8%	6%
Mid Beach	22%	62%	12%	3%
South Beach	21%	58%	16%	6%

10% of businesses responded “Don’t know” when asked this question

Rating for landscape maintenance in rights of way and public places<sup>1</sup>



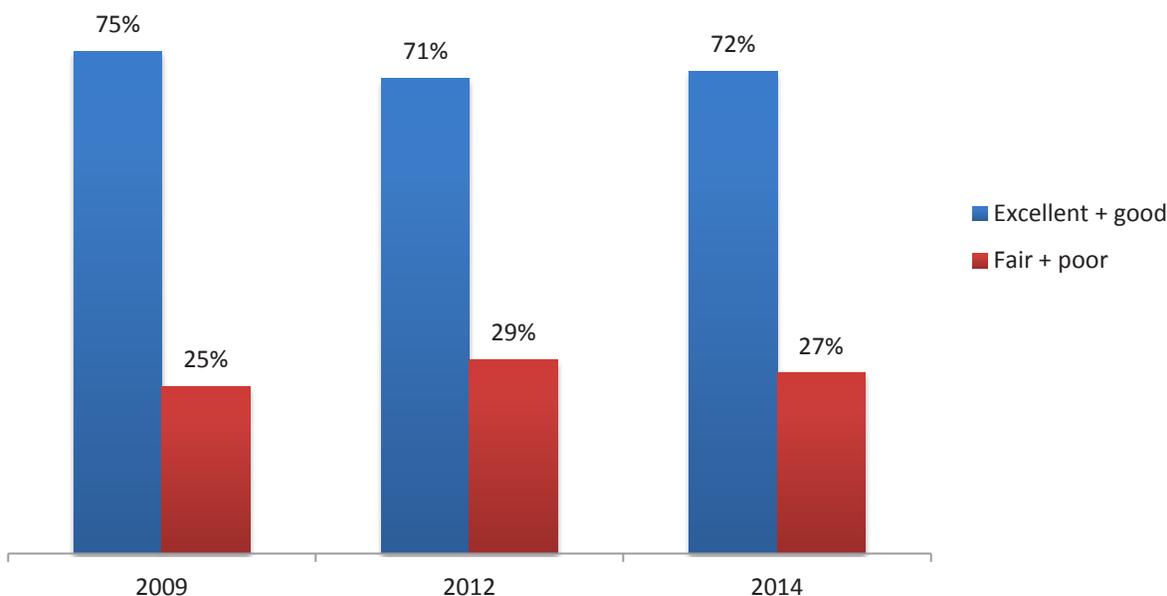
1 How is the landscape maintenance in rights of way and public places in the area surrounding your business?

Ratings for landscape maintenance in rights of way and public places by zone:

	Excellent	Good	Fair	Poor
Total	21%	53%	17%	10%
North Beach	14%	57%	15%	14%
Mid Beach	26%	52%	16%	6%
South Beach	23%	50%	18%	10%

1% of businesses responded “Don’t know” when asked this question

### Rating for garbage/trash collection<sup>1</sup>



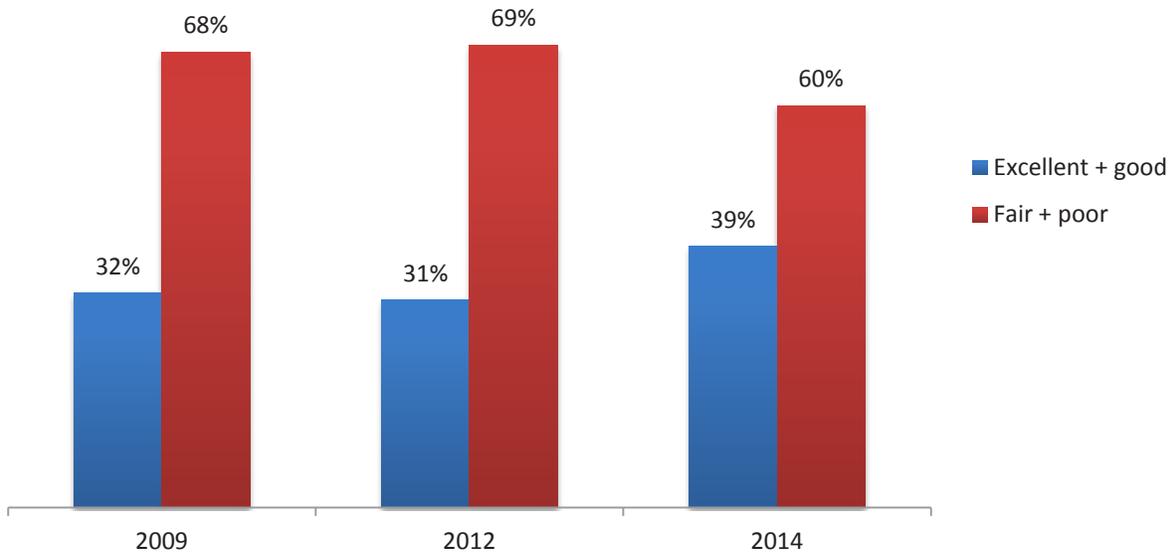
1 How is the garbage/trash collection in the area surrounding your business?

### Ratings for garbage/trash collection by zone:

	Excellent	Good	Fair	Poor
Total	17%	55%	16%	11%
North Beach	11%	62%	18%	9%
Mid Beach	24%	55%	11%	9%
South Beach	17%	50%	19%	14%

5% of businesses responded “Don’t know” when asked this question

Rating for the City’s ability to address homelessness<sup>1</sup>



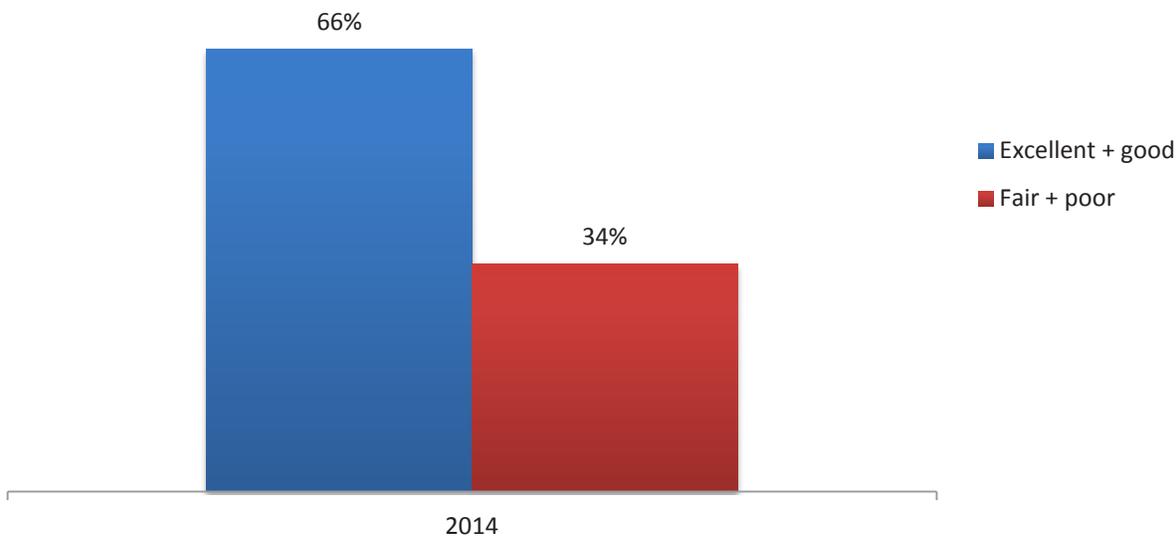
1 How is the City’s ability to address homelessness in the area surrounding your business?

Ratings for the City’s ability to address homelessness by zone:

	Excellent	Good	Fair	Poor
Total	7%	32%	32%	28%
North Beach	4%	34%	34%	28%
Mid Beach	10%	34%	33%	23%
South Beach	9%	29%	30%	33%

14% of businesses responded “Don’t know” when asked this question

Rating for City’s efforts to be a “green” or sustainable city<sup>1</sup>



1 How are the City’s government’s efforts to be a “green” or sustainable city?

Ratings for the City’s efforts to be a “green” or sustainable city by zone:

	Excellent	Good	Fair	Poor
Total	13%	53%	24%	10%
North Beach	11%	60%	21%	9%
Mid Beach	13%	50%	24%	13%
South Beach	14%	49%	27%	9%

15% of businesses responded “Don’t know” when asked this question



MIAMIBEACH

Business Survey: Planning/Zoning/Construction

## Planning, Zoning & Construction

The 2014 City of Miami Beach Community Survey contained three questions about planning, zoning and construction:

- Incidence of inspections
  - o License
  - o Property maintenance
  - o Sanitation
  - o Signage
  - o Site plans
  - o Solicitation, flyers, or handbills
  - o Zoning for special events
  - o Noise
- Satisfaction with inspections
- Level of code enforcement

**Incidence of inspections.** The percentages of businesses that reported receiving various types of inspections in 2013 were as follows:

- 51% - License
- 35% - Property maintenance
- 32% - Sanitation
- 24% - Signage
- 18% - Site plans
- 13% - Solicitation, flyers, or handbills
- 13% - Zoning for special events
- 10% - Noise

Two out of three businesses (67%) reported having at least one of the above inspections in 2013.

**Satisfaction with inspections.** Seven out of ten business owners (71%) were satisfied that inspections were consistently fair – this percentage was up two points from 2012. In 2009, 84% of business owners were satisfied. Results were nearly identical across districts.

**Level of code enforcement.** Seven out of ten business owners (69%) believed that the City of Miami Beach applied the right level of code enforcement, up eight percentage points from the result in 2012<sup>1</sup>. One in five business owners (20%) indicated that the City's level of code enforcement was too strict. Mid Beach business owners (24%) were slightly more likely to state that the level of code enforcement was too strict.

<sup>1</sup> 35% of businesses lacked information to answer the satisfaction with inspections question. Hence, a more precise statement would be 71% of businesses who had sufficient information about inspections were satisfied.

Public property inspections<sup>1</sup>

	0	1 to 2	3+
License (BTR and sidewalk café permit)	49%	43%	8%
Property maintenance	65%	24%	11%
Sanitation	68%	24%	8%
Signage	75%	20%	4%
Site plans	82%	13%	5%
Solicitation, flyers, or handbills	87%	9%	4%
Zoning for special events	87%	9%	4%
Noise	90%	6%	4%

## Site plan inspections by zone:

	0	1 to 2	3+
Total	82%	13%	5%
North Beach	84%	12%	4%
Mid Beach	79%	16%	5%
South Beach	81%	12%	6%

23% of businesses responded "Don't know" when asked this question

## License (BTR and sidewalk café permit) inspections by zone:

	0	1 to 2	3+
Total	49%	43%	8%
North Beach	50%	42%	8%
Mid Beach	54%	41%	6%
South Beach	44%	46%	10%

19% of businesses responded "Don't know" when asked this question

## Solicitation, flyers, or handbills inspections by zone:

	0	1 to 2	3+
Total	87%	9%	4%
North Beach	92%	6%	1%
Mid Beach	85%	12%	3%
South Beach	85%	9%	6%

23% of businesses responded "Don't know" when asked this question

1 During the past 12 months, how many times has your establishment been inspected for the following purposes?

Signage inspections by zone:

	0	1 to 2	3+
Total	75%	20%	4%
North Beach	75%	22%	4%
Mid Beach	75%	22%	3%
South Beach	76%	17%	7%

19% of businesses responded “Don’t know” when asked this question

Sanitation inspections by zone:

	0	1 to 2	3+
Total	68%	24%	8%
North Beach	65%	28%	8%
Mid Beach	71%	21%	8%
South Beach	69%	22%	9%

22% of businesses responded “Don’t know” when asked this question

Property maintenance inspections by zone:

	0	1 to 2	3+
Total	65%	24%	11%
North Beach	64%	26%	10%
Mid Beach	67%	22%	10%
South Beach	64%	24%	12%

21% of businesses responded “Don’t know” when asked this question

Zoning for special events inspections by zone:

	0	1 to 2	3+
Total	87%	9%	4%
North Beach	92%	5%	2%
Mid Beach	84%	12%	5%
South Beach	86%	10%	4%

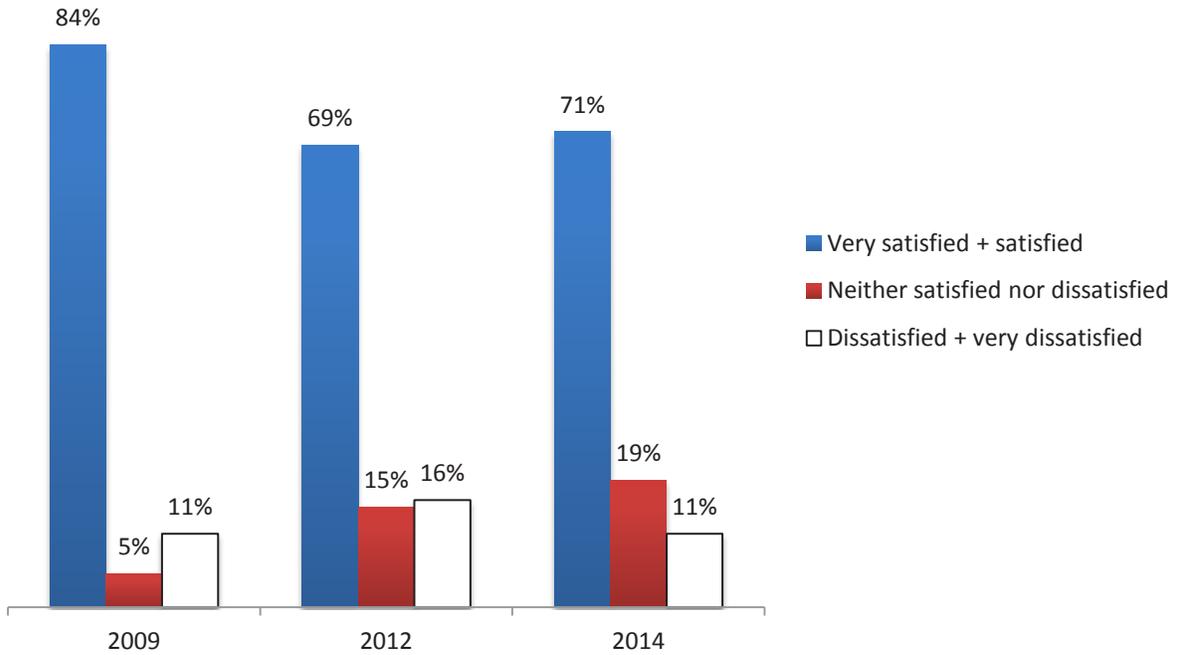
23% of businesses responded “Don’t know” when asked this question

Noise inspections by zone:

	0	1 to 2	3+
Total	90%	6%	4%
North Beach	92%	6%	2%
Mid Beach	88%	9%	4%
South Beach	91%	3%	6%

20% of residents responded “Don’t know” when asked this question

### Satisfaction with fairness of inspections<sup>1</sup>



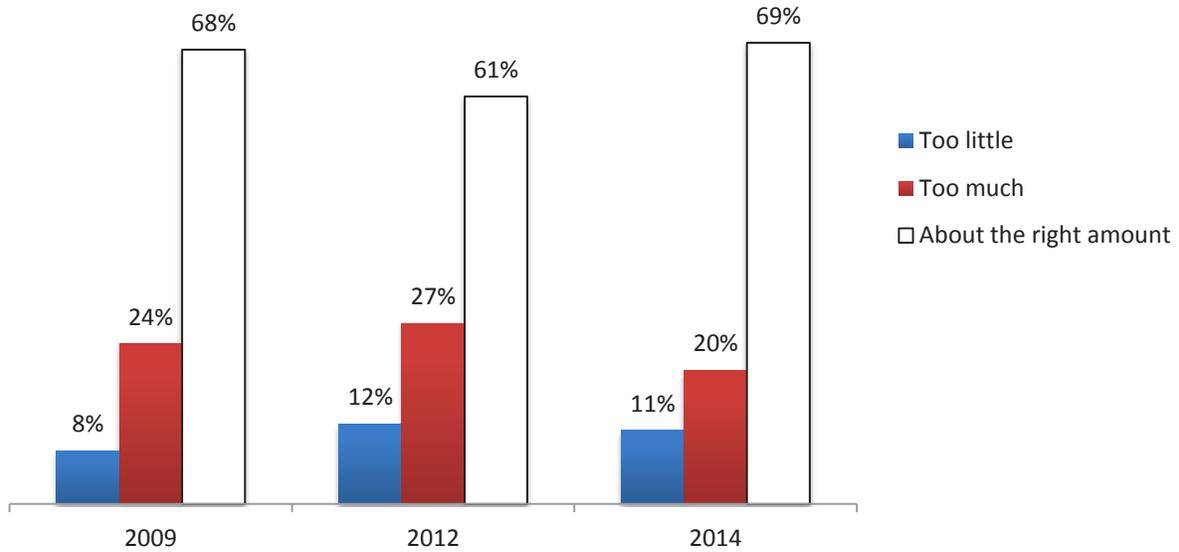
1 How satisfied are you that these inspections are consistently fair?

### Satisfaction with fairness of inspections by zone:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Total	19%	52%	19%	8%	3%
North Beach	18%	53%	17%	11%	2%
Mid Beach	18%	52%	20%	8%	2%
South Beach	21%	50%	19%	5%	5%

35% of businesses responded “Don’t know” when asked this question

### Level of code enforcement<sup>1</sup>



1 Please rate the level of code enforcement by the City of Miami Beach near your business.

### Level of code enforcement by zone:

	Too little	Too much	About the right amount
Total	11%	20%	69%
North Beach	9%	15%	76%
Mid Beach	8%	24%	68%
South Beach	16%	20%	64%

7% of businesses responded “Don’t know” when asked this question

MIAMIBEACH

Business Survey: Historic Preservation & Development

## Historic Preservation and Development

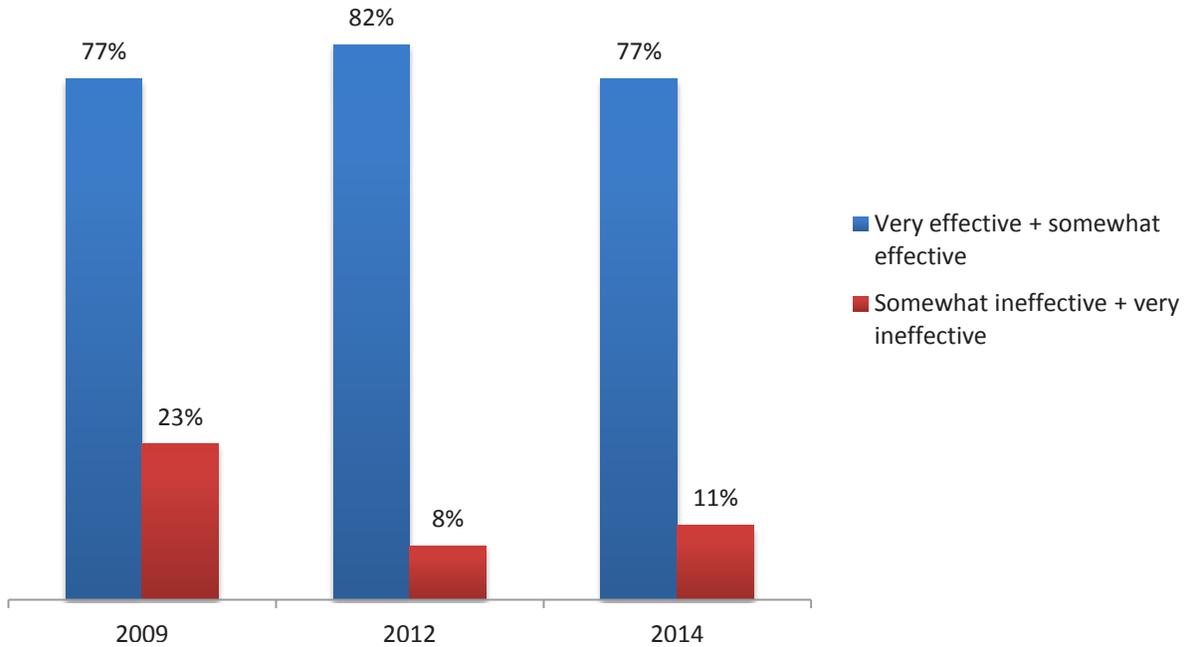
In this section of the report, business owners' reactions to several issues related to historic preservation and development will be explored, including;

- Historic preservation efforts
- Efforts to regulate development

**Historic preservation efforts.** Nearly eight out of ten business owners (77%) rated the City of Miami Beach's historic preservation efforts as very or somewhat effective. This compares to 82% in 2012. Eight out of ten business owners (80%) in Mid Beach gave the City positive marks for its historic preservation efforts.

**Efforts to regulate development.** Nearly two out of three business owners (64%) thought that the City's efforts to regulate development were right on target. This continues a positive trend as 53% of business owners thought the City's efforts to regulate development were about right in 2009, and 61% thought so in 2012. Business owners in North Beach (68%) were comparatively more likely to believe the City's efforts to regulate development were about right.

### Effectiveness of historic preservation efforts<sup>1</sup>



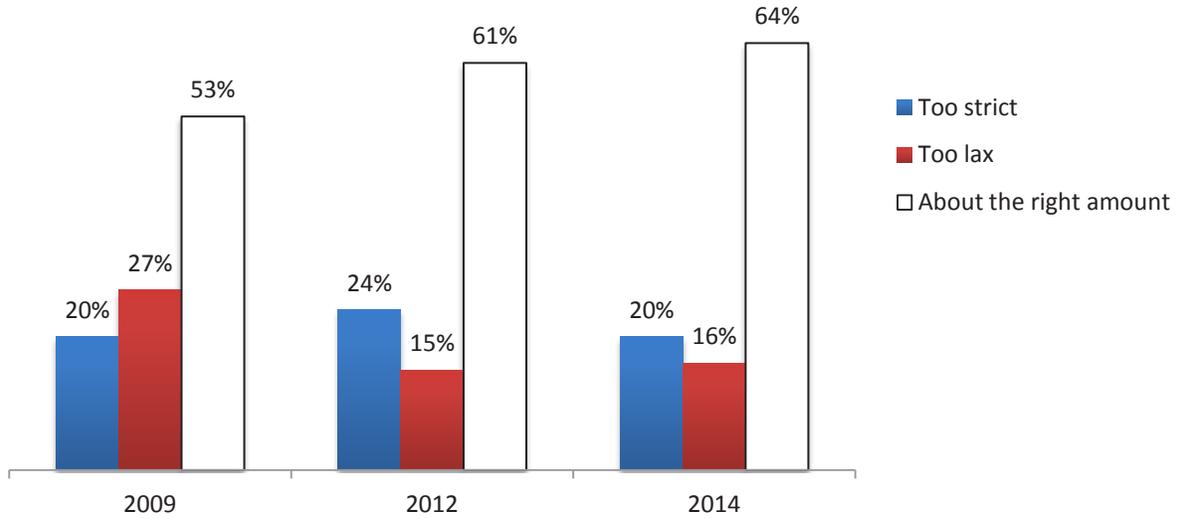
1 How effective have the historic preservation efforts been in the City of Miami Beach?

### Effectiveness of historic preservation efforts by zone:

	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective
Total	29%	48%	13%	7%	4%
North Beach	36%	40%	13%	6%	6%
Mid Beach	25%	55%	10%	7%	3%
South Beach	26%	48%	15%	8%	4%

7% of businesses responded “Don’t know” when asked this question

### Efforts to regulate development<sup>1</sup>



1 How effective have the efforts to regulate development been in the City of Miami Beach?

#### Efforts to regulate development by zone:

	Too strict	Too lax	About right
Total	20%	16%	64%
North Beach	21%	11%	68%
Mid Beach	19%	21%	60%
South Beach	18%	17%	64%

10% of businesses responded “Don’t know” when asked this question

MIAMIBEACH

Business Survey: Transportation & Parking

## Transportation and Parking

The 2014 City of Miami Beach Community Survey explored several issues related to transportation and parking, including the following:

- Public transit's impact on bringing customers to businesses
- Public transit's impact on bringing employees to businesses
- Condition of roads
- Availability of customer parking
- Traffic flow

**Public transit's impact on bringing customers to businesses.** Just over half of business owners (52%) thought the public transit system did an excellent or good job of bringing customers to their businesses<sup>1</sup>. This result is identical to the figure in 2012, but represents a significant decrease from 2009 when 63% of business owners thought the public transit system did an excellent or good job of connecting customers and businesses. North Beach business owners (55%) were slightly more likely to give the City positive ratings on this dimension.

**Public transit's impact on bringing employees to businesses.** Just over half of business owners (53%) thought the public transit system did an excellent or good job in getting their employees to work<sup>2</sup>. This represents a three percentage point decrease from 2012 and an 11% decrease since 2009. Business owners' reactions to the effectiveness of the public transit system in getting their employees to work varied little across zones.

**Condition of roads.** Business owners' ratings of the condition of City roads continued to decrease from 48% in 2009 to 40% in 2012 to 36% in 2014. Business owners in South Beach were most critical of road conditions with only 26% giving excellent or good ratings, while 46% of North Beach business leaders gave positive evaluations.

**Availability of customer parking.** Only three out of ten business owners (31%) thought that there was adequate parking for customers near their establishments. Conversely, 68% remarked that there were seldom or never adequate parking at places near their business. While the results in 2014 were worse than 2012 results, 2009 results were even worse when 72% of business owners gave the City fair or poor ratings on availability of customer parking. Business owners in South Beach were most critical of customer parking availability as 72% said there were seldom or never enough available parking spots for their customers.

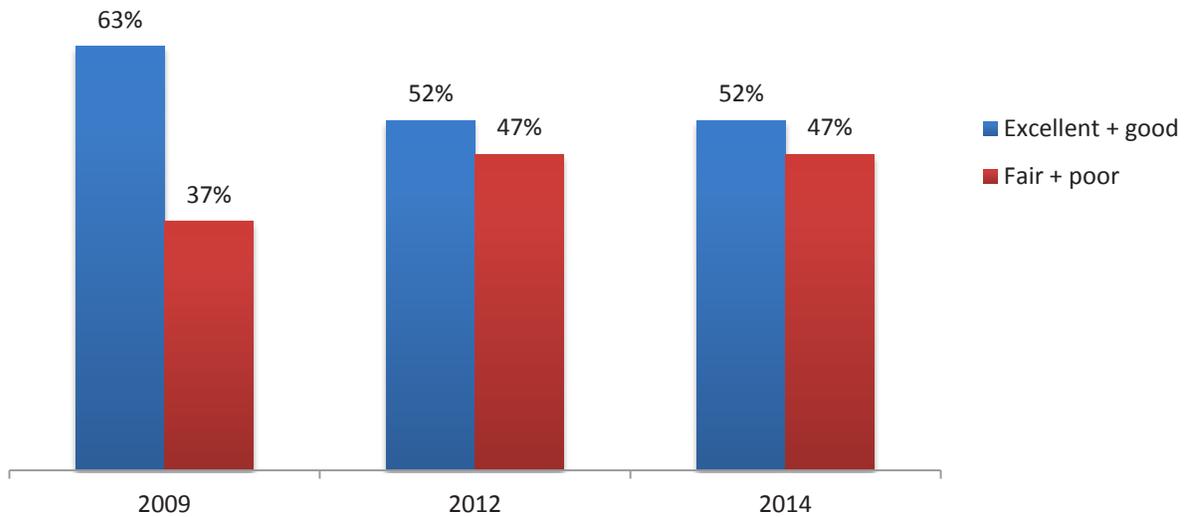
**Traffic flow.** Traffic flow was another problematic issue for business owners, and ratings continued a downward spiral. Only 25% of business owners gave positive ratings for the flow of traffic; conversely 43% gave positive ratings in 2009. North Beach business owners were least critical as 66% gave negative ratings for traffic flow; conversely, about four out of five business owners in South Beach (80%) and Mid Beach (79%) gave negative evaluations.

---

1 22% of businesses lacked information to respond to the public transit's impact on bringing customers to businesses question. Hence, a more precise statement would be 52% of businesses who had sufficient knowledge about public transit's impact on bringing customers to businesses gave it positive ratings.

2 24% of businesses lacked information to respond to the public transit's impact on bringing employees to businesses question. Hence, a more precise statement would be 53% of businesses who had sufficient knowledge about public transit's impact on bringing employees to businesses gave it positive ratings.

## Effectiveness of public transit system in bringing customers to businesses<sup>1</sup>



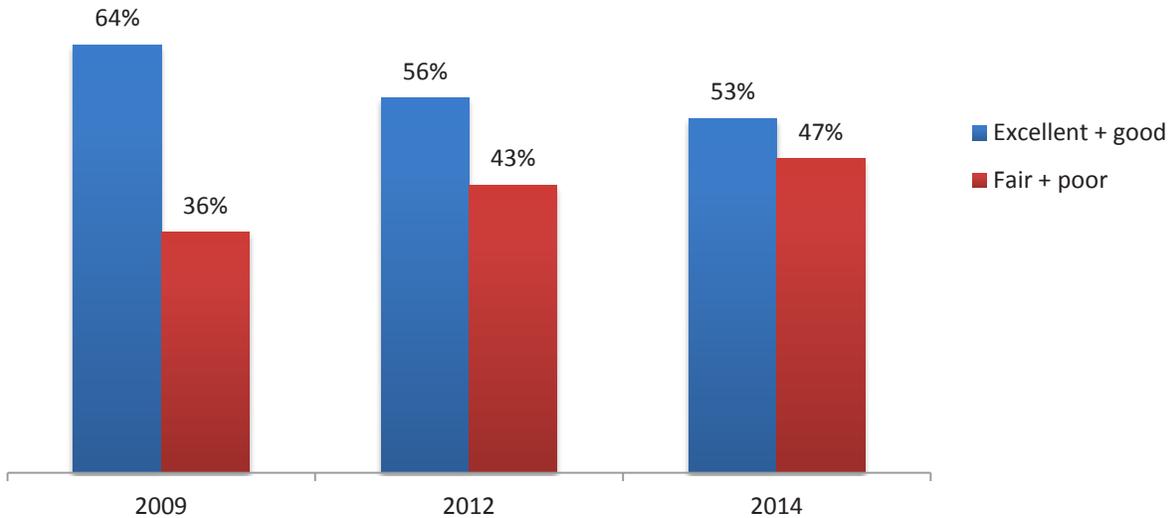
- 1 Using the scale of excellent, good, fair, or poor, how would you rate the effectiveness of the public transit system in bringing customers to your business?

## Effectiveness of the public transit system in bringing customers to businesses by zone:

	Excellent	Good	Fair	Poor
Total	13%	39%	21%	26%
North Beach	11%	44%	19%	26%
Mid Beach	15%	38%	24%	23%
South Beach	13%	37%	21%	29%

22% of businesses responded “Don’t know” when asked this question

Effectiveness of public transit system in bringing employees to businesses<sup>1</sup>



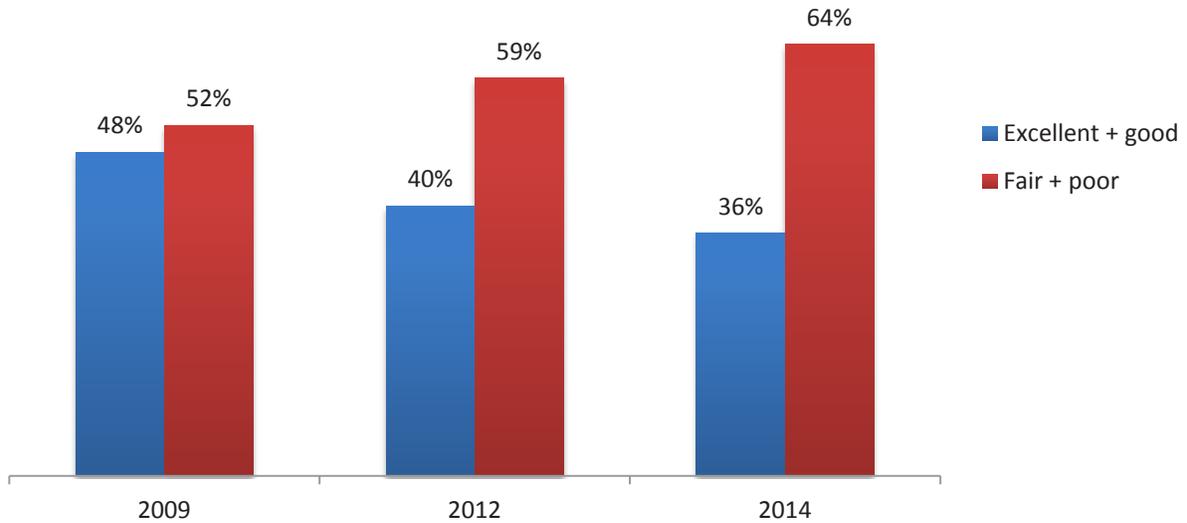
1 Using the scale of excellent, good, fair, or poor, how would you rate the effectiveness of the public transit system in bringing employees to your business?

Effectiveness of the public transit system in bringing employees to businesses by zone:

	Excellent	Good	Fair	Poor
Total	12%	41%	23%	24%
North Beach	10%	41%	26%	22%
Mid Beach	13%	42%	22%	23%
South Beach	12%	40%	20%	27%

24% of businesses responded “Don’t know” when asked this question

## Rating for the condition of roads<sup>1</sup>



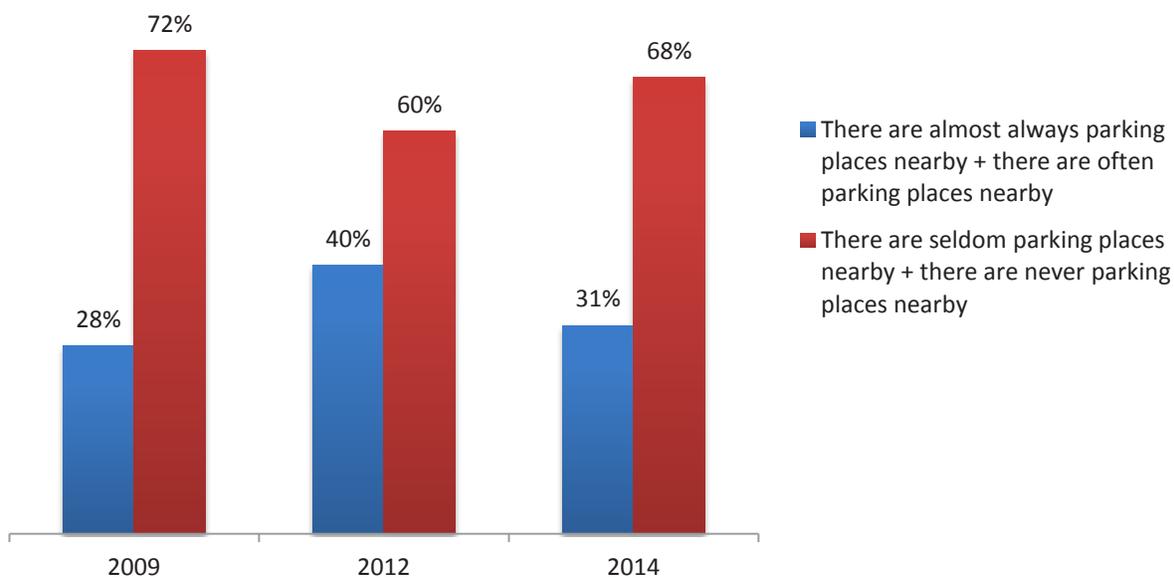
1 How do you feel about the condition of roads in Miami Beach?

### Ratings for the condition of roads by zone:

	Excellent	Good	Fair	Poor
Total	7%	29%	29%	35%
North Beach	10%	36%	36%	17%
Mid Beach	5%	32%	28%	35%
South Beach	5%	21%	23%	51%

1% of businesses responded “Don’t know” when asked this question

### Availability of customer parking<sup>1</sup>



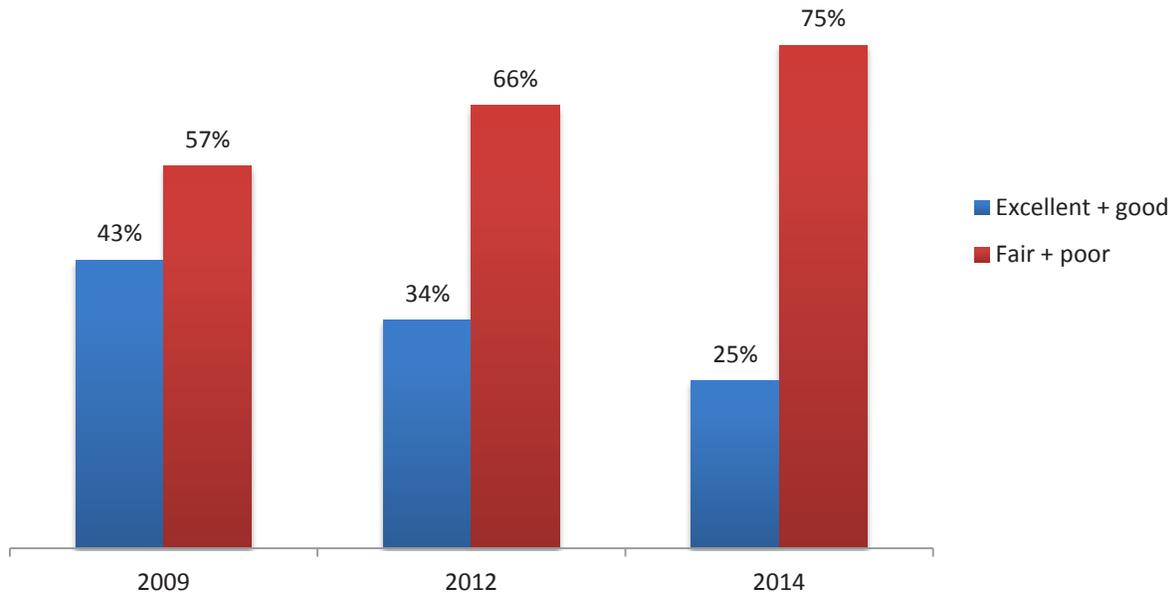
1 How do you feel about the availability of public and private parking for your customers?

### Availability of customer parking by zone:

	There are almost always parking places nearby	There are often parking places nearby	There are seldom parking places nearby	There are almost never parking places nearby
Total	15%	16%	27%	41%
North Beach	15%	16%	36%	34%
Mid Beach	21%	15%	25%	40%
South Beach	10%	18%	22%	50%

6% of businesses responded “Don’t know” when asked this question

Rating for traffic flow<sup>1</sup>



1 How would you rate the traffic flow in Miami Beach for customers and employees getting to and from your business?

Ratings for traffic flow by zone:

	Excellent	Good	Fair	Poor
Total	3%	22%	28%	47%
North Beach	5%	29%	28%	38%
Mid Beach	2%	19%	25%	54%
South Beach	2%	18%	30%	50%

1% of businesses responded “Don’t know” when asked this question



MIAMIBEACH

Business Survey: Safety

## Safety

Many issues related to safety were included in the 2014 Miami Beach community survey, such as:

- Police department
- EMS
- Fire department
- Ocean rescue/lifeguard/beach patrol
- Emergency and hurricane preparedness
- Safety during the day
- Safety at night
- Level of street lighting at night

**Police department.** Business owners' ratings for the police department in 2014 reversed a three-study decline as 77% gave the department good or excellent ratings; ratings for 2009 and 2012 were 81% and 71%, respectively. Mid Beach business owners (83%) were more likely to give police positive ratings, while North Beach and South Beach business owners (25%) were more likely to give the police department fair or poor ratings.

**EMS.** Over nine out of ten business owners (92%) rated the City's emergency medical response as excellent or good<sup>1</sup>. The 2009 and 2012 results were virtually the same as 2014. At least 90% of business owners in all three zones gave the EMS positive ratings.

**Fire department.** The fire department also received high marks from business owners as 93% gave it excellent or good evaluations. North Beach business owners were particularly impressed with the fire department, giving it 95% excellent or good ratings.

**Ocean rescue/lifeguard/beach patrol.** Nearly nine out of ten business owners (89%) provided excellent or good ratings; this was one percentage point higher than in 2012<sup>2</sup>. Business owners' ratings of ocean rescue/lifeguard/beach patrol did not vary significantly across zones.

**Emergency and hurricane preparedness.** Nearly nine out of ten business owners (88%) gave the City of Miami Beach high marks for its emergency and hurricane preparedness<sup>3</sup>. This represented a two percentage point increase from 2012. Business owners' positive ratings for emergency and hurricane preparedness varied slightly across zones from a low of 85% in South Beach to a high of 90% in North Beach.

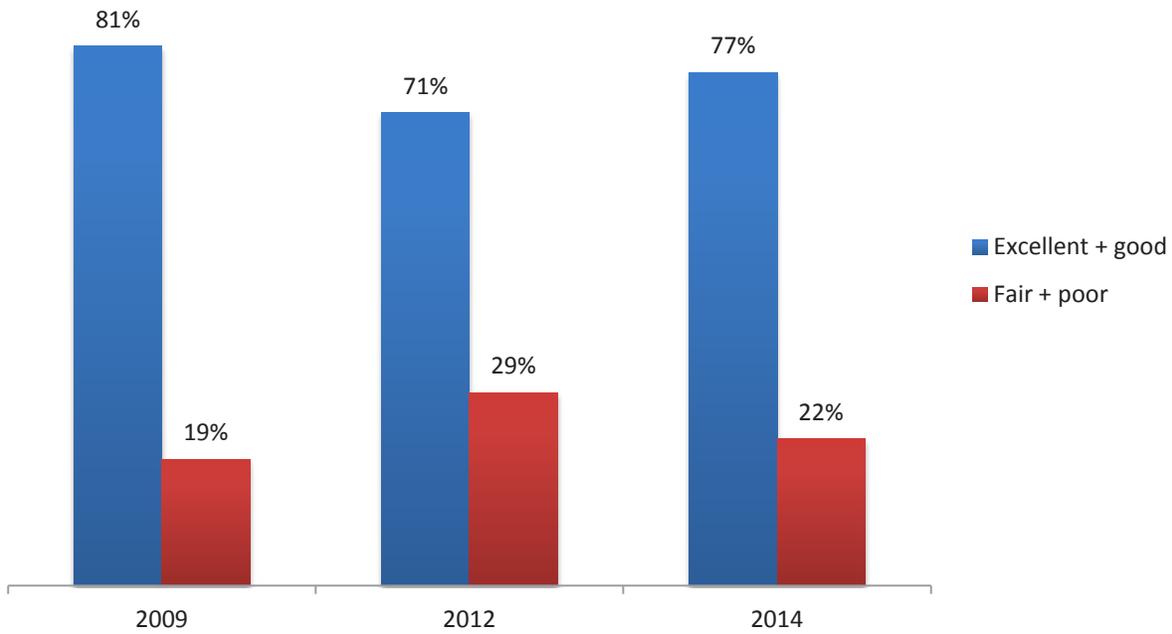
**Safety during the day in commercial areas.** Business owners claimed that they and their employees felt safe in and around their places of businesses during the day, as 93% stated that they and their employees felt very or somewhat safe. Results, while extremely high, were down three percentage points from 2009. Mid Beach business owners (96%) were more likely to maintain that they and their employees felt safe during the day in their business.

**Safety at night in commercial areas.** Over eight out of ten business owners (82%) indicated that they and their employees felt safe at their places of employment during the evening and at nighttime. This result is identical to the result in 2012 and up two percentage points from 2009. Business owners in Mid Beach felt most safe as 91% of them stated that they and their employees felt safe in their businesses during the evening and nighttime; conversely, only 78% of business owners in North Beach claimed they and their employees felt safe around their places of businesses during the evening and nighttime.

**Street lighting.** Just over seven out of ten business owners (72%) felt there was the proper level of street lighting at night in their area. This represents an increase from 2012 when 68% of the business owners thought there was adequate street lighting. While 27% of business owners believe there was inadequate street lighting in their area, 33% of North Beach business owners felt this way.

- 1 12% of businesses lacked information to respond to the emergency medical response question. Hence, a more precise statement would be 92% of businesses who had sufficient knowledge about emergency medical response gave it positive ratings.
- 2 23% of businesses lacked information to respond to the ocean rescue question. Hence, a more precise statement would be 89% of businesses who had sufficient knowledge about ocean rescue gave it positive ratings.
- 3 17% of businesses lacked information to respond to the emergency/hurricane preparedness question. Hence, a more precise statement would be 88% of businesses who had sufficient knowledge about emergency/hurricane preparedness gave it positive ratings.

Rating for the police department<sup>1</sup>



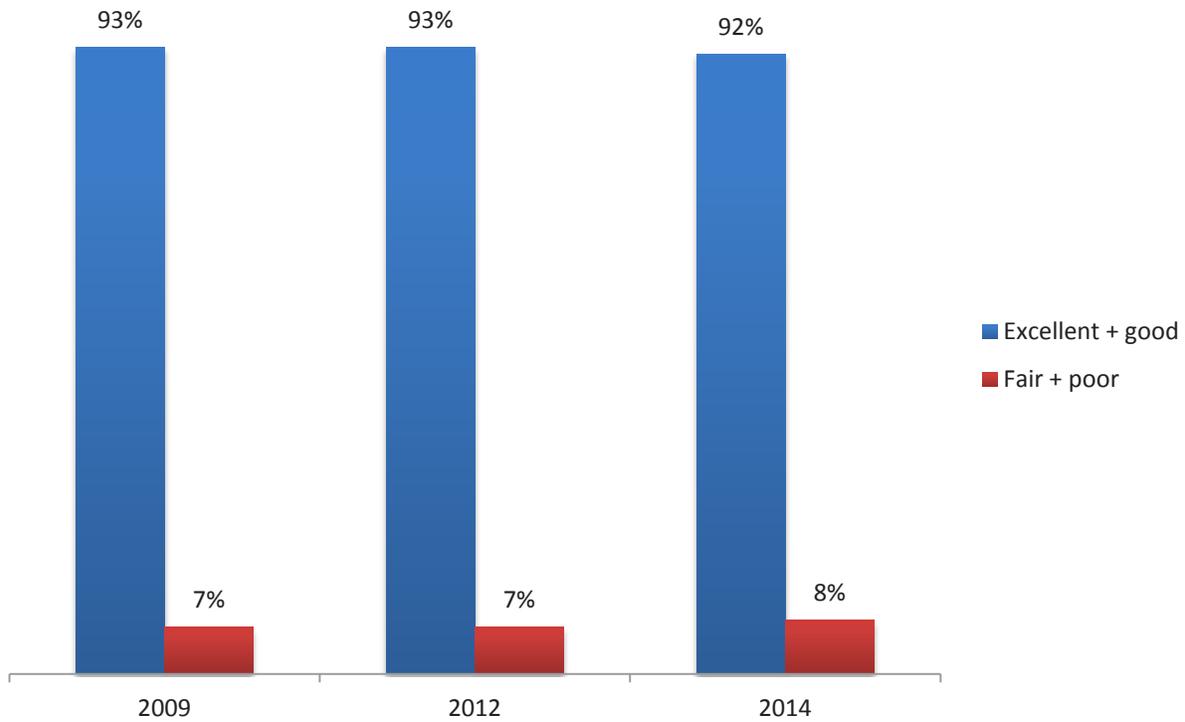
1 How would you rate the police department?

Ratings for the police department by zone:

	Excellent	Good	Fair	Poor
Total	33%	44%	15%	7%
North Beach	33%	42%	14%	11%
Mid Beach	33%	50%	12%	5%
South Beach	34%	42%	18%	7%

2% of businesses responded “Don’t know” when asked this question

Rating for emergency medical response<sup>1</sup>



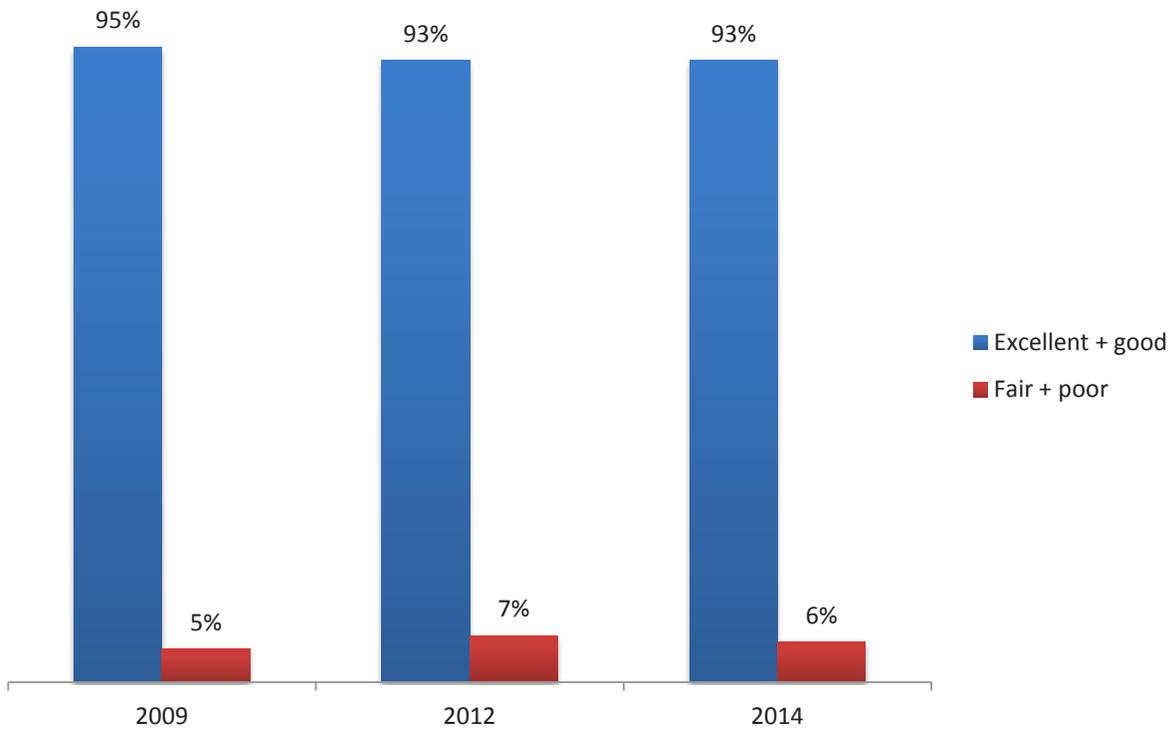
1 How would you rate emergency medical response?

Ratings for emergency medical response by zone:

	Excellent	Good	Fair	Poor
Total	43%	49%	7%	1%
North Beach	45%	47%	7%	1%
Mid Beach	45%	49%	5%	1%
South Beach	39%	51%	8%	2%

12% of businesses responded “Don’t know” when asked this question

Rating for the fire department<sup>1</sup>



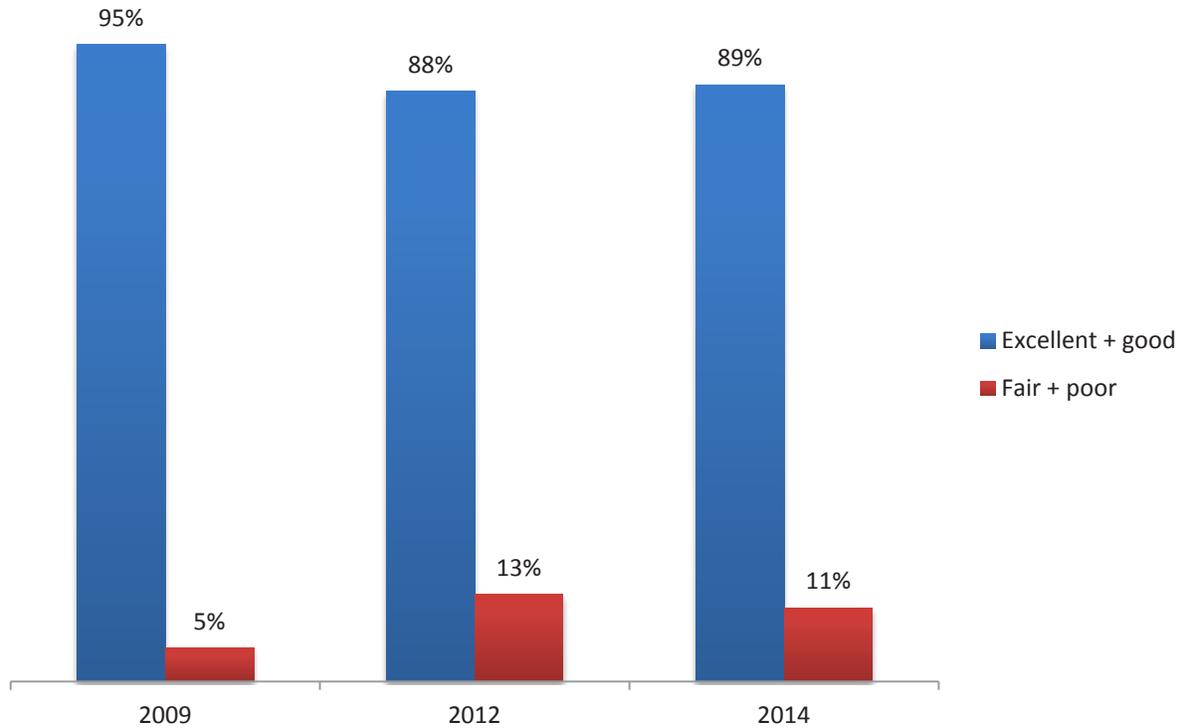
1 How would you rate the fire department?

Ratings for the fire department by zone:

	Excellent	Good	Fair	Poor
Total	43%	50%	5%	1%
North Beach	45%	50%	4%	1%
Mid Beach	43%	51%	4%	1%
South Beach	41%	50%	7%	2%

8% of businesses responded “Don’t know” when asked this question

Rating for ocean rescue/lifeguard/beach patrol<sup>1</sup>



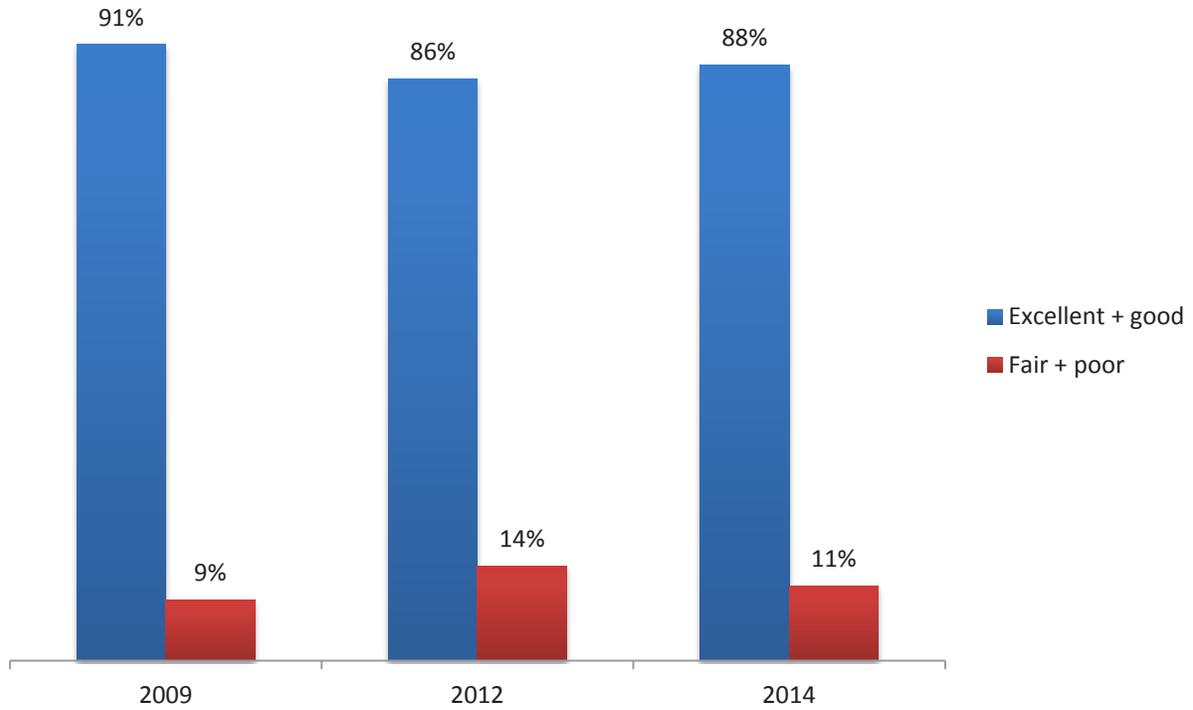
1 How would you rate ocean rescue/lifeguard/beach patrol?

Ratings for ocean rescue/lifeguard/beach patrol by zone:

	Excellent	Good	Fair	Poor
Total	38%	51%	9%	2%
North Beach	38%	53%	6%	4%
Mid Beach	40%	50%	8%	1%
South Beach	37%	49%	12%	1%

23% of businesses responded “Don’t know” when asked this question

Rating for emergency/hurricane preparedness<sup>1</sup>



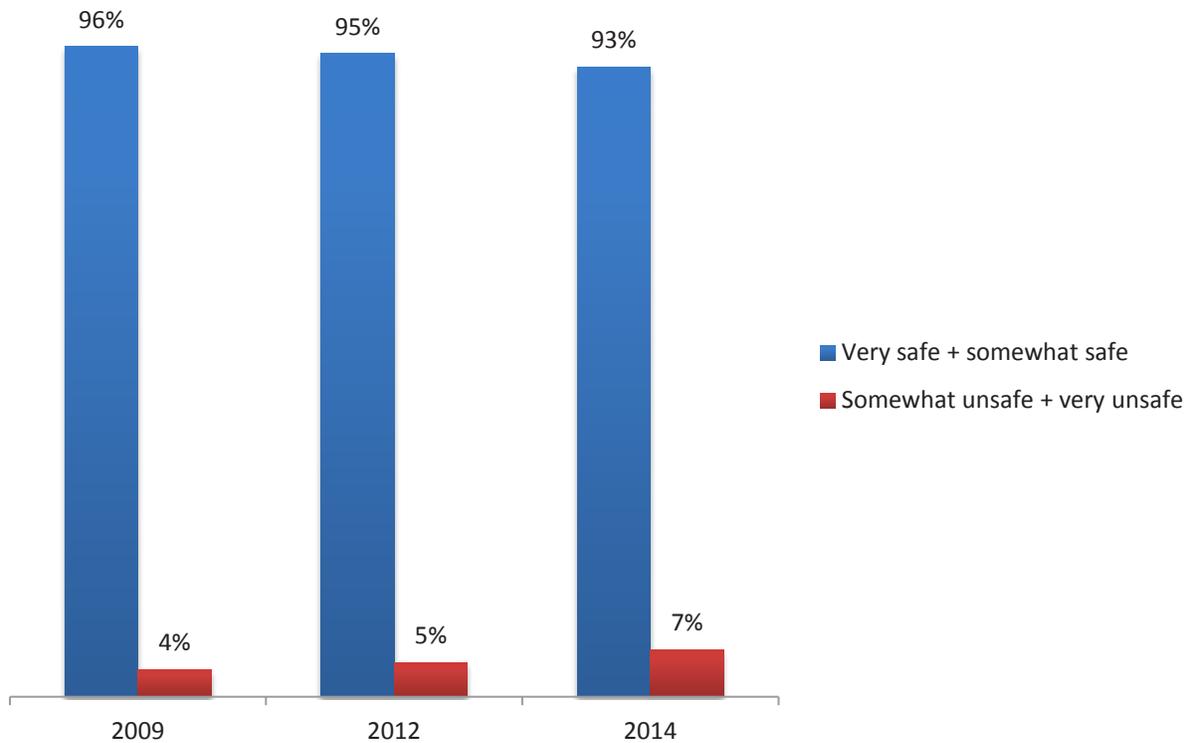
1 How would you rate emergency/hurricane preparedness?

Ratings for the emergency/hurricane preparedness by zone:

	Excellent	Good	Fair	Poor
Total	31%	57%	10%	1%
North Beach	34%	56%	9%	1%
Mid Beach	31%	58%	10%	0%
South Beach	29%	56%	13%	2%

17% of businesses responded “Don’t know” when asked this question

### Safety during the day<sup>1</sup>



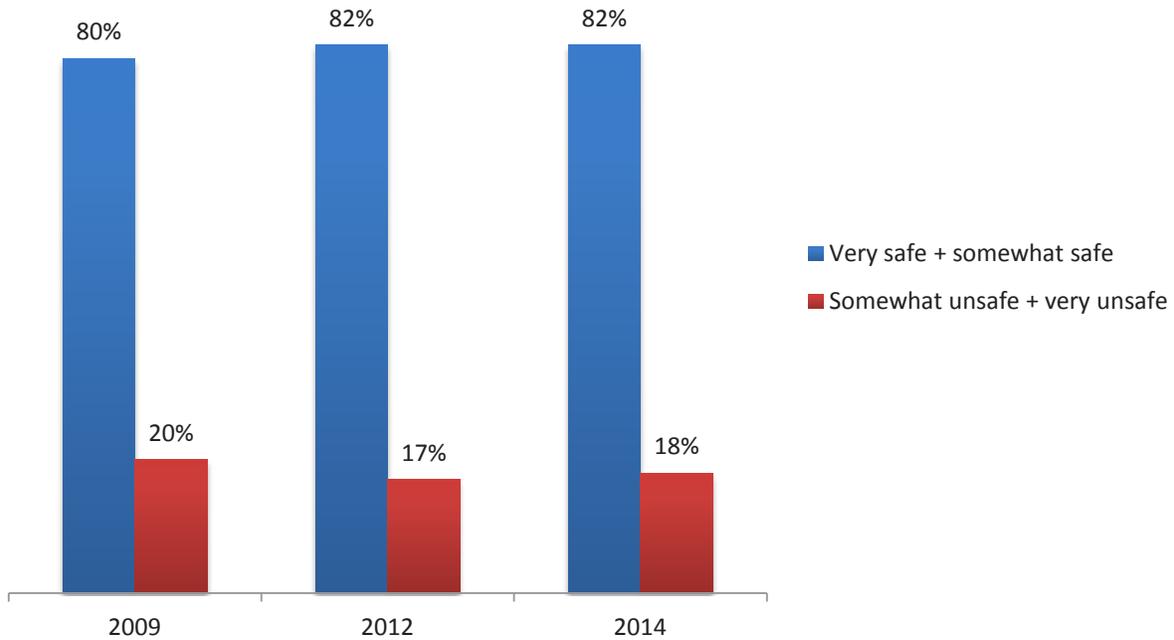
1 How safe would you say you and your employees feel in and around your place of business during the daytime?

### Safety during the day by zone:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Total	66%	27%	6%	1%
North Beach	59%	28%	11%	1%
Mid Beach	70%	26%	3%	1%
South Beach	69%	26%	3%	2%

1% of businesses responded “Don’t know” when asked this question

### Safety during the evening/night-time<sup>1</sup>



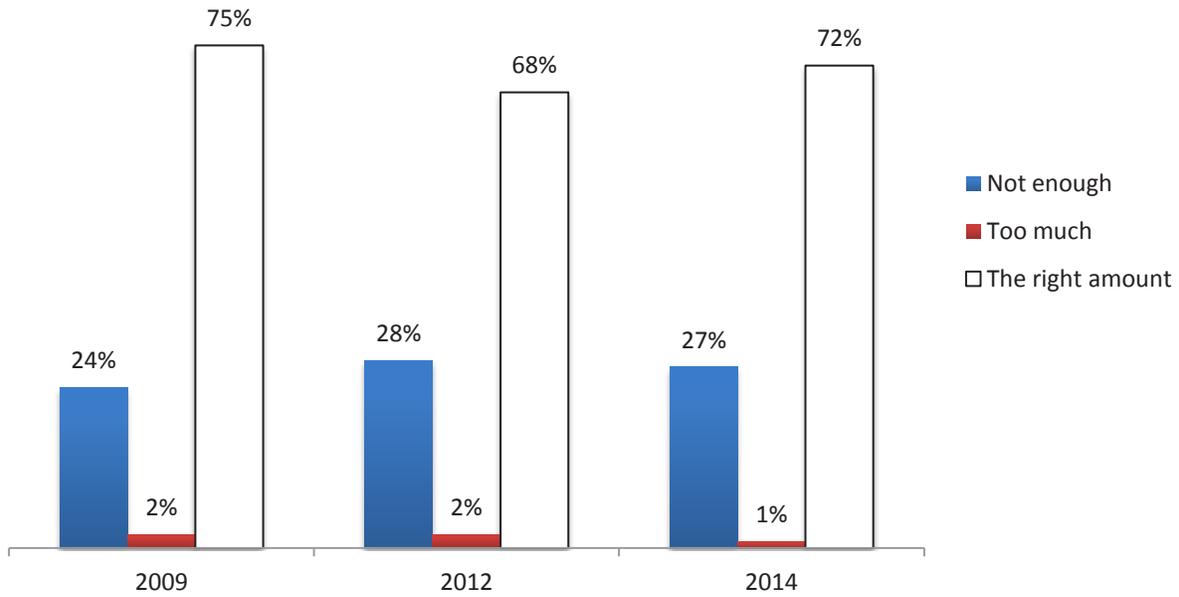
1 How safe would you say you and your employees feel in and around your place of business during the evening/night-time?

### Safety during the evening/night-time by zone:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Total	42%	40%	12%	6%
North Beach	34%	44%	14%	8%
Mid Beach	52%	39%	8%	2%
South Beach	42%	37%	14%	6%

5% of businesses responded “Don’t know” when asked this question

### Amount of streetlighting at night<sup>1</sup>



1 How would you rate the amount of public streetlighting at night in your business area?

### Amount of streetlighting at night by zone:

	Not enough	Too much	The right amount of lighting
Total	27%	1%	72%
North Beach	33%	2%	64%
Mid Beach	21%	1%	78%
South Beach	26%	1%	73%

3% of businesses responded “Don’t know” when asked this question

MIAMIBEACH

Business Survey: Culture/Entertainment/Tourism

## Culture, Entertainment and Tourism

Issues related to culture, entertainment and tourism in the 2014 study included:

- Number of restaurants
- Number of nightclubs
- Number of museums
- Number of cultural activities
- Number of family friendly activities
- Number of major events
- Management of special events

**Number of restaurants.** Seven out of ten (71%) business owners thought that Miami Beach had the right number of restaurants, while 22% believed there were too many restaurants. South Beach business owners were more likely to report that there were too many restaurants (29%); conversely, North Beach business owners were more likely to say there were too few restaurants (11%).

**Number of nightclubs.** Two-thirds of the business owners (63%) replied that the number of nightclubs was appropriate, which was about the same percentage as in 2012 (64%)<sup>1</sup>. However, 32% of business owners commented that there were too many nightclubs; this was especially true in Mid Beach where 34% of business owners reported that there were too many nightclubs.

**Number of museums.** Four in ten business owners in Miami Beach (40%) believed there were too few museums; however, 57% of business owners thought Miami Beach had the right number of museums. There was a significant change from 2012 when only 36% of business owners thought Miami Beach had the correct number of museums. North Beach business owners (42%) were more likely to state that there were too few museums.

**Number of cultural activities.** Seven out of ten business owners (68%) believed Miami Beach had the right number of cultural activities; this is a 15% point increase since 2012. Just over one in four business owners (26%) still believed the City lacked enough cultural activities. South Beach (29%) and North Beach business owners (29%) were slightly more likely to believe there were too few, while Mid Beach business owners (72%) were more likely to say there were enough.

**Number of family friendly activities.** Six out of ten business owners (58%) said there were enough family friendly activities in the City – this represents a 12% point increase from 2012. While 38% of business leaders believed there were too few family friendly activities, this was a significant change from 2012 when 52% of business leaders responded in this manner. Reactions were fairly similar across districts.

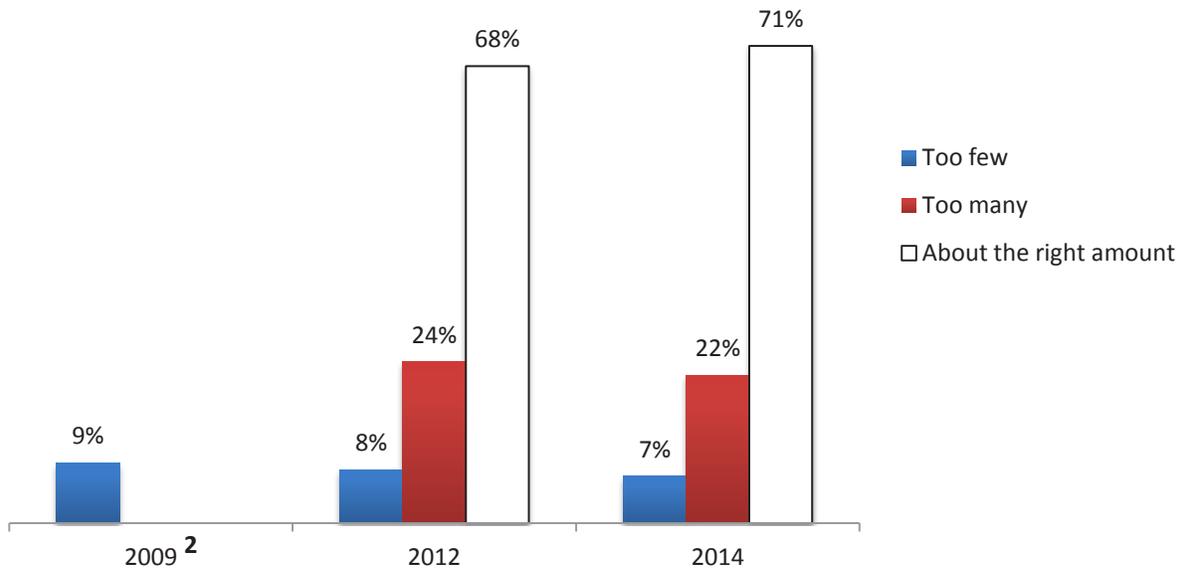
**Number of major events.** The percentage of business owners who felt Miami Beach had the right number of major events increased from 2012 (66%) to 2014 (72%), as did the percentage of business owners who thought there were too many major events (13% in 2012; 16% in 2014). Mid Beach business owners (24%) were more likely to think there were too many major events.

**Management of special events.** Nearly six out of ten business owners (58%) gave the City positive ratings for managing special events – this was virtually the same as in 2012 (59% positive ratings). North Beach business owners were more critical as 45% gave the City negative ratings for managing special events.

---

<sup>1</sup> 11% of businesses lacked information to respond to the number of nightclubs question. Hence, a more precise statement would be 63% of businesses who had sufficient knowledge about the number of nightclubs thought it was appropriate.

### Number of restaurants<sup>1</sup>



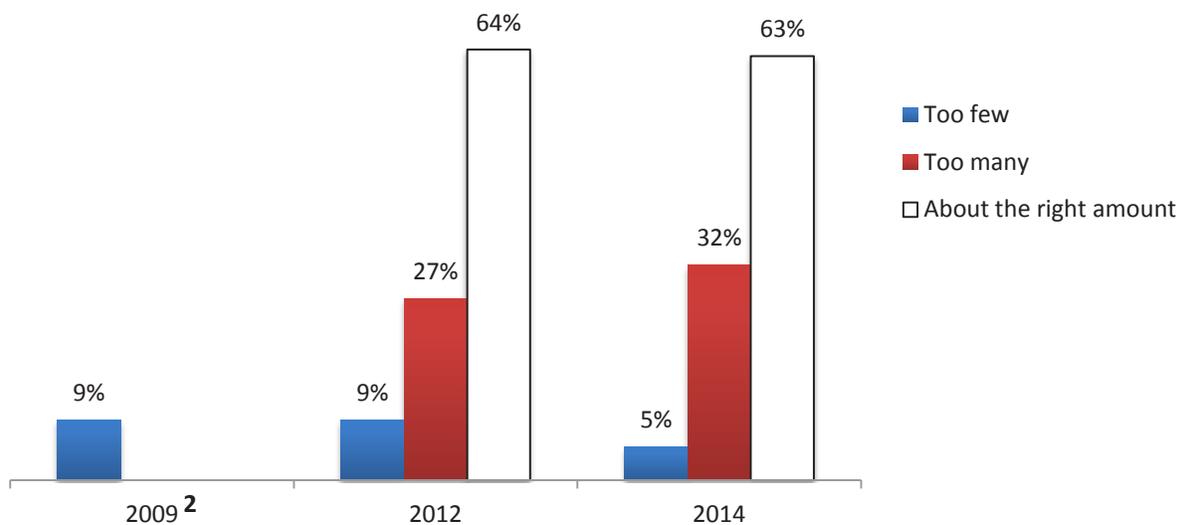
- 1 How would you rate the amount of restaurants offered in the City of Miami Beach?
- 2 Report in 2009 only reported “too few” rating

### Number of restaurants by zone:

	Too few	Too many	About the right amount
Total	7%	22%	71%
North Beach	11%	17%	72%
Mid Beach	8%	19%	73%
South Beach	4%	29%	67%

1% of businesses responded “Don’t know” when asked this question

### Number of nightclubs<sup>1</sup>



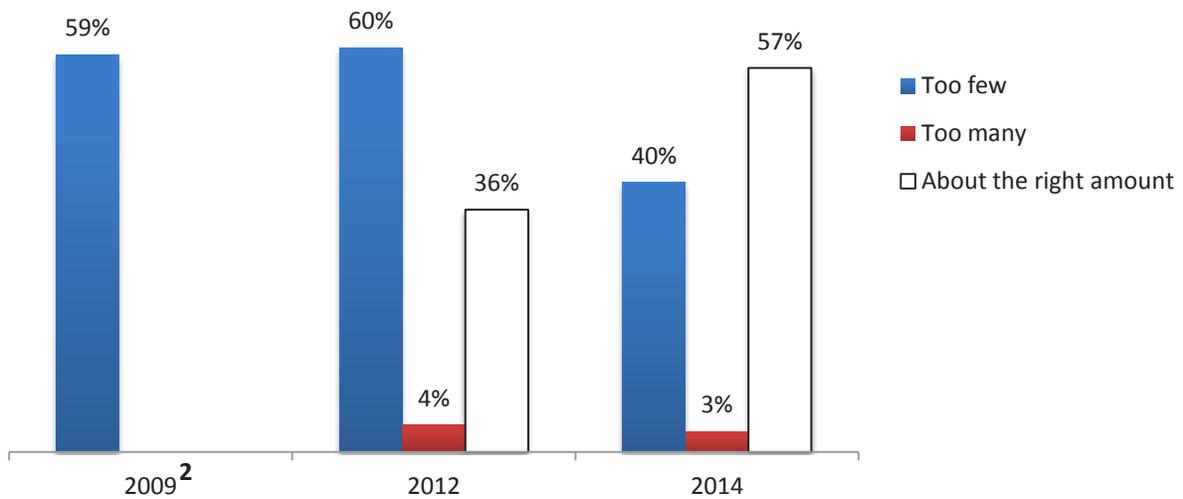
- 1 How would you rate the amount of nightclubs offered in the City of Miami Beach?
- 2 Report in 2009 only reported “too few” rating

### Number of nightclubs by zone:

	Too few	Too many	About the right amount
Total	5%	32%	63%
North Beach	5%	30%	65%
Mid Beach	8%	34%	58%
South Beach	4%	31%	65%

11% of businesses responded “Don’t know” when asked this question

### Number of museums<sup>1</sup>



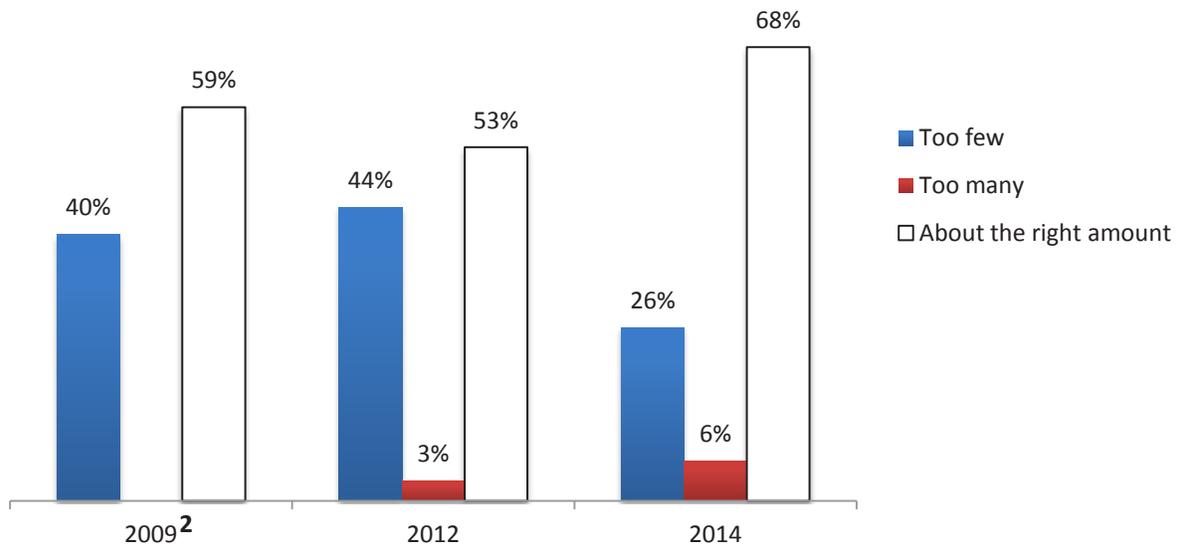
- 1 How would you rate the amount of museums offered in the City of Miami Beach?
- 2 Report in 2009 only reported “too few” rating

### Number of museums by zone:

	Too few	Too many	About the right amount
Total	40%	3%	57%
North Beach	42%	2%	56%
Mid Beach	36%	3%	61%
South Beach	41%	3%	55%

6% of businesses responded “Don’t know” when asked this question

### Number of cultural activities<sup>1</sup>



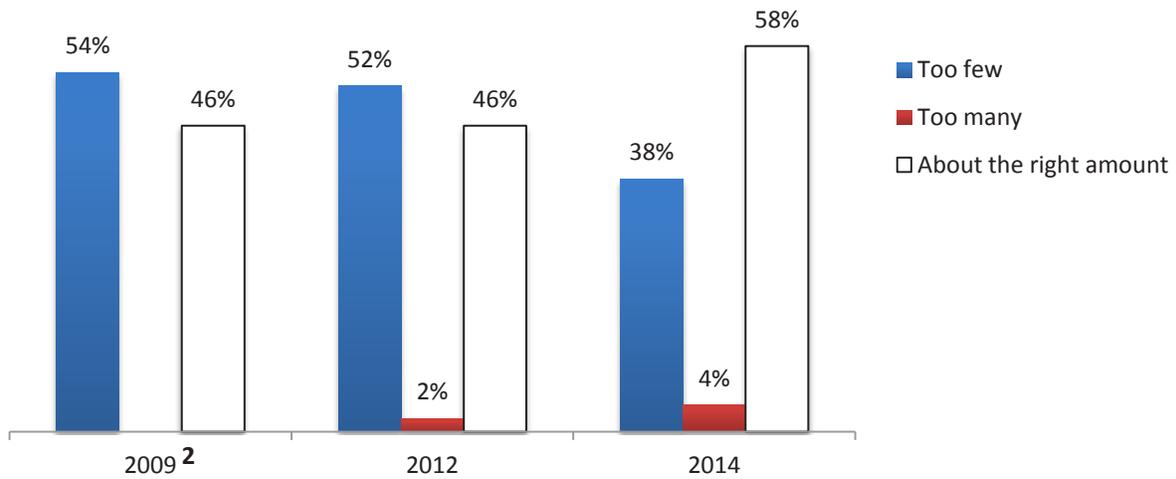
- 1 How would you rate the amount of cultural activities offered in the City of Miami Beach?
- 2 Report in 2009 only reported “too few” and “about the right amount” ratings

### Number of cultural activities by zone:

	Too few	Too many	About the right amount
Total	26%	6%	68%
North Beach	29%	3%	67%
Mid Beach	21%	7%	72%
South Beach	29%	6%	65%

3% of businesses responded “Don’t know” when asked this question

### Number of family friendly activities<sup>1</sup>



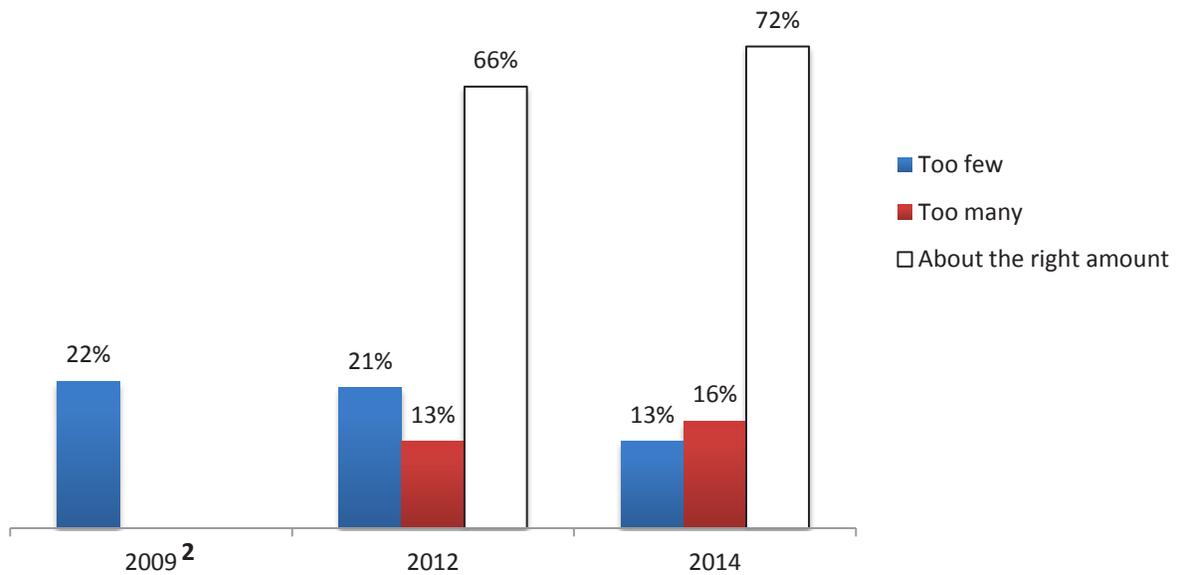
- 1 How would you rate the amount of family friendly activities offered in the City of Miami Beach?
- 2 Report in 2009 only reported “too few” and “about the right amount” ratings

### Number of family friendly activities by zone:

	Too few	Too many	About the right amount
Total	38%	4%	58%
North Beach	38%	2%	60%
Mid Beach	37%	5%	58%
South Beach	39%	4%	57%

6% of businesses responded “Don’t know” when asked this question

### Number of major events<sup>1</sup>



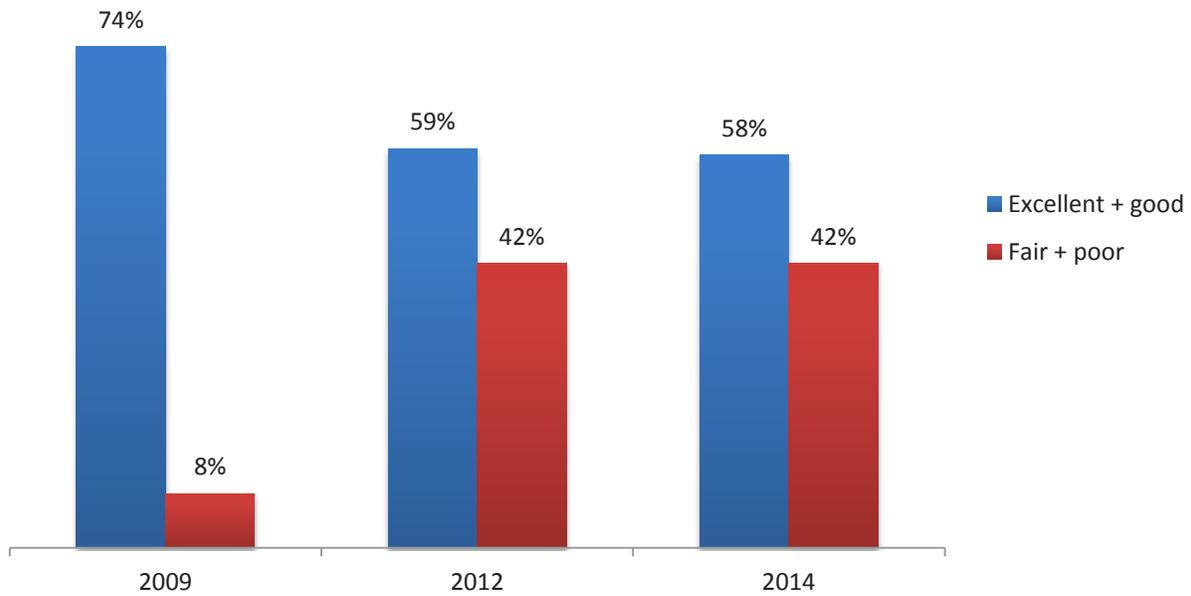
- 1 How would you rate the amount of major events offered in the City of Miami Beach?
- 2 Report in 2009 only reported “too few” rating

### Number of major events by zone:

	Too few	Too many	About the right amount
Total	13%	16%	72%
North Beach	12%	11%	77%
Mid Beach	8%	24%	68%
South Beach	17%	13%	71%

3% of businesses responded “Don’t know” when asked this question

### Management of special events<sup>1</sup>



1 How would you rate the city’s performance in addressing the needs of residents, noise, and disturbances during events that attract large crowds to Miami Beach?

#### Management of special events by zone:

	Excellent	Good	Fair	Poor
Total	17%	41%	28%	14%
North Beach	16%	40%	35%	10%
Mid Beach	18%	43%	24%	15%
South Beach	16%	40%	27%	17%

9% of businesses responded “Don’t know” when asked this question



MIAMIBEACH

Business Survey: Economy/Taxes

## Economy & Taxes

Questions about the economy and taxes included in the 2014 survey were:

- Overall value of City tax dollars
- Improving the Miami Beach Convention Center
- Effect of Miami Beach Convention Center on business
- Effect of tourism on business

**Overall value of City tax dollars.** Business owners were slightly more positive in 2014 about the overall value of the services they received for their City tax dollars as 54% gave positive evaluations compared to 52% in 2012. Mid Beach business owners (58%) were more likely to say they received an excellent or good overall value of City services in return for their tax dollars, while North Beach business owners gave fewer positive ratings (51%).

**Improving the Miami Beach Convention Center.** Business leaders were mixed on how to proceed with the Miami Beach Convention Center. About three in ten business leaders (31%) favored moderate improvements costing around \$300 million, while 30% wanted more significant improvements costing around \$500 million<sup>1</sup>. Just over one in five business leaders (22%) wanted small scale improvements costing around \$100 million, while 17% wanted no improvements at all. South Beach business owners (33%) were more likely to favor improvements costing around \$500 million range.

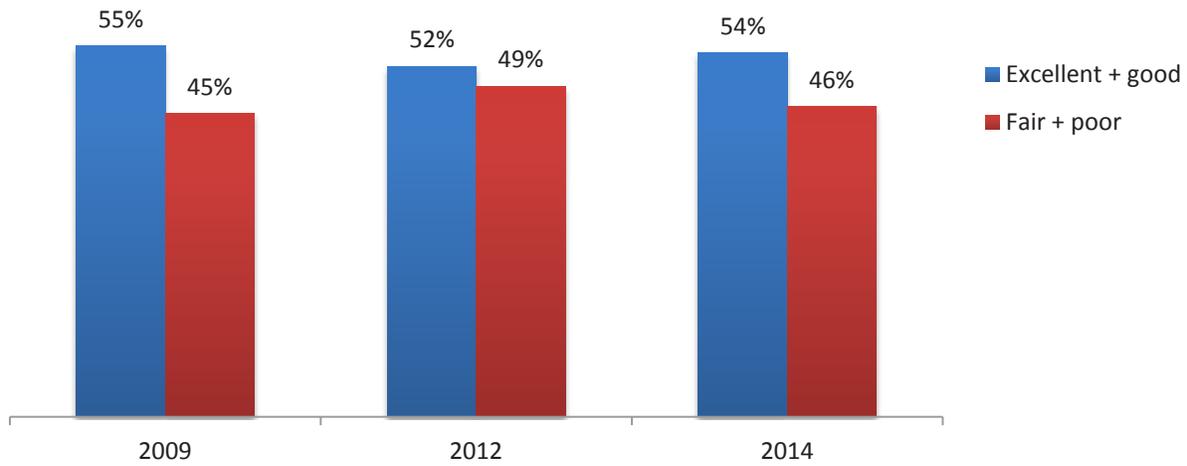
**Effect of the Miami Beach Convention Center on business.** Over half of business owners (56%) claimed the Convention Center had no impact on their business. Of business owners who saw an impact, 39% claimed the Convention Center added to their business, while only 5% reported that the Convention Center detracted from their businesses.

**Effect of tourism on business.** About two out of three business owners (65%) believed that tourism adds to the success of their businesses, which was five percentage points lower than in 2012. Only 3% of business owners believed that tourism detracted from their businesses. South Beach business owners were most supportive of tourism as 70% indicated that their businesses prospered because of tourism.

---

<sup>1</sup> 12% of businesses lacked information to respond to the improving the Miami Beach Convention Center question. Hence, a more precise statement would be 31% of businesses who had sufficient knowledge about improving the Miami Beach Convention Center favored moderate improvements costing around \$300 million.

### Overall value of City tax dollars<sup>1</sup>



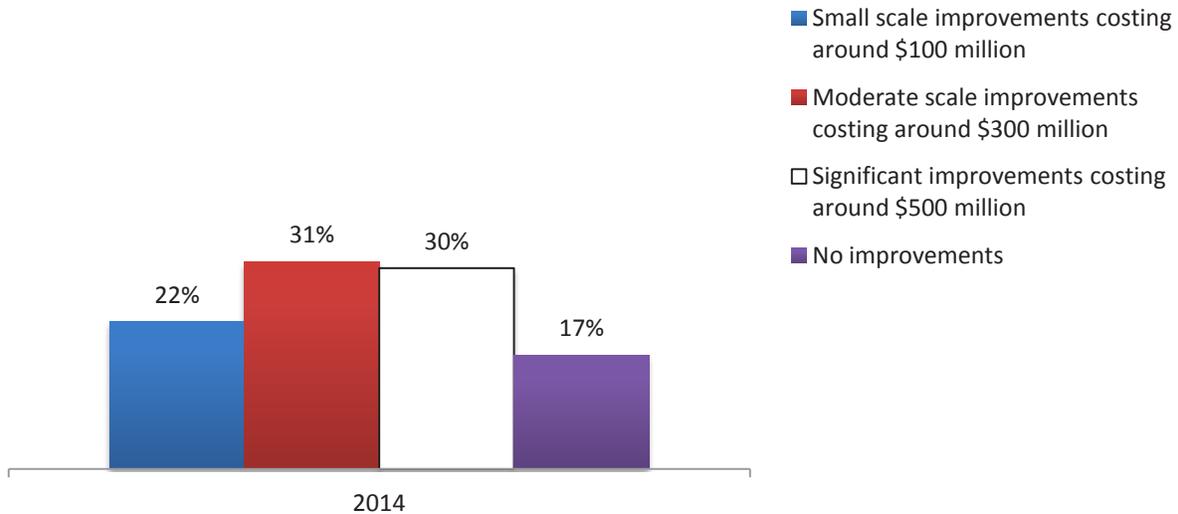
1 How would you rate the overall value of City services for the tax dollars your business pays?

### Overall value of City tax dollars by zone:

	Excellent	Good	Fair	Poor
Total	10%	44%	34%	12%
North Beach	11%	40%	33%	16%
Mid Beach	11%	47%	34%	8%
South Beach	8%	45%	34%	13%

5% of businesses responded “Don’t know” when asked this question

## Improving the Miami Beach Convention Center<sup>1</sup>



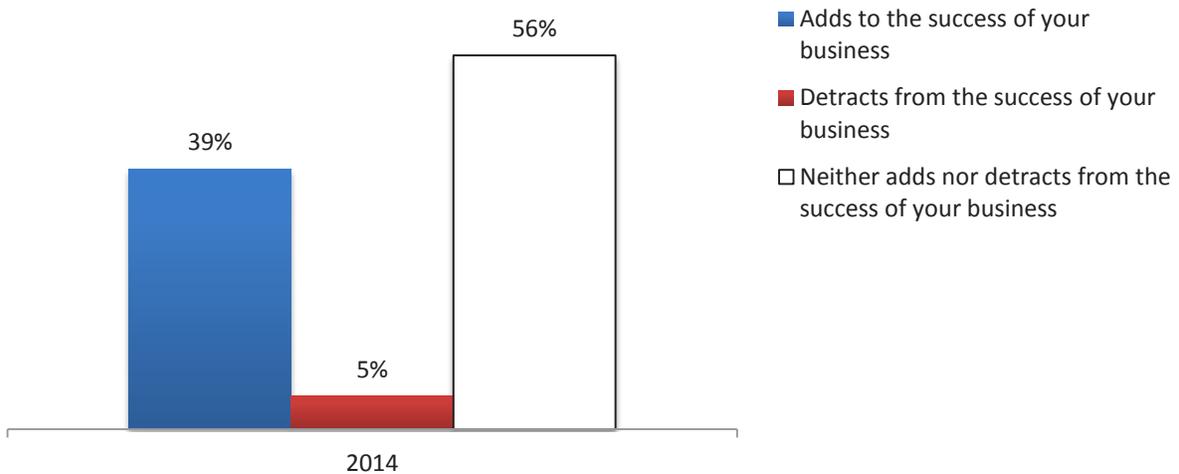
1 Voters recently approved additional bed taxes for improving the Miami Beach Convention Center. Improvements can be smaller in scope and cost around \$100 million, moderate in scope and cost around \$300 million, or larger in scope and cost around \$500 million. The overall quality of the Convention Center and ability to attract visitors and conventions will be affected by the level of improvements. Which of the following do you most support?

### Improving the Miami Beach Convention Center by zone:

	Small scale improvements costing around \$100 million	Moderate scale improvements costing around \$300 million	Significant improvements costing around \$500 million	No improvements
Total	22%	31%	30%	17%
North Beach	28%	26%	29%	17%
Mid Beach	23%	33%	29%	15%
South Beach	15%	33%	33%	19%

12% of businesses responded “Don’t know” when asked this question

### Effect of the Miami Beach Convention Center on your business<sup>1</sup>



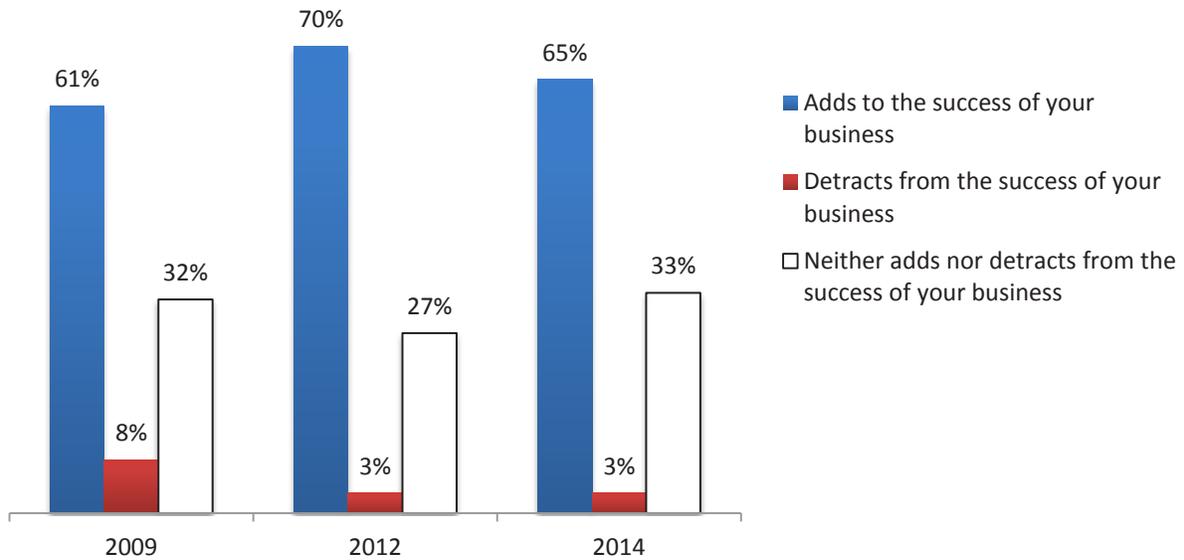
1 Please tell me if you think the Miami Beach Convention Center adds or detracts from the success of your business.

### Effect of the Miami Beach Convention Center on your business by zone:

	Adds to the success of your business	Detracts from the success of your business	Neither adds nor detracts from the success of your business
Total	39%	5%	56%
North Beach	35%	3%	62%
Mid Beach	33%	3%	64%
South Beach	48%	8%	44%

2% of businesses responded "Don't know" when asked this question

### Effect of tourism on your business<sup>1</sup>



1 Please tell me if you think the tourism industry in Miami Beach adds or detracts from the success of your business.

### Effect of tourism on your business by zone:

	Adds to the success of your business	Detracts from the success of your business	Neither adds nor detracts from the success of your business
Total	65%	3%	33%
North Beach	65%	3%	33%
Mid Beach	58%	2%	40%
South Beach	70%	3%	26%

1% of businesses responded “Don’t know” when asked this question

MIAMIBEACH

Business Survey: Communication

## Communication

Several issues in the 2014 Miami Beach Community Survey dealt with communication including:

- Sources of information about the City
- Value of information the City sends to businesses
- Incidence of contacting the City
- Reason for contacting the City
- Method of contacting the City

**Sources of information about the City.** Unlike citizens, business owners named internet news sources as their number one source of news about the City of Miami Beach. One in three business owners (32%) listed internet news sources, and businesses from all three zones listed internet news sources as their number one source of City news. The City website was the second most frequently listed source of news about the City with 18% of business owners listing it (down four percentage points since 2012). One in six business owners (17%) also mentioned direct contact (mail or email) from City departments and daily newspaper articles.

**Value of information the City sends to businesses.** Not quite four in ten business owners (37% - down from 42% in 2012) claimed information from the City was very useful, while more business owners (52%) indicated that the information was only somewhat useful. South Beach business owners were more likely (45%) to claim that the value of information from the City was very useful.

**Incidence of contacting the City.** Just over half of business owners (51%) reported contacting the City in 2014 with 15% indicating that they contacted the City at least seven times in the past year. Incidence of contacting the City decreased in 2014 compared to 2012 when 62% of businesses reported contacting the City. Business leaders in North Beach (55%) were more likely to contact the City.

**Reason for contacting the City.** A plurality of business owners (36%) contacted the City to file a complaint; this result was slightly higher than in 2012 when 34% of business owners claimed to contact the City for the purpose of filing a complaint. Other frequently mentioned reasons for contacting the City were to research an issue (16%) and to pull a building permit (14%). North Beach and South Beach business owners (40%) were more likely to file complaints with the City.

**Method of contacting the City.** In 2014 telephone (62%) remained the most frequent method in which business owners contacted the City (down seven percentage points from 2012). Over one in five business owners (21%) stated that they contacted the City in person. Email was a distant third as only 13% of business owners claimed to contact the City via this method. North Beach business owners were more likely to contact the City via email (19%).

Sources of information about the City<sup>1</sup>

	2009	2012	2014
Internet news sources	--	24%	32%
Miami Beach website	54%	22%	18%
E-mails and/or direct mail from City government, departments or agencies	23%	17%	17%
Daily news media articles	28%	17%	13%
Local TV news	--	9%	12%
Other community/weekly publications	6%	3%	9%
City's MB Magazine	8%	10%	8%
Social media	--	5%	6%
Radio	--	4%	5%
Communications with City Commission	4%	5%	4%
Internet blogs	--	--	4%
Mayor on the Move/Community/Town meetings	2%	2%	3%
City TV MBTV	8%	3%	2%
MB radio 1670 AM	--	--	1%

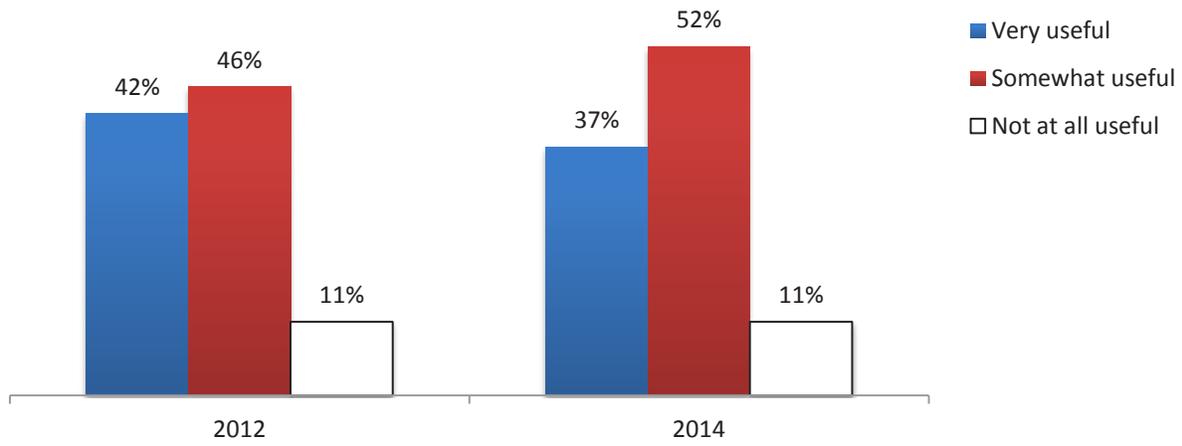
Sources of information about the City by zone:

	Total	North	Mid	South
Internet news sources	32%	33%	37%	27%
Miami Beach website	18%	21%	13%	20%
E-mails and/or direct mail from City government, departments or agencies	17%	13%	20%	17%
Daily news media articles	13%	10%	17%	11%
Local TV news	12%	17%	10%	10%
Other community/weekly publications	9%	9%	11%	7%
City's MB Magazine	8%	13%	4%	6%
Social media	6%	6%	7%	6%
Radio	5%	5%	4%	5%
Communications with City Commission	4%	4%	4%	3%
Internet blogs	4%	3%	4%	6%
Mayor on the Move/Community/Town meetings	3%	3%	2%	5%
City TV MBTV	2%	3%	1%	2%
MB radio 1670 AM	1%	1%	0%	1%

7% of businesses responded "Don't know" when asked this question

1 How do you usually get your information about the City that is relevant to your business?

Value of information sent by the City<sup>1</sup>



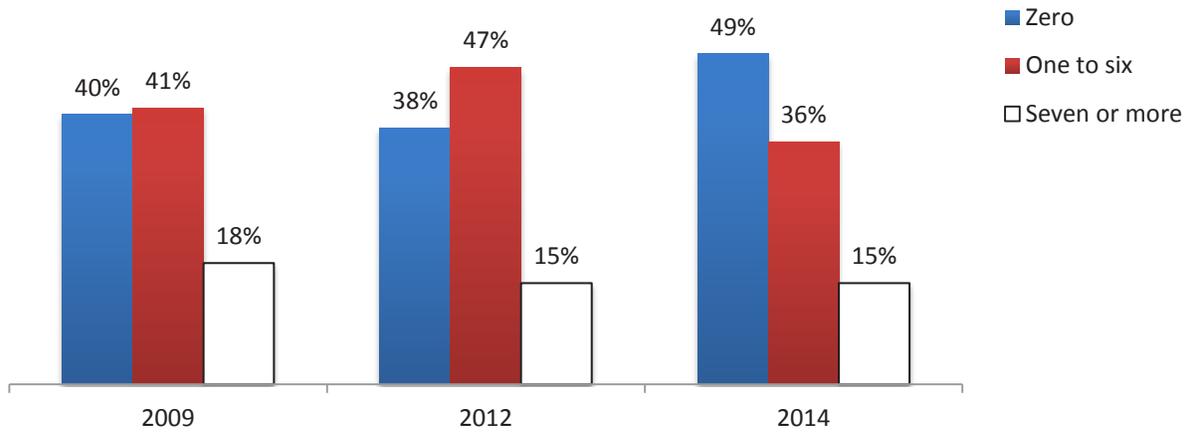
1 How useful is the information that the city sends you about City activities, programs, policies and events?

Value of information sent by the City by zone:

	Very useful	Somewhat useful	Not at all useful
Total	37%	52%	11%
North Beach	32%	54%	14%
Mid Beach	34%	57%	9%
South Beach	45%	45%	11%

7% of businesses responded “Don’t know” when asked this question

### Contact with the City<sup>1</sup>



1 During the last 12 months, how many times have you personally contacted the city government?

#### Contact with the City by zone:

	Zero	One to Six	Seven or more
Total	49%	36%	15%
North Beach	46%	40%	15%
Mid Beach	50%	39%	11%
South Beach	51%	28%	20%

1% of businesses responded “Don’t know” when asked this question

## Reason for business contact with the City<sup>12</sup>

	2009	2012	2014
File a complaint	21%	34%	36%
Research an issue	8%	15%	16%
Pull a building permit/ plan review	14%	15%	14%
Obtain a license	8%	10%	10%
Pay a bill	4%	5%	6%
Zoning, historic preservation, or planning information	--	--	5%
Schedule an inspection(building, fire, etc.)	1%	2%	4%
Non-emergency police assistance	1%	2%	3%
Visit an elected official	0%	2%	0%
Attend a program/ event	0%	2%	0%

## Reason for business contact with the City by zone:

	Total	North Beach	Mid Beach	South Beach
File a complaint	36%	40%	26%	40%
Research an issue	16%	15%	18%	16%
Pull a building permit/ plan review	14%	16%	15%	11%
Obtain a license	10%	12%	9%	8%
Pay a bill	6%	7%	4%	8%
Zoning, historic preservation, or planning information	5%	3%	9%	4%
Schedule an inspection(building, fire, etc.)	4%	2%	7%	3%
Non-emergency police assistance	3%	2%	4%	4%
Visit an elected official	0%	0%	1%	0%
Attend a program/ event	0%	0%	0%	1%

4% of businesses responded “Don’t know” when asked this question

1 What was your reason for your most recent contact?

2 Only businesses that had contact with the city in the past 12 months answered this question

Method of contact with the City<sup>12</sup>

	2009	2012	2014
Phone	64%	69%	62%
In-person	26%	18%	21%
E-mail	9%	12%	13%
City website	--	--	3%
Social media such as Facebook & Twitter	--	1%	0%
City Mobile app (Gov QA or Report IT)	--	--	0%

Method of contact with the City by zone:

	Total	North Beach	Mid Beach	South Beach
Phone	62%	57%	63%	66%
In-person	21%	22%	23%	18%
E-mail	13%	19%	9%	10%
City website	3%	2%	4%	2%
Social media such as Facebook & Twitter	0%	0%	1%	0%
City Mobile app (Gov QA or Report IT)	0%	0%	1%	1%

0% of businesses responded “Don’t know” when asked this question

1 How did you contact the city?



MIAMIBEACH

Business Survey: Customer Service

## Customer Service

The 2014 City of Miami Beach Community Survey addressed the following issues regarding customer service:

- Ease of finding a customer service representative
- Professionalism of City customer service representative
- Training and knowledge of City customer service representative
- User friendliness of the process of contacting a City customer service representative
- Timeliness of processing requests
- Satisfaction with City customer service representative
- Openness to hearing business concerns
- Suggestions for helping to ensure business success

**Ease of finding a customer service representative.** Nearly two in three business owners (64%) agreed that it was easy to find a customer service representative to help them with their issues. In 2012, 61% of business owners agreed, while 68% did so in 2009. Results did not vary significantly across zones.

**Professionalism of City customer service representative.** Business owners rated City customer service representatives very highly on professionalism as 82% agreed that City customer service representatives were courteous and professional. The finding was nearly identical to 2012 (81%) and 2009 (83%) results. Responses varied only slightly across business zones.

**Training and knowledge of City customer service representative.** Nearly four out of five business owners (78%) agreed that City customer service representatives were well trained and knowledgeable. This finding was higher than 2012 (74%) and 2009 (75%) results. North Beach business owners were slightly more complimentary, as 81% agreed that the City customer service representative had the proper training and knowledge.

**User friendliness of the process of contacting a City customer service representative.** Nearly seven in ten business owners (69%) agreed that the process of contacting a City customer service representative was user friendly, slightly higher than 2012 (66%), yet 72% of business owners agreed in 2009. Mid Beach business owners were more complimentary as 73% of them agreed that the process of contacting a City customer service representative was user friendly.

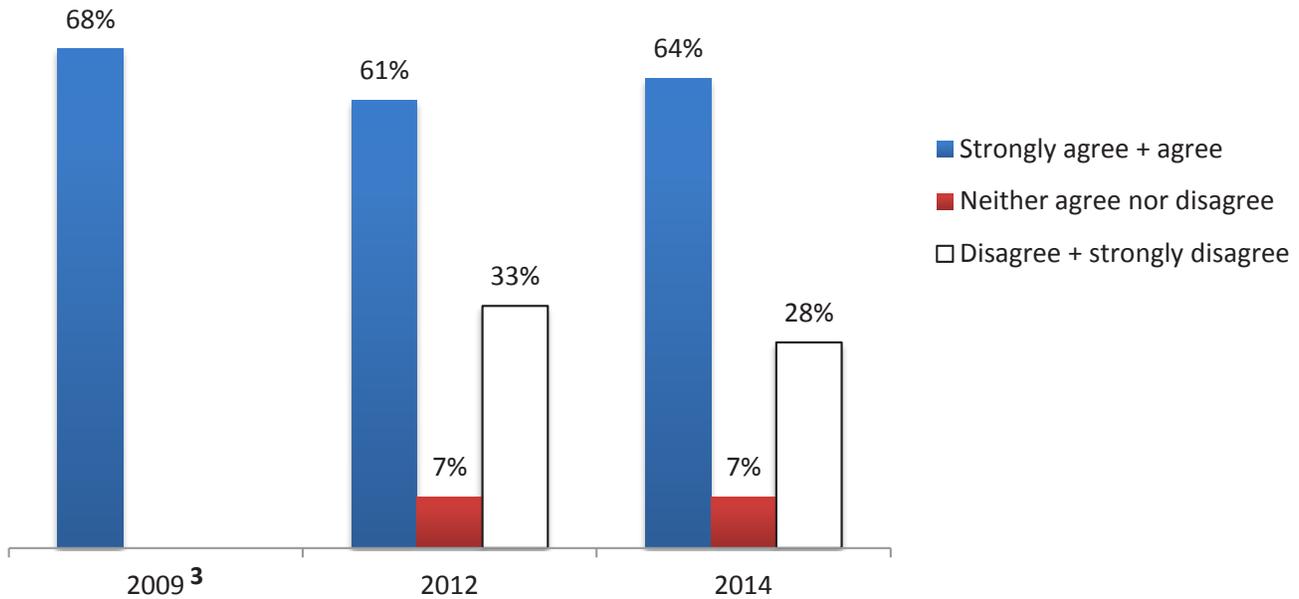
**Timeliness of processing requests.** More than two out of three business owners (64%) agreed that their customer service requests were handled in a timely manner. Fewer business owners in 2012 (61%) offered this response, yet 67% of business owners in 2009 agreed that their requests were handled in a timely fashion. Responses did not vary substantially across zones.

**Satisfaction with City customer service representative.** Two out of three business owners (66%) were satisfied with their experience with City customer service representatives. In 2012, 63% of business owners were satisfied, but 70% in 2009 stated that they were satisfied with their experience with City customer service representatives. Mid Beach business owners were more complimentary as 69% of them agreed that they were satisfied with their experience with City customer service representatives.

**Openness to hearing business concerns.** Just over six out of ten business owners (61%) agreed that the City of Miami Beach is open to hearing concerns from businesses. However, 22% of business owners did not agree with this assertion. Responses varied only slightly across business zones.

**Suggestions for helping to ensure business success.** In an open-ended question, business owners were given an opportunity to suggest what the City could do to help businesses succeed. Increasing the amount of parking and dealing with construction issues were the top suggestions. Producing a cleaner environment and decreasing regulation/taxes, which were tied for the number one response in 2012, were also among the top suggestions in 2014. Many business owners also mentioned improving traffic flow as a way to help business succeed.

## Ease of finding a City customer service representative<sup>12</sup>



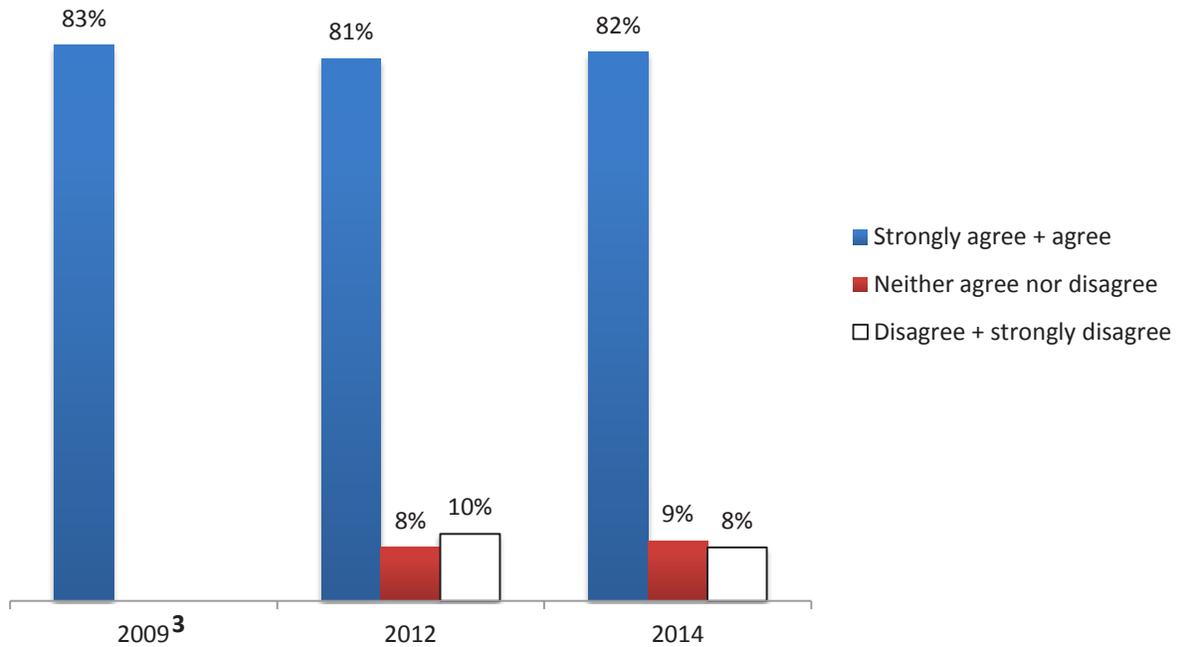
- 1 Please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statement: It was easy to get someone who could help me.
- 2 Only businesses that had contact with the City answered this question.
- 3 2009 report only reported “strongly agree + agree” results

### Ease of finding a City customer service representative by zone:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Total	18%	46%	7%	15%	13%
North Beach	16%	48%	6%	16%	14%
Mid Beach	18%	46%	7%	20%	9%
South Beach	21%	44%	9%	10%	16%

2% of businesses responded “Don’t know” when asked this question

## Professionalism of City customer service representative<sup>12</sup>



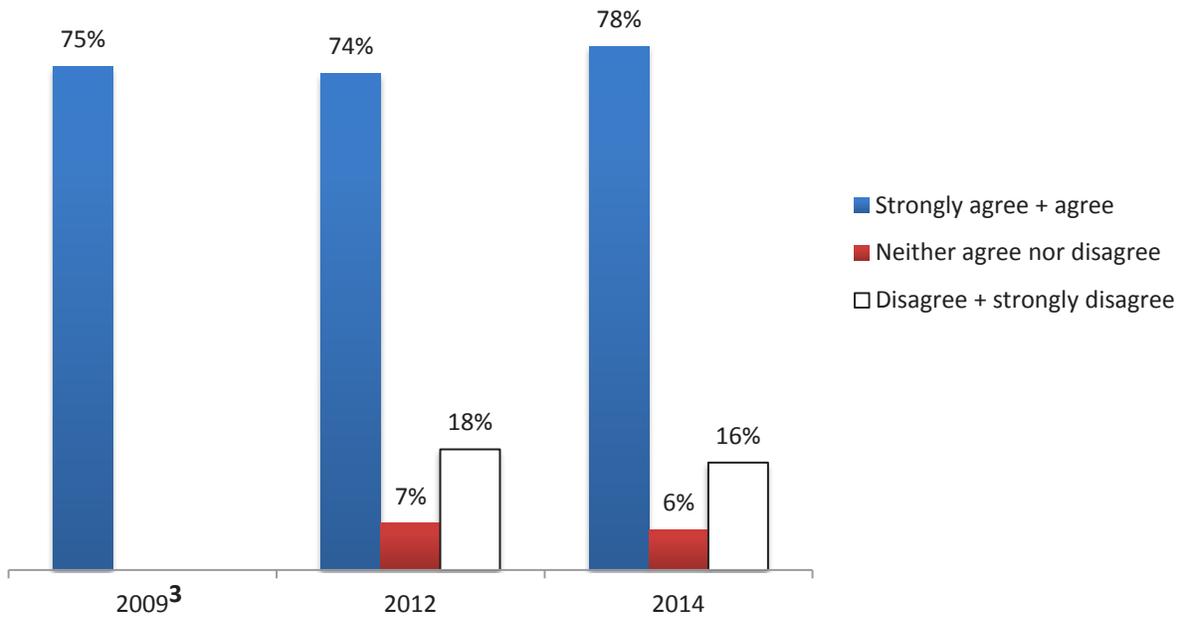
- 1 Please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statement: The employees that assisted me were courteous and professional.
- 2 Only businesses that had contact with the City answered this question.
- 3 2009 report only reported "strongly agree + agree" results

### Professionalism of City customer service representative by zone:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Total	25%	57%	9%	3%	5%
North Beach	27%	57%	10%	1%	5%
Mid Beach	24%	60%	8%	5%	3%
South Beach	25%	55%	9%	3%	8%

2% of businesses responded "Don't know" when asked this question

## Training and knowledge of City customer service representative<sup>12</sup>



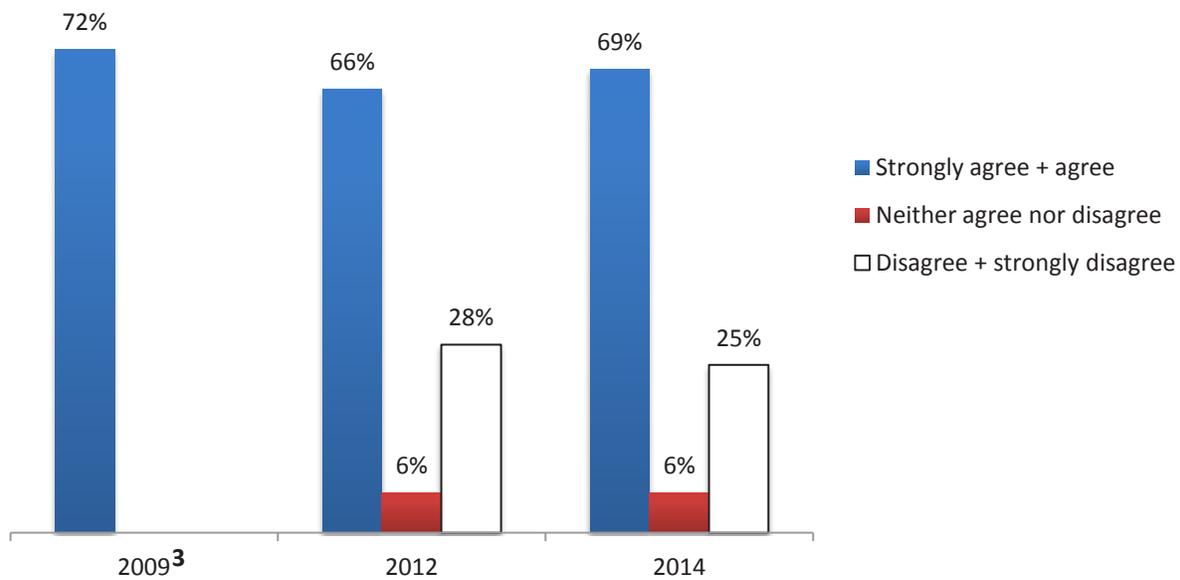
- 1 Please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statement: The employees that assisted me had the proper training and knowledge.
- 2 Only businesses that had contact with the City answered this question.
- 3 2009 report only reported “strongly agree + agree” results

### Training and knowledge of City customer service representative by zone:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Total	22%	56%	6%	9%	7%
North Beach	26%	55%	6%	10%	4%
Mid Beach	19%	58%	9%	10%	5%
South Beach	22%	56%	4%	7%	11%

4% of businesses responded “Don’t know” when asked this question

### User-friendliness of process for contacting the City<sup>12</sup>



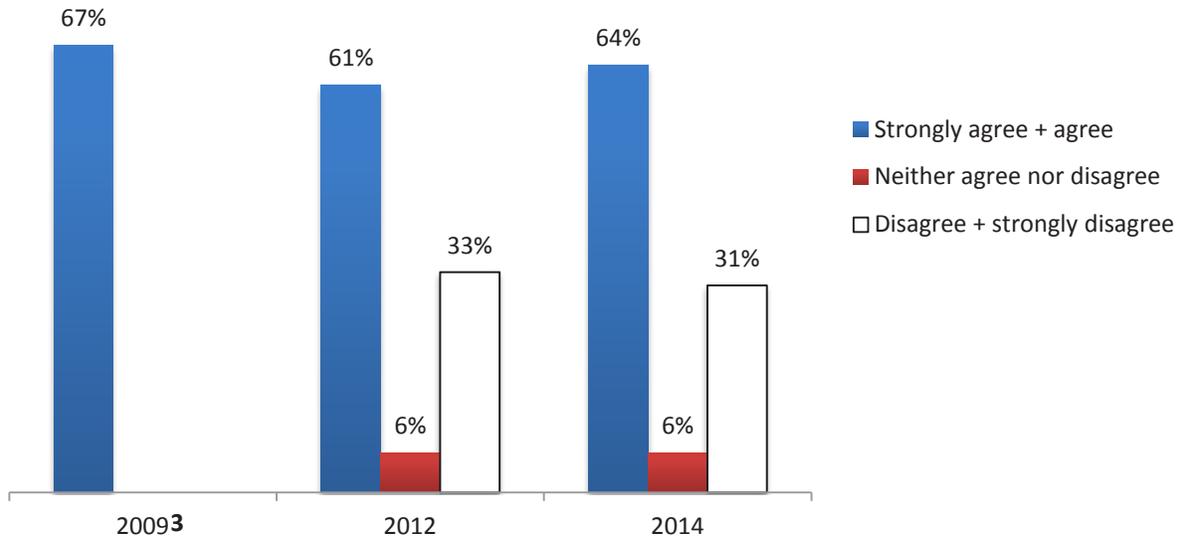
- 1 Please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statement: The process is user-friendly and easy to understand.
- 2 Only businesses that had contact with the City answered this question.
- 3 2009 report only reported “strongly agree + agree” results

### User-friendliness of process for contacting the City by zone:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Total	18%	51%	6%	15%	10%
North Beach	17%	49%	6%	20%	8%
Mid Beach	19%	54%	5%	14%	8%
South Beach	19%	49%	8%	12%	12%

2% of businesses responded “Don’t know” when asked this question

Timeliness of processing requests<sup>12</sup>



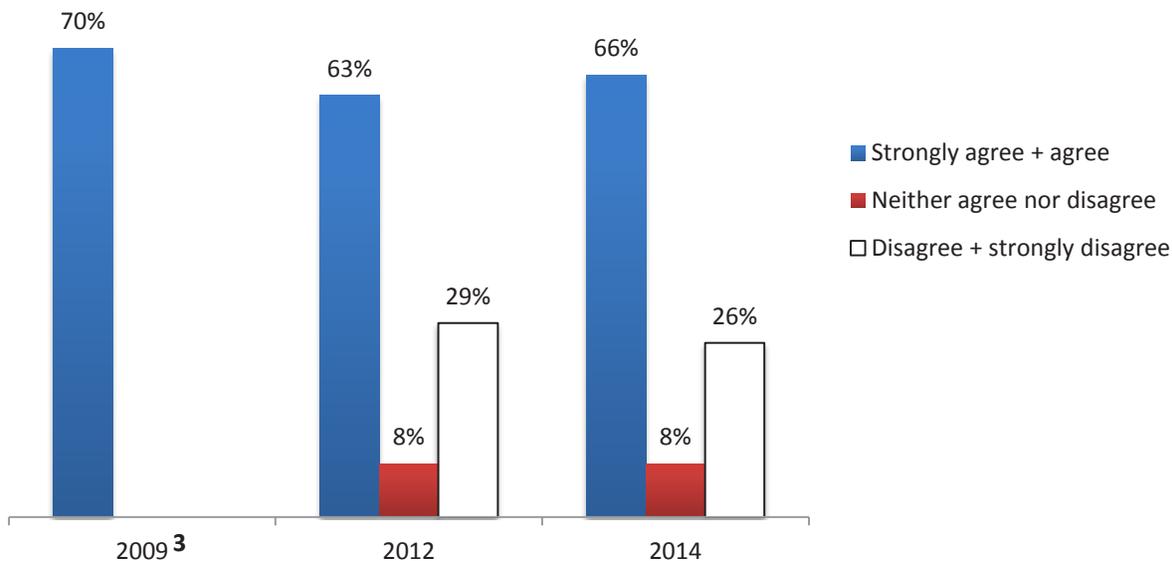
- 1 Please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statement: The requests made by my business are processed in a timely manner.
- 2 Only businesses that had contact with the City answered this question.
- 3 2009 report only reported “strongly agree + agree” results

Timeliness of processing requests by zone:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Total	15%	49%	6%	20%	11%
North Beach	15%	47%	2%	25%	12%
Mid Beach	16%	49%	8%	20%	7%
South Beach	13%	51%	7%	15%	13%

4% of businesses responded “Don’t know” when asked this question

## Overall satisfaction with City customer service representative<sup>12</sup>



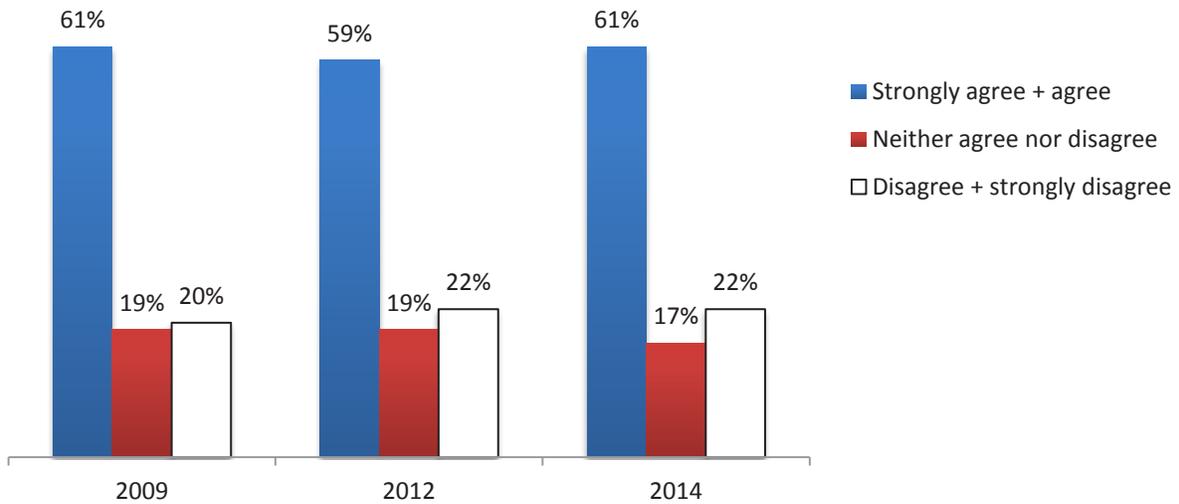
- 1 Please tell me if you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statement: Overall, I was satisfied with the experience I had contacting the City.
- 2 Only businesses that had contact with the City answered this question.
- 3 2009 report only reported “strongly agree + agree” results

### Overall satisfaction with City customer service representative by zone:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Total	17%	49%	8%	15%	11%
North Beach	15%	50%	6%	18%	12%
Mid Beach	18%	51%	7%	16%	9%
South Beach	18%	48%	9%	12%	13%

2% of businesses responded “Don’t know” when asked this question

City’s openness to business concerns<sup>1</sup>



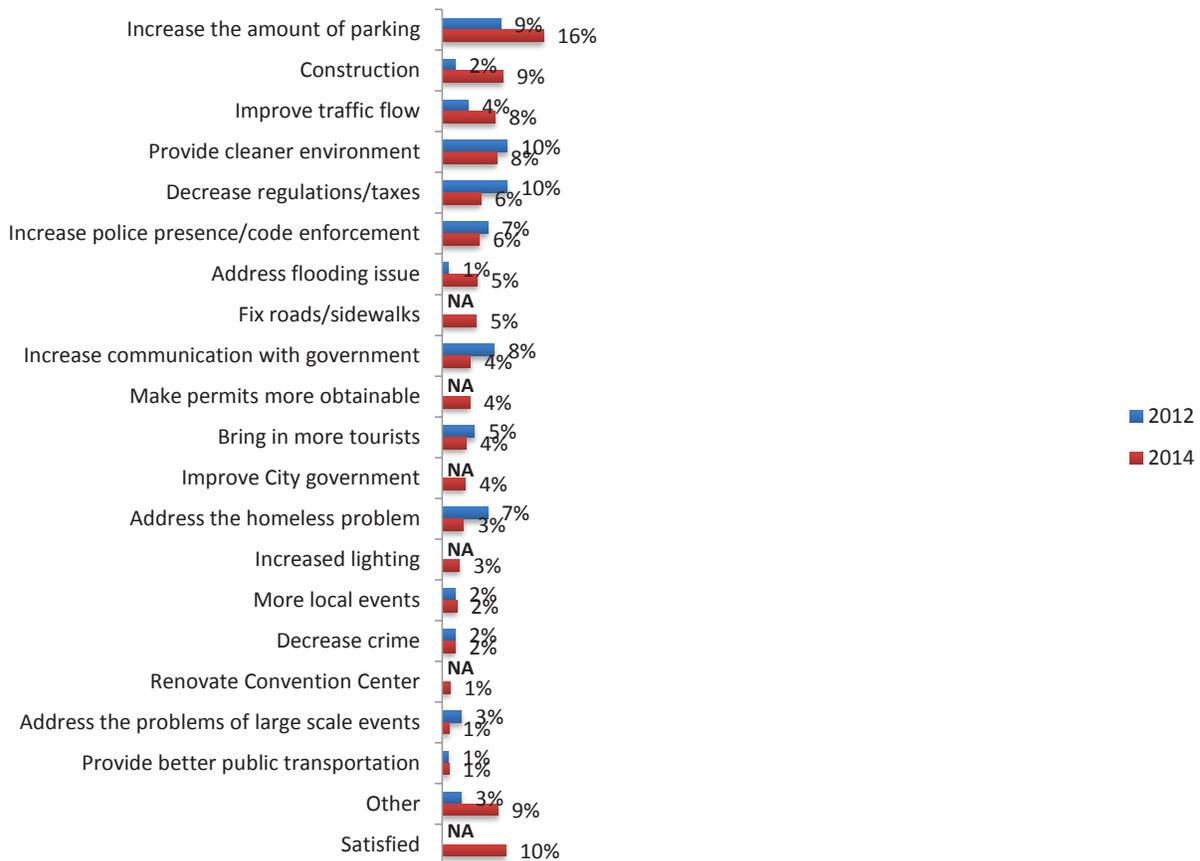
1 The City of Miami Beach government is open and interested in hearing the concerns or issues of your business.

City’s openness to business concerns by zone:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Total	9%	52%	17%	14%	8%
North Beach	9%	53%	19%	11%	8%
Mid Beach	9%	53%	16%	16%	6%
South Beach	10%	50%	16%	15%	10%

5% of businesses responded “Don’t know” when asked this question

## How the City can ensure business success<sup>1</sup>



**One in six businesses (16%) feels that increasing the amount of parking can help their business succeed in Miami Beach. Selected verbatim comments follow:**

*"I think that they should provide more parking from 40th-60th Street. It has affected my business negatively because my customers have to park very far away to get to my business. They should have more metered parking."*

*"Parking enforcements are a little too extreme. For example, I received two parking tickets in less than an hour and I believe it was just because they both wanted to make quota. Because parking is so difficult, they shouldn't be so strict on small roads."*

*"We need more parking for our customers. There is hardly ever parking, and they have to go to a CVS and risk getting towed."*

*"Build more parking lots around the areas that have small business around them."*

*"Parking is a big concern for businesses. We really need more and less expensive parking lots for customers."*

**One in eleven businesses (9%) feels that addressing construction issues can help their business succeed in Miami Beach. Selected verbatim comments follow:**

*"Construction is not coordinated and causes traffic jams, especially during events that attract large crowds. The construction that is going on is taking too long and no one is working on projects at possible hours. The City does not have enough workers for construction projects."*

<sup>1</sup> Please tell me what one thing the City of Miami Beach can do to ensure your business succeeds in or around the City?

*“Do not do so many construction jobs at the same time. Customers want to meet at another location due to the construction.”*

*“Finish what they are doing in the Alton area. There is too much construction, which limits access.”*

*“One of the problems is that the roads are always under construction around peak hours.”*

*“The construction right in front of Collins has been going on for too long. The sidewalks don’t even exist so customers can’t come in and shop.”*

**One in twelve businesses (8%) feels that improving traffic flow can help their business be successful in Miami Beach. Selected verbatim comments follow:**

*“Traffic is an issue; Chase Avenue has been under construction for over two years and the other construction areas affects businesses in the City.”*

*“Fix the traffic so people can get around and get to their destination faster.”*

*“Fix the traffic around my business and make it easier to get to and from the beach.”*

*“Have better control and get a handle on traffic (i.e., managing of the street lights during events that attract large crowds or when there is construction).”*

*“Improve traffic times.”*

**One in twelve businesses (8%) feels providing a cleaner environment can help their business be successful in Miami Beach. Selected verbatim comments follow:**

*“Cleaning up the streets. The area between 12th and Lincoln Road is very rundown and customers don’t feel safe.”*

*“I think they should help beautify the area for people to enjoy and want to come back.”*

*“Keep roads and beaches clean, so tourists want to keep coming back.”*

*“Please clean up the City and take care of the water problems so that people who are buying won’t see the problems that we have.”*

*“Take care of the appearance of the area as far as landscaping, roads, and garbage.”*

**One in sixteen businesses (6%) feels that decreasing regulation and taxes can help their business be successful. Selected verbatim comments follow:**

*“Leave businesses alone. All buildings should be able to be improved by the renter instead of having to get permits. There should not be real estate taxes because we already went to war to protect this country.”*

*“Become more development friendly, in terms of flexibility with zoning issues.”*

*“I think that they are very strict about commercial advertisements. I think that businesses should be able to advertise more easily and be able to advertise in many different ways, without the City of Miami Beach placing restrictions on the amount of advertisements a business can have.”*

*“Limit government intervention, make permitting process and taxes should be limited and easier (streamline the process). The City gave me a ticket for not having a cafe permit and it took too long to get the permit.”*

*“I think they need to lower the taxes and put a cap on rent rates in the City.”*

**One in sixteen businesses (6%) feels that increasing police presence/code enforcement can help their business be successful. Selected verbatim comments follow:**

*"The City should allocate more funds to hire code enforcement officers to enforce existing littering laws in the most valuable elements that we have in our city, which is our beaches. There are not enough officers to enforce the law."*

*"I think there needs to be more consistent code violations. It seems to me that some businesses get preferential treatment over some others."*

*"More protection, more lighting, more beautification of the environment, and a safer environment for people to enjoy."*

*"We need uniformity in the rules being applied from Inspector to Inspector. Depending on the day and Inspector, the rules change, which makes it difficult to conduct business and comply with the rules."*

*"They need to maintain security so that the rest of the City works well. Protection is the most important."*

**One in twenty businesses (5%) feels that addressing the flooding issue can help their business succeed in Miami Beach. Selected verbatim comments follow:**

*"Fix issue with the sewage, which is still a problem after notifying the City."*

*"Heavy rains cause flooding around some areas on Lincoln Road so the drainage needs fixing."*

*"Improve the streets in term of paving and water issues. Also, improve lighting and amount of construction going on at the same time."*

*"Keep the water from flooding our streets."*

*"Improve the storm drainage; it is really bad."*

**One in twenty businesses (5%) feel that fixing roads/sidewalks can help their business succeed in Miami Beach. Selected verbatim comments follow:**

*"Create better sidewalks and streets for customers."*

*"I think that overall, the sidewalks are not wide enough. In fixing the sidewalks, they put in obstacles. Every business has bushes in the sidewalks that need to be trimmed."*

*"Please fix the sidewalks so I don't fall every time I walk on them (65th and Collins)."*

*"We need street and sidewalk improvement ASAP! It shouldn't take one year to fix the street."*

*"They can fix the two pot holes in front of my business. Also, fix the sidewalks and lighting."*

MIAMI BEACH

Business Survey: Website

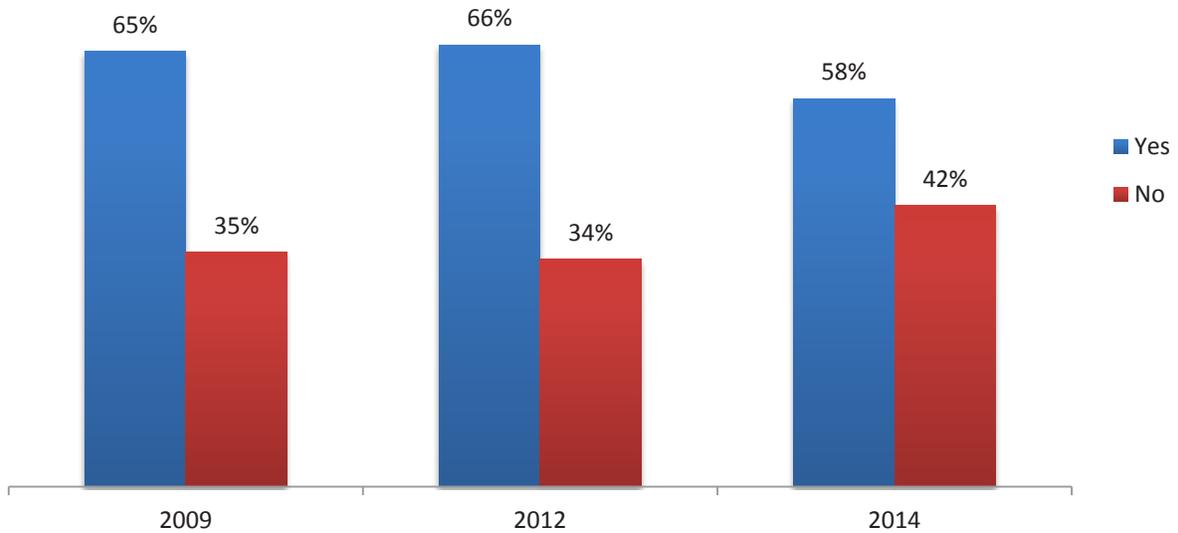
## Website

The survey explored business owners' awareness of the City's website and satisfaction with it.

**Awareness of City Website.** Nearly three out of five business owners (58%) were aware of the City's website – down eight points from 2012 (66%). Results did not vary significantly across zones.

**Satisfaction with the City's website.** Nearly nine out of ten business owners (88%) who were aware of the City's website were satisfied with it. Satisfaction with the City's website was slightly higher in 2012 (91%) and 2009 (93%). Business owners in Mid Beach (85%) had lower satisfaction levels with the City's website.

### Visited the City’s website<sup>1</sup>



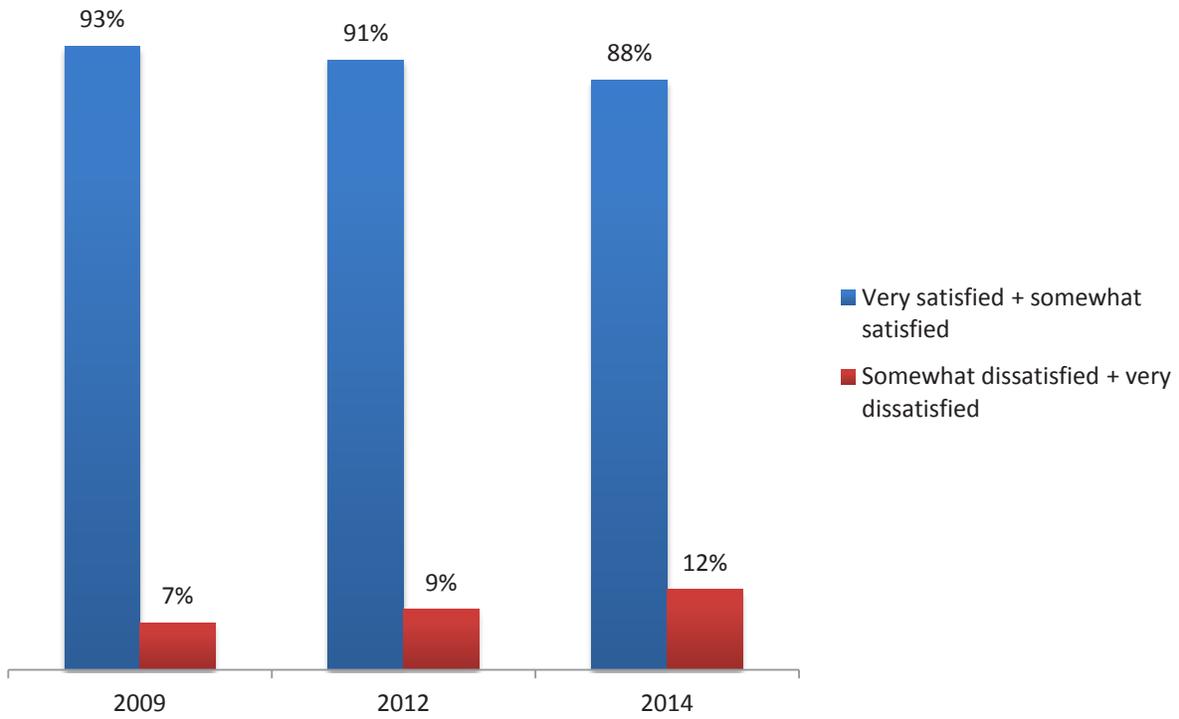
1 Have you visited the City’s website in the past six months?

### Visited the City’s website in neighborhood by zone:

	Yes	No
Total	58%	42%
North Beach	60%	40%
Mid Beach	57%	43%
South Beach	57%	43%

1% of businesses responded “Don’t know” when asked this question

### Satisfaction with the City’s website<sup>12</sup>



- 1 How satisfied were you with the City’s website?
- 2 Only businesses that visited the website answered this question.

### Satisfaction with the City’s website in neighborhood by zone:

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Total	44%	44%	6%	6%
North Beach	40%	50%	6%	4%
Mid Beach	49%	36%	9%	6%
South Beach	45%	44%	4%	8%

1% of businesses responded “Don’t know” when asked this question

MIAMIBEACH

Business Survey: Code Regulations

## Code Inspections

Issues explored in this section of the report include the following:

- Number of inspections by the building department in the past 3 years
- Ease of getting a building department employee to help business owners
- Courteousness and professionalism of building department employees
- Knowledge and training of building department employees
- Overall satisfaction with building department inspection
- Consistency of building department inspections over time
- Fairness of building department inspections
- How open the building department is to hearing from businesses
- Number of inspections by the fire department in the past 3 years
- Ease of getting a fire department employee to help business owners
- Courteousness and professionalism of fire department employees
- Knowledge and training of fire department employees
- Overall satisfaction with fire department inspection
- Consistency of fire department inspections over time
- Fairness of fire department inspections
- How open the fire department is to hearing from businesses
- Number of inspections by the planning department in the past 3 years
- Ease of getting a planning department employee to help business owners
- Courteousness and professionalism of planning department employees
- Knowledge and training of planning department employees
- Overall satisfaction with planning department inspection
- Consistency of planning department inspections over time
- Fairness of planning department inspections
- How open the planning department is to hearing from businesses

**Number of inspections by the building department in the past 3 years.** Nearly half of the business owners (47%) reported being inspected by the building department in the past three years, down slightly from 2012 (55%)<sup>1</sup>. Over one in three businesses (37%) were inspected at least three times in the past three years. More South Beach businesses (41%) reported being inspected at least three times in the past three years.

**Ease of getting a building department to help business owners.** More than three in five business owners (62%) agreed that it was easy to get someone in the building department to help them, up nine percentage points from 2012 (53%). Business owners in South Beach were more complimentary as 67% agreed it was easy to find help in the building department.

**Courteousness and professionalism of building department employees.** Three out of four business owners (76%) agreed that employees of the building department were courteous and professional, up from 2012 (71%). South Beach business owners (80%) were slightly more likely to agree.

**Knowledge and training of building department employees.** Three out of four business owners (74%) agreed that building department employees had proper training and knowledge, which was higher than in 2012 (70%). Mid Beach business owners (68%) were less likely to agree.

**Overall satisfaction with building department inspection.** Not quite six out of ten business owners (59%) were satisfied with the experience they had contacting the building department, which was nearly identical to those in 2012. Business owners in Mid Beach were less generous in their ratings as 55% were satisfied.

**Consistency of building department inspections over time.** Six in ten business owners (63%) agreed that building department inspections were consistent over time, nearly the same as in 2012 (62%). South Beach business owners were more likely to agree (68%).

<sup>1</sup> 13% of businesses were unsure if they had been inspected by the building department. Hence, a more precise statement would be 47% of business owners who knew if they were inspected by the building department, were inspected by the building department.

**Fairness of building department inspections.** Two out of three business owners (66%) agreed that inspections by the building department were fair, up slightly from 2012 (63%). South Beach business owners (71%) had a higher level of agreement with this assertion.

**How open the building department is to hearing from businesses.** A slim majority (56%) of business owners believed that the building department was open to hearing businesses' concerns, about the same as in 2012 (54%). South Beach business owners (61%) had a higher level of agreement.

**Number of inspections by the fire department in the past 3 years.** Fifty-six percent of businesses reported being inspected by the fire department in the past three years, down from 63% in 2012<sup>2</sup>. Fifty-eight percent of South Beach businesses reported being inspected, while 53% of Mid Beach business did so.

**Ease of getting a fire department to help business owners.** Over eight out of ten business owners (85%) claimed it was easy to get someone in the fire department to help them with inspection issues, down slightly from 2012 (88%). Mid Beach business owners were even more complimentary as 91% of them indicated it was easy to get a fire department employee to help them with inspection issues.

**Courteousness and professionalism of fire department employees.** Nearly nine out of ten of business owners (89%) agreed that fire department employees involved in inspections were courteous and professional, down slightly from 2012. Mid Beach business owners were even more complimentary as 94% indicated that employees were professional and courteous.

**Knowledge and training of fire department employees.** Nearly nine out of ten (89%) of business owners agreed that fire department employees involved in inspections had proper knowledge and training, down slightly from 2012 (92%). Nearly all of Mid Beach business owners (97%) agreed that fire department employees involved in inspections had proper knowledge and training.

**Overall satisfaction with fire department inspection.** More than eight out of ten business owners (87%) were satisfied with their inspection experience with the fire department, down slightly from 2012. Nearly all of Mid Beach business owners (96%) were satisfied with their inspection experience at the fire department.

**Consistency of fire department inspections over time.** A significant majority (86%) of business owners agreed that fire inspections over time were consistent, nearly the same as in 2012. Mid Beach business owners were more likely to agree (93%) that fire inspections over time were consistent.

**Fairness of fire department inspections.** Nearly nine out of ten business owners (89%) agreed that inspections by the fire department were fair, nearly identical to 2012. Mid Beach business owners were more likely to agree (95%) that fire inspections were fair.

**How open the fire department is to hearing from businesses.** Over eight out of ten business owners (84%) agreed that the fire department was open to hearing their suggestions, up slightly from 2012. Mid Beach business owners had a higher level of agreement (96%).

**Number of inspections by the planning department in the past 3 years.** One third of businesses (34%) reported being inspected by the planning department in the past three years<sup>3</sup>. Thirty-two percent of North Beach businesses reported being inspected, while 36% of South Beach business did so.

**Ease of getting a planning department to help business owners.** Over seven out of ten business owners (72%) claimed it was easy to get someone in the planning department to help them with inspection issues. South Beach business owners were more complimentary as 77% of them indicated it was easy to get a planning department employee to help them with inspection issues.

2 17% of businesses were unsure if they had been inspected by the fire department. Hence, a more precise statement would be 56% of business owners who knew if they were inspected by the fire department, were inspected by the fire department.

3 15% of businesses were unsure if they had been inspected by the planning department. Hence, a more precise statement would be 34% of business owners who knew if they were inspected by the planning department, were inspected by the planning department.

**Courteousness and professionalism of planning department employees.** Three out of four business owners (74%) agreed that planning department employees involved in inspections were courteous and professional. South Beach business owners were more likely to agree (78%) that employees were professional and courteous.

**Knowledge and training of planning department employees.** Three out of four of business owners (74%) agreed that planning department employees involved in inspections had proper knowledge and training. More South Beach business owners (78%) agreed that planning department employees involved in inspections had proper knowledge and training.

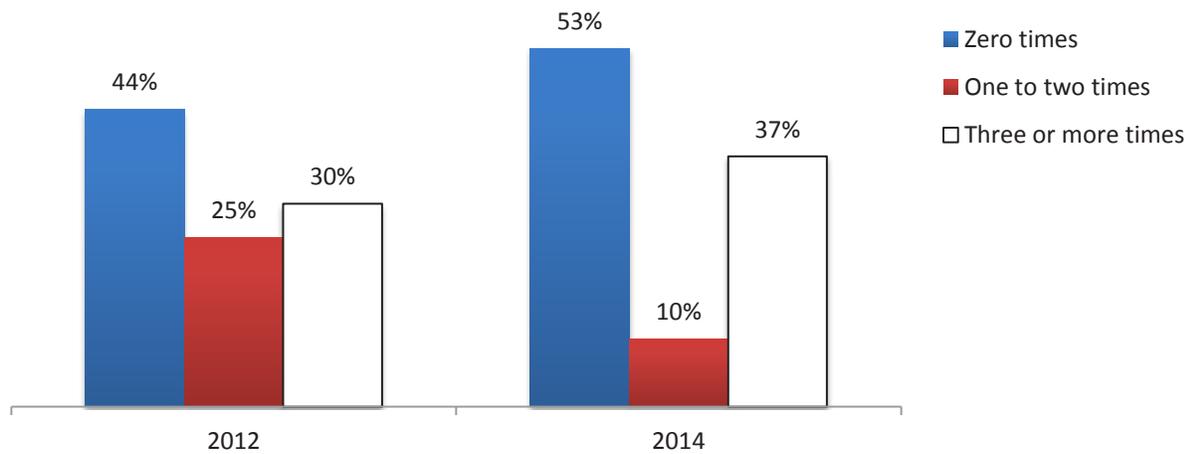
**Overall satisfaction with planning department inspection.** Nearly seven out of ten business owners (68%) were satisfied with their inspection experience with the planning department. More Mid Beach business owners (71%) were satisfied with their inspection experience at the planning department.

**Consistency of planning department inspections over time.** Three out of four of business owners (74%) agreed that planning inspections over time were consistent. North Beach business owners were more likely to agree (77%) that planning inspections over time were consistent.

**Fairness of planning department inspections.** Three out of four business owners (74%) agreed that inspections by the planning department were fair. North Beach business owners were more likely to agree (79%) that planning inspections were fair.

**How open the planning department is to hearing from businesses.** Seven out of ten business owners (70%) agreed that the planning department was open to hearing their suggestions. North Beach business owners had a higher level of agreement (74%).

### Number of times inspected by the building department in the past three years<sup>1</sup>



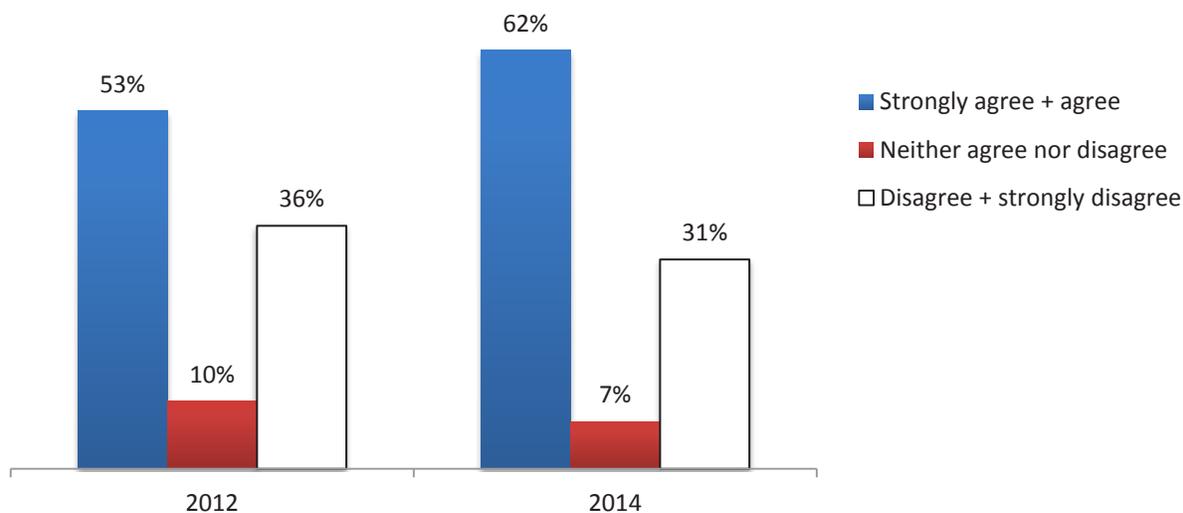
<sup>1</sup> How many times have you been inspected by the building department in the past three years?

### Numer of times inspected by the building department in the past three years by zone:

	Zero	One to Two	Three or more
Total	53%	10%	37%
North Beach	52%	13%	35%
Mid Beach	57%	8%	35%
South Beach	49%	10%	41%

13% of businesses responded “Don’t know” when asked this question

## It was easy to get service at the building department<sup>12</sup>



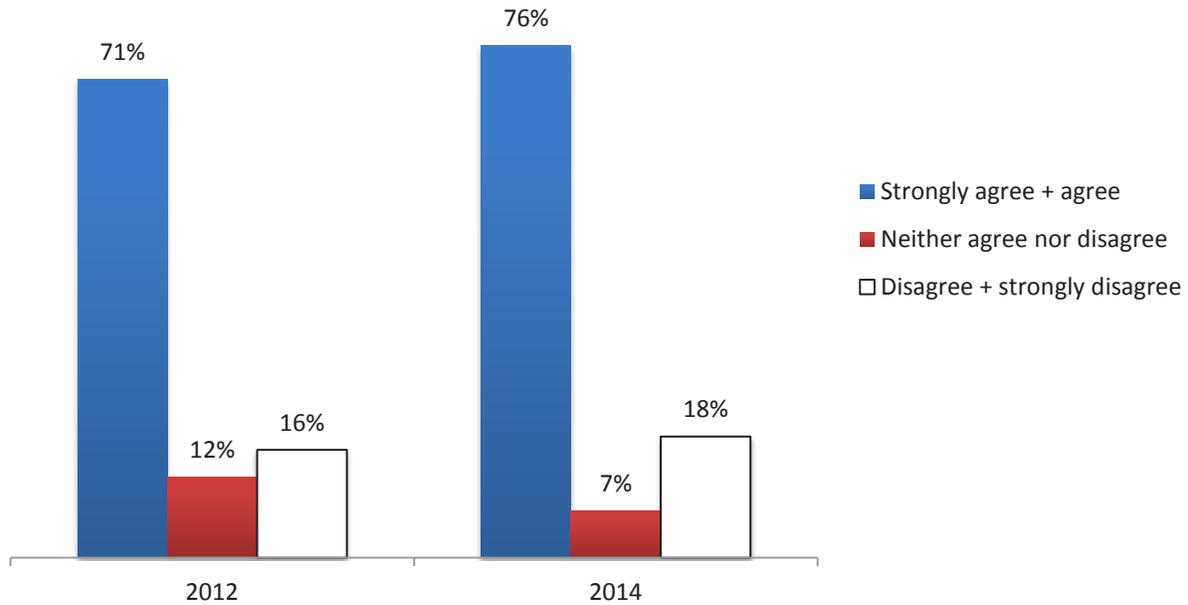
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: It was easy to get someone who could help me.
- 2 Only businesses that had been inspected by the building department answered this question.

### It was easy to get service at the building department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	12%	50%	7%	19%	12%
North Beach	12%	44%	6%	24%	14%
Mid Beach	10%	53%	5%	20%	12%
South Beach	13%	54%	9%	14%	10%

1% of businesses responded "Don't know" when asked this question

## Employees were courteous and professional at the building department<sup>12</sup>



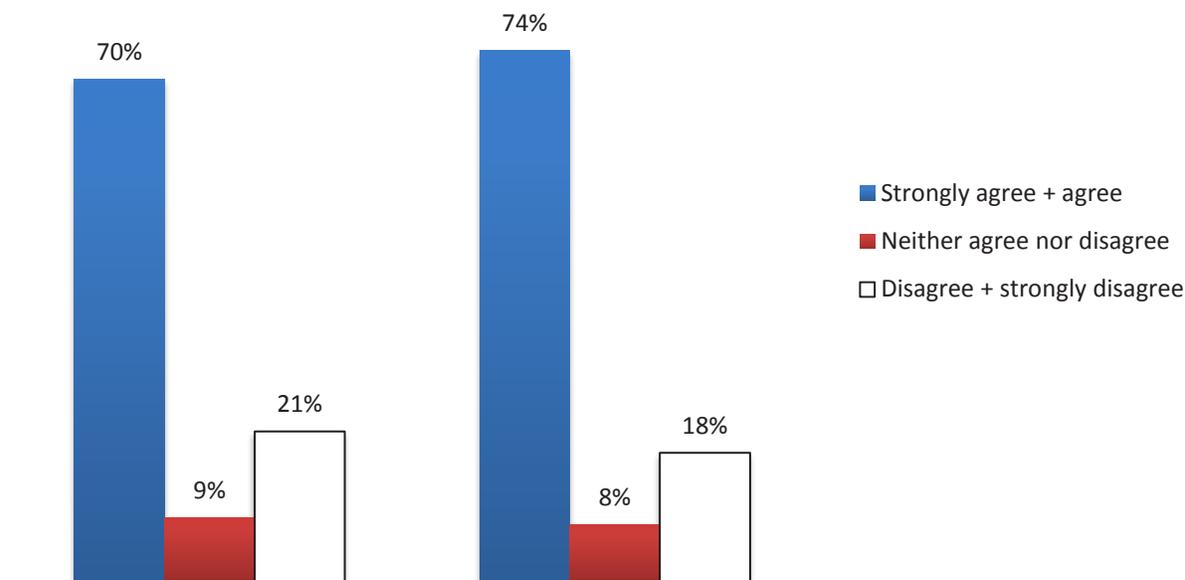
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The employees that assisted me were courteous and professional.
- 2 Only businesses that had been inspected by the building department answered this question.

### Employees were courteous and professional at the building department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	15%	61%	7%	11%	7%
North Beach	14%	61%	6%	12%	8%
Mid Beach	13%	57%	7%	16%	6%
South Beach	17%	63%	8%	7%	6%

0% of businesses responded "Don't know" when asked this question

## Employees had knowledge and proper training at the building department<sup>12</sup>



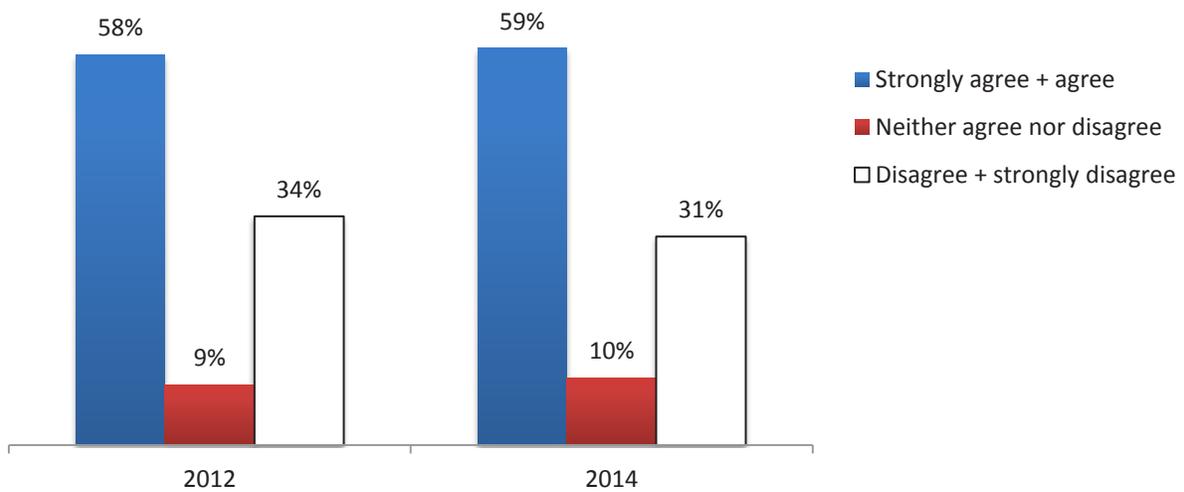
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The employees that assisted me had the proper training and knowledge.
- 2 Only businesses that had been inspected by the building department answered this question.

### Employees had knowledge and proper training at the building department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	15%	59%	8%	10%	8%
North Beach	17%	59%	3%	11%	10%
Mid Beach	13%	55%	13%	11%	7%
South Beach	13%	63%	8%	8%	8%

2% of businesses responded “Don’t know” when asked this question

### Overall satisfaction at the building department<sup>12</sup>



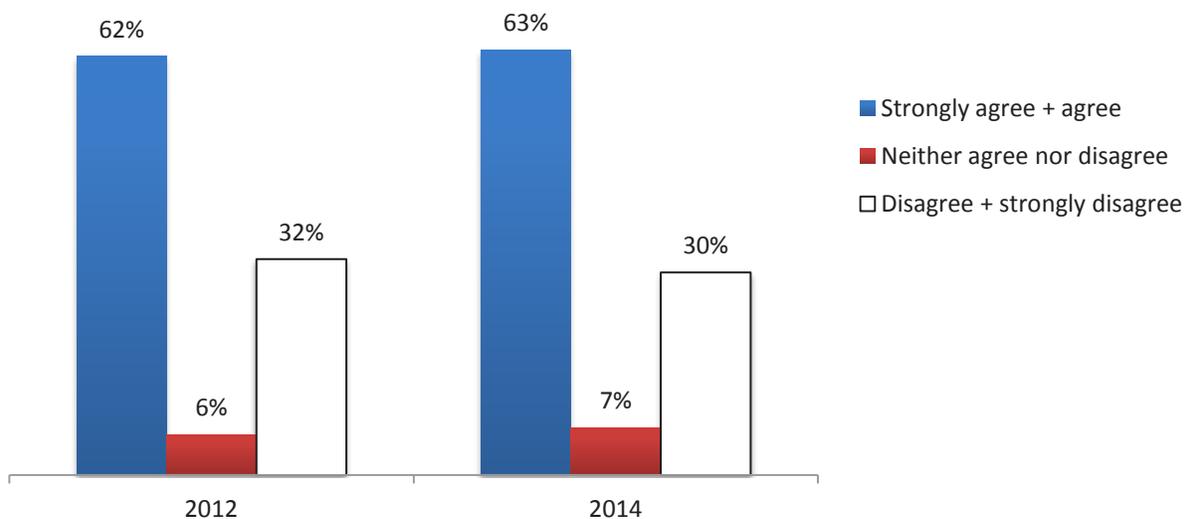
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: Overall, I was satisfied with the experience I had contacting the City building department.
- 2 Only businesses that had been inspected by the building department answered this question.

### Overall satisfaction at the building department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	13%	46%	10%	19%	12%
North Beach	17%	44%	6%	20%	13%
Mid Beach	11%	44%	11%	21%	13%
South Beach	11%	50%	13%	16%	9%

0% of businesses responded “Don’t know” when asked this question

### Consistency of inspections over time at the building department<sup>12</sup>



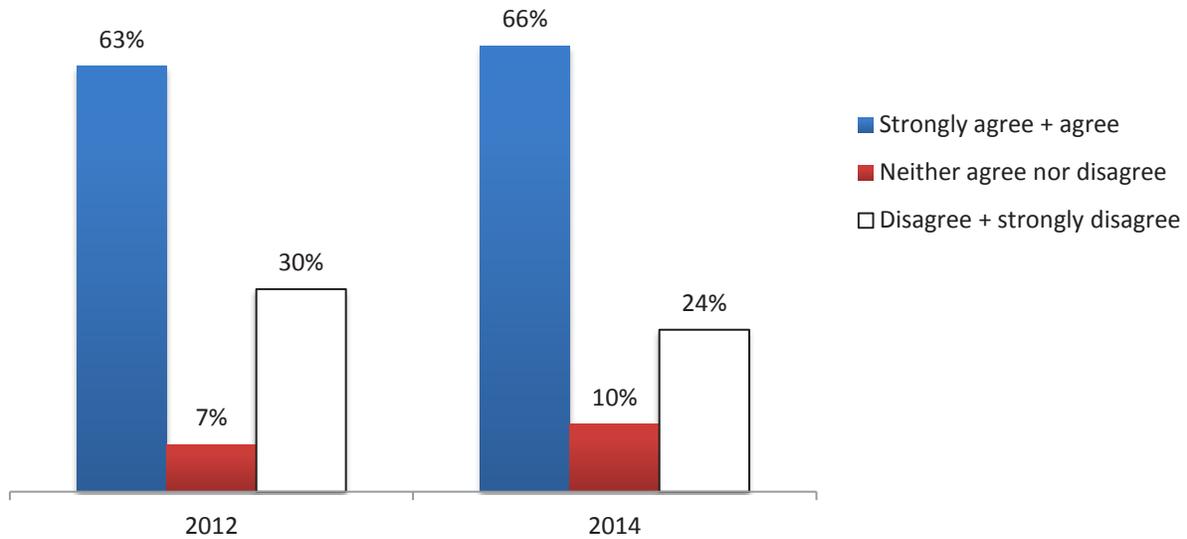
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: Inspections by the building department are consistent from one inspection to the next.
- 2 Only businesses that had been inspected by the building department answered this question.

### Consistency of inspections over time at the building department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	12%	51%	7%	18%	12%
North Beach	17%	41%	4%	23%	15%
Mid Beach	13%	49%	14%	17%	8%
South Beach	7%	61%	6%	14%	12%

4% of businesses responded “Don’t know” when asked this question

### Fairness of inspections at the building department<sup>12</sup>



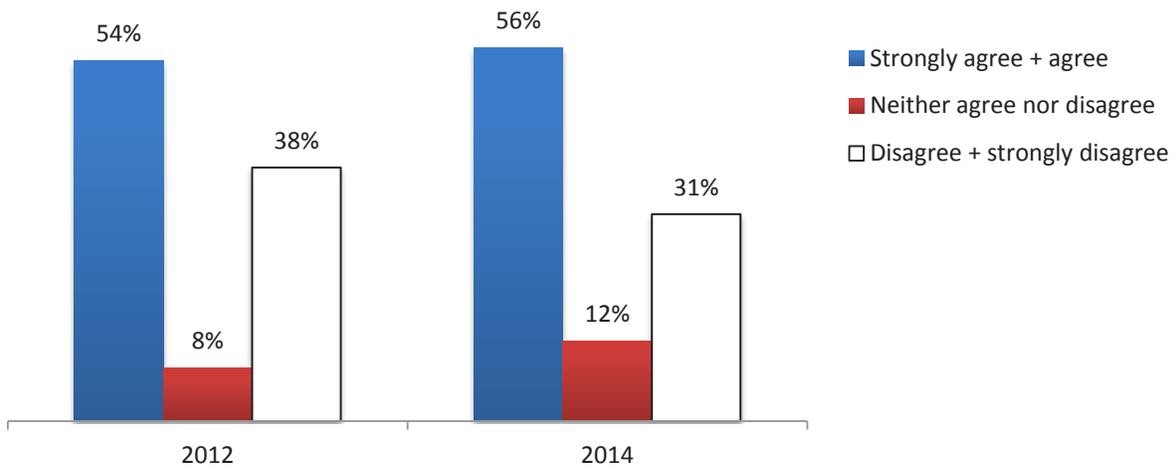
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: Inspections by the building department are fair.
- 2 Only businesses that had been inspected by the building department answered this question.

### Fairness of inspections at the building department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	10%	56%	10%	13%	11%
North Beach	14%	52%	8%	13%	13%
Mid Beach	10%	50%	14%	15%	10%
South Beach	7%	64%	8%	12%	9%

4% of businesses responded “Don’t know” when asked this question

## Building department’s openness in hearing concerns or issues of businesses<sup>12</sup>



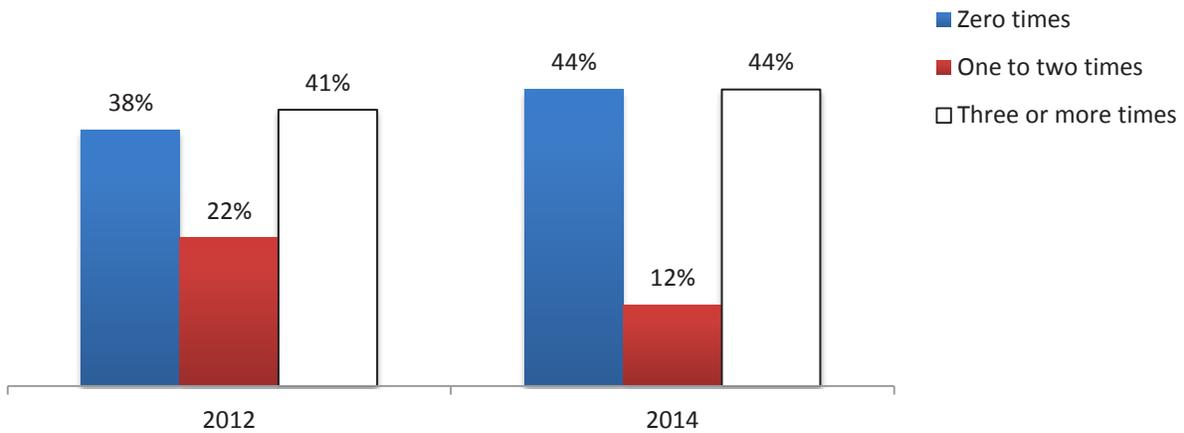
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The building department is open and interested in hearing the concerns or issues of businesses.
- 2 Only businesses that had been inspected by the building department answered this question.

### Building department’s openness in hearing concerns or issues of businesses by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	9%	47%	12%	20%	11%
North Beach	12%	41%	11%	23%	13%
Mid Beach	10%	46%	15%	18%	11%
South Beach	6%	55%	10%	19%	10%

3% of businesses responded “Don’t know” when asked this question

### Number of inspections by the fire department<sup>12</sup>



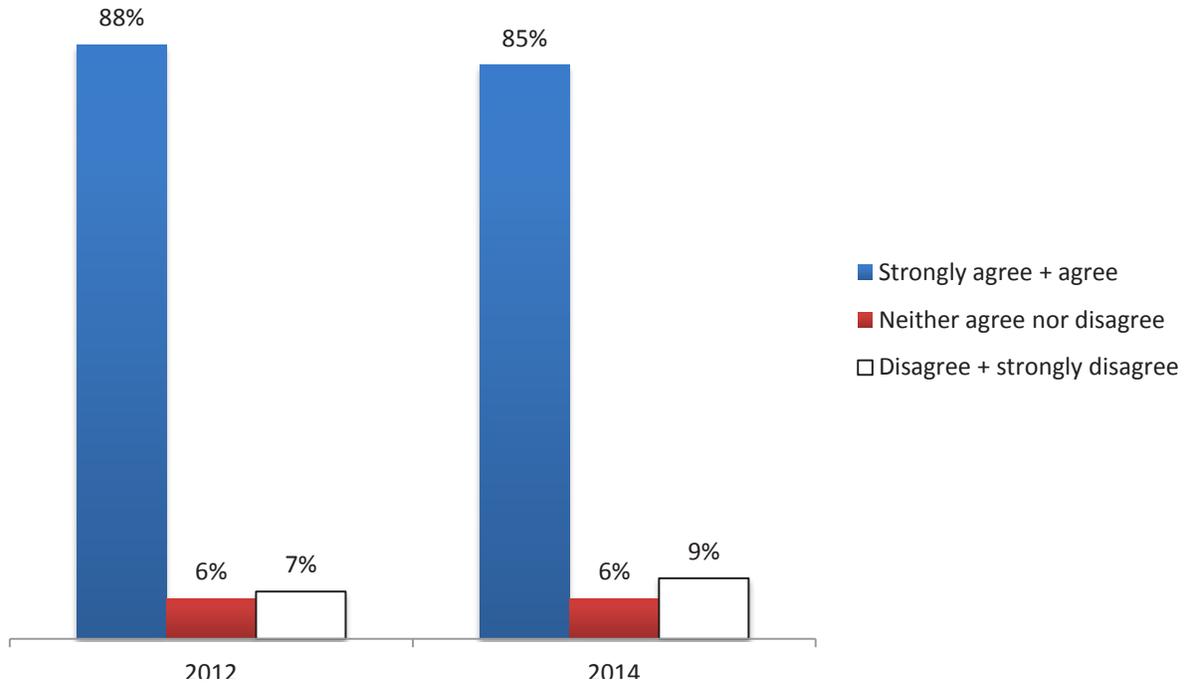
- 1 During the past three years, how many times has your business been inspected by the fire department?
- 2 Only businesses that had been inspected by the fire department answered this question.

### Number of inspections by the fire department by zone:

	Zero	One to Two	Three or more
Total	44%	12%	44%
North Beach	43%	9%	48%
Mid Beach	48%	12%	41%
South Beach	42%	14%	44%

17% of businesses responded “Don’t know” when asked this question

### It was easy to get service at the fire department<sup>12</sup>



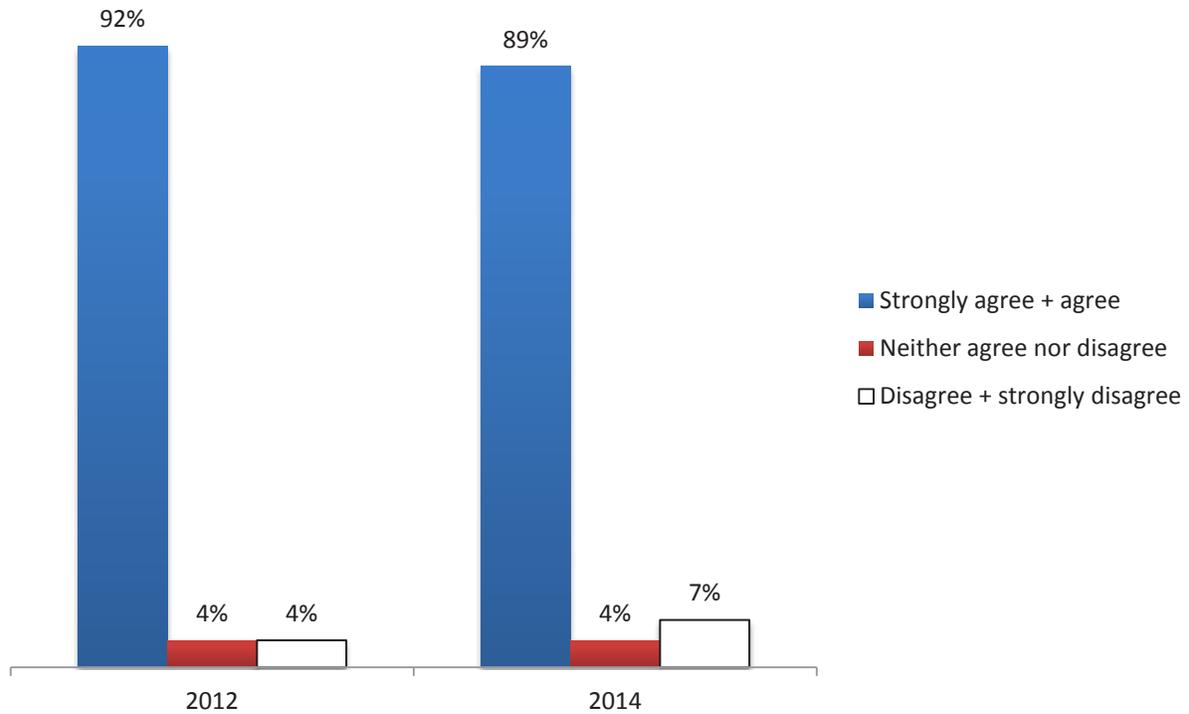
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: It was easy to get someone who could help me.
- 2 Only businesses that had been inspected by the fire department answered this question.

### It was easy to get service at the fire department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	24%	61%	6%	5%	4%
North Beach	26%	52%	8%	8%	6%
Mid Beach	21%	70%	6%	3%	0%
South Beach	24%	62%	3%	4%	6%

5% of businesses responded "Don't know" when asked this question

### Employees were courteous and professional at the fire department<sup>12</sup>



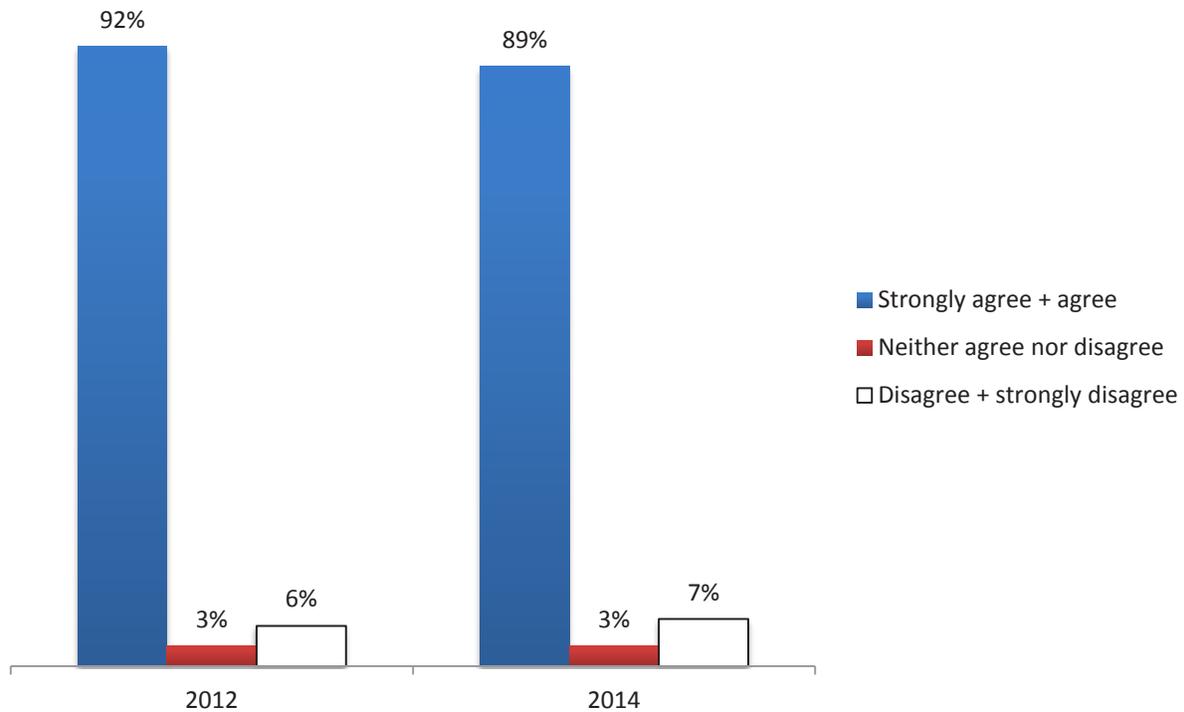
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The employees that assisted me were courteous and professional.
- 2 Only businesses that had been inspected by the fire department answered this question.

### Employees were courteous and professional at the fire department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	26%	63%	4%	3%	4%
North Beach	24%	63%	6%	3%	4%
Mid Beach	29%	65%	4%	2%	0%
South Beach	25%	62%	4%	3%	6%

3% of businesses responded "Don't know" when asked this question

## Employees had proper knowledge and training at the fire department<sup>12</sup>



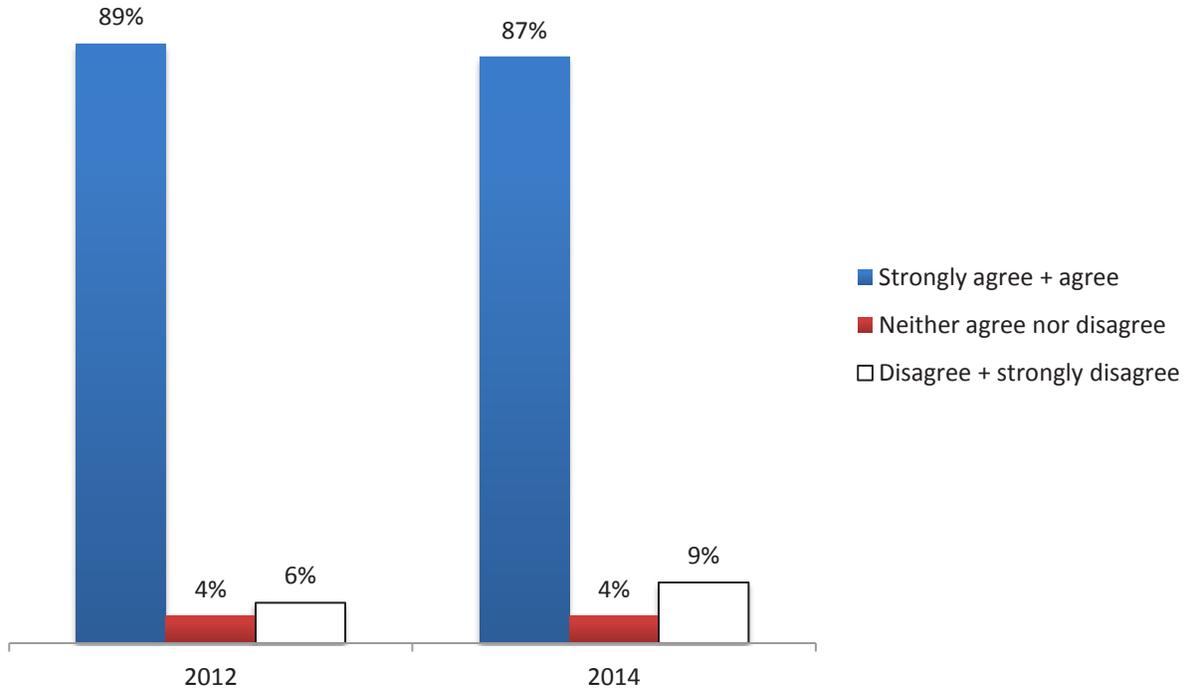
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The employees that assisted me had proper knowledge and training.
- 2 Only businesses that had been inspected by the fire department answered this question.

## Employees had proper knowledge and training at the fire department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	27%	62%	3%	4%	3%
North Beach	28%	58%	3%	7%	4%
Mid Beach	29%	68%	1%	2%	0%
South Beach	25%	62%	5%	4%	4%

3% of businesses responded “Don’t know” when asked this question

### Overall satisfaction with experience at the fire department<sup>12</sup>



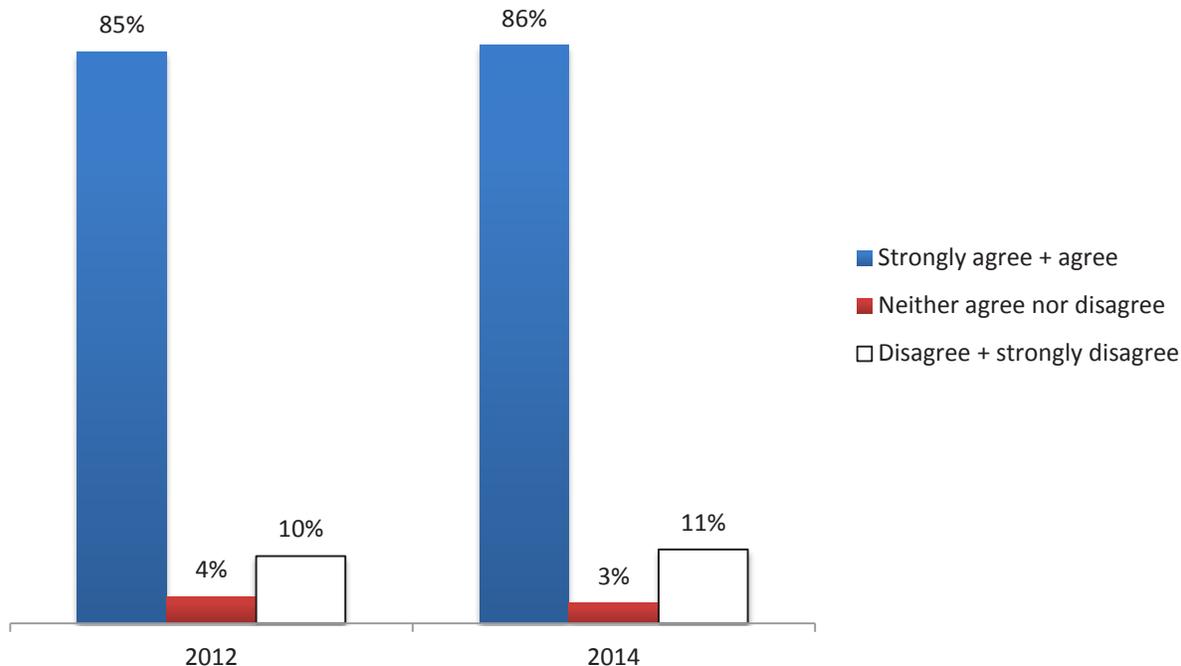
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: Overall, I was satisfied with the experience I had contacting the City fire department.
- 2 Only businesses that had been inspected by the fire department answered this question.

### Overall satisfaction with experience at the fire department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	26%	61%	4%	6%	3%
North Beach	24%	58%	6%	8%	4%
Mid Beach	27%	69%	1%	3%	0%
South Beach	27%	59%	4%	6%	4%

3% of businesses responded “Don’t know” when asked this question

### Consistency of inspections at the fire department<sup>12</sup>



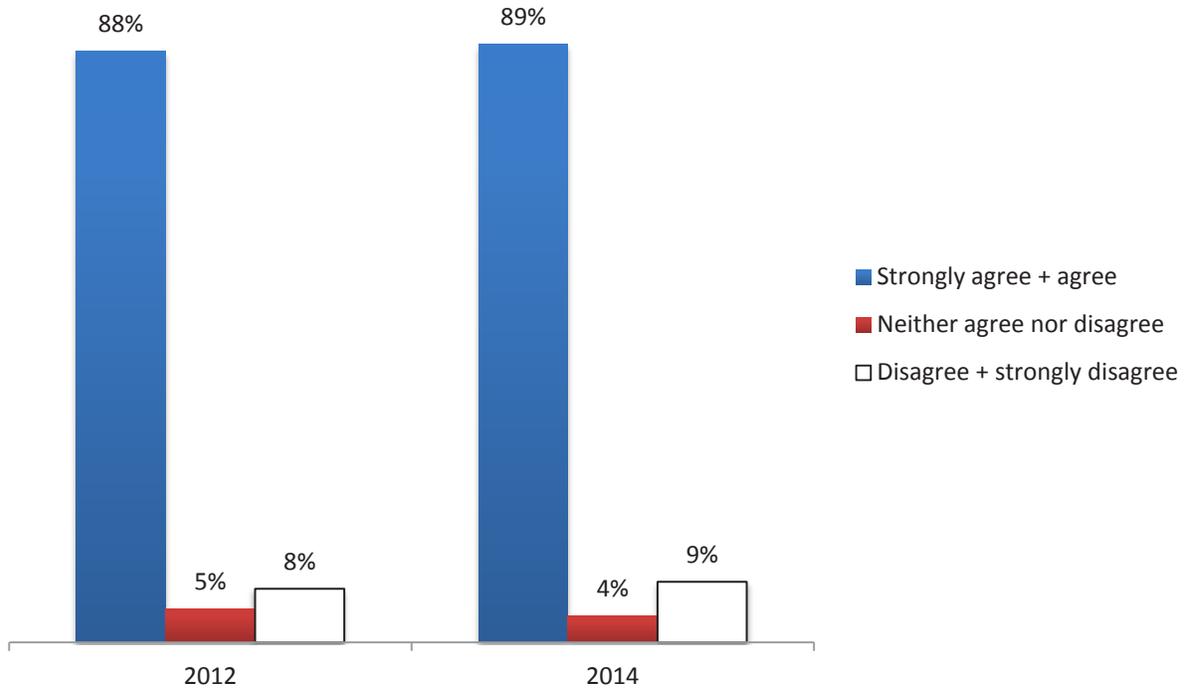
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: Inspections by the fire department are consistent from one inspection to the next.
- 2 Only businesses that had been inspected by the fire department answered this question.

### Consistency of inspections at the fire department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	24%	62%	3%	8%	3%
North Beach	22%	57%	4%	11%	6%
Mid Beach	27%	66%	2%	5%	0%
South Beach	24%	64%	3%	6%	4%

3% of businesses responded “Don’t know” when asked this question

### Fairness of inspections at the fire department<sup>12</sup>



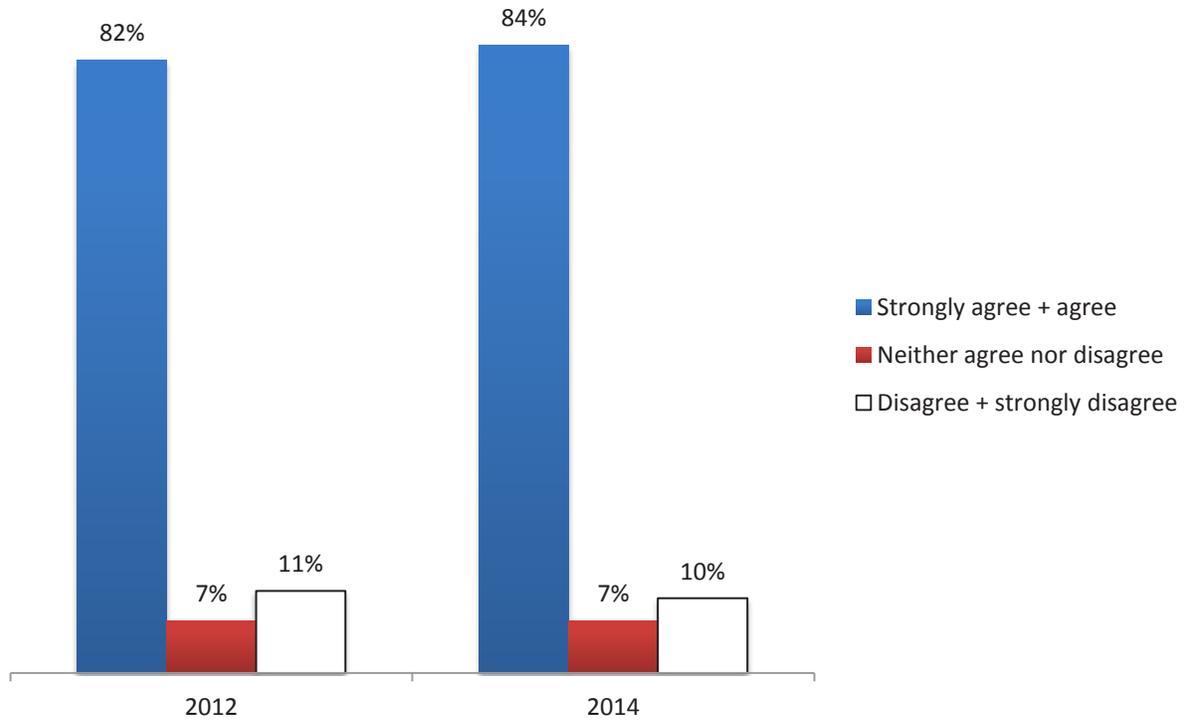
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: Inspections by the fire department are fair.
- 2 Only businesses that had been inspected by the fire department answered this question.

### Fairness of inspections at the fire department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	25%	64%	4%	5%	4%
North Beach	26%	60%	5%	2%	7%
Mid Beach	29%	66%	1%	4%	0%
South Beach	21%	65%	4%	7%	3%

2% of businesses responded "Don't know" when asked this question

## Fire department’s openness in hearing concerns or issues of businesses<sup>12</sup>



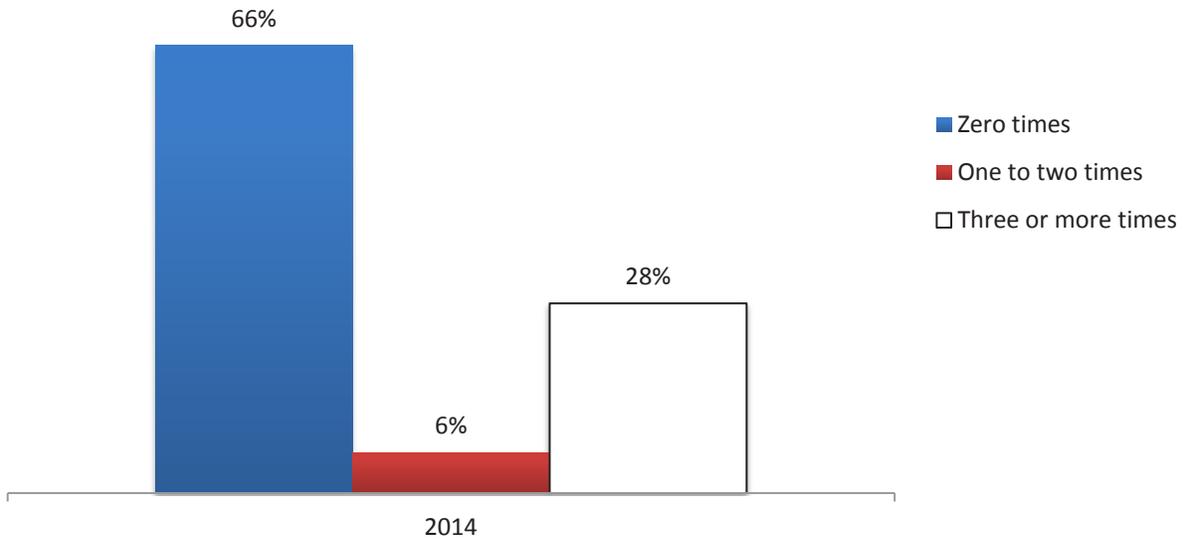
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The fire department is open and interested in hearing the concerns or issues of businesses.
- 2 Only businesses that had been inspected by the fire department answered this question.

### Fire department’s openness in hearing concerns or issues of businesses by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	23%	61%	7%	5%	5%
North Beach	19%	56%	11%	6%	9%
Mid Beach	27%	69%	0%	4%	0%
South Beach	23%	60%	7%	4%	6%

4% of businesses responded “Don’t know” when asked this question

### Number of inspections by the planning department<sup>12</sup>



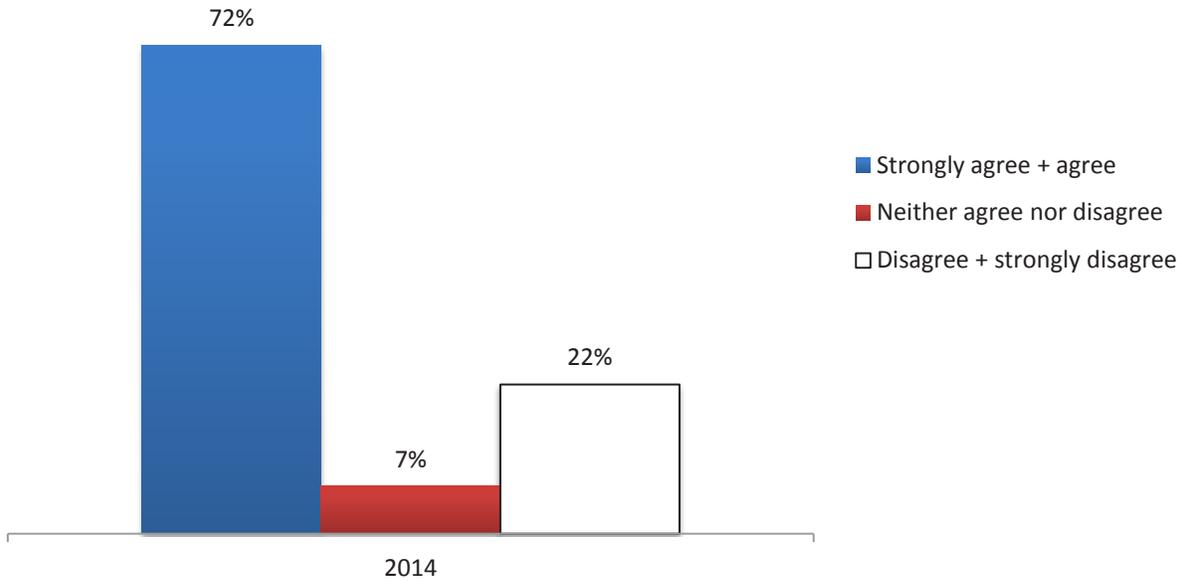
- 1 During the past three years, how many times has your business been inspected by the planning department?
- 2 Only businesses that had been inspected by the planning department answered this question.

### Number of inspections by the planning department by zone:

	Zero	One to two	Three or more
Total	66%	6%	28%
North Beach	68%	5%	27%
Mid Beach	66%	5%	29%
South Beach	64%	8%	28%

15% of businesses responded “Don’t know” when asked this question

### It was easy to get service at the planning department<sup>12</sup>



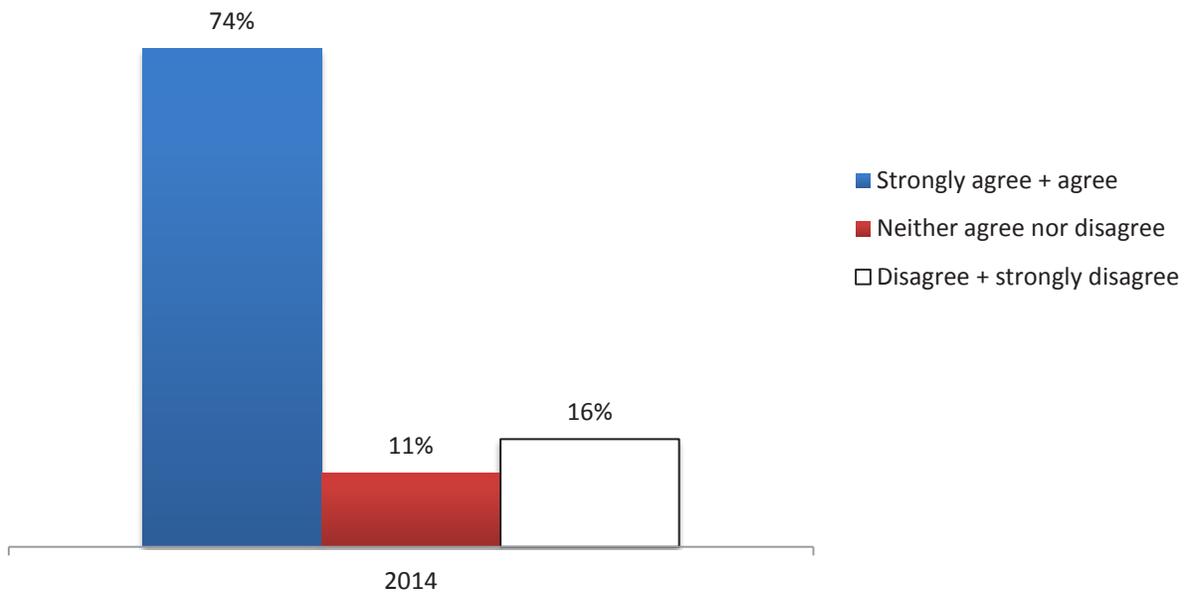
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: It was easy to get someone who could help me.
- 2 Only businesses that had been inspected by the planning department answered this question.

### It was easy to get service at the planning department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	14%	58%	7%	12%	10%
North Beach	17%	47%	12%	17%	8%
Mid Beach	14%	61%	4%	10%	10%
South Beach	12%	65%	4%	9%	10%

1% of businesses responded “Don’t know” when asked this question

## Employees were courteous and professional at the planning department<sup>12</sup>



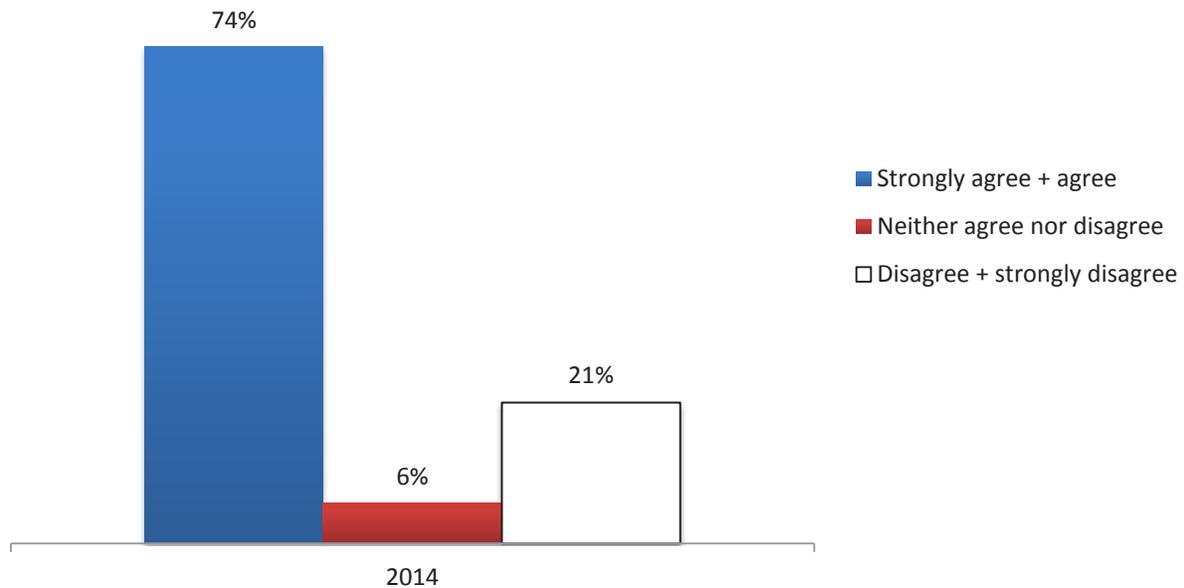
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The employees that assisted me were courteous and professional.
- 2 Only businesses that had been inspected by the planning department answered this question.

### Employees were courteous and professional at the planning department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	15%	59%	11%	6%	10%
North Beach	10%	61%	17%	0%	12%
Mid Beach	18%	51%	12%	10%	8%
South Beach	16%	62%	4%	7%	10%

1% of businesses responded "Don't know" when asked this question

## Employees had proper knowledge and training at the planning department<sup>12</sup>



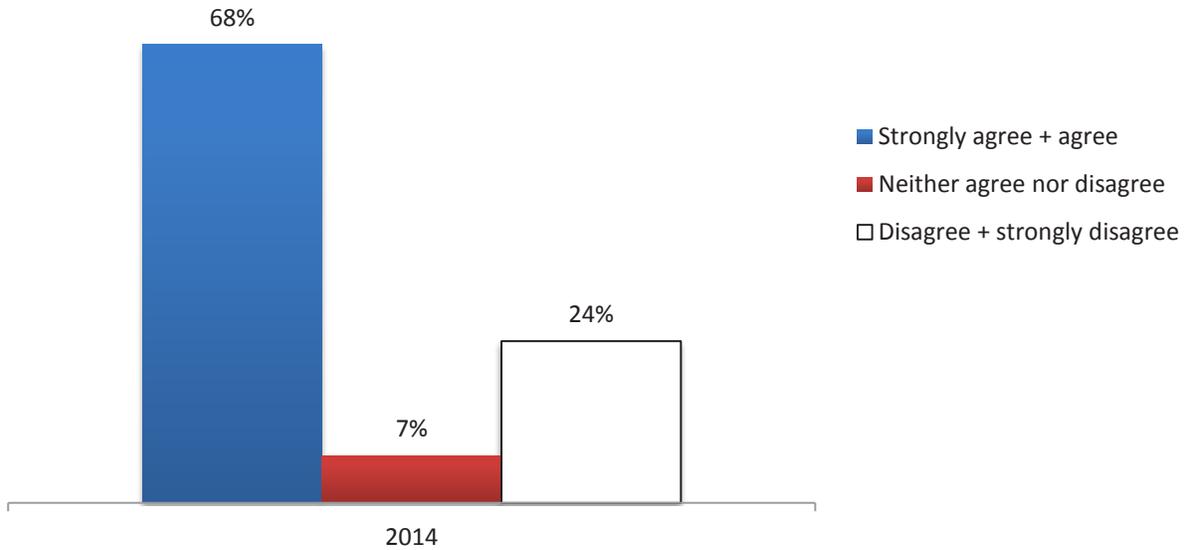
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The employees that assisted me had proper knowledge and training.
- 2 Only businesses that had been inspected by the planning department answered this question.

### Employees had proper knowledge and training at the planning department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	15%	59%	6%	11%	10%
North Beach	14%	54%	8%	12%	12%
Mid Beach	22%	51%	6%	12%	8%
South Beach	10%	68%	3%	10%	9%

1% of businesses responded "Don't know" when asked this question

### Overall satisfaction with experience at the planning department<sup>12</sup>



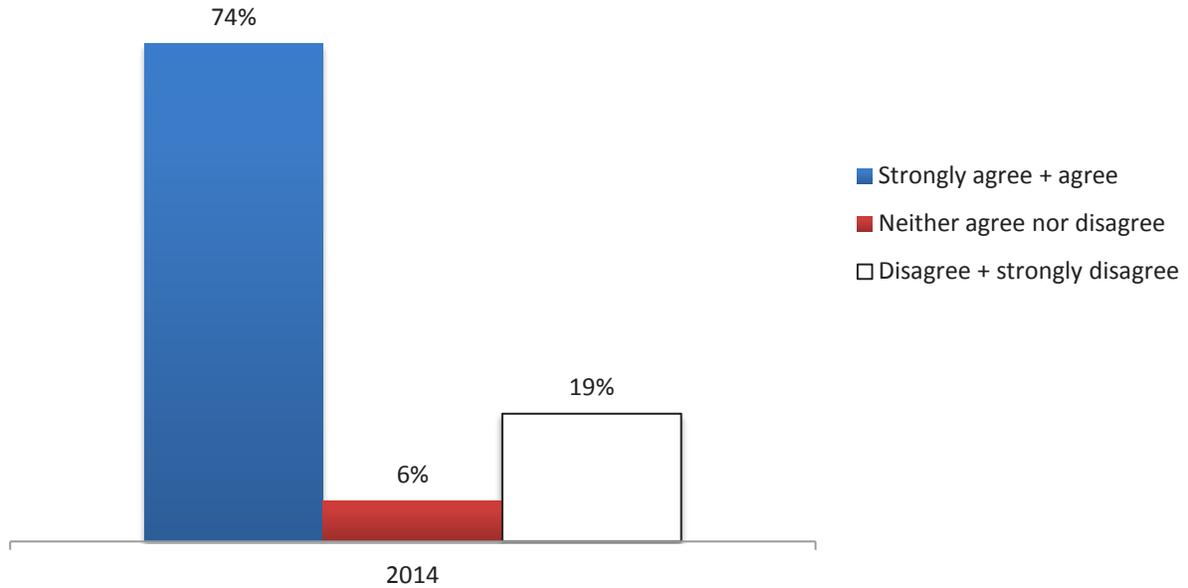
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: Overall, I was satisfied with the experience I had contacting the City fire department.
- 2 Only businesses that had been inspected by the planning department answered this question.

### Overall satisfaction with experience at the planning department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	14%	54%	7%	13%	11%
North Beach	10%	58%	3%	13%	15%
Mid Beach	18%	53%	6%	12%	10%
South Beach	14%	51%	12%	14%	9%

1% of businesses responded “Don’t know” when asked this question

### Consistency of inspections at the planning department<sup>12</sup>



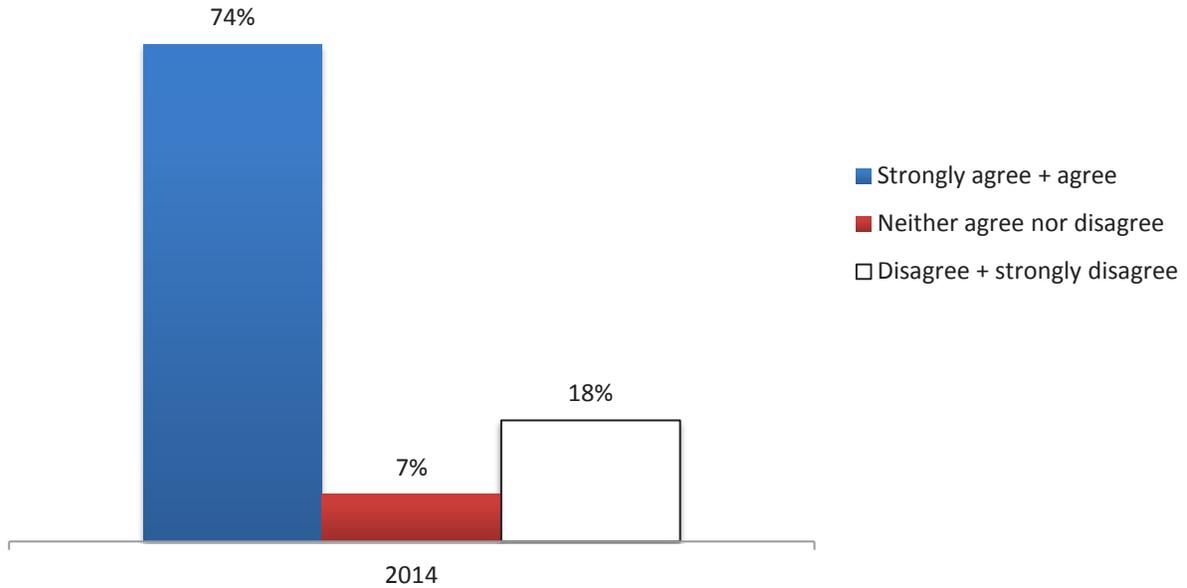
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: Inspections by the fire department are consistent from one inspection to the next.
- 2 Only businesses that had been inspected by the planning department answered this question.

### Consistency of inspections at the planning department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	14%	60%	6%	9%	10%
North Beach	16%	61%	7%	4%	12%
Mid Beach	21%	50%	6%	13%	10%
South Beach	7%	67%	4%	12%	9%

4% of businesses responded “Don’t know” when asked this question

### Fairness of inspections at the planning department<sup>12</sup>



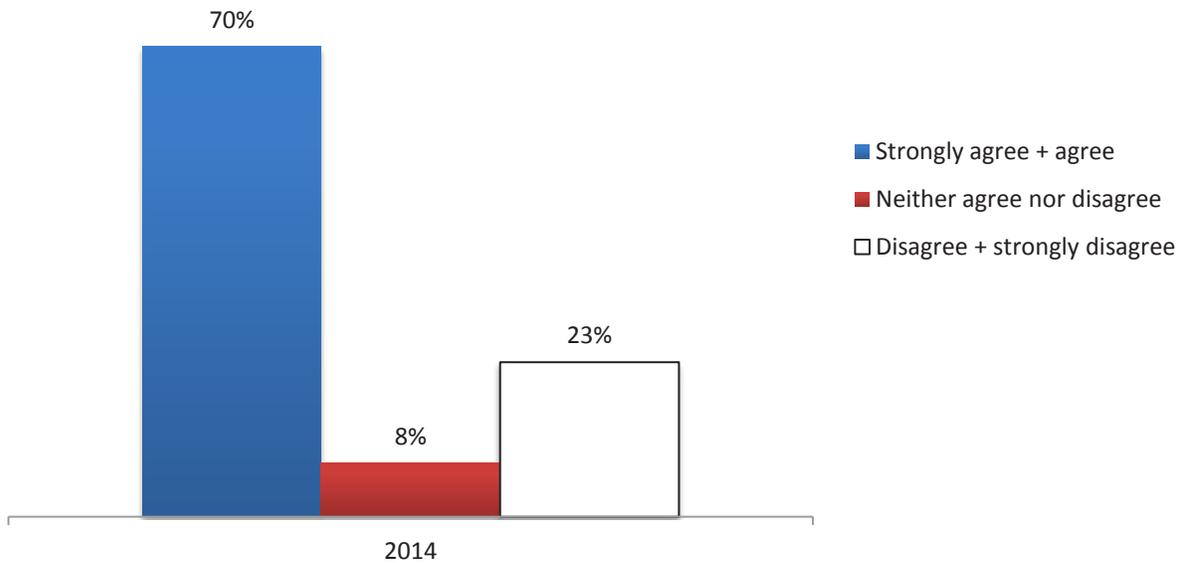
- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: Inspections by the fire department are fair.
- 2 Only businesses that had been inspected by the planning department answered this question.

### Fairness of inspections at the planning department by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	13%	61%	7%	6%	12%
North Beach	16%	63%	5%	0%	16%
Mid Beach	19%	52%	6%	13%	10%
South Beach	7%	67%	9%	7%	9%

4% of businesses responded “Don’t know” when asked this question

## Planning department’s openness in hearing concerns or issues of businesses<sup>12</sup>



- 1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement: The fire department is open and interested in hearing the concerns or issues of businesses.
- 2 Only businesses that had been inspected by the planning department answered this question.

### Planning department’s openness in hearing concerns or issues of businesses by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	14%	56%	8%	10%	13%
North Beach	14%	60%	5%	5%	16%
Mid Beach	20%	49%	6%	12%	12%
South Beach	9%	57%	12%	12%	10%

3% of businesses responded “Don’t know” when asked this question

MIAMIBEACH

Business Survey: City Government

## City Government

Issues examined under the guise of City Government in the report included:

- Meeting expectations
- Miami Beach as a place to run a business
- Historic rating of Miami Beach as a place to run a business
- Recommend Miami Beach as a place to run a business
- Support for tax dollar spending to address rising sea levels
- Support for tax dollar spending to build a rapid transit system
- Challenges facing businesses

**Meeting expectations.** Six in ten business owners in Miami Beach (60%) thought the City was doing a good job (excellent or good ratings) of meeting their expectations in delivering City services, nearly identical to 2012. Mid Beach business owners (63%) were more likely to think the City was doing a good job of meeting their expectations in delivering City services.

**Miami Beach as a place to run a business.** Half of the business owners (49%) thought Miami Beach was a better place to run a business than other cities; only 13% thought of Miami Beach as a worse place to run a business. Results in 2014 were identical to 2012, and very similar to 2009. Results were fairly similar across business zones.

**Historic rating of Miami Beach as a place to run a business.** Two out of five business owners (40%) claimed Miami Beach was a better place now than it was in previous years to run a business. This finding is down slightly from results in 2012 when 43% of business owners declared that the City was a better place then as compared to previous years to run a business. Mid Beach business owners were less likely (34%) to rate Miami Beach as a better place to run a business compared to previous years.

**Recommend Miami Beach as a place to run a business.** Four out of five business owners (82%) would recommend Miami Beach as a place to run a business. This result is significantly higher than 2012 when 70% of owners made this proclamation. Results did not vary significantly across business zones.

**Support for tax dollar spending to address rising sea levels.** Nearly nine out of ten business owners (87%) would support tax dollar spending to address rising sea levels. Results did not vary significantly across business zones<sup>1</sup>.

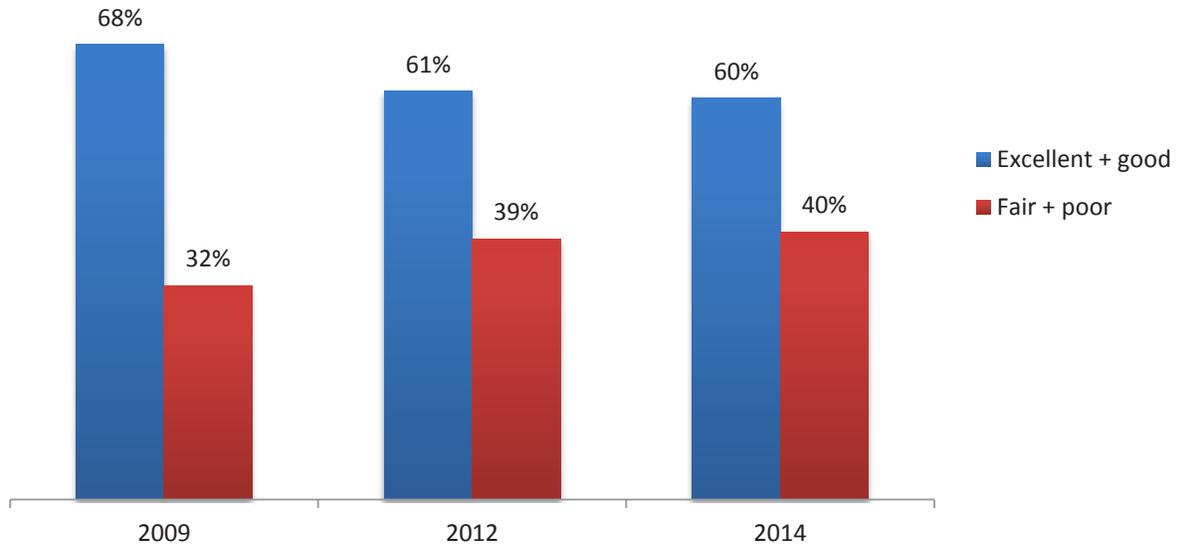
**Support for tax dollar spending to build a rapid transit system.** Three out of four business owners (77%) would support tax dollar spending to build a rapid transit system. Results did not vary significantly across business zones.

**Challenges facing businesses.** The most critical challenge facing Miami Beach business was parking (mentioned by 64% of business owners), followed by high rent (43%). High property taxes were also mentioned by a plurality of the business owners (41%). About one in three business owners cited high insurance (37%) and rising sea levels (33%).

---

<sup>1</sup> 12% of businesses lacked information to respond to the support for tax dollar spending to address rising sea levels. Hence, a more precise statement would be 87% of businesses that had sufficient information supported tax dollar spending to address rising sea levels.

### Meeting expectations<sup>1</sup>



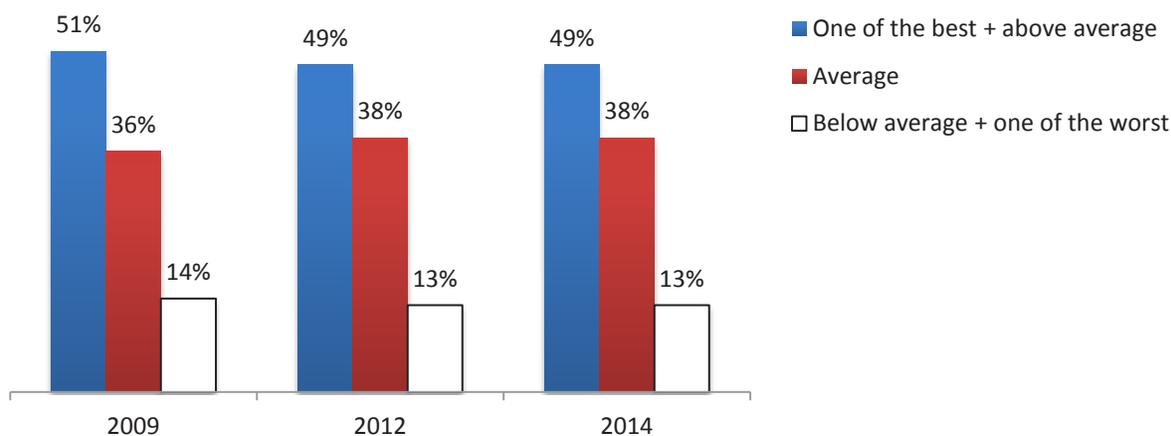
1 How good of a job is the City doing in meeting your expectations with the services they provide?

### Meeting expectations by zone:

	Excellent	Good	Fair	Poor
Total	11%	49%	32%	8%
North Beach	11%	44%	37%	8%
Mid Beach	10%	53%	31%	6%
South Beach	10%	49%	29%	11%

2% of businesses responded “Don’t know” when asked this question

### Miami Beach as a place to run a business<sup>1</sup>



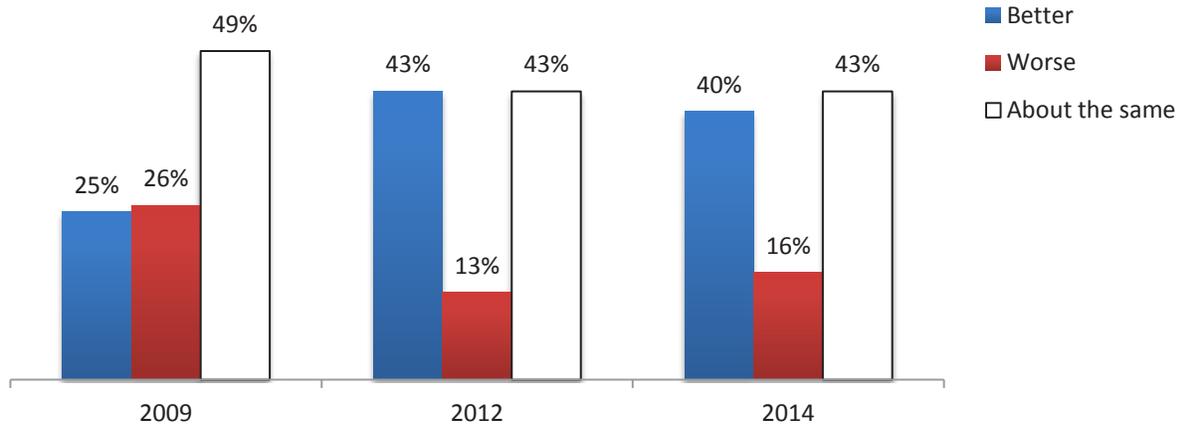
1 Compared to all you know or have heard of other cities, how would you rate Miami Beach as a place to run a business?

### Miami Beach as a place to run a business by zone:

	One of the best	Above average	Average	Below average	One of the worst
Total	20%	29%	38%	8%	5%
North Beach	23%	28%	35%	10%	5%
Mid Beach	19%	32%	40%	5%	3%
South Beach	18%	28%	40%	9%	6%

3% of businesses responded “Don’t know” when asked this question

Miami Beach as a place to run a business compared to previous years<sup>1</sup>



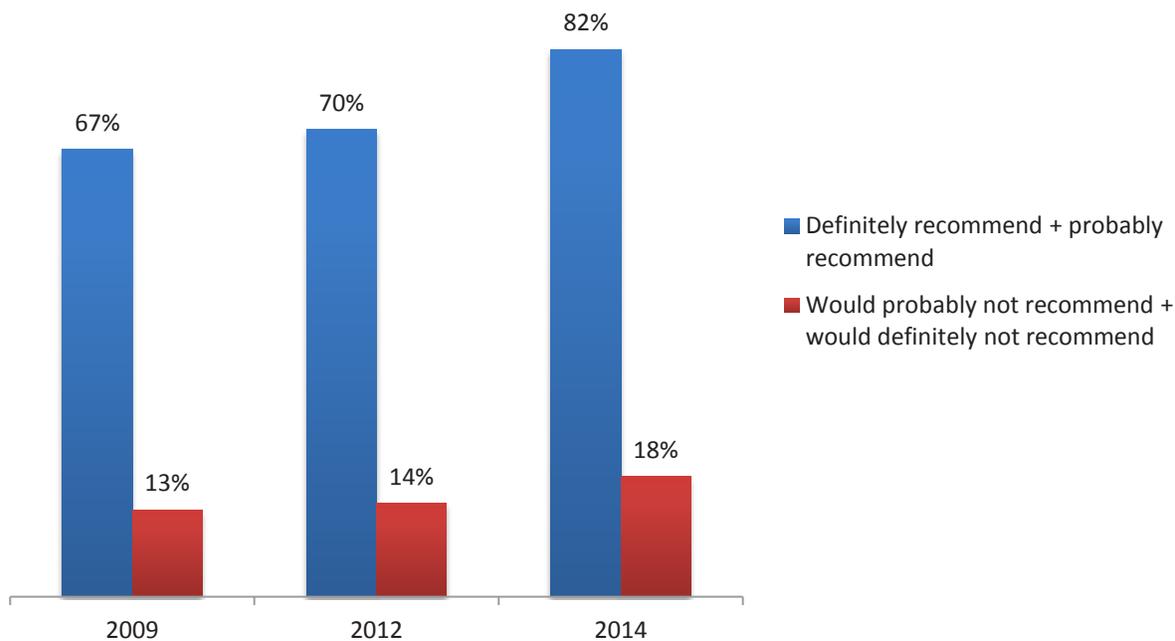
1 Compared to previous years, how would you rate the City as a place to run a business?

Miami Beach as a place to run a business compared to previous years by zone:

	Better	Worse	About the same as it was in the past
Total	40%	16%	43%
North Beach	43%	17%	40%
Mid Beach	34%	14%	52%
South Beach	44%	17%	39%

4% of businesses responded “Don’t know” when asked this question

## Likelihood of recommending Miami Beach as a place to run a business<sup>1</sup>



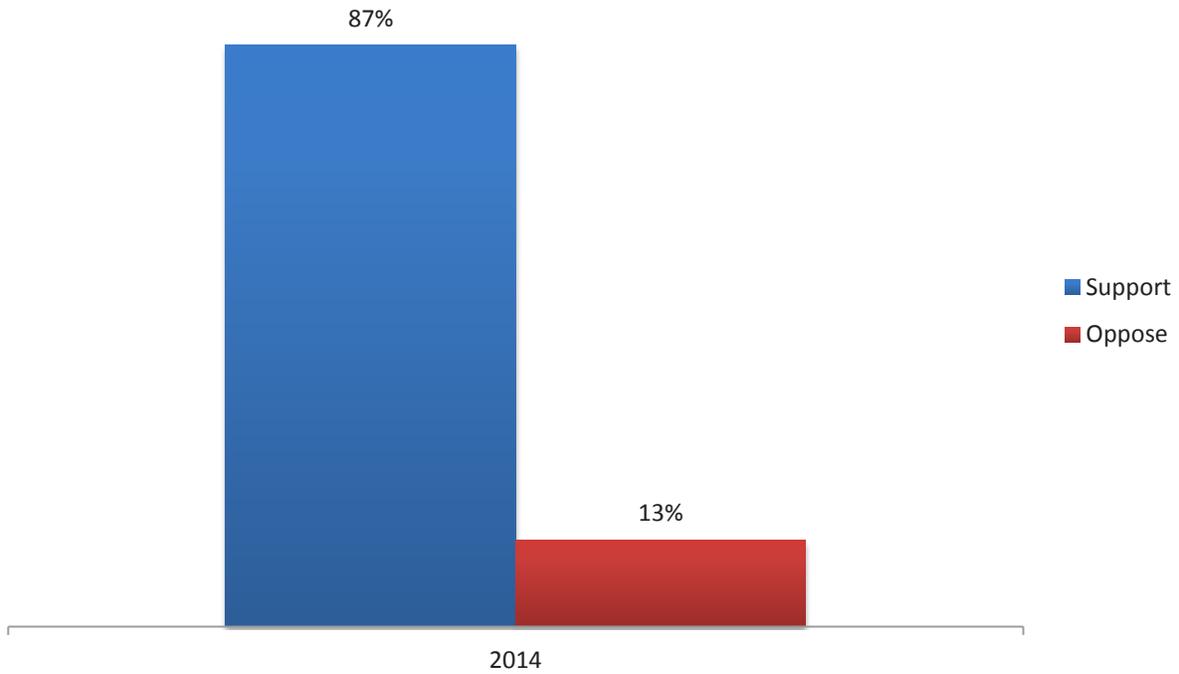
1 How likely are you to recommend the City as a place to run a business?

## Likelihood of recommending Miami Beach as a place to run a business by zone:

	Definitely recommend	Probably recommend	Would probably not recommend	Would definitely not recommend
Total	35%	47%	13%	5%
North Beach	37%	48%	9%	5%
Mid Beach	34%	49%	13%	5%
South Beach	33%	46%	15%	6%

3% of businesses responded "Don't know" when asked this question

### Support for tax dollar spending to address rising sea levels<sup>1</sup>



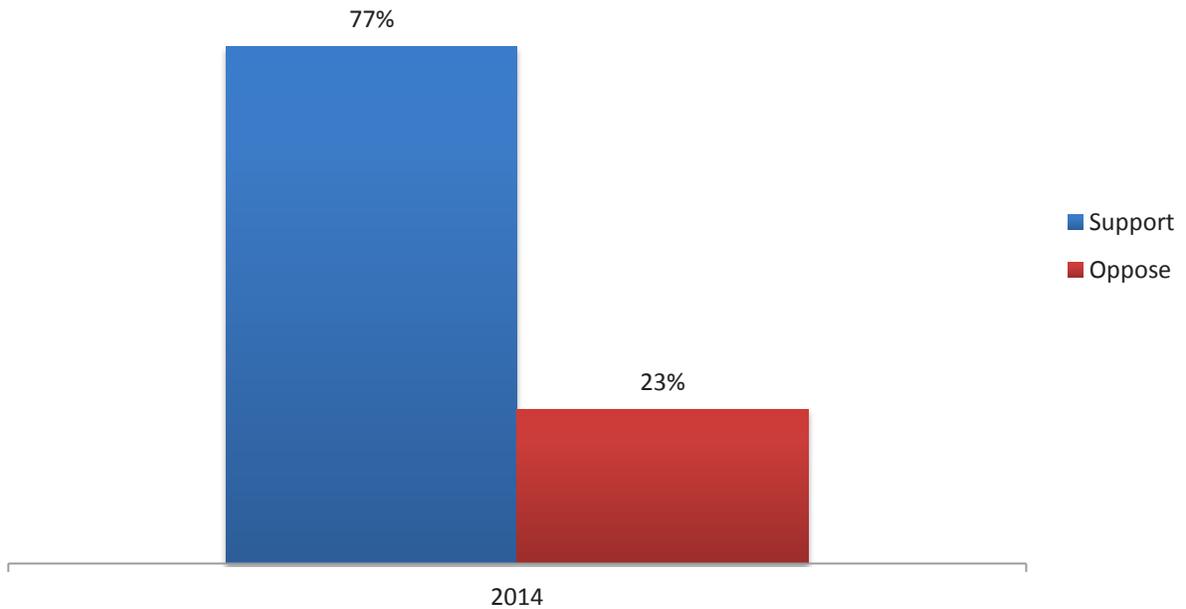
1 Do you support or oppose the City of Miami Beach spending tax dollars to address rising sea levels?

### Support for tax dollar spending to address rising sea levels by zone:

	Support	Oppose
Total	87%	13%
North Beach	86%	14%
Mid Beach	86%	14%
South Beach	88%	12%

12% of businesses responded “Don’t know” when asked this question

### Support for tax dollar spending to build a rapid transit system<sup>1</sup>



1 Do you support or oppose the City of Miami Beach spending tax dollars to build a rapid transit system?

### Support for tax dollar spending to build a rapid transit system by zone:

	Support	Oppose
Total	77%	23%
North Beach	79%	21%
Mid Beach	74%	26%
South Beach	79%	21%

8% of businesses responded “Don’t know” when asked this question

Most important challenge to face Miami Beach businesses<sup>1</sup>

	2009	2012	2014
Parking	--	--	64%
High rent	30%	57%	43%
High property taxes	47%	59%	41%
High insurance	19%	51%	37%
Rising sea levels	--	--	33%
Restrictive government codes	18%	37%	26%
Lack of affordable housing in Miami Beach for your labor force	18%	34%	18%
Competitive pressure from other businesses	18%	27%	16%
Difficulty recruiting a skilled labor force	13%	32%	16%
Not enough business space	7%	20%	13%
Outdated facilities	8%	22%	12%
Obtaining incentives	3%	24%	8%
Traffic	--	--	3%
Other	14%	3%	8%

## Most important issue to face Miami Beach businesses by zone:

	Total	North	Mid	South
Parking	64%	60%	72%	60%
High rent	43%	38%	45%	46%
High property taxes	41%	41%	46%	37%
High insurance	37%	41%	39%	31%
Rising sea levels	33%	29%	41%	31%
Restrictive government codes	26%	26%	30%	21%
Lack of affordable housing in Miami Beach for your labor force	18%	12%	23%	19%
Competitive pressure from other businesses	16%	15%	16%	17%
Difficulty recruiting a skilled labor force	16%	14%	17%	18%
Not enough business space	13%	12%	12%	14%
Outdated facilities	12%	10%	12%	14%
Obtaining incentives	8%	6%	7%	11%
Traffic	3%	3%	3%	3%
Other	8%	10%	6%	9%

9% of businesses responded "Don't know" when asked this question

1 Which of the following do you feel are the most important challenges over the next several years to face your business in Miami Beach?



MIAMI BEACH

Business Survey: Demographics

## Business Profile

The typical business (and business owner/manager) in the study:

- 47% — Owner (46% manager)
- Been in business 12 years
- Had five employees
- Had annual sales/revenue of \$525,000
- Had one Miami Beach location
- Had no locations outside Miami Beach
- 57% — Male
- 18% — Retail businesses (17% — professional services)

Position of employee at business by zone:

	Owner or partner	Manager	Assistant manager
Total	47%	46%	7%
North Beach	58%	36%	6%
Mid Beach	47%	44%	9%
South Beach	37%	56%	7%

0% of businesses responded “Don’t know” when asked this question

How long business has been open at Miami Beach location by zone:

	Less than 6 months	6 months but less than 2 years	2 to less than 5 years	5 to less than 10 years	10 to less than 20 years	More than 20 years
Total	1%	5%	17%	23%	29%	25%
North Beach	0%	5%	18%	28%	30%	19%
Mid Beach	0%	6%	16%	22%	23%	33%
South Beach	2%	5%	16%	21%	34%	22%

3% of businesses responded “Don’t know” when asked this question

Number of full-time employees by zone:

	Less than 5	5-10	11-15	16-24	25-50	51+
Total	60%	15%	6%	7%	8%	5%
North Beach	59%	16%	8%	6%	7%	4%
Mid Beach	64%	13%	4%	7%	5%	7%
South Beach	57%	15%	7%	7%	11%	3%

2% of businesses responded “Don’t know” when asked this question

Numer of part-time employees by zone:

	Less than 5	5-10	11-15	16-24	25-50	51+
Total	86%	6%	2%	3%	3%	1%
North Beach	92%	2%	2%	4%	0%	1%
Mid Beach	86%	5%	1%	2%	5%	1%
South Beach	81%	10%	2%	3%	2%	1%

3% of businesses responded “Don’t know” when asked this question

## Annual gross sales/revenue by zone:

	Less than \$500,000	\$500,000 to \$1 million	\$1-5 million	\$6-10 million	\$11-25 million	More than \$25 million
Total	50%	19%	22%	4%	3%	1%
North Beach	57%	19%	22%	2%	1%	0%
Mid Beach	54%	18%	18%	6%	2%	2%
South Beach	38%	20%	27%	5%	6%	3%

24% of businesses responded “Don’t know” when asked this question

## Numer of Miami Beach locations by zone:

	One	Two	Three or more
Total	81%	8%	11%
North Beach	81%	9%	11%
Mid Beach	85%	6%	9%
South Beach	77%	10%	12%

1% of businesses responded “Don’t know” when asked this question

## Locations outside of Miami Beach by zone:

	No other locations	South Florida	Central/Northern Florida	Nationally/ U.S. (excluding Florida)	Internationally
Total	69%	16%	3%	10%	2%
North Beach	74%	14%	5%	7%	0%
Mid Beach	67%	18%	3%	10%	1%
South Beach	67%	16%	1%	12%	4%

2% of businesses responded “Don’t know” when asked this question

## Gender by zone:

	Male	Female
Total	57%	43%
North Beach	57%	43%
Mid Beach	52%	48%
South Beach	61%	39%

0% of businesses responded “Don’t know” when asked this question

## Type of business by zone:

	Total	North	Mid	South
Retail/Personal Service establishment	18%	15%	17%	22%
Professional Services	17%	23%	15%	15%
Real Estate/property management	16%	20%	15%	14%
Restaurant/Bars/Eating and drinking establishment	11%	7%	7%	19%
Hotel	8%	11%	6%	7%
Medical	6%	2%	14%	2%
Finance	4%	2%	5%	5%
Small office	3%	4%	3%	2%
Real Estate sales	3%	1%	5%	3%
Entertainment	3%	3%	2%	3%
Wholesale	1%	1%	0%	0%
Insurance	1%	1%	2%	1%
Auto dealer/gas station	1%	1%	1%	0%
Amusement/recreation	1%	2%	1%	1%
Grocer	1%	0%	2%	1%
Church/religious organization	1%	2%	1%	0%
Agriculture	1%	1%	0%	1%
Manufacturing	1%	1%	1%	0%
Wholesale/distribution	1%	1%	1%	1%
Other	3%	4%	3%	3%

0% of businesses responded "Don't know" when asked this question



MIAMIBEACH

Questionnaires

# MIAMI BEACH - RESIDENTIAL SATISFACTION SURVEY

Final for 2014

---

Hello. This is \_\_\_\_\_ calling on behalf of the Mayor and Commissioners of the City of Miami Beach, which is interested in your views regarding the services the City provides. Your opinion is very important and will help meet resident needs and improve the quality of life throughout the City. Is now a good time or would you prefer to schedule another time. (IF NECESSARY - This is strictly a survey. We have nothing to sell.)

Hola. Estoy llamando a nombre del Alcalde y la Comisión de la Ciudad de Miami Beach. Mi nombre es \_\_\_\_\_. Soy ayudante de investigaciones en The Center for Research and Public Policy. La Ciudad de Miami Beach está interesada en conocer su opinión con respecto a los servicios suministrados por la Ciudad. Su opinión es muy importante y ayudará a satisfacer las necesidades de los residentes de la Ciudad y a mejorar la calidad de la vida en la Ciudad. Esta es estrictamente una encuesta. No estamos vendiendo nada.

---

\_\_\_\_\_  
**SCREENER**

**ENTREVISTADOR**

A. Are you at least eighteen years of age?

- 01 Yes (**Continue**)
- 02 No (**Ask for qualified respondent**)
- 03 Don't know/unsure (**Thank and terminate**)

A. ¿Tiene usted por lo menos 18 años de edad?

- 01 Si (**Continúe**)
  - 02 No (**Pregunte por alguien a quien usted pueda entrevistar**)
  - 03 No sabe/No está seguro (**Agradezca y termine**)
-

**QUALITY OF LIFE**  
**CALIDAD DE VIDA**

1. Overall, how would you rate the quality of life within the City of Miami Beach? Would you say...

- 01 Excellent;
- 02 Good;
- 03 Fair; or
- 04 Poor.
- 05 Don't know/unsure

1. En general, ¿cómo calificaría usted la calidad de vida en la Ciudad de Miami Beach?

- 01 Excelente;
- 02 Buena;
- 03 Regular; o
- 04 Mala.
- 05 No sabe/No está seguro

2. As a place to live, would you say the City of Miami Beach is...

- 01 Better;
- 02 Worse; or
- 03 About the same as it was a few years ago.

**DO NOT READ**

- 04 Recently moved here/have not lived here long
- 05 Don't know/unsure

2. Como lugar para vivir, usted considera que la Ciudad de Miami Beach es...

- 01 Mejor;
- 02 Peor; o
- 03 Igual que hace unos años.

**NO LEA**

- 04 Hace poco se mudó a esta Ciudad/no ha vivido aquí el tiempo suficiente
- 05 No sabe/No está seguro

3. Think for a moment about whether you would recommend the City of Miami Beach to family and friends as a place to live. Would you say...

- 01 Definitely recommend;
- 02 Probably recommend;
- 03 Probably not recommend; or
- 04 Definitely not recommend.
- 05 Don't know/unsure

3. ¿Recomendaría usted la Ciudad de Miami Beach a familiares y amigos como un lugar para vivir?

- 01 Definitivamente la recomendaría
- 02 Probablemente la recomendaría
- 03 Probablemente no la recomendaría
- 04 Definitivamente no la recomendaría
- 05 No sabe/no está seguro

4. What is your level of satisfaction with local schools within the City of Miami Beach? Would you say very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied?

- 01 Very satisfied
- 02 Satisfied
- 03 Neither satisfied nor dissatisfied
- 04 Dissatisfied
- 05 Very dissatisfied
- 06 [DO NOT READ] Don't know/not applicable

4. Su nivel de satisfacción con las escuelas públicas dentro de Miami Beach. Diría usted que está muy satisfecho/a, satisfecho/a, ni satisfecho ni insatisfecho; insatisfecho; o muy insatisfecho

- 01 Muy satisfecho/a
- 02 Satisfecho/a
- 03 Ni satisfecho/a ni insatisfecho/a
- 04 Insatisfecho
- 05 Muy Insatisfecho
- 06 (NO LEA) No sabe/no aplica

5. Why are you dissatisfied with the local schools?

---

---

5. ¿Por qué está insatisfecho (muy insatisfecho) con las escuelas locales?

---

---

6. Do you have children in public school?

- 01 Yes
- 02 No SKIP TO CITY SERVICES
- 03 Don't know/not applicable SKIP TO CITY SERVICES

6. ¿Tiene niños en las escuelas públicas?

- 01 Si
- 02 No
- 03 (NO LEA) No sabe/no aplica

PASE A LA PROXIMA PREGUNTA SI LA "No" O "No sabe/no aplica"

7. What level of public school does your child/children attend? (Check all that apply)

- 01 Elementary
- 02 Middle
- 03 High
- 04 [DO NOT READ] Don't know/not applicable

7. ¿A qué nivel de la escuela pública asiste su niño/a/niños/as? (Marque todos los que aplican)

- 01 Primaria
- 02 Secundaria
- 03 Pre Universitario
- 04 (NO LEA) No sabe/no aplica

#### CITY SERVICES

#### SERVICIOS DE LA CIUDAD

Now I'll read a list of City characteristics, services or programs. Please rate each as excellent, good, fair or poor.

Characteristics	Excellent	Good	Fair	Poor	DK
8. Cleanliness of streets in your neighborhood	01	02	03	04	05
9. Cleanliness of streets in business/commercial areas	01	02	03	04	05
10. Cleanliness of canals/waterways	01	02	03	04	05
11. Storm drainage (to avoid flooding)	01	02	03	04	05
12. Condition of sidewalks (few or no cracks)	01	02	03	04	05
13. Adequacy of street lighting in your neighborhood (sufficient, functioning lights)	01	02	03	04	05
14. The appearance and maintenance of the City's public buildings	01	02	03	04	05
15. Overall quality of the beaches (cleanliness & water	01	02	03	04	05

quality)					
16. Recreation programs	01	02	03	04	05
17. The appearance of playgrounds	01	02	03	04	05
18. The maintenance of parks (for example, cleanliness, landscape maintenance)	01	02	03	04	05
19. Landscape maintenance in rights of way and public areas	01	02	03	04	05
20. Garbage/Trash collection	01	02	03	04	05
21. The job the City is doing to address homelessness	01	02	03	04	05
22. City government's efforts to be a "green" or sustainable city	01	02	03	04	05

Ahora le leeré una lista de características, servicios o programas de la Ciudad. Por favor califique cada una como excelente, buena, regular o mala.

<b>Características</b>	<b>Excelente</b>	<b>Buena</b>	<b>Regular</b>	<b>Mala</b>	<b>NS</b>
8. Limpieza de las calles en su vecindario	01	02	03	04	05
9. Limpieza de las calles en áreas comerciales y de negocios	01	02	03	04	05
10. Limpieza de canales y vías de agua	01	02	03	04	05
11. Drenaje de aguas lluvias (para evitar inundaciones)	01	02	03	04	05
12. Condiciones de las aceras (pocas o estado en que se encuentran)	01	02	03	04	05
13. Adecuada iluminación de las calles de su vecindario (si es suficiente, si las lámparas funcionan)	01	02	03	04	05
14. Apariencia y mantenimiento de los edificios públicos de la Ciudad	01	02	03	04	05
15. Calidad general de las playas (limpieza, calidad del agua, etc.)	01	02	03	04	05
16. Programas recreativos	01	02	03	04	05
17. Apariencia de los campos de juego	01	02	03	04	05
18. Mantenimiento de parques (por ejemplo: limpieza y mantenimiento de zonas verdes)	01	02	03	04	05
19. Mantenimiento de zonas verdes en áreas públicas y peatonales	01	02	03	04	05
20. Recolección de basuras y escombros	01	02	03	04	05
21. Capacidad de la Ciudad para atender el problema de los indigentes	01	02	03	04	05
22. Los esfuerzos del gobierno de la ciudad por ser una ciudad "verde"	01	02	03	04	05

**IF FAIR OR POOR TO Q12, Q13, Q14 ASK #27**

23. Is there any area of Miami Beach that needs to be improved in terms of , e.g., litter, graffiti, code enforcement, homelessness, etc.?

- 01 Yes – What area is that? \_\_\_\_\_
- 02 No area needs to be improved
- 03 Not sure

**SI RESPONDIO “REGULAR” O “MALO” A LAS PREGUNTAS Q9, Q10, Q11:**

23. ¿Hay alguna área de Miami Beach que necesita ser mejorada con respecto a, por ejemplo, la basura, el grafiti, el cumplimiento del código, ó la indigencia, etc.?

- 01 Sí - ¿Qué área es esa? \_\_\_\_\_
- 02 No hay ningún área que necesita ser mejorada
- 03 No estoy segura/o

24. How good a job of a job is the Miami Beach City Government doing in meeting your expectations with the services they provide? Would you say...

- 01 Excellent;
- 02 Good;
- 03 Fair; or
- 04 Poor.
- 05 Don't know/unsure

24. ¿Cuál es su opinión sobre la labor del Gobierno de la Ciudad de Miami Beach en cuanto a los servicios que suministra? Considera que es...

- 01 Excelente;
- 02 Buena;
- 03 Regular; o
- 04 Mala.
- 05 No sabe/No está seguro

25. Please rate the level of code enforcement and ordinances established by the City of Miami Beach government in your neighborhood? Would you say...

- 01 Too little; ASK 26
- 02 Too much; or ASK 27
- 03 About the right amount.
- 04 Don't know/unsure

25. Por favor califique el nivel de exigencia en su vecindario del cumplimiento de los códigos y ordenanzas establecidos por las autoridades de la Ciudad de Miami Beach. Considera usted que el nivel de exigencia es...

- 01 Demasiado tolerante; Preguntale 26
- 02 Demasiado estricto; o Preguntale 27
- 03 Adecuado.
- 04 No sabe/No está seguro

26. When you say there is too little code enforcement, what specifically do you have in mind?

---

---

26. ¿A qué se refiere específicamente cuando menciona que se exhorta muy poco a seguir las normas?

---

---

27. When you say there is too much code enforcement, what specifically do you have in mind?

---

---

27. ¿A qué se refiere específicamente cuando menciona que se exhorta demasiado a seguir las normas?

---

---

28. How would you rate the amount of noise in your neighborhood? Would you say...

- 01 A bit too much; ASK 29
- 02 Way too much; or ASK 30
- 03 Acceptable/not a problem.
- 04 Don't know/unsure

28. ¿Cómo calificaría la cantidad de ruido en su vecindario? Considera que es...

- 01 Algo excesivo; Preguntale 29
- 02 Demasiado; o Preguntale 30
- 03 Aceptable/no es un problema.
- 04 No sabe/No está seguro

29. Please tell me why you say that.

---

---

29. ¿Sería tan amable de explicar por qué dice eso?

---

---

30. Please tell me why you say that.

---

---

30. ¿Sería tan amable de explicar por qué dice eso?

---

---

31. Do you Support or oppose the City of Miami Beach spending tax dollars to address rising sea levels?

- 01 Support
- 02 Oppose
- 03 Don't know/unsure

31. ¿Usted apoya o se opone a que la ciudad de Miami Beach gaste los impuestos en hacer frente a la elevación del nivel del mar?

- 01 Me apoyo
- 02 Me opongo
- 03 No sabe/No está seguro

**HISTORIC PRESERVATION AND DEVELOPMENT**  
**PRESERVACIÓN Y DESARROLLO DEL PATRIMONIO HISTÓRICO**

32. Think about historic preservation efforts in the City of Miami Beach – have they been...

- 01 Very effective
- 02 Somewhat effective
- 03 Neither effective nor ineffective

- 04 Somewhat ineffective
- 05 Very ineffective
- 06 Don't know/not sure

32. Piense acerca de los esfuerzos de la ciudad con respecto a la preservación histórica – han sido:

- 01 Muy efectivo
- 02 Algo efectivo
- 03 Ni efectivo ni inefectivo
- 04 Algo inefectivo
- 05 Muy inefectivo
- 06 No sabe/No está seguro

33. Has the City's efforts to regulate development been **READ**

- 01 Too strict
- 02 Too lax
- 03 About right
- 04 Don't know/unsure

33. Las medidas tomadas por la ciudad de Miami Beach para controlar el desarrollo han sido

- 01 Muy estricta
- 02 Demasiado relajada
- 03 Bastante correcta
- 04 No sabe/No está seguro

#### **TRANSPORTATION/PARKING**

#### **TRANSPORTE Y ESTACIONAMIENTO**

34. What is your primary mode of transportation in Miami Beach?

**(Researchers: Do NOT read list)**

- 01 Car
- 02 Local bus circulators (in South Beach)
- 03 Public buses (excluding the Local)
- 04 Walking/Bicycling
- 05 Motorcycles/Mopeds
- 06 Taxis
- 07 You stay home/do not go out often
- 08 Friends and Family
- 09 Other \_\_\_\_\_
- 10 Don't know/unsure

34. ¿Cuál es su principal medio de transporte en Miami Beach?

**(Entrevistador: NO LEA la lista al entrevistado)**

- 01 Automóvil
- 02 El "local" (el bus circulador de South Beach)
- 03 Buses públicos (excluyendo el "local")
- 04 Caminando y/o bicicleta
- 05 Motocicletas y/o ciclomotores
- 06 Taxis
- 07 Se queda en casa y/o no sale la mayor parte del tiempo
- 08 Lo transportan amigos y familiares
- 09 Otro \_\_\_\_\_
- 10 No sabe/No está seguro

35. How do you feel about the availability of parking throughout the City of Miami Beach? Would you say there is...

- 01 Too little;
- 02 Too much; or
- 03 About right.
- 04 Don't know/unsure

35. ¿Qué opina de la disponibilidad de estacionamiento en la Ciudad de Miami Beach?

- 01 Demasiado poca;
- 02 Demasiada; o
- 03 La indicada.
- 04 No sabe/No está seguro

36. How do you feel about traffic flow where you drive in Miami Beach? Would you say it is...

- 01 Excellent;
- 02 Good;
- 03 Fair; or
- 04 Poor.
- 05 Don't know/unsure

36. ¿Qué opina del flujo de tráfico por donde usted transita en Miami Beach? Lo considera...

- 01 Excelente;
- 02 Bueno;
- 03 Regular; o
- 04 Malo.
- 05 No sabe/No está seguro

37. How do you feel about the condition of roads in Miami Beach, that is street repair, maintenance and smoothness? Would you say the condition is...

- 01 Excellent;
- 02 Good;
- 03 Fair; or
- 04 Poor.
- 05 Don't drive
- 06 Don't know/unsure

37. ¿Qué opina usted de la condición de las calles en Miami Beach? (Es decir, la reparación de calles, mantenimiento, estado)? La considera...

- 01 Excelente;
- 02 Buena;
- 03 Regular; o
- 04 Mala.
- 05 No conduce
- 06 No sabe/No está seguro

38. As an alternative to taking a car, please tell me which of the following transportation types you would be willing to use. **(Researchers: Read, Rotate & Accept multiple responses)**

- 01 Local bus circulators
- 02 Trolley car
- 03 Express bus to mainland
- 04 Bicycles
- 05 Other \_\_\_\_\_
- 06 Don't know/unsure

38. Como una alternativa en lugar de usar el automóvil, por favor dígame cual de los siguientes medios de transporte estaría dispuesto a usar. **(Entrevistador: Lea, alterne y acepte múltiples respuestas)**

- 01 Buses circuladores (el "local")
- 02 Trolley car
- 03 Buses expresos a tierra firme
- 04 Bicicletas
- 05 Otro \_\_\_\_\_
- 06 No sabe/No está seguro

39. How would you describe the availability of bicycle paths/lanes throughout the City of Miami Beach? Would you say there are...

- 01 Too few;
- 02 Too many; or
- 03 About right

04 Don't know/unsure

39. ¿Cómo describiría usted la disponibilidad de rutas y carriles para bicicletas en la Ciudad de Miami Beach? Considera que hay...

- 01 Muy pocas;
- 02 Demasiadas; o
- 03 La cantidad adecuada.
- 05 No sabe/No está seguro

40. Would you be willing to significantly reduce on-street parking spaces on main streets throughout the City to provide for: **(READ & ROTATE 1<sup>ST</sup> 6)**

- 01 Bike lanes
- 02 Bus lanes
- 03 Trolley cars
- 04 Wider sidewalks
- 05 Shade trees/landscaping
- 06 More vehicular travel lanes
- 07 Rapid transit or express train
- 08 Other
- 09 None of the above

40. ¿Estaría dispuesto a que se redujera significativamente el espacio para estacionarse en la banqueta de las calles principales de toda la ciudad y usar el espacio para alguna de las siguientes opciones?

- 01 Carriles de bicicletas
- 02 Carriles de autobuses
- 03 Carros "trolley"
- 04 Aceras más amplias
- 05 Arboles de sombra/zonas verdes
- 06 Mas carriles de viaje vehicular
- 07 Tránsito rápido o el tren exprés
- 08 Otro \_\_\_\_\_
- 09 No sabe/No está seguro

**SAFETY**  
**SEGURIDAD**

As I read you a list of public safety services provided by the City of Miami Beach, please tell me if you would rate the quality of each as excellent, good, fair or poor?

Services	Excellent	Good	Fair	Poor	DK
41. Police	01	02	03	04	05
42. Emergency Medical Response	01	02	03	04	05
43. Fire	01	02	03	04	05

44. Ocean Rescue/Lifeguard/ Beach Patrol	01	02	03	04	05
45. Emergency/Hurricane preparedness	01	02	03	04	05

A medida que leo una lista de los servicios de seguridad pública suministrados por la Ciudad de Miami Beach, por favor dígame si los calificaría como excelentes, buenos, regulares o malos.

<b>Servicios</b>	<b>Excelente</b>	<b>Bueno</b>	<b>Regular</b>	<b>Malo</b>	<b>NS</b>
41. Policía	01	02	03	04	05
42. Respuesta ante Emergencias Médicas	01	02	03	04	05
43. Bomberos	01	02	03	04	05
44. Rescate Marino, Salvavidas, Policías en la Playa	01	02	03	04	05
45. Emergencias/Preparación para Huracanes	01	02	03	04	05

As I read the following regarding safety, please indicate whether you feel very safe, somewhat safe, somewhat unsafe or very unsafe?

<b>Questions</b>	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>DK</b>
46. In your neighborhood during the day?	01	02	03	04	05
47. In your neighborhood during the evening/night?	01	02	03	04	05
48. In business commercial areas during the evening/ night?	01	02	03	04	05

Al leer las siguientes preguntas acerca de su seguridad, por favor indique si se siente muy seguro, algo seguro, algo inseguro, o muy inseguro.

<b>Preguntas</b>	<b>Muy seguro</b>	<b>Algo seguro</b>	<b>Algo inseguro</b>	<b>Muy inseguro</b>	<b>NS</b>
46. En su vecindario durante el día	01	02	03	04	05
47. En su vecindario al atardecer y/o en la noche	01	02	03	04	05
48. En áreas comerciales al atardecer y/o en la noche	01	02	03	04	05

**CULTURE/ENTERTAINMENT/TOURISM**  
**CULTURA/ENTRETENIMIENTO/TURISMO**

I'll read a list of attractions and activities. As I read each, please tell me if there are too few, too many or the right amount.

<b>Cultural Events</b>	<b>Too few</b>	<b>Too many</b>	<b>Right amount</b>	<b>DK</b>
49. Museums	01	02	03	04
50. Cultural activities (such as art shows, film festivals, musicals and live performances)	01	02	03	04
51. Family friendly activities (such as Movies in the Park, Music in the Park, etc.)	01	02	03	04
52. Major events (such as boat/home/auto shows, 4th of July celebrations, expositions, food and wine festivals, etc.)	01	02	03	04
53. Restaurants	01	02	03	04
54. Bars & nightclubs	01	02	03	04

Le leeré una lista de atracciones y actividades. Al leer cada una, por favor dígame si siente que hay muy pocas, muchas, o la cantidad adecuada.

<b>Eventos culturales</b>	<b>Muy Pocos (as)</b>	<b>Muchos (as)</b>	<b>Cantidad Adecuada</b>	<b>NS</b>
49. Museos	01	02	03	04
50. Actividades culturales (tales como exposiciones de arte, festivales cinematográficos, eventos musicales y actuaciones en vivo)	01	02	03	04
51. Actividades para la familia (como Películas en los Parques, Música en los Parques, etc.)	01	02	03	04
52. Grandes eventos (exposiciones de botes/ferias para el hogar/presentaciones de automóviles, celebraciones del 4 de Julio, exposiciones, festivales de alimentos y bebidas, etc.)	01	02	03	04
53. Restaurantes	01	02	03	04
54. Bares y discotecas	01	02	03	04

As I read you a list of city venues, please tell me, on average, the number of times per year you attend each.

<b>Venues</b>	<b>Number of times attended annually</b>	<b>DK</b>
55. Bass Museum of Art		77
56. Byron Carlyle Theater		77
57. Fillmore at the Jackie Gleason Theater		77
58. The Colony Theater		77

59. Miami Beach Convention Center		77
-----------------------------------	--	----

Al leerle una lista de lugares culturales y de encuentro en la Ciudad, por favor dígame, en promedio, el número de veces que asiste anualmente a cada uno.

Lugares culturales y de eventos	Número de veces que asiste al año	NS
55. Bass Museum of Art		77
56. Byron Carlyle Theater		77
57. Teatro Fillmore en el Jackie Gleason (Fillmore at the Jackie Gleason Theater)		77
58. Colony Theater		77
59. Centro de Convenciones de Miami Beach (Miami Beach Convention Center)		77

Please tell me how frequently you visit the following business areas:

Business areas	2 or 3 times a week or more	Every week	2 or 3 times a month	Once a month	Once or twice a year	Never	Don't know
60. Ocean Drive	01	02	03	04	05	06	07
61. Lincoln Road	01	02	03	04	05	06	07
62. Washington Avenue	01	02	03	04	05	06	07
63. 71 <sup>st</sup> Street	01	02	03	04	05	06	07
64. 41 <sup>st</sup> Street	01	02	03	04	05	06	07
65. Collins Avenue	01	02	03	04	05	06	07
66. Ocean Terrace	01	02	03	04	05	06	07
67. South of 5 <sup>th</sup> Street	01	02	03	04	05	06	07
68. Sunset Harbor	01	02	03	04	05	06	07
69. Collins 72 <sup>nd</sup> – 75 <sup>th</sup>	01	02	03	04	05	06	07
70. Alton Road 6 <sup>th</sup> – 17 <sup>th</sup>	01	02	03	04	05	06	07

Indique con qué frecuencia visita las siguientes zonas de negocios:

Zonas de negocios	2 or 3 veces a semana o más	Cada semana	2 or 3 veces a mes	Una vez al mes	Una o dos veces al año	Nunca	No sabe
60. Ocean Drive	01	02	03	04	05	06	07

61. Lincoln Road	01	02	03	04	05	06	07
62. Washington Avenue	01	02	03	04	05	06	07
63. 71 <sup>st</sup> Street	01	02	03	04	05	06	07
64. 41 <sup>st</sup> Street	01	02	03	04	05	06	07
65. Collins Avenue	01	02	03	04	05	06	07
66. Ocean Terrace	01	02	03	04	05	06	07
67. South of 5 <sup>th</sup> Street	01	02	03	04	05	06	07
68. Sunset Harbor	01	02	03	04	05	06	07
69. Collins 72 <sup>nd</sup> – 75 <sup>th</sup>	01	02	03	04	05	06	07
70. Alton Road 6 <sup>th</sup> – 17 <sup>th</sup>	01	02	03	04	05	06	07

71. How would you rate the City's performance in addressing the needs of residents, noise and disturbances during events that attract large crowds to Miami Beach? Would you say...

- 01 Excellent
- 02 Good
- 03 Fair
- 04 Poor
- 05 Don't know/unsure

71. ¿Cómo calificaría la labor de la ciudad con respecto a las necesidades de los residentes, ruidos y de disturbios durante eventos especiales que atraen a un numeroso público a Miami Beach. Diría usted que es...

- 01 Excelente
- 02 Buena
- 03 Regular
- 04 Mala
- 05 No sabe/No está seguro

72. Please tell me if you think the tourism industry in Miami Beach: **READ**

- 01 Adds to the quality of life in the city
- 02 Detracts from the quality of life in the city
- 03 Neither adds nor detracts from the quality of life in the city
- 04 Don't know/unsure

72. Por favor dígame si considera que la industria del turismo de Miami Beach:

- 01 Aporta al éxito de su negocio
- 02 Le quita al éxito de su negocio
- 03 Ni aporta ni quita al éxito de su negocio
- 04 No sabe/No está seguro

**ECONOMY/TAXES**

**ECONOMÍA E IMPUESTOS**

73. How would you rate the overall value of City services for the tax dollars that you pay? Would you say...

- 01 Excellent;
- 02 Good;
- 03 Fair; or
- 04 Poor.
- 05 Don't know/unsure

73. ¿Cómo calificaría usted en general el valor de los servicios que recibe de la Ciudad en comparado a los impuestos que usted paga?

- 01 Excelentes;
- 02 Buenos;
- 03 Regulares; o
- 04 Malos.
- 05 No sabe/No está seguro

74. How would you rate the recently completed capital improvement projects across the City of Miami Beach (for example, Sunset Harbor Garage, Flamingo Park Football Field, Surface Parking Lot at 10<sup>th</sup> Street and Washington Avenue, Pinetree Park Kayak Launch, Flamingo Park Tennis Facility, and the Center Center Neighborhood Rights-of-way project.)? [READ LIST]

- 01 Excellent
- 02 Good
- 03 Fair
- 04 Poor
- 05 [DO NOT READ] Don't know

74. ¿Cómo calificaría los proyectos de mejoras capitales recientemente completados a través de la ciudad de Miami Beach (como por ejemplo, el Sunset Harbor Garage, el campo de futbol Flamingo Park, el estacionamiento ubicado en 10<sup>th</sup> Street y Washington Avenue, el Pinetree Park Kayak Launch, las canchas de tenis Flamingo Park y el proyecto City Center Neighborhood Rights-of-Way)? **(LEALA LA LISTA)**

- 01 Excelente
- 02 Buena
- 03 Regular
- 04 Mala
- 05 No sabe/No está seguro

75. Where do you go **most often** to get your information about the City? (**DO NOT READ**)

- 01 City TV MBTV
- 02 Miami Beach website
- 03 MB Radio 1670 AM
- 04 Daily news media articles
- 05 Other community/weekly publications
- 06 City's MB Magazine
- 07 Emails and/or direct mail from City government, departments, or agencies
- 08 Communication with the City Commission
- 09 Mayor on the Move/Community/Town meetings
- 10 Social media
- 11 Local TV news
- 12 Radio
- 13 Internet news sources
- 14 Internet blogs
- 15 Other
- 16 Don't know

75. ¿De qué manera obtiene usted usualmente información sobre la ciudad que tiene que ver con su negocio?

- 01 Televisora de la ciudad MBTV (Miami Beach Television)
- 02 Sitio web de Miami Beach
- 03 Radio MB 1670 AM
- 04 Noticias diarias en los medios de comunicación
- 05 Otras publicaciones comunitarias/semanales
- 06 Revista MB de la ciudad
- 07 Correos electrónicos o correo directo del gobierno, los departamentos o los organismos de la ciudad
- 08 Comunicaciones con la comisión de la ciudad
- 09 Reuniones con el alcalde/comunitarias/de la ciudad
- 10 Redes sociales
- 11 Noticias locales en televisión
- 12 Radio
- 13 Noticias en Internet
- 14 Blogs en Internet
- 15 Otro
- 16 No sé/no me interesa

74. How useful is the information that the City of Miami Beach sends to you about city activities, programs , policies and events? **READ**

- 01 Very useful;
- 02 Somewhat useful
- 03 Not at all useful

04 Don't know/unsure

74. ¿Cuan buena es la información que le envía la ciudad en cuanto a actividades, programas, politica y leyes (de la ciudad), y eventos de la ciudad ?

- 01 Muy buena
- 02 Algo buena
- 03 Nada buena
- 04 No sabe/No está seguro

75. During the last 12 months, how many times have you personally contacted, either by phone, in-person or electronically, the City of Miami Beach government with a question, service request or complaint?

- 01 # \_\_\_\_\_ (**Continue unless ZERO then skip to Q81**)
- 77 Don't know/unsure (**Go to Q81**)
- 99 Refused (**Go to Q81**)

75. En los últimos 12 meses, cuántas veces se ha comunicado usted –ya sea por teléfono, personalmente o por correo electrónico– con el gobierno de la Ciudad de Miami Beach con motivo de alguna pregunta, solicitud de servicio o queja?

- 01 Número de veces \_\_\_\_\_ (**Continúe a menos que la respuesta sea CERO y pase luego a la Pregunta 81**)
- 77 No sabe/No está seguro (**Vaya a la Pregunta 81**)
- 99 Prefiere no decirlo (**Vaya a la Pregunta 81**)

76. Please tell me, what was the reason for your most recent contact?

- 01 Pay a bill
- 02 Visit an elected official
- 03 Research an issue
- 04 Pull a building permit/plan review
- 05 Attend a program/event
- 06 File a complaint
- 07 Other \_\_\_\_\_
- 08 Don't know/unsure

76. ¿Cual fue la razón de su contacto más reciente?

- 01 Para pagar una cuenta
- 02 Visitó a un funcionario electo
- 03 Investigó un asunto
- 04 Solicitó un permiso de construcción/revisó un proyecto
- 05 Asistió a un programa/evento
- 06 Presentó una queja
- 07 Otro (a) \_\_\_\_\_

08 No sabe/No está seguro

77. How did you first contact the City?

- 01 Phone
- 02 E-mail
- 03 In-person
- 04 Through a commissioner
- 05 Community meeting
- 06 Social Media
- 07 Other \_\_\_\_\_
- 08 Don't know/unsure

77. ¿Cómo contactó por primera vez a la ciudad?

- 01 Por teléfono
- 02 Por correo electrónico
- 03 En persona
- 04 A través de un comisionado
- 05 En una reunión comunitaria
- 06 Por las redes sociales, como Facebook y Twitter
- 07 Por medio de una aplicación móvil de la ciudad (Gov QA o Report IT)
- 08 Sitio web de la ciudad
- 09 Otro
- 10 No sé/no estoy seguro

As I read the next four statements, please tell me if you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each.

Statements	StrA	A	Neither A/D	D	StrD	DK
78. It was easy to get to someone who could help me	01	02	03	04	05	06
79. The employees that assisted me were courteous and professional	01	02	03	04	05	06
80. The employees that assisted me had the proper training and knowledge	01	02	03	04	05	06
81. Overall, I was satisfied with the experience I had contacting the City	01	02	03	04	05	06

Al leer los siguientes cuatro enunciados, diga si está totalmente de acuerdo con ellos (ToA), si está de acuerdo (DeA), si no está ni de acuerdo ni en desacuerdo (Ni A/D), si no está de acuerdo (NoA) o si está en total desacuerdo (ToD).

Enunciados	ToA	DeA	Ni A/D	NoA	ToD	NS
78. Fue fácil conseguir a alguien que me	01	02	03	04	05	06

podiera ayudar.						
79. Los empleados que me ayudaron fueron amables y profesionales	01	02	03	04	05	06
80. Los empleados que me ayudaron tenían adecuada preparación y conocimientos	01	02	03	04	05	06
81. En general me satisfizo la experiencia que tuve al contactar a la Ciudad.	01	02	03	04	05	06

82. To what extent do you agree or disagree that the City of Miami Beach government is open and interested in hearing the concerns or issues of residents? Would you say...

- 01 Strongly agree;
- 02 Agree;
- 03 Neither agree nor disagree;
- 04 Disagree; or
- 05 Strongly disagree.
- 06 Don't know/unsure

82. ¿Hasta qué punto está usted de acuerdo o en desacuerdo en que la gobernación de la Ciudad de Miami Beach está dispuesta e interesada en escuchar las preocupaciones y opiniones de los residentes?

- 01 Estoy totalmente de acuerdo;
- 02 De acuerdo;
- 03 No estoy de acuerdo ni en desacuerdo;
- 04 No estoy de acuerdo; o
- 05 En total desacuerdo.
- 06 No sabe/No está seguro

**WEBSITE**

**SITIO EN INTERNET**

83. Have you visited the City's website at [www.miamibeachfl.gov](http://www.miamibeachfl.gov) in the past 6 months?

- 01 Yes **(Continue)**
- 02 No **(Go to Q85)**
- 03 Don't know/unsure **(Go to Q85)**

83. ¿En los últimos 6 meses, ha visitado usted el sitio en Internet de la Ciudad: [www.miamibeachfl.gov](http://www.miamibeachfl.gov)?

- 01 Sí **(Continúe)**
- 02 No **(Vaya a la Pregunta 85)**
- 03 No sabe/No está seguro **(Vaya a la Pregunta 85)**

84. Overall, how satisfied would you say you were with the Miami Beach website?

Would you say...

- 01 Very satisfied;
- 02 Somewhat satisfied;
- 03 Somewhat dissatisfied; or
- 04 Very dissatisfied.
- 05 Don't know/unsure

84. En general, qué tan satisfecho se sintió usted con el sitio en Internet de la Ciudad de Miami Beach? Considera que se sintió...

- 01 Muy satisfecho;
- 02 Algo satisfecho;
- 03 Algo insatisfecho; o
- 04 Muy insatisfecho;
- 05 No sabe/No está seguro

85. Thinking about your neighborhood or the City overall, what two to three changes would make Miami Beach a better place for you and/or your family to live, work, play or visit?

---

---

85. ¿Refiriéndonos a su vecindario o a la Ciudad en general, puede indicar dos o tres cambios que harían que Miami Beach fuese un mejor lugar para vivir, trabajar, divertirse o visitar, tanto para usted como para su familia?

---

---

86. What specific issues do you recommend the City of Miami Beach focus on to improve the overall quality of life in your area?

---

---

86. ¿En qué problemas específicos recomienda que se concentre el gobierno de la ciudad de Miami Beach para mejorar la calidad de vida en general en su área?

---

---

**DEMOGRAPHICS**

**DATOS ESTADÍSTICOS**

Now just a few demographic questions for statistical purposes only.

87. Are you of Hispanic, Spanish origin?

- 01 Yes (**CONTINUE**)
- 02 No/not sure (**GO TO 89**)

Ahora sólo unas preguntas demográficas, únicamente para propósitos estadísticos.

87. ¿Es usted de origen hispano o español?

- 01 Si
- 02 No/ No estoy seguro (**SALTE A LA 89**)

88. In which country were you born?

- 01 \_\_\_\_\_
- 77 DK/Unsure
- 99 Refused

88. ¿En qué país nació?

- 01 \_\_\_\_\_
- 77 NS/No está seguro
- 99 Prefiere no contestar

89. What is your race?

- 01 White
- 02 Black or African American alone
- 03 American Indian or Alaska Native
- 04 Asian Indian
- 05 Chinese
- 06 Filipino
- 07 Japanese
- 08 Korean
- 09 Vietnamese
- 10 Native Hawaiian

- 11 Guamanian or Chamorro
- 12 Samoan
- 13 Other Pacific Islander
- 14 Some other race
- 15 Refused

89. ¿Cuál es su raza?

- 01 Blanco
- 02 Negro o Afro-Americano solamente
- 03 Indio Americano o nativo de Alaska
- 04 Indio Asiático
- 05 Chino
- 06 Filipino
- 07 Japonés
- 08 Coreano
- 09 Vietnamita
- 10 Hawaiano
- 11 Guamano o Chamorro
- 12 Samoano
- 13 De otra isla del Pacífico
- 14 Otra raza
- 15 Prefiere no contestar

90. In what type of residence do you live in Miami Beach?

- 01 Single family unit
- 02 Duplex or town home
- 03 Apartment/Condominium
- 04 Other\_\_\_\_\_
- 05 Refused

90. En que tipo de residencia vive usted en Miami Beach?

- 01 Una casa particular
- 02 Dúplex o townhouse
- 03 Apartamento/Condominio
- 04 Otro\_\_\_\_\_
- 05 Prefiere no responder

91. Are you a homeowner or renter?

- 01 Homeowner
- 02 Renter
- 03 Refused

91. ¿Es usted propietario de su casa/apartamento o renta?

- 01 Propietario
- 02 Renta
- 03 Prefiere no responder

92. How long have you lived in the City of Miami Beach?

- 01 Less than 6 months
- 02 6 months but less than 2 years
- 03 2 to less than 5 years
- 04 5 to less than 10 years
- 05 10 to less than 20 years
- 06 More than 20 years
- 07 Refused

92. ¿Cuánto tiempo ha vivido usted en la Ciudad de Miami Beach?

- 01 Menos de 6 meses
- 02 Entre 6 meses y 2 años
- 03 Entre 2 y 5 años
- 04 Entre 5 y 10 años
- 05 Entre 10 y 20 años
- 06 Más de 20 años
- 07 Prefiere no responder

93. What is your age?

- 01 18-24 years old
- 02 25 to 34 years old
- 03 35 to 44 years old
- 04 45 to 54 years old
- 05 55 to 64 years old
- 06 65 to 74 years old
- 07 75 years or older
- 08 Refused

93. ¿Cuál es su edad?

- 01 Entre 18 y 24 años de edad
- 02 25 a 34 años de edad
- 03 35 a 44 años de edad
- 04 45 a 54 años de edad
- 05 55 a 64 años de edad
- 06 65 a 74 años
- 07 Mas de 75 años
- 08 Prefiere no responder

94. What is the combined annual income of all members of your household from all sources before taxes?

- 01 Less than \$24,999
- 02 \$25,000 to \$49,999
- 03 \$50,000 to \$99,999
- 04 \$100,000 to \$149,999
- 05 \$150,000 to \$249,999
- 06 \$250,000 to \$500,000
- 07 \$500,001 or more
- 08 Don't know/unsure
- 09 Refused

94. ¿Cuál es el ingreso anual total de los miembros de su hogar tomando en cuenta todas las fuentes de ingreso, luego de pagar impuestos?

- 01 Menos de \$24,999
- 02 \$25,000 a \$49,999
- 03 \$50,000 a \$99,999
- 04 \$100,000 a \$149,999
- 05 \$150,000 a \$249,999
- 06 \$250,000 a \$500,000
- 07 \$500,001 o más
- 08 No sabe/No está seguro
- 09 Prefiere no responder

95. What is the primary language spoken in your household?

- 01 English
- 02 Spanish
- 03 Portuguese
- 04 Creole
- 05 Other \_\_\_\_\_
- 06 Refused

95. ¿Cuál es el idioma principal que se habla en su hogar?

- 01 Inglés
- 02 Español
- 03 Portugués
- 04 Criollo y Francés (Creole)
- 05 Otro \_\_\_\_\_
- 06 Prefiere no responder

96. Which of the following best describes your current household?

**(Researchers: Read list and accept only one response)**

- 01 Single, live alone
- 02 Single, live with roommate or partner

- 03 Single, live with domestic partner but no children
- 04 Single, live with domestic partner and children
- 05 Married, no children at home
- 06 Married, with children at home
- 07 Divorced or separated, no children at home
- 08 Divorced or separated, with children at home
- 09 Refused
- 10 Don't know/unsure

96. ¿Cuál de los siguientes enunciados describe mejor la situación de su hogar?  
**(Entrevistador: Lea la lista y acepte solamente una respuesta)**

- 01 Soltero(a), vive solo(a)
- 02 Soltero(a), vive con compañero o compañero(a) de apartamento
- 03 Soltero(a), vive con mi pareja pero no tengo hijos
- 04 Soltero(a), vive con mi pareja e hijos
- 05 Casado(a), sin hijos en la casa
- 06 Casado(a), con hijos en la casa
- 07 Divorciado(a) o separado(a), sin hijos en la casa
- 08 Divorciado(a) o separado(a) con hijos en la casa
- 09 Prefiere no decirlo
- 10 No sabe/No está seguro(a)

97. How many months out of the year do you live in the City of Miami Beach?

- 01 # \_\_\_\_\_ months
- 77 Don't know/unsure
- 99 Refused

97. ¿Cuántos meses al año vive usted en la Ciudad de Miami Beach?

- 01 Número de meses \_\_\_\_\_
- 77 No sabe/No está seguro
- 99 Prefiere no decirlo

***“Thank you very much for your time and participation.”***  
***“Muchas gracias por su tiempo y por haber participado”.***

98. Gender (By observation)

- 01 Male
- 02 Female

98. Sexo (Por observación)

- 01 Masculino
- 02 Femenino

99. Code District (From Sample)

- 01 **South Point** (1<sup>st</sup> to 5<sup>th</sup> Sts from Alton Rd to Ocean Dr.)
- 02 **South Beach and Belle Isle** (5<sup>th</sup> to 21<sup>st</sup> Sts from West Ave to Ocean)
- 03 **Condo Corridor** (22<sup>nd</sup> to 63<sup>rd</sup> Sts along Collins Ave – east of Indian Creek)
- 04 **Mid Beach** (Palm, Star, Hibiscus, Sunset I, Sunset II, 22<sup>nd</sup> to 63<sup>rd</sup> Sts from North Bay Road to Collins Ave and incl. the Islands)
- 05 **North Beach** (64<sup>th</sup> to 87<sup>th</sup> Terrace from Collins Ave to City Limits along the Bay)

99. Código de Distrito (A partir de la muestra)

- 01 **South Point** (Calles 1 a 5 de Alton Rd a Ocean Dr.)
- 02 **South Beach y Belle Isle** (Calle 5 a la 21 de West Ave a Ocean)
- 03 **Condo Corridor** (Calle 22 a la 63 a lo largo de Collins Ave – Este de Indian Creek)
- 04 **Mid Beach** (Palm, Star, Hibiscus, Sunset I, Sunset II, Calle 22 a la 63 de North Bay Road a Collins Ave e incluyendo a Islands)
- 05 **North Beach** (De la 64 a la 87 Terrace de Collins Ave a los Límites de la Ciudad a lo largo de la Bahía)

100. Code - Language survey conducted in

- 01 English
- 02 Spanish
- 03 Other

101. Code – Phone line type

- 01 Land Line
- 02 Cell Phone

# MIAMI BEACH - BUSINESS SATISFACTION SURVEY

Final for 2014

---

Hello. This is \_\_\_\_\_ calling on behalf of the Mayor and Commissioners of the City of Miami Beach, which is interested in your views regarding the services the City provides. Your opinion is very important and will help meet resident needs and improve the quality of life throughout the City. Is now a good time or would you prefer to schedule another time. (IF NECESSARY - This is strictly a survey. We have nothing to sell.)

Hola. Estoy llamando a nombre del Alcalde y la Comisión de la Ciudad de Miami Beach. Mi nombre es \_\_\_\_\_. Soy ayudante de investigaciones en The Center for Research and Public Policy. La Ciudad de Miami Beach está interesada en conocer su opinión con respecto a los servicios suministrados por la Ciudad. Su opinión es muy importante y ayudará a satisfacer las necesidades de los negocios de la Ciudad. Esta es estrictamente una encuesta. No estamos vendiendo nada.

---

## SCREENER

### ENTREVISTADOR

A. Are you one of the owners or managers of your business?

- 01 Yes (**Continue**)
- 02 No (**Ask for qualified respondent**)
- 03 Don't know/unsure (**Thank and terminate**)

A. ¿Es usted uno de los propietarios o gerentes de su negocio?

- 01 Sí (**Continúe**)
  - 02 No (**Pregunte por alguien a quien usted pueda entrevistar**)
  - 03 No sabe/No está seguro (**Agradezca y termine**)
-

**CITY SERVICES**  
**SERVICIOS DE LA CIUDAD**

1. Please tell me why you chose to locate your business in the City of Miami Beach?

**(Researchers: Do NOT read list)**

- 01 Climate/location by the beach
- 02 The City's image (hip, sophisticated, etc.)
- 03 Availability of buildings/properties
- 04 Proximity to customers
- 05 Nightlife/entertainment options
- 06 Favorable economy
- 07 You are a resident of the City
- 08 Other \_\_\_\_\_
- 09 Don't know/unsure

1. Cuál fue la razón para que usted estableciera su negocio en la Ciudad de Miami Beach?

**(Entrevistador: NO LEA la lista)**

- 01 Clima/ubicación junto a la playa
- 02 La imagen de la Ciudad (moderna, sofisticada, etc.)
- 03 Disponibilidad de edificios/propiedades
- 04 Proximidad con los clientes
- 05 Vida nocturna/opciones de entretenimiento
- 06 Economía favorable
- 07 Usted es residente de la Ciudad
- 08 Otra \_\_\_\_\_
- 09 No sabe/No está seguro

As I read a list of characteristics pertaining to the area surrounding your business, please rate each as excellent, good, fair, or poor.

A medida que leo la siguiente lista de características pertenecientes al área en donde se encuentra su negocio, por favor califique cada una como excelente, buena, regular o mala.

<b>Characteristics</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>DK</b>
2. The cleanliness of streets	01	02	03	04	05
3. Cleanliness of canals/waterways	01	02	03	04	05
4. Storm drainage (to avoid flooding)	01	02	03	04	05
5. Condition of sidewalks (that is, few or no cracks)	01	02	03	04	05
6. The appearance and maintenance of the City's public buildings	01	02	03	04	05
7. Overall quality of the beaches (cleanliness, water quality, etc.)	01	02	03	04	05
8. The maintenance of parks (for example, cleanliness, landscape maintenance)	01	02	03	04	05
9. Landscape maintenance in rights of way and public areas	01	02	03	04	05
10. Garbage/Trash collection	01	02	03	04	05
11. The City's ability to address homelessness	01	02	03	04	05
12. The City's efforts to be a "green" or sustainable city	01	02	03	04	05

<b>Características</b>	<b>Excelente</b>	<b>Buena</b>	<b>Regular</b>	<b>Mala</b>	<b>NS</b>
2. Limpieza de las calles	01	02	03	04	05
3. Limpieza de canales y vías de agua	01	02	03	04	05
4. Drenaje de aguas lluvias (para evitar inundaciones)	01	02	03	04	05
5. Condiciones de las aceras (pocas o estado en que se encuentran)	01	02	03	04	05
6. Apariencia y mantenimiento de los edificios públicos de la Ciudad	01	02	03	04	05
7. Calidad general de las playas (limpieza, calidad de agua, etc.)	01	02	03	04	05
8. Mantenimiento de parques (ejemplo: limpieza y mantenimiento de zonas verdes)	01	02	03	04	05
9. Mantenimiento de zonas verdes en áreas públicas y peatonales	01	02	03	04	05
10. Recolección de basuras y escombros	01	02	03	04	05
11. Capacidad de la Ciudad para atender el problema de los indigentes	01	02	03	04	05
12. Los esfuerzos del gobierno de la ciudad por ser una ciudad "verde"	01	02	03	04	05

**PLANNING/ZONING/CONSTRUCTION**  
**PLANEACIÓN/ZONIFICACIÓN/CONSTRUCCIONES**

During the past 12 months, how many times has your establishment been inspected for:

<b>Inspections</b>	<b>Number of inspections in the past year</b>	<b>DK</b>
13. Site plans		
14. License (BTR and sidewalk café permit)		
15. Solicitation, flyers, or handbills		
16. Signage		
17. Sanitation		
18. Property maintenance		
19. Zoning for special events		
20. Noise		

Durante los últimos 12 meses, ¿cuántas veces han inspeccionado su establecimiento por alguna de las siguientes razones?

<b>Destinos/Atracciones de la Ciudad</b>	<b>Número de inspecciones en el último año</b>	<b>NS</b>
13. Planos del sitio		
14. Licencia (Recibos de impuestos comerciales y permiso para cafetería con terraza)		
15. Ofertas personalizadas, volantes o folletos		
16. Señalización		
17. Sanidad		
18. Mantenimiento de la propiedad		
19. Zonificación para eventos especiales		
20. Ruido		

21. How satisfied are you that these inspections are consistently fair? Would you say...

- 01 Very satisfied;
- 02 Satisfied;
- 03 Neither satisfied nor dissatisfied;
- 04 Dissatisfied; or
- 05 Very dissatisfied.
- 06 Don't know/unsure

21. ¿Cuán satisfecho(a) está usted en cuanto a lo adecuadas que han sido estas inspecciones?  
Considera que se siente...

- 01 Muy satisfecho(a);
- 02 Satisfecho(a);
- 03 Ni satisfecho(a) ni insatisfecho(a);
- 04 Insatisfecho(a); ó
- 05 Muy insatisfecho(a).
- 06 No sabe/No está seguro

22. Please rate the level of code enforcement and ordinances established by the City of Miami Beach government near your business. Would you say there is...

- 01 Too little;
- 02 Too much; or
- 03 About the right amount.
- 04 Don't know/unsure

22. Por favor califique el nivel de exigencia (en los alrededores de su negocio) del cumplimiento de los códigos y ordenanzas establecidos por las autoridades de la Ciudad de Miami Beach.

Considera que el nivel de exigencia es...

- 01 Demasiado tolerante;
- 02 Demasiado estricto; o
- 03 Adecuado.
- 04 No sabe/No está seguro

#### **HISTORIC PRESERVATION AND DEVELOPMENT**

#### **PRESERVACIÓN Y DESARROLLO DEL PATRIMONIO HISTÓRICO**

23. Think about historic preservation efforts in the City of Miami Beach – have they been...

- 01 Very effective
- 02 Somewhat effective
- 03 Neither effective nor ineffective
- 04 Somewhat ineffective
- 05 Very ineffective
- 06 Don't know/not sure

23. Piense acerca de los esfuerzos de la ciudad con respecto a la preservación histórica – han sido:

- 01 Muy efectivo
- 02 Algo efectivo
- 03 Ni efectivo ni inefectivo
- 04 Algo inefectivo
- 05 Muy inefectivo
- 06 No sabe/No está seguro

24. Thinking about the City of Miami Beach’s efforts to regulate development—has the City regulation of development been

- 01 Too strict
- 02 Too lax
- 03 About right
- 04 Don’t know

24. Pensando acerca de los esfuerzos de la ciudad con respecto a la regulación del desarrollo urbano –como ha sido la regulación por parte de la ciudad?

- 01 Muy estricta
- 02 Demasiado relajada
- 03 Bastante correcta
- 04 No sabe/No está seguro

**TRANSPORTATION/PARKING**

**TRANSPORTE/ESTACIONAMIENTO**

Using the rating scale of excellent, good, fair or poor, how would you rate the effectiveness of the public transit system serving the City over the past 12 months...

Statement	Excellent	Good	Fair	Poor	DK
25. In bringing customers to your business	01	02	03	04	05
26. In bringing employees to your business	01	02	03	04	05

Usando una escala de valoración de excelente, buena, regular o mala, ¿cómo calificaría usted la eficiencia del sistema de transporte público de la Ciudad en los últimos 12 meses?

Enunciado	Excelente	Buena	Regular	Mala	NS
25. Para atraer clientes a su negocio	01	02	03	04	05
26. Para atraer empleados a su negocio	01	02	03	04	05

27. How do you feel about the condition of roads in Miami Beach, that is street repair, maintenance and smoothness? Would you say the condition is...

- 01 Excellent;
- 02 Good;
- 03 Fair; or
- 04 Poor.

**DO NOT READ**

- 05 Don’t drive
- 06 Don’t know/unsure

27. ¿Qué opina usted de la condición de las calles en Miami Beach? (Es decir, la reparación de calles, mantenimiento, estado)? Considera que la condición es...

- 01 Excelente;
- 02 Buena;
- 03 Regular; o
- 04 Mala.

**NO LEA**

- 05 No conduce
- 06 No sabe/No está seguro

28. Which of the following best describes availability of public and private parking for your customers?

- 01 There are almost always parking places nearby
- 02 There are often parking places nearby
- 03 There are seldom parking places nearby
- 04 There are almost never parking places nearby
- 05 Don't know

28. ¿Cómo calificaría la disponibilidad de estacionamiento (tanto público como privado) para sus clientes y/o empleados en la zona en que está ubicado su negocio? Considera que...

- 01 Casi siempre pueden encontrar un espacio cerca;
- 02 A menudo pueden encontrar un espacio cerca;
- 03 Frecuentemente no encuentran un espacio cerca; ó
- 04 Casi nunca pueden encontrar un espacio cerca.
- 01 No sabe / No está seguro / No corresponde

29. How would you rate the traffic flow in Miami Beach for customers and employees trying to get to and from your place of business? Would you say...

- 01 Excellent;
- 02 Good;
- 03 Fair; or
- 04 Poor.

**DO NOT READ**

- 05 Don't drive
- 06 Don't know

29. ¿Qué opina sobre el flujo de tráfico en Miami Beach para los clientes y empleados que intentan transitar hacia y desde su negocio? Lo considera...

- 01 Excelente;
- 02 Bueno;
- 03 Regular; o
- 04 Malo.

**NO LEA**

- 05 No conduce
- 06 No sabe

**PUBLIC SAFETY**  
**SEGURIDAD PUBLICO**

As I read a list of public safety services provided by the City of Miami Beach, please tell me if you would say each is excellent, good, fair or poor?

Service	Excellent	Good	Fair	Poor	DK
30. Police	01	02	03	04	05
31. Emergency Medical Response	01	02	03	04	05
32. Fire	01	02	03	04	05
33. Ocean Rescue/Lifeguard/Beach Patrol	01	02	03	04	05
34. Emergency/Hurricane preparedness	01	02	03	04	05

A medida que leo una lista de los servicios de seguridad pública suministrados por la Ciudad de Miami Beach, por favor dígame si los calificaría como excelentes, buenos, regulares o malos.

Servicio	Excelente	Bueno	Regular	Malo	NS
30. Policía	01	02	03	04	05
31. Respuesta ante Emergencias Médicas	01	02	03	04	05
32. Bomberos	01	02	03	04	05
33. Rescate Marino, Salvavidas, Policías en la Playa	01	02	03	04	05
34. Emergencias/Preparación para Huracanes	01	02	03	04	05

Please answer the following questions as to whether you and your employees feel very safe, somewhat safe, somewhat unsafe or very unsafe?

Question	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	DK
35. How safe would you say you and your employees feel in and around your place of business during the daytime?	01	02	03	04	05
36. How safe would you say you and your employees feel in and around your place of business during the evening/night-time?	01	02	03	04	05

Por favor responda a las siguientes preguntas con relación a usted y sus empleados y díganos si se sienten muy seguros, algo seguros, algo inseguros, o muy inseguros.

Pregunta	Muy seguros	Algo seguros	Algo inseguros	Muy inseguros	NS
35. ¿Qué tan seguros diría usted que se sienten usted y sus empleados en los alrededores de su negocio durante el día?	01	02	03	04	05
36. ¿Qué tan seguros diría usted que se sienten usted y sus empleados en los alrededores de su negocio al atardecer y/o en la noche?	01	02	03	04	05

37. When thinking about the amount of public street lighting at night in your business area? Would you say there is...

- 01 Not enough; or
- 02 Too much; or
- 03 The right amount of lighting.

**DO NOT READ**

- 04 Not applicable (business is not open at night)
- 05 Don't know/unsure

37. ¿En qué medida considera adecuada la iluminación de la calle durante la noche en la zona en que está ubicado su negocio?

- 01 No es suficiente, ó
- 02 Hay demasiada; ó
- 03 Hay una cantidad adecuada de iluminación.

**NO LEA**

- 04 No corresponde (el negocio no está abierto durante la noche)
- 05 No sabe/No está seguro

**CULTURE/ENTERTAINMENT/TOURISM**

**CULTURA/ENTRETENIMIENTO/TURISMO**

As I read you a list of attractions offered in the City of Miami Beach, please tell me if you feel there are too many, too few or the right amount in the City.

Attractions	Too few	Too many	About the right amount	DK
38. Restaurants	01	02	03	04
39. Nightclubs	01	02	03	04
40. Museums	01	02	03	04
41. Cultural activities (such as art shows, film	01	02	03	04

festivals, musicals and live performances)				
42. Family friendly activities (such as Movies in the Park, Music in the Park, etc.)	01	02	03	04
43. (Major events (such as the boat/home/auto shows, 4th of July celebrations, expositions, food and wine festivals, etc.)	01	02	03	04

Al leerle la lista de atracciones ofrecidas por la Ciudad de Miami Beach, por favor dígame si siente que en la Ciudad hay muchas, muy pocas o una cantidad adecuada.

Atracciones	Muy Pocos(as)	Demasiados (as)	Cantidad Adecuada	NS
38. Restaurantes	01	02	03	04
39. Clubes Nocturnos	01	02	03	04
40. Museos	01	02	03	04
41. Actividades culturales (tales como exposiciones de arte, festivales cinematográficos, eventos musicales y presentaciones en vivo)	01	02	03	04
42. Actividades para la familia (como Películas en los Parques, Música en los Parques, etc.)	01	02	03	04
43. Grandes eventos (exposiciones de botes/ferias para el hogar/presentaciones de automóviles, celebraciones del 4 de Julio, exposiciones, festivales de alimentos y bebidas, etc.)	01	02	03	04

44. How would you rate the City's performance in addressing the needs of residents, noise and disturbances during events that attract large crowds to Miami Beach. Would you say...

- 01 Excellent
- 02 Good
- 03 Fair
- 04 Poor
- 05 Don't know/unsure

44. ¿Cómo calificaría la labor de la ciudad con respecto a las necesidades de los residentes, ruidos y de disturbios durante eventos especiales que atraen a un numeroso público a Miami Beach. Diría usted que es...

- 01 Excelente
- 02 Buena
- 03 Regular
- 04 Mala
- 05 No sabe/No está seguro

**ECONOMY/TAXES**

**ECONOMÍA / IMPUESTOS**

45. Voters recently approved additional bed taxes for improving the Miami Beach Convention Center. Improvements can be smaller in scope and cost around \$100 million or larger in scope and cost around \$500 million. The overall quality of the Convention Center and ability to attract visitors and conventions will be affected by the level of improvements. Which of the following do you most support?

- 01 Small scale improvements costing around \$100 million
- 02 Moderate scale improvements costing around \$300 million
- 03 Significant improvements costing around \$500 million
- 04 No improvements
- 05 Don't know/unsure

45. Los votantes aprobaron recientemente impuestos turísticos adicionales para mejorar el Centro de Convenciones de Miami Beach. Las mejoras pueden ser de menor alcance, con un costo de alrededor de \$100 millones, o de mayor alcance, con un costo de alrededor de \$500 millones. La calidad general del centro de convenciones y su capacidad para atraer visitantes y convenciones se verán afectadas por el nivel de las mejoras. ¿Cuál de las siguientes opciones apoya usted más?

- 01 Mejoras a pequeña escala con un costo de alrededor de \$100 millones
- 02 Mejoras moderadas con un costo de alrededor de \$300 millones
- 03 Mejoras significativas con un costo de alrededor de \$500 millones
- 04 Ninguna mejora
- 05 No sabe/No está seguro

46. Please tell me if you think the Miami Beach Convention Center **READ**  
Adds to the success of your business

- 01 Adds to the success of your business
- 02 Detracts from the success of your business
- 03 Neither adds nor detracts from the success of your business
- 04 Don't know/unsure

46. Por favor dígame si considera que el Centro de Convenciones de Miami Beach:

- 01 Aporta al éxito de su negocio
- 02 Le quita al éxito de su negocio
- 03 Ni aporta ni quita al éxito de su negocio
- 04 No sabe/No está seguro

47. Please tell me if you think the tourism industry in Miami Beach **READ**

- 01 Adds to the success of your business
- 02 Detracts from the success of your business
- 03 Neither adds nor detracts from the success of your business

04 Don't know/unsure

47. Por favor dígame si considera que la industria del turismo de Miami Beach:

- 01 Aporta al éxito de su negocio
- 02 Le quita al éxito de su negocio
- 03 Ni aporta ni quita al éxito de su negocio
- 04 No sabe/No está seguro

**COMMUNICATIONS/CUSTOMER SERVICE/INTERNAL CITY PROCESSES**  
**COMUNICACIONES/SERVICIO AL CLIENTE/PROCESOS INTERNOS DE LA CIUDAD**

48. How do you **usually** get your information about the City that is relevant to your business?

**(RESEARCHERS: READ, ROTATE & ACCEPT MULTIPLE RESPONSES)**

- 01 City TV MBTV
- 02 Miami Beach website
- 03 MB radio 1670 AM
- 04 Daily news media articles
- 05 Other community/weekly publications
- 06 City's MB Magazine
- 07 Emails and/or direct mail from City government, departments, or agencies
- 08 Communications with the City Commission
- 09 Mayor on the Move/Community/Town meetings
- 10 Social media
- 11 Local TV news
- 12 Radio
- 13 Internet news sources
- 14 Internet blogs
- 15 Other
- 16 Don't know/not interested

48. ¿De qué manera obtiene usted usualmente información sobre la ciudad que tiene que ver con su negocio?

- 01 Televisora de la ciudad MBTV (Miami Beach Television)
- 02 Sitio web de Miami Beach
- 03 Radio MB 1670 AM
- 04 Noticias diarias en los medios de comunicación
- 05 Otras publicaciones comunitarias/semanales
- 06 Revista MB de la ciudad
- 07 Correos electrónicos o correo directo del gobierno, los departamentos o los organismos de la ciudad
- 08 Comunicaciones con la comisión de la ciudad
- 09 Reuniones con el alcalde/comunitarias/de la ciudad
- 10 Redes sociales
- 11 Noticias locales en televisión

- 12 Radio
- 13 Noticias en Internet
- 14 Blogs en Internet
- 15 Otros
- 16 No sé/no me interesa

49. How useful is the information that the City of Miami Beach sends you about city activities, programs, policies and events? **READ**

- 01 Very useful
- 02 Somewhat useful
- 03 Not at all useful
- 04 Don't know/unsure

49. ¿Cuan buena es la información que le envía la ciudad en cuanto a actividades, programas, política y leyes (de la ciudad), y eventos de la ciudad ?

- 01 Muy buena
- 02 Algo buena
- 03 Nada buena
- 04 No sabe/No está seguro

50. During the last 12 months, how many times have you personally contacted, either by phone, in-person or electronically, the City of Miami Beach government with a question, service request or complaint?

- 01 #\_\_\_\_\_ (**Continue unless ZERO then skip to Q 54**)
- 77 Don't know/unsure (**Go to Q54**)
- 99 Refused (**Go to Q54**)

50. En los últimos 12 meses, ¿cuántas veces se ha comunicado usted –ya sea por teléfono, personalmente o por correo electrónico– con el gobierno de la Ciudad de Miami Beach con motivo de alguna pregunta, solicitud de servicio o queja?

- 01 Número de veces\_\_\_\_\_ (**Continúe a menos que la respuesta sea CERO y vaya luego a la Pregunta 54**)
- 77 No sabe/No está seguro (**Vaya a la Pregunta 54**)
- 99 Prefiere no decirlo (**Vaya a la Pregunta 54**)

51. What was the reason for your most recent contact? (**Researchers: Do NOT read list**)

- 01 Pay a bill
- 02 File a complaint
- 03 Visit an elected official
- 04 Research an issue
- 05 Pull a building permit/plan review
- 06 Obtain a license
- 07 Schedule an inspection (building, fire, etc.)
- 08 Attend a program/event

- 09 Non-emergency police assistance
- 10 Zoning, historic preservation, or planning information
- 11 Other \_\_\_\_\_
- 12 Don't know/unsure

51. ¿Cuál fue la razón de su contacto más reciente? **(Entrevistador: NO LEA la lista)**

- 01 Para pagar una cuenta
- 02 Presentó una queja
- 03 Visitó a un funcionario electo
- 04 Investigó un asunto
- 05 Solicitó un permiso de construcción/revisó un proyecto
- 06 Obtuvo una licencia
- 07 Programó una inspección (de edificio, prevención de incendios, etc.)
- 08 Asistió a un programa o evento
- 09 Buscó ayuda de la policía (no de emergencia)
- 10 Zonificación, preservación histórica o información de planeación
- 11 Otro (a) \_\_\_\_\_
- 12 No sabe/No está seguro

52. How did you first contact the City?

- 01 Phone
- 02 E-mail
- 03 In-person
- 04 Through a commissioner
- 05 Community meeting
- 06 Social Media
- 07 City Mobile app (Gov QA or Report IT)
- 08 City website
- 09 Other \_\_\_\_\_
- 10 Don't know/unsure/remember

52. ¿Cómo contactó a la Ciudad la primera vez?

- 01 Teléfono
- 02 Correo electrónico
- 03 Personalmente
- 04 A través de un comisionado
- 05 En una reunión comunal
- 06 Medios Sociales
- 07 Por medio de una aplicación móvil de la ciudad (Gov QA o Report IT)
- 08 Sitio web de la ciudad
- 09 Otra \_\_\_\_\_
- 10 No sabe/No está seguro/No recuerda

Thinking about your most recent contact with City government, would you say you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree about each of the following statements.

Statements	StrA	A	Neither A/D	D	StrD	DK
54. It was easy to get to someone who could help me.	01	02	03	04	05	06
55. The employees that assisted me were courteous and professional.	01	02	03	04	05	06
56. The employees that assisted me had the proper training and knowledge.	01	02	03	04	05	06
57. The process is user-friendly and easy to understand.	01	02	03	04	05	06
58. The requests made by my business are processed in a timely manner.	01	02	03	04	05	06
59. Overall, I was satisfied with the experience I had contacting the City.	01	02	03	04	05	06

Con respecto a la última vez que tuvo contacto con el gobierno de la Ciudad, le leeré algunos enunciados y diga si está totalmente de acuerdo con ellos (ToA), si está de acuerdo (DeA), si no está ni de acuerdo ni en desacuerdo (Ni A/D), si no está de acuerdo (NoA) o si está en total desacuerdo (ToD).

Enunciados	ToA	DeA	Ni A/D	NoA	ToD	NS
54. Fue fácil conseguir a alguien que me pudiera ayudar.	01	02	03	04	05	06
55. Los empleados que me ayudaron fueron amables y profesionales	01	02	03	04	05	06
56. Los empleados que me ayudaron tenían adecuada preparación y conocimientos	01	02	03	04	05	06
57. El proceso fué fácil de comprender y de aplicar	01	02	03	04	05	06
58. Las solicitudes presentadas por mi negocio fueron procesadas en forma oportuna	01	02	03	04	05	06
59. En general, estuve satisfecho(a) con la experiencia que tuve al entrar en contacto con la Ciudad.	01	02	03	04	05	06

60. The City of Miami Beach government is open and interested in hearing the concerns or issues of your business? Would you say...

- 01 Strongly agree;
- 02 Agree;
- 03 Neither agree nor disagree;

- 04 Disagree; or
- 05 Strongly disagree.
- 06 Don't know/unsure

60. ¿Hasta qué punto está usted de acuerdo o en desacuerdo en que la gobernación de la Ciudad de Miami Beach está dispuesta e interesada en escuchar las preocupaciones y opiniones de su negocio?

- 01 Estoy totalmente de acuerdo;
- 02 Estoy de acuerdo;
- 03 No estoy de acuerdo ni en desacuerdo;
- 04 No estoy de acuerdo; o
- 05 En total desacuerdo.
- 06 No sé/No estoy seguro(a)

61. Please tell me what one thing the City of Miami Beach can do to ensure your business succeeds in or around the City?

---

---

61. Por favor dígame qué puede hacer la Ciudad de Miami Beach para asegurarse de que su negocio tenga éxito en la Ciudad o en torno a ella

---

---

**WEBSITE**

**EL SITIO EN INTERNET**

62. Have you visited the City's website at [www.miamibeachfl.gov](http://www.miamibeachfl.gov) in the past 6 months?

- 01 Yes **(Continue)**
- 02 No **(Go to 64)**
- 03 DK/Unsure **(Go to 64)**

62. ¿En los últimos 6 meses, ha visitado usted el sitio en Internet de la Ciudad [www.miamibeachfl.gov](http://www.miamibeachfl.gov)?

- 01 Sí **(Continúe)**
- 02 No **(Vaya a 64)**
- 03 No sabe/No está seguro **(Vaya a la Pregunta 64)**

63. Overall, how satisfied would you say you were with the Miami Beach website. Would you say...

- 01 Very satisfied
- 02 Somewhat satisfied
- 03 Somewhat dissatisfied
- 04 Very dissatisfied
- 05 Don't know/unsure

63. En general, qué tan satisfecho se sintió usted con el sitio en Internet de la Ciudad de Miami Beach? Considera que se sintió...

- 01 Muy satisfecho
- 02 Algo satisfecho
- 03 Algo insatisfecho
- 04 Muy insatisfecho
- 05 No sabe/No está seguro

The next several questions pertain to the Building, Fire Prevention and Planning Departments. The Building Department is responsible for compliance with the building code and for issuing permits. The Fire Department is separately responsible for fire safety compliance and review of permit plans for fire safety compliance. The Planning Department is responsible for administering the City's Land Use Boards (Design Review Board, Historic Preservation Board, Planning Board and Board of Adjustment), as well as administering the City Zoning Code and reviewing permit plans for compliance with the Zoning Code and Development Review Board Orders.

Las siguientes preguntas se refieren a los Departamentos de Construcción, Prevención de Incendios y Planeación. El Departamento de Construcción es responsable del cumplimiento del código de construcción y la expedición de permisos. Por su parte, el Departamento de Bomberos es responsable del cumplimiento de la seguridad contra incendios y la revisión de los planes de permisos para el cumplimiento de la seguridad contra incendios. El Departamento de Planeación es responsable de la administración de las Juntas del Uso de Suelo de la Ciudad (Junta de Revisión de Diseño, Junta de Preservación Histórica, Junta de Planeación y Junta de Ajustes), así como de la administración del Código de Zonificación de la Ciudad y de la revisión de los planes de permisos para el cumplimiento del Código de Zonificación y las Órdenes de la Junta de Revisión de Desarrollo.

**CODE INSPECTIONS**  
**INSPECCIONES DE CÓDIGO**

64. The Building Department is responsible for compliance with the building code and for issuing permits. The Fire Department is separately responsible for fire safety compliance. During the past three years, how many times have you contacted or had any direct experience with the City of Miami Beach Building Department.

**IF 0, GO TO #72**

64. El Departamento de Edificación tiene es responsable por el cumplimiento del código de edificación y por otorgar permisos de edificación. El Departamento de Bomberos separadamente es responsable por el cumplimiento de la seguridad de fuego. Durante los últimos tres años, cuantas veces usted a contactado o ha tenido experiencia directa con el Departamento de Edificación de la ciudad de Miami Beach?

**SI O, VAYA A #72**

For all of your inspections by the Building Department in the past 3 years, please strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statements:

Statements	Str Agr	A	Neither A/D	D	Str Dis	DK
65. It was easy to get to someone who could help me	01	02	03	04	05	06
66. The employees that assisted me were courteous and professional	01	02	03	04	05	06
67. The employees that assisted me had the proper training and knowledge	01	02	03	04	05	06
68. Overall, I was satisfied with the experience I had contacting the City Building Department	01	02	03	04	05	06
69. Inspections by the Building Department are consistent from 1 inspection to the next..	01	02	03	04	05	06
70. Inspections by the Building Department are fair.	01	02	03	04	05	06
71. The Building Department is open and interested in hearing the concerns or issues of businesses	01	02	03	04	05	06

Con respecto a sus inspecciones por parte del Departamento de Edificaciones en los últimos tres años, está usted: fuertemente de acuerdo, de acuerdo, ni de acuerdo ni desacuerdo, en desacuerdo, o en fuerte desacuerdo con lo siguiente:

Statements	ToA	De A	Ni A/D	No A	ToD	NS
65. Fue fácil encontrar alguien que me pudiera ayudar	01	02	03	04	05	06
66. Los empleados que me ayudaron fueron amables y profesionales	01	02	03	04	05	06
67. Los empleados que me ayudaron tenían el entrenamiento y el conocimiento apropiado	01	02	03	04	05	06
68. En general, estuve satisfecho con la experiencia	01	02	03	04	05	06

que tuve al contactar al Departamento de Edificaciones				4		
69. Las inspecciones por parte del Departamento de Edificaciones son consistentes de una inspección a la próxima	01	02	03	04	05	06
70. Las inspecciones por parte del Departamento de Edificaciones son justas	01	02	03	04	05	06
71. El Departamento de Edificaciones está dispuesto e interesado en escuchar las inquietudes y problemas de los negocios	01	02	03	04	05	06

72. During the past 3 years, how many times has your business been inspected by the Fire Department for fire code safety or obtaining permits?

**IF 0, GO TO #80**

72. ¿Durante los últimos tres años, cuantas veces ha tenido que ser inspeccionado su negocio por el Departamento de Bomberos por seguridad del código de fuego o para obtener permisos?

**SI 0, VAYA A #80**

For all of your fire safety inspections by the Fire Department in the past 3 years, please strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statements

Statements	Str Agr	A	Neither A/D	D	Str Dis	DK
73. It was easy to get to someone who could help me	01	02	03	04	05	06
74. The employees that assisted me were courteous and professional	01	02	03	04	05	06
75. The employees that assisted me had the proper training and knowledge	01	02	03	04	05	06
76. Overall, I was satisfied with the experience I had contacting the City Fire Department	01	02	03	04	05	06
77. Inspections by the Fire Department are consistent from 1 inspection to the next..	01	02	03	04	05	06
78. Inspections by the Fire Department are fair.	01	02	03	04	05	06
79. The Fire Department is open and interested in hearing the concerns or issues of businesses	01	02	03	04	05	06

Con respecto a todas las inspecciones de seguridad de fuego por parte del Departamento de Bomberos durante los últimos tres años, está usted: fuertemente de acuerdo, de acuerdo, ni de acuerdo ni desacuerdo, en desacuerdo, o en fuerte desacuerdo con lo siguiente:

Statements	Str Agr	A	Neither A/D	D	Str Dis	DK
73. Fue fácil encontrar alguien que me pudiera ayudar	01	02	03	04	05	06
74. Los empleados que me ayudaron fueron amables y profesionales	01	02	03	04	05	06
75. Los empleados que me ayudaron tenían el entrenamiento y el conocimiento apropiado	01	02	03	04	05	06
76. En general, estuve satisfecho con la experiencia que tuve al contactar al Departamento de Bomberos de la ciudad	01	02	03	04	05	06
77. Las inspecciones por parte del Departamento de Bomberos son consistentes de una inspección a la próxima	01	02	03	04	05	06
78. Las inspecciones por parte del Departamento de Bomberos son justas	01	02	03	04	05	06
79. El Departamento de Bomberos está dispuesto e interesado en escuchar las inquietudes y problemas de los negocios	01	02	03	04	05	06

80. During the past 3 years, how many times have you contacted or had any direct experience with the Miami Beach Planning Department?

**IF 0, GO TO #88**

80. ¿Durante los últimos tres años, ¿en cuántas ocasiones se ha puesto en contacto o ha tenido alguna experiencia directa con el Departamento de Planeación de la Ciudad de Miami Beach?

**SI 0, VAYA A #88**

For all of your interaction with the Planning Department in the past 3 years, please strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statements

Statements	Str Agr	A	Neither A/D	D	Str Dis	DK
81. It was easy to get to someone who could help me	01	02	03	04	05	06
82. The employees that assisted me were courteous and professional	01	02	03	04	05	06

83. The employees that assisted me had the proper training and knowledge	01	02	03	04	05	06
84. Overall, I was satisfied with the experience I had contacting the City Planning Department	01	02	03	04	05	06
85. Inspections by the Planning Department are consistent from 1 inspection to the next..	01	02	03	04	05	06
86. Inspections by the Planning Department are fair.	01	02	03	04	05	06
87. The Planning Department is open and interested in hearing the concerns or issues of businesses	01	02	03	04	05	06

De acuerdo con todas sus interacciones con el Departamento de Planeación en los últimos 3 años, declárese totalmente de acuerdo, de acuerdo, ni de acuerdo ni en desacuerdo, en desacuerdo o totalmente en desacuerdo con las siguientes afirmaciones:

Statements	Str Agr	A	Neither A/D	D	Str Dis	DK
81. Fue fácil encontrar alguien que me pudiera ayudar	01	02	03	04	05	06
82. Los empleados que me ayudaron fueron amables y profesionales	01	02	03	04	05	06
83. Los empleados que me ayudaron tenían el entrenamiento y el conocimiento apropiado	01	02	03	04	05	06
84. En general, estuve satisfecho con la experiencia que tuve al contactar al Departamento de Planeación de la ciudad	01	02	03	04	05	06
85. Las inspecciones por parte del Departamento de Planeación son consistentes de una inspección a la próxima	01	02	03	04	05	06
86. Las inspecciones por parte del Departamento de Planeación son justas	01	02	03	04	05	06
87. El Departamento de Planeación está dispuesto e interesado en escuchar las inquietudes y problemas de los negocios	01	02	03	04	05	06

**CITY GOVERNMENT**

**GOBIERNO DE LA CIUDAD**

88. Do you support or oppose the City of Miami Beach spending tax dollars to address rising sea levels?

- 01 Support
- 02 Oppose
- 03 Don't know/unsure

88. ¿Usted apoya o se opone a que la ciudad de Miami Beach gaste los impuestos en hacer frente a la elevación del nivel del mar?

- 01 Apoyo
- 02 Me opongo
- 03 No estoy seguro

89. Do you support or oppose the City of Miami Beach spending tax dollars to build a rapid transit system?

- 01 Support
- 02 Oppose
- 03 Don't know/unsure

89. ¿Usted apoya o se opone a que la ciudad de Miami Beach gaste los impuestos en la construcción de un sistema de tránsito rápido?

- 01 Apoyo
- 02 Me opongo
- 03 No estoy seguro

90. How good a job of a job is the Miami Beach City Government doing in meeting your expectations with the services they provide? Would you say...

- 01 Excellent;
- 02 Good;
- 03 Fair; or
- 04 Poor.
- 05 Don't know/unsure

90. ¿Cuál es su opinión sobre la labor del gobierno de la Ciudad de Miami Beach en cuanto a satisfacer las necesidades de su negocio?

- 01 Excelente;
- 02 Buena;
- 03 Regular;
- 04 Mala;
- 05 No sabe/No está seguro

91. How would you rate the overall value of City services for the tax dollars your business pays?  
Would you say...

- 01 Excellent;
- 02 Good;
- 03 Fair; or
- 04 Poor.
- 05 Don't know/unsure

91.¿ Cómo calificaría usted en general el valor de los servicios que recibe de la Ciudad en comparado a los impuestos que usted paga? Considera que esos servicios son...

- 01 Excelentes;
- 02 Buenos;
- 03 Regulares; o
- 04 Malos.
- 05 No sabe/No está seguro

92. Compared to all you know or have heard of other cities, how would you rate Miami Beach as a place to run a business? Would you say Miami Beach is...

- 01 One of the best;
- 02 Above average;
- 03 Average;
- 04 Below average; or
- 05 One of the worst.
- 06 Don't know/unsure

92. Comparada con lo que sabe o ha escuchado sobre otras ciudades, ¿cómo calificaría a Miami Beach como lugar para llevar adelante un negocio?

- 01 Una de las mejores;
- 02 Por encima del promedio;
- 03 Promedio;
- 04 Por debajo del promedio; o
- 05 Una de las peores.
- 06 No sabe/No está seguro

93. Compared to previous years, please tell me how you would rate the City of Miami Beach as a place to do business. Would you say it is...

- 01 Better;
- 02 Worse; or
- 03 About the same now as it was in the past.

**DO NOT READ**

- 04 We haven't done business here long enough to judge
- 05 Don't know/unsure

93. ¿Diría que como lugar para hacer negocios, la ciudad de Miami Beach es mejor ahora que antes, que es peor o que es casi igual?

- 01 Mejor ahora;
- 02 Peor ahora;
- 03 Casi igual que en el pasado.

**NO LEA**

- 04 No he hecho negocios aquí el suficiente tiempo como para juzgar
- 05 No sabe/No está seguro

94. How likely might you be to recommend the City of Miami Beach to others as a place to run a business? Would you say...

- 01 Definitely recommend
- 02 Probably recommend
- 03 Would probably not recommend
- 04 Would definitely not recommend
- 05 Don't know/unsure

94. ¿Recomendaría a la Ciudad de Miami Beach a otras personas como lugar para tener un negocio?

- 01 Definitivamente la recomendaría
- 02 Probablemente la recomendaría
- 03 Probablemente no la recomendaría
- 04 Definitivamente no la recomendaría
- 05 No sabe

95. Which of the following do you feel are the most important challenges over the next several years that face your business in Miami Beach?

- 01 Competitive pressure from other businesses
- 02 Restrictive government codes
- 03 Outdated facilities
- 04 Rising sea levels
- 05 Parking
- 06 High property taxes
- 07 Not enough business space
- 08 Difficulty recruiting a skilled labor force
- 09 Lack of affordable housing in Miami Beach for your labor force
- 10 Obtaining incentives
- 11 High insurance
- 12 High rent
- 13 Don't know/unsure
- 14 Other

95. ¿Cuáles de los siguientes retos cree que son los más importantes a los que se enfrentará su negocio durante los años siguientes?

- 01 Presión competitiva de otros negocios
- 02 Normas restrictivas que impone el gobierno
- 03 Instalaciones anticuadas
- 04 Elevación en los niveles del mar
- 05 Lugares para estacionarse
- 06 Altos impuestos sobre las propiedades
- 07 No hay suficiente espacio para los negocios
- 08 Dificultad para reclutar personal capacitado
- 09 Falta de viviendas asequibles para su personal en Miami Beach
- 10 Obtención de incentivos
- 11 Precios altos en los seguros
- 12 Precios altos en las rentas
- 13 No sé/no estoy seguro
- 14 Otro

#### DEMOGRAPHICS

#### DATOS ESTADÍSTICOS

Now just a few demographic questions for statistical purposes only.

96. What is your position with the business you represent?

- 01 Owner or partner
- 02 Manager
- 03 Assistant Manager
- 04 Other \_\_\_\_\_
- 05 Refused
- 06 Don't know/unsure

Ahora sólo unas preguntas demográficas para propósitos estadísticos.

96. ¿Cuál es su cargo o rol en el negocio que representa?

- 01 Dueño(a) o socio(a)
- 02 Gerente
- 03 Subgerente
- 04 Otro (a) \_\_\_\_\_
- 05 Prefiere no responder
- 06 No sabe/No está seguro

97. How long has your business been in the City of Miami Beach?

- 01 Less than 6 months
- 02 6 months but less than 2 years
- 03 2 to less than 5 years
- 04 5 to less than 10 years
- 05 10 to less than 20 years
- 06 More than 20 years
- 07 Don't know/unsure

97. ¿Cuánto tiempo lleva su negocio en la Ciudad de Miami Beach?

- 01 Menos de 6 meses
- 02 Entre 6 meses y 2 años
- 03 Entre 2 y 5 años
- 04 Entre 5 y 10 años
- 05 Entre 10 y 20 años
- 06 Más de 20 años
- 07 No sabe/No está seguro

98. Approximately how many full-time employees does your business currently have?

- 01 # \_\_\_\_\_
- 77 Don't know/unsure
- 99 Refused

98. Aproximadamente, ¿cuántos empleados de tiempo completo tiene actualmente su negocio?

- 01 Número de empleados \_\_\_\_\_
- 77 No sabe/No está seguro
- 99 Prefiere no decirlo

99. Approximately how many part-time employees does your business currently have?

- 01 # \_\_\_\_\_
- 77 Don't know/unsure
- 99 Refused

99. Aproximadamente, ¿cuántos empleados de tiempo parcial tiene actualmente su negocio?

- 01 Número de empleados \_\_\_\_\_
- 77 No sabe/No está seguro
- 99 Prefiere no decirlo

100. On average, what is the annual gross sales/revenue of your business?

- 01 Less than \$500,000
- 02 \$500,000 to \$1million
- 03 \$1 – 5million
- 04 \$6 – 10million
- 05 \$11 – 25million
- 06 More than \$25million
- 07 Refused
- 08 Don't know/unsure

100. En promedio, ¿cuáles son las ventas/ganacias brutas anuales de sus negocio?

- 01 Menos de \$500,000
- 02 Entre \$500,000 y \$1millón
- 03 De 1 a 5 millones
- 04 De 6 a 10 millones
- 05 De 11 a 25 millones
- 06 Más de \$25 millones
- 07 Prefiere no decirlo
- 08 No sabe/No está seguro

101. How many locations do you have in the City of Miami Beach? (Read List)

- 01 # \_\_\_\_\_
- 77 Don't know/unsure
- 99 Refused

101. Cuantos locales tiene usted en la Ciudad en Miami Beach? (Lea la Lista)

- 01 Número de locales \_\_\_\_\_
- 77 No sabe/No está seguro
- 99 Prefiere no decirlo

102. Outside of the City of Miami Beach, in what other locations do you have businesses?

**(Researchers: Read and Accept multiple responses)**

- 01 No other locations
- 02 South Florida
- 03 Central/Northern Florida
- 04 Nationally/U.S. (excluding Florida)
- 05 Internationally
- 06 Other \_\_\_\_\_
- 07 Refused
- 08 Don't know/unsure

102. Fuera de la Ciudad de Miami Beach, ¿en qué otros lugares tiene negocios?  
**(Investigador: Lea y acepte múltiples respuestas)**

- 01 Ningún otro lugar
- 02 Sur de Florida
- 03 Centro / Norte de Florida
- 04 En todo el país (excepto Florida)
- 05 Internacionalmente
- 06 Otro\_\_\_\_\_
- 07 Prefiero no decirlo
- 08 No sabe/No está seguro

103. What type of business is your establishment?

- 01 Restaurant/Bars/Eating and drinking establishment/
- 02 Retail/Personal Service establishment
- 03 Small office
- 04 Real Estate management
- 05 Real Estate sales
- 06 Finance
- 07 Wholesale
- 08 Insurance
- 09 Medical
- 10 Hotel
- 11 Entertainment
- 12 Auto dealer/gas station
- 13 Amusement/recreation
- 14 Grocer
- 15 Church/religious organization
- 16 Agriculture
- 17 Manufacturing
- 18 Wholesale/distribution
- 19 Something else

103. ¿Que tipo de negocio es su establecimiento?

- 01 Restaurante/Barra/Establecimiento para beber y comer
- 02 Comercial/Establecimiento de servicio personal
- 03 Oficina pequeña
- 04 Manejo de Bienes Raíces
- 05 Venta de Bienes Raíces
- 06 Finanzas
- 07 Venta al por mayor
- 08 Seguros
- 09 Médico
- 10 Hotel
- 11 Entretenimiento
- 12 Venta de carros/estación de gas
- 13 Distracción/Recreación
- 14 Mercado
- 15 Iglesia/Organización religiosa
- 16 Agricultura
- 17 Fabricador
- 18 Distribución al por mayor
- 19 Otra cosa

***“Thank you very much for your time and participation.”***  
***“Muchas gracias por su tiempo y por haber participado”.***

104. Code District (from sample)

- 01 South Beach
- 02 Mid Beach
- 03 North Beach

104. Código del Distrito (de la muestra)

- 01 South Beach
- 02 Mid Beach
- 03 North Beach

105. Code - language survey conducted in

- 01 English
- 02 Spanish

105. Código - language survey conducted in

- 01 English
- 02 Spanish



MIAMIBEACH

Appendix A: Residential Key Drivers

## Recommend Miami Beach as a place to live\*

		Would recommend	Difference	Would not recommend	Difference
Cleanliness of streets	Total	81% <sup>1</sup>		19% <sup>4</sup>	
	Excellent and good	87% <sup>2</sup>	+6%	13% <sup>5</sup>	-6%
	Fair and poor	68% <sup>3</sup>	-13%	32% <sup>6</sup>	+13%
Recreational programs	Total	81%		19%	
	Excellent and good	86%	+5%	14%	-5%
	Fair and poor	69%	-12%	31%	+12%
The job the city is doing to address homelessness	Total	81%		19%	
	Excellent and good	90%	+9%	10%	-9%
	Fair and poor	75%	-6%	25%	+6%
Level of code enforcement	Total	81%		19%	
	Too litte	70%	-11%	30%	+11%
Level of development	Total	81%		19%	
	Too lax	70%	-11%	30%	+11%
Availability of parking	Total	81%		19%	
	Too little	78%	-3%	22%	+3%
Rate of traffic flow	Total	81%		19%	
	Excellent and good	94%	+13%	6%	-13%
	Fair and poor	79%	-2%	21%	+2%
Condition of roads	Total	81%		19%	
	Excellent and good	92%	+11%	8%	-11%
	Fair and poor	76%	-5%	24%	+5%
Police	Total	81%		19%	
	Excellent and good	85%	+4%	15%	-4%
	Fair and poor	74%	-7%	26%	+7%
Emergency/hurricane preparedness	Total	81%		19%	
	Excellent and good	83%	+2%	17%	-2%
	Fair and poor	66%	-15%	34%	+15%
Safety in commercial areas during the evening/night	Total	81%		19%	
	Very safe and somewhat safe	83%	+2%	17%	-2%
	Somewhat unsafe and very unsafe	66%	-15%	34%	+15%

\* Please see next page for footnote key

		Would recommend	Difference	Would not recommend	Difference
City's handling of events that attract large crowds	Total	81%		19%	
	Excellent and good	88%	+7%	12%	-7%
	Fair and poor	71%	-10%	29%	+10%
Overall value of City services	Total	81%		19%	
	Excellent and good	91%	+10%	9%	-10%
	Fair and poor	67%	-14%	33%	+14%
Overall, satisfied when contacting the City	Total	81%		19%	
	Strongly agree and agree	82%	+1%	18%	-1%
	Disagree and strongly disagree	68%	-13%	32%	+13%
Satisfaction with City's website	Total	81%		19%	
	Very satisfied and satisfied	86%	+5%	14%	-5%
	Somewhat satisfied and not at all satisfied	61%	-20%	39%	+20%

- 1 Eighty-one percent of all residents would recommend Miami Beach as a place to live.
- 2 Eighty-seven percent of residents who think the cleanliness of streets is excellent and good would recommend Miami Beach as a place to live.
- 3 Sixty-eight percent of all residents who think the cleanliness of streets is fair and poor would recommend Miami Beach as a place to live.
- 4 Nineteen percent of all residents would not recommend Miami Beach as a place to live.
- 5 Thirteen percent of all residents who think the cleanliness of streets is excellent and good would not recommend Miami Beach as a place to live.
- 6 Thirty-two percent of all residents who think the cleanliness of streets is fair and poor would not recommend Miami Beach as a place to live.

## City's ability to meet expectations for City services\*

		Excellent and good	Difference	Fair and poor	Difference
Cleanliness of streets	Total	58% <sup>1</sup>		42% <sup>4</sup>	
	Excellent and good	68% <sup>2</sup>	+10%	32% <sup>5</sup>	-10%
	Fair and poor	37% <sup>3</sup>	-21%	63% <sup>6</sup>	+21%
Recreational programs	Total	58%		42%	
	Excellent and good	68%	+10%	32%	-10%
	Fair and poor	33%	-25%	67%	+25%
The job the City is doing to address homelessness	Total	58%		42%	
	Excellent and good	79%	+21%	21%	-21%
	Fair and poor	47%	-11%	53%	+11%
Level of code enforcement	Total	58%		42%	
	Too litte	34%	-24%	66%	+24%
	Total	58%		42%	
Level of development	Total	58%		42%	
	Too lax	41%	-17%	59%	+17%
	Total	58%		42%	
Availability of parking	Total	58%		42%	
	Too little	54%	-4%	46%	+4%
	Total	58%		42%	
Rate of traffic flow	Total	58%		42%	
	Excellent and good	78%	+20%	22%	-20%
	Fair and poor	54%	-4%	46%	+4%
Condition of roads	Total	58%		42%	
	Excellent and good	78%	+20%	22%	-20%
	Fair and poor	49%	-9%	51%	+9%
Police	Total	58%		42%	
	Excellent and good	67%	+9%	33%	-9%
	Fair and poor	44%	-14%	56%	+14%
Emergency/ hurricane preparedness	Total	58%		42%	
	Excellent and good	66%	+8%	34%	-8%
	Fair and poor	31%	-27%	69%	+27%
Safety in commercial areas during the evening/night	Total	58%		42%	
	Very safe and somewhat safe	63%	+5%	37%	-5%
	Somewhat unsafe and very unsafe	35%	-23%	65%	+23%

\* Please see next page for footnote key

		Excellent and good	Difference	Fair and poor	Difference
City's handling of events that attract large crowds	Total	58%		42%	
	Excellent and good	74%	+16%	26%	-16%
	Fair and poor	39%	-19%	61%	+19%
Overall value of City services	Total	58%		42%	
	Excellent and good	79%	+21%	21%	-21%
	Fair and poor	30%	-28%	70%	+28%
Overall, satisfied when contacting the City	Total	58%		42%	
	Strongly agree and agree	63%	+5%	37%	-5%
	Disagree and strongly disagree	29%	-29%	71%	+29%
Satisfaction with City's website	Total	58%		42%	
	Very satisfied and satisfied	58%	0%	42%	0%
	Somewhat satisfied and not at all satisfied	33%	-25%	67%	+25%

- 1 Fifty-eight percent of all residents would rate the City's ability to meet expectations as excellent and good.
- 2 Sixty-eight percent of residents who think the cleanliness of streets is excellent and good would rate the City's ability to meet expectations as excellent and good.
- 3 Thirty-seven percent of all residents who think the cleanliness of streets is fair and poor would rate the City's ability to meet expectations as excellent and good.
- 4 Forty-two percent of all residents would rate the City's ability to meet expectations as fair and poor.
- 5 Thirty-two percent of all residents who think the cleanliness of streets is excellent and good would rate the City's ability to meet expectations as fair and poor.
- 6 Sixty-three percent of all residents who think the cleanliness of streets is fair and poor would rate the City's ability to meet expectations as fair and poor.

## Overall quality of life in the City of Miami Beach\*

		Excellent and good	Difference	Fair and poor	Difference
Cleanliness of streets	Total	77% <sup>1</sup>		23% <sup>4</sup>	
	Excellent and good	86% <sup>2</sup>	+9%	14% <sup>5</sup>	-9%
	Fair and poor	58% <sup>3</sup>	-19%	42% <sup>6</sup>	+19%
Recreational programs	Total	77%		23%	
	Excellent and good	82%	+5%	18%	-5%
	Fair and poor	65%	-12%	35%	+12%
The job the City is doing to address homelessness	Total	77%		23%	
	Excellent and good	84%	+7%	16%	-7%
	Fair and poor	72%	-5%	28%	+5%
Level of code enforcement	Total	77%		23%	
	Too litte	65%	-12%	35%	+12%
Level of development	Total	77%		23%	
	Too lax	68%	-9%	32%	+9%
Availability of parking	Total	77%		23%	
	Too little	75%	-2%	25%	+2%
Rate of traffic flow	Total	77%		23%	
	Excellent and good	89%	+12%	11%	-12%
	Fair and poor	74%	-3%	26%	+3%
Condition of roads	Total	77%		23%	
	Excellent and good	86%	+9%	14%	-9%
	Fair and poor	74%	-3%	26%	+3%
Police	Total	77%		23%	
	Excellent and good	81%	+4%	19%	-4%
	Fair and poor	69%	-8%	31%	+8%
Emergency/hurricane preparedness	Total	77%		23%	
	Excellent and good	79%	+2%	21%	-2%
	Fair and poor	63%	-14%	37%	+14%
Safety in commercial areas during the evening/night	Total	77%		23%	
	Very safe and somewhat safe	80%	+3%	20%	-3%
	Somewhat unsafe and very unsafe	61%	-16%	39%	+16%

\* Please see next page for footnote key

		Excellent and good	Difference	Fair and poor	Difference
City's handling of events that attract large crowds	Total	77%		23%	
	Excellent and good	83%	+6%	17%	-6%
	Fair and poor	67%	-10%	33%	+10%
Overall value of City services	Total	77%		23%	
	Excellent and good	89%	+12%	11%	-12%
	Fair and poor	60%	-17%	40%	+17%
Overall, satisfied when contacting the City	Total	77%		23%	
	Strongly agree and agree	79%	+2%	21%	-2%
	Disagree and strongly disagree	69%	-8%	31%	+8%
Satisfaction with City's website	Total	77%		23%	
	Very satisfied and satisfied	82%	+5%	18%	-5%
	Somewhat satisfied and not at all satisfied	59%	-18%	41%	+18%

- 1 Seventy-seven percent of all residents would rate the overall quality of life in the City of Miami Beach as excellent and good.
- 2 Eighty-six percent of residents who think the cleanliness of streets is excellent and good would rate the overall quality of life in the City of Miami Beach as excellent and good.
- 3 Fifty-eight percent of all residents who think the cleanliness of streets is fair and poor would rate the overall quality of life in the City of Miami Beach as excellent and good.
- 4 Twenty-three percent of all residents would rate the overall quality of life in the City of Miami Beach as fair and poor.
- 5 Fourteen percent of all residents who think the cleanliness of streets is excellent and good would rate the overall quality of life in the City of Miami Beach as fair and poor.
- 6 Forty-two percent of all residents who think the cleanliness of streets is fair and poor would rate the overall quality of life in the City of Miami Beach as fair and poor.

## City's openness to hearing the concerns or issues of residents\*

		Strongly agree and agree	Difference	Disagree and strongly disagree	Difference
Cleanliness of streets	Total	76% <sup>1</sup>		24% <sup>4</sup>	
	Excellent and good	82% <sup>2</sup>	+6%	18% <sup>5</sup>	-6%
	Fair and poor	65% <sup>3</sup>	-11%	35% <sup>6</sup>	+11%
Recreational programs	Total	76%		24%	
	Excellent and good	85%	+9%	15%	-9%
	Fair and poor	56%	-20%	44%	+20%
The job the city is doing to address homelessness	Total	76%		24%	
	Excellent and good	88%	+12%	12%	-12%
	Fair and poor	69%	-7%	31%	+7%
Level of code enforcement	Total	76%		24%	
	Too litte	61%	-15%	39%	+15%
Level of development	Total	76%		24%	
	Too lax	64%	-12%	36%	+12%
Availability of parking	Total	76%		24%	
	Too little	73%	-3%	27%	+3%
Rate of traffic flow	Total	76%		24%	
	Excellent and good	88%	+12%	12%	-12%
	Fair and poor	73%	-3%	27%	+3%
Condition of roads	Total	76%		24%	
	Excellent and good	89%	+13%	11%	-13%
	Fair and poor	70%	-6%	30%	+6%
Police	Total	76%		24%	
	Excellent and good	81%	+5%	19%	-5%
	Fair and poor	68%	-8%	32%	+8%
Emergency/ hurricane preparedness	Total	76%		24%	
	Excellent and good	81%	+5%	19%	-5%
	Fair and poor	51%	-25%	49%	+25%
Safety in commercial areas during the evening/night	Total	76%		24%	
	Very safe and somewhat safe	79%	+3%	21%	-3%
	Somewhat unsafe and very unsafe	57%	-19%	43%	+19%

\* Please see next page for footnote key

		<b>Strongly agree and agree</b>	<b>Difference</b>	<b>Disagree and strongly disagree</b>	<b>Difference</b>
City's handling of events that attract large crowds	Total	76%		24%	
	Excellent and good	87%	+11%	13%	-11%
	Fair and poor	61%	-15%	39%	+15%
Overall value of City services	Total	76%		24%	
	Excellent and good	89%	+13%	11%	-13%
	Fair and poor	58%	-18%	42%	+18%
Overall, satisfied when contacting the City	Total	76%		24%	
	Strongly agree and agree	85%	+9%	15%	-9%
	Disagree and strongly disagree	39%	-37%	61%	+37%
Satisfaction with City's website	Total	76%		24%	
	Very satisfied and satisfied	81%	+5%	19%	-5%
	Somewhat satisfied and not at all satisfied	26%	-50%	74%	+50%

- 1 Seventy-six percent of all residents would strongly agree or agree that the City is open to the concerns or issues of residents.
- 2 Eighty-two percent of residents who think the cleanliness of streets is excellent and good would strongly agree or agree that the City is open to the concerns or issues of residents.
- 3 Sixty-five percent of all residents who think the cleanliness of streets is fair and poor would strongly agree or agree that the City is open to the concerns or issues of residents.
- 4 Twenty-four percent of all residents would disagree or strongly disagree that the City is open to the concerns or issues of residents.
- 5 Eighteen percent of all residents who think the cleanliness of streets is excellent and good would disagree or strongly disagree that the City is open to the concerns or issues of residents.
- 6 Thirty-five percent of all residents who think the cleanliness of streets is fair and poor would disagree or strongly disagree that the City is open to the concerns or issues of residents.

## Reason for contacting the City\*

		Pay a bill	Visit an elected official	Research an issue	Pull a building permit/ plan review	Attend a program/ event	File a complaint	Bulk trash pickup questions	Parking Issue
Cleanliness of streets	Total	6% <sup>1</sup>	3%	20%	7%	4%	50%	1%	2%
	Excellent and good	6% <sup>2</sup> (+0%) <sup>3</sup>	3% (+0%)	22% (+2%)	7% (+0%)	6% (+2%)	47% (-3%)	1% (+0%)	1% (-1%)
	Fair and poor	7% <sup>4</sup> (+1%) <sup>5</sup>	3% (+0%)	17% (-3%)	7% (+0%)	1% (-3%)	55% (+5%)	1% (+0%)	2% (+0%)
Recreational programs	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Excellent and good	5% (-1%)	4% (+1%)	24% (+4%)	6% (-1%)	5% (+1%)	46% (-4%)	1% (+0%)	2% (+0%)
	Fair and poor	9% (+3%)	1% (-1%)	17% (-3%)	8% (+1%)	3% (-1%)	56% (+6%)	2% (+1%)	2% (+0%)
The job the City is doing to address the homeless	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Excellent and good	7% (+1%)	4% (+1%)	23% (+3%)	5% (-2%)	5% (+1%)	48% (-2%)	0% (-1%)	2% (+0%)
	Fair and poor	5% (-1%)	3% (+0%)	20% (+0%)	7% (+0%)	4% (+0%)	50% (+0%)	0% (-1%)	1% (-1%)
Level of code enforcement	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Too litte	6% (+0%)	1% (-2%)	12% (-8%)	7% (+0%)	1% (-3%)	66% (+16%)	0% (-1%)	2% (+0%)
Level of development	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Too lax	7% (+1%)	1% (-2%)	13% (-7%)	8% (+1%)	4% (+0%)	57% (+7%)	1% (+0%)	2% (+0%)
Availability of parking	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Too little	6% (+0%)	4% (+1%)	20% (+0%)	7% (+0%)	4% (+0%)	52% (+2%)	1% (+0%)	2% (+0%)
Rate of traffic flow	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Excellent and good	8% (+2%)	3% (+0%)	34% (+14%)	10% (+3%)	6% (+2%)	35% (-15%)	1% (+0%)	1% (-1%)
	Fair and poor	5% (-1%)	3% (+0%)	18% (-2%)	7% (+0%)	4% (+0%)	53% (+3%)	1% (+0%)	2% (+0%)
Condition of roads	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Excellent and good	8% (+2%)	1% (-2%)	26% (+6%)	5% (-2%)	7% (+3%)	44% (-6%)	2% (+1%)	1% (-1%)
	Fair and poor	5% (-1%)	4% (+1%)	17% (-3%)	7% (+0%)	3% (-1%)	53% (+3%)	1% (+0%)	2% (+0%)
Police	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Excellent and good	6% (+0%)	3% (+0%)	20% (+0%)	7% (+0%)	5% (+1%)	49% (-1%)	2% (+1%)	2% (+0%)
	Fair and poor	5% (-1%)	4% (+1%)	21% (+1%)	7% (+0%)	3% (-1%)	54% (+4%)	1% (+0%)	0% (-2%)

\* Please see page 300 for footnote key

# Appendix A: Residential Key Drivers

		Pay a bill	Visit an elected official	Research an issue	Pull a building permit/ plan review	Attend a program/ event	File a complaint	Bulk trash pickup questions	Parking Issue
Emergency/ hurricane preparedness	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Excellent and good	7% (+1%)	4% (+1%)	20% (+0%)	6% (-1%)	5% (+1%)	49% (-1%)	1% (+0%)	1% (-1%)
	Fair and poor	5% (-1%)	2% (-1%)	18% (-2%)	9% (+2%)	3% (-1%)	56% (+6%)	2% (+1%)	4% (+2%)
Safety in commercial areas during the evening/ night	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Very safe and somewhat safe	6% (+0%)	4% (+1%)	19% (-1%)	6% (-1%)	4% (+0%)	52% (+2%)	1% (+0%)	1% (-1%)
	Somewhat unsafe and very unsafe	9% (+3%)	0% (-3%)	28% (+8%)	5% (-2%)	2% (-2%)	46% (-4%)	1% (+0%)	4% (+2%)
City's handling of events that attract large crowds	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Excellent and good	7% (+1%)	2% (-1%)	26% (+6%)	7% (+0%)	7% (+3%)	44% (-6%)	1% (+0%)	1% (-1%)
	Fair and poor	6% (+0%)	4% (+2%)	16% (-4%)	7% (+0%)	1% (-3%)	56% (+6%)	1% (+0%)	2% (+0%)
Overall value of City services	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Excellent and good	6% (+0%)	3% (+0%)	24% (+4%)	6% (-1%)	6% (+2%)	46% (-4%)	2% (+1%)	1% (-1%)
	Fair and poor	7% (+1%)	3% (+0%)	16% (-4%)	8% (+1%)	2% (-22%)	55% (+5%)	1% (+0%)	2% (+0%)
Overall, satisfied when contacting the City	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Strongly agree and agree	9% (+3%)	5% (+2%)	18% (-2%)	6% (-1%)	6% (+2%)	46% (-4%)	2% (+1%)	1% (-1%)
	Disagree and strongly disagree	2% (-4%)	0% (-3%)	25% (+5%)	9% (+2%)	1% (-3%)	53% (+3%)	0% (-1%)	3% (+1%)

		Pay a bill	Visit an elected official	Research an issue	Pull a building permit/ plan review	Attend a program/ event	File a complaint	Bulk trash pickup questions	Parking Issue
Satisfaction with City's website	Total	6%	3%	20%	7%	4%	50%	1%	2%
	Very satisfied and satisfied	6% (+0%)	3% (+0%)	22% (+2%)	6% (-1%)	4% (+0%)	48% (-2%)	2% (+1%)	1% (-1%)
	Somewhat satisfied and not at all satisfied	3% (-3%)	3% (+0%)	13% (-7%)	16% (+9%)	3% (-1%)	56% (+6%)	2% (+1%)	2% (+0%)

- 1 Six percent of all residents contact the City to pay a bill.
- 2 Sixpercent of residents who think the cleanliness of streets is excellent and good contact the City to pay a bill.
- 3 Zero percent is the difference between the norm and residents who think the cleanliness of streets is excellent and good.
- 4 Seven percent of all residents who think the cleanliness of streets is fair and poor contact the City to pay a bill.
- 5 Plus one percent is the difference between the norm and residents who think the cleanliness of streets is fair and poor.

MIAMIBEACH

Appendix B: Business Key Drivers

## Overall value of City services\*

		Excellent and good	Difference	Fair and poor	Difference
Cleanliness of streets	Total	54% <sup>1</sup>		46% <sup>4</sup>	
	Excellent and good	64% <sup>2</sup>	+10%	36% <sup>5</sup>	-10%
	Fair and poor	37% <sup>3</sup>	-17%	63% <sup>6</sup>	+17%
Garbage/trash collection	Total	54%		46%	
	Excellent and good	62%	+8%	38%	-8%
	Fair and poor	32%	-22%	68%	+22%
Satisfaction that inspections are consistently fair	Total	54%		46%	
	Very satisfied and satisfied	58%	+4%	42%	-4%
	Dissatisfied and very dissatisfied	33%	-21%	67%	+21%
Level of code enforcement	Total	54%		46%	
	Too much	50%	-4%	50%	+4%
Effectiveness of public transit in bringing customers	Total	54%		46%	
	Excellent and good	69%	+15%	31%	-15%
	Fair and poor	36%	-18%	64%	+18%
Effectiveness of public transit in bringing employees	Total	54%		46%	
	Excellent and good	71%	+17%	29%	-17%
	Fair and poor	37%	-17%	63%	+17%
Condition of the roads	Total	54%		46%	
	Excellent and good	66%	+12%	34%	-12%
	Fair and poor	47%	-7%	53%	+7%
Availability of parking	Total	54%		46%	
	There are almost always parking spaces and there are often parking spaces	68%	+14%	32%	-14%
	There are seldom parking spaces and there are almost never parking spaces	48%	-6%	52%	+6%
Traffic flow	Total	54%		46%	
	Excellent and good	69%	+15%	31%	-15%
	Fair and poor	49%	-5%	51%	+5%

\* Please see next page for footnote key

		Excellent and good	Difference	Fair and poor	Difference
Police	Total	54%		46%	
	Excellent and good	61%	+7%	39%	-7%
	Fair and poor	31%	-23%	69%	+23%
City's handling of events that attract large crowds	Total	54%		46%	
	Excellent and good	69%	+15%	31%	-15%
	Fair and poor	35%	-19%	65%	+19%
Overall satisfaction when contacting the City	Total	54%		46%	
	Strongly agree and agree	63%	+9%	37%	-9%
	Disagree and strongly disagree	25%	-29%	75%	+29%
Satisfaction with fire inspections	Total	54%		46%	
	Strongly agree and agree	61%	+7%	39%	-7%
	Disagree and strongly disagree	6%	-48%	94%	+48%

- 1 Fifty-four percent of all businesses rate the overall value of City services as excellent and good.
- 2 Sixty-four percent of businesses that rate the cleanliness of streets as excellent and good rate the overall value of City services as excellent and good.
- 3 Thirty-seven percent of businesses that rate the cleanliness of streets as fair and poor rate the overall value of City services as excellent and good.
- 4 Forty-six percent of all businesses rate the overall value of City services as fair and poor.
- 5 Thirty-six percent of businesses that rate the cleanliness of streets as excellent and good rate the overall value of City services as fair and poor.
- 6 Sixty-three percent of businesses that rate the cleanliness of streets as fair and poor rate the overall value of City services as fair and poor.

## The City is open to hearing the concerns or issues of businesses\*

		Strongly agree and agree	Difference	Strongly disagree and disagree	Difference
Cleanliness of streets	Total	74% <sup>1</sup>		26% <sup>4</sup>	
	Excellent and good	80% <sup>2</sup>	+6%	20% <sup>5</sup>	-6%
	Fair and poor	63% <sup>3</sup>	-11%	37% <sup>6</sup>	+11%
Garbage/trash collection	Total	74%		26%	
	Excellent and good	79%	+5%	21%	-5%
	Fair and poor	60%	-14%	40%	+14%
Satisfaction that inspections are consistently fair	Total	74%		26%	
	Very satisfied and satisfied	82%	+8%	18%	-8%
	Dissatisfied and very dissatisfied	34%	-40%	66%	+40%
Level of code enforcement	Total	74%		26%	
	Too much	57%	-17%	43%	+17%
Effectiveness of public transit in bringing customers	Total	74%		26%	
	Excellent and good	82%	+8%	18%	-8%
	Fair and poor	63%	-11%	37%	+11%
Effectiveness of public transit in bringing employees	Total	74%		26%	
	Excellent and good	82%	+8%	18%	-8%
	Fair and poor	65%	-9%	35%	+9%
Condition of the roads	Total	74%		26%	
	Excellent and good	87%	+13%	13%	-13%
	Fair and poor	67%	-7%	33%	+7%
Availability of parking	Total	74%		26%	
	There are almost always parking spaces and there are often parking spaces	88%	+14%	12%	-14%
	There are seldom parking spaces and there are almost never parking spaces	66%	-8%	34%	+8%
Traffic flow	Total	74%		26%	
	Excellent and good	89%	+15%	11%	-15%

\* Please see next page for footnote key

		<b>Strongly agree and agree</b>	<b>Difference</b>	<b>Strongly disagree and disagree</b>	<b>Difference</b>
	Fair and poor	68%	-6%	32%	+6%
Police	Total	74%		26%	
	Excellent and good	82%	+8%	18%	-8%
	Fair and poor	48%	-26%	53%	+27%
City's handling of events that attract large crowds	Total	74%		26%	
	Excellent and good	85%	+11%	15%	-11%
	Fair and poor	57%	-17%	43%	+17%
Overall satisfaction when contacting the City	Total	74%		26%	
	Strongly agree and agree	82%	+8%	18%	-8%
	Disagree and strongly disagree	28%	-46%	72%	+46%
Overall value of City services	Total	74%		26%	
	Excellent and good	88%	+14%	12%	-14%
	Fair and poor	53%	-21%	47%	+21%
Satisfaction with fire inspections	Total	74%		26%	
	Strongly agree and agree	76%	+2%	24%	-2%
	Disagree and strongly disagree	37%	-37%	63%	+37%

- 1 Seventy-four percent of all businesses strongly agree or agree that the City is open to hearing the concerns or issues of businesses.
- 2 Eighty percent of businesses that rate the cleanliness of streets as excellent and good strongly agree or agree that the City is open to hearing the concerns or issues of businesses.
- 3 Sixty-three percent of businesses that rate the cleanliness of streets as fair and poor strongly agree or agree that the City is open to hearing the concerns or issues of businesses.
- 4 Twenty-six percent of all businesses disagree or strongly disagree that the City is open to hearing the concerns or issues of businesses.
- 5 Twenty percent of businesses that rate the cleanliness of streets as excellent and good disagree or strongly disagree that the City is open to hearing the concerns or issues of businesses.
- 6 Thirty-seven percent of businesses that rate the cleanliness of streets as fair and poor disagree or strongly disagree that the City is open to hearing the concerns or issues of businesses.

## The City's ability to meet expectations\*

		Excellent and good	Difference	Fair and poor	Difference
Cleanliness of streets	Total	60% <sup>1</sup>		40% <sup>4</sup>	
	Excellent and good	69% <sup>2</sup>	+9%	31% <sup>5</sup>	-9%
	Fair and poor	43% <sup>3</sup>	-17%	57% <sup>6</sup>	+17%
Garbage/trash collection	Total	60%		40%	
	Excellent and good	68%	+8%	32%	-8%
	Fair and poor	36%	-24%	64%	+24%
Satisfaction that inspections are consistently fair	Total	60%		40%	
	Very satisfied and satisfied	67%	+7%	33%	-7%
	Dissatisfied and very dissatisfied	38%	-22%	63%	+23%
Level of code enforcement	Total	60%		40%	
	Too much	53%	-7%	47%	+7%
Effectiveness of public transit in bringing customers	Total	60%		40%	
	Excellent and good	73%	+13%	27%	-13%
	Fair and poor	44%	-16%	56%	+16%
Effectiveness of public transit in bringing employees	Total	60%		40%	
	Excellent and good	74%	+14%	26%	-14%
	Fair and poor	44%	-16%	56%	+16%
Condition of the roads	Total	60%		40%	
	Excellent and good	76%	+16%	24%	-16%
	Fair and poor	50%	-10%	50%	+10%
Availability of parking	Total	60%		40%	
	There are almost always parking spaces and there are often parking spaces	75%	+15%	25%	-15%
	There are seldom parking spaces and there are almost never parking spaces	52%	-8%	48%	+8%
Traffic flow	Total	60%		40%	
	Excellent and good	79%	+19%	21%	-19%
	Fair and poor	53%	-7%	47%	+7%

\* Please see next page for footnote key

		Excellent and good	Difference	Fair and poor	Difference
Police	Total	60%		40%	
	Excellent and good	67%	+7%	33%	-7%
	Fair and poor	37%	-23%	63%	+23%
City's handling of events that attract large crowds	Total	60%		40%	
	Excellent and good	74%	+14%	26%	-14%
	Fair and poor	38%	-22%	62%	+22%
Overall satisfaction when contacting the City	Total	60%		40%	
	Strongly agree and agree	67%	7%+	33%	-7%
	Disagree and strongly disagree	30%	-30%	70%	+30%
Overall value of City services	Total	60%		40%	
	Excellent and good	91%	+31%	9%	-31%
	Fair and poor	22%	-38%	78%	+38%
Satisfaction with fire inspections	Total	60%		40%	
	Strongly agree and agree	65%	+5%	35%	-5%
	Disagree and strongly disagree	22%	-38%	78%	+38%

- 1 Sixty percent of all businesses rate the City's ability to meet expectations as excellent and good.
- 2 Sixty-nine percent of businesses that rate the cleanliness of streets as excellent and good rate the City's ability to meet expectations as excellent and good.
- 3 Forty-three percent of businesses that rate the cleanliness of streets as fair and poor rate the City's ability to meet expectations as excellent and good.
- 4 Forty percent of all businesses rate the City's ability to meet expectations as fair and poor.
- 5 Thirty-one percent of businesses that rate the cleanliness of streets as excellent and good rate the City's ability to meet expectations as fair and poor.
- 6 Fifty-seven percent of businesses that rate the cleanliness of streets as fair and poor rate the City's ability to meet expectations as fair and poor.

## Miami Beach as a place to run a business compared to other cities\*

		One of the best and above average	Difference	Below average and one of the worst	Difference
Cleanliness of streets	Total	80% <sup>1</sup>		20% <sup>4</sup>	
	Excellent and good	87% <sup>2</sup>	+7%	13% <sup>5</sup>	-7%
	Fair and poor	67% <sup>3</sup>	-13%	33% <sup>6</sup>	+13%
Garbage/trash collection	Total	80%		20%	
	Excellent and good	88%	+8%	12%	-8%
	Fair and poor	58%	-22%	42%	+22%
Satisfaction that inspections are consistently fair	Total	79%		21%	
	Very satisfied and satisfied	83%	+4%	17%	-4%
	Dissatisfied and very dissatisfied	46%	-33%	54%	+33%
Level of code enforcement	Total	80%		20%	
	Too much; or	63%	-17%	38%	+18%
Effectiveness of public transit in bringing customers	Total	80%		20%	
	Excellent and good	91%	+11%	9%	-11%
	Fair and poor	67%	-13%	33%	+13%
Effectiveness of public transit in bringing employees	Total	80%		20%	
	Excellent and good	90%	+10%	10%	-10%
	Fair and poor	66%	-14%	34%	+14%
Condition of the roads	Total	80%		20%	
	Excellent and good	87%	+7%	13%	-7%
	Fair and poor	74%	-6%	26%	+6%
Availability of parking	Total	80%		20%	
	There are almost always parking spaces and there are often parking spaces	88%	+8%	12%	-8%
	There are seldom parking spaces and there are almost never parking spaces	74%	-6%	26%	+6%

\* Please see next page for footnote key

		One of the best and above average	Difference	Below average and one of the worst	Difference
Traffic flow	Total	80%		20%	
	Excellent and good	92%	+12%	8%	-12%
	Fair and poor	74%	-6%	26%	+6%
Police	Total	80%		20%	
	Excellent and good	86%	+6%	14%	-6%
	Fair and poor	52%	-28%	48%	+28%
City's handling of events that attract large crowds	Total	80%		20%	
	Excellent and good	88%	+8%	12%	-8%
	Fair and poor	61%	-19%	39%	+19%
Overall satisfaction when contacting the City	Total	80%		20%	
	Strongly agree and agree	82%	+2%	18%	-2%
	Disagree and strongly disagree	39%	-41%	61%	+41%
Overall value of City services	Total	80%		20%	
	Excellent and good	94%	+14%	6%	-14%
	Fair and poor	54%	-26%	46%	+26%
Satisfaction with fire inspections	Total	80%		20%	
	Strongly agree and agree	80%	0%	20%	0%
	Disagree and strongly disagree	44%	-36%	56%	36%

- 1 Eighty percent of all businesses rate Miami Beach as a place to run as business as one of the best and above average.
- 2 Eighty-seven percent of businesses that rate the cleanliness of streets as excellent and good rate Miami Beach as a place to run a business as one of the best and above average.
- 3 Sixty-seven percent of businesses that rate the cleanliness of streets as fair and poor rate Miami Beach as a place to run a business as one of the best and above average.
- 4 Twenty percent of all businesses rate Miami Beach as a place to run a business as below average and one of the worst.
- 5 Thirteen percent of businesses that rate the cleanliness of streets as excellent and good rate Miami Beach as a place to run a business as below average and one of the worst.
- 6 Thirty-three percent of businesses that rate the cleanliness of streets as fair and poor rate Miami Beach as a place to run a business as below average and one of the worst.

## Miami Beach as a place to run a business compared to previous years\*

		Better	Difference	Worse	Difference
Cleanliness of streets	Total	40% <sup>1</sup>		16% <sup>4</sup>	
	Excellent and good	46% <sup>2</sup>	+6%	13% <sup>5</sup>	-6%
	Fair and poor	32% <sup>3</sup>	-8%	21% <sup>6</sup>	+5%
Garbage/trash collection	Total	40%		16%	
	Excellent and good	45%	+5%	14%	-2%
	Fair and poor	30%	-15%	21%	+5%
Satisfaction that inspections are consistently fair	Total	40%		16%	
	Very satisfied and satisfied	45%	+5%	10%	-6%
	Dissatisfied and very dissatisfied	37%	-3%	32%	+16%
Level of code enforcement	Total	40%		16%	
	Too much	39%	-1%	20%	+4%
Effectiveness of public transit in bringing customers	Total	40%		16%	
	Excellent and good	52%	+12%	9%	-7%
	Fair and poor	33%	-7%	23%	+7%
Effectiveness of public transit in bringing employees	Total	40%		16%	
	Excellent and good	52%	+12%	10%	-6%
	Fair and poor	34%	-6%	23%	+7%
Condition of the roads	Total	40%		16%	
	Excellent and good	51%	+11%	8%	-8%
	Fair and poor	34%	-6%	20%	+4%
Availability of parking	Total	40%		16%	
	There are almost always parking spaces and there are often parking spaces	45%	+5%	9%	-7%
	There are seldom parking spaces and there are almost never parking spaces	40%	0%	20%	+4%
Traffic flow	Total	40%		16%	
	Excellent and good	56%	+16%	7%	-9%
	Fair and poor	35%	-5%	19%	+3%

\* Please see next page for footnote key

		Better	Difference	Worse	Difference
Police	Total	40%		16%	
	Excellent and good	45%	+5%	13%	-3%
	Fair and poor	28%	-12%	29%	+13%
City's handling of events that attract large crowds	Total	40%		16%	
	Excellent and good	48%	+8%	12%	-8%
	Fair and poor	30%	-10%	23%	+7%
Overall satisfaction when contacting the City	Total	40%		16%	
	Strongly agree and agree	44%	+4%	14%	-2%
	Disagree and strongly disagree	19%	-21%	27%	+11%
Overall value of City services	Total	40%		16%	
	Excellent and good	54%	+14%	9%	-7%
	Fair and poor	27%	-13%	24%	+8%
Satisfaction with fire inspections	Total	40%		16%	
	Strongly agree and agree	48%	+8%	15%	-1%
	Disagree and strongly disagree	24%	-16%	41%	+25%

- 1 Forty percent of all businesses rate Miami Beach as a place to run as business as better than previous years.
- 2 Forty-six percent of business that rate the cleanliness of streets as excellent and good rate Miami Beach as a place to run a business as better than previous years.
- 3 Thirty-two percent of businesses that rate the cleanliness of streets as fair and poor rate Miami Beach as a place to run a business as better than previous years.
- 4 Sixteen percent of all businesses rate Miami Beach as a place to run a business as worse than previous years.
- 5 Thirteen percent of businesses that rate the cleanliness of streets as excellent and good rate Miami Beach as a place to run a business as worse than previous years.
- 6 Twenty-one percent of businesses that rate the cleanliness of streets as fair and poor rate Miami Beach as a place to run a business as worse than previous years.

## Recommend Miami Beach as a place to run a business\*

		Would recommend	Difference	Would not recommend	Difference
Cleanliness of streets	Total	82% <sup>1</sup>		18% <sup>4</sup>	
	Excellent and good	88% <sup>2</sup>	+6%	12% <sup>5</sup>	-6%
	Fair and poor	72% <sup>3</sup>	-10%	28% <sup>6</sup>	+10%
Garbage/trash collection	Total	82%		18%	
	Excellent and good	88%	+6%	12%	-6%
	Fair and poor	66%	-16%	34%	+16%
Satisfaction that inspections are consistently fair	Total	82%		18%	
	Very satisfied and satisfied	87%	+5%	13%	-5%
	Dissatisfied and very dissatisfied	66%	-16%	34%	+16%
Level of code enforcement	Total	82%		18%	
	Too much	76%	-6%	24%	+6%
Effectiveness of public transit in bringing customers	Total	82%		18%	
	Excellent and good	88%	+6%	12%	-6%
	Fair and poor	75%	-7%	25%	+7%
Effectiveness of public transit in bringing employees	Total	82%		18%	
	Excellent and good	87%	+5%	13%	-5%
	Fair and poor	75%	-7%	25%	+7%
Condition of the roads	Total	82%		18%	
	Excellent and good	89%	+7%	11%	-7%
	Fair and poor	78%	-4%	22%	+4%
Availability of parking	Total	82%		18%	
	There are almost always parking spaces and there are often parking spaces	88%	+6%	12%	-6%
	There are seldom parking spaces and there are almost never parking spaces	78%	-4%	22%	+4%
Traffic flow	Total	82%		18%	
	Excellent and good	93%	+11%	7%	-11%
	Fair and poor	79%	-3%	21%	+3%

\* Please see next page for footnote key

		Would recommend	Difference	Would not recommend	Difference
Police	Total	82%		18%	
	Excellent and good	86%	+4%	14%	-4%
	Fair and poor	69%	-13%	31%	+13%
City's handling of events that attract large crowds	Total	82%		18%	
	Excellent and good	88%	+6%	12%	-6%
	Fair and poor	72%	-10%	28%	+10%
Overall satisfaction when contacting the City	Total	82%		18%	
	Strongly agree and agree	85%	+3%	15%	-3%
	Disagree and strongly disagree	59%	-23%	41%	+23%
Overall value of City services	Total	82%		18%	
	Excellent and good	93%	+11%	7%	-11%
	Fair and poor	69%	-13%	31%	+13%
Satisfaction with fire inspections	Total	82%		18%	
	Strongly agree and agree	84%	+2%	16%	-2%
	Disagree and strongly disagree	44%	-38%	56%	+38%

- 1 Eighty-two percent of all businesses would recommend Miami Beach as a place to run a business.
- 2 Eighty-eight percent of businesses that rate the cleanliness of streets as excellent and good would recommend Miami Beach as a place to run a business.
- 3 Seventy-two percent of businesses that rate the cleanliness of streets as fair and poor would not recommend Miami Beach as a place to run a business.
- 4 Eighteen percent of all businesses would not recommend Miami Beach as a place to run a business.
- 5 Twelve percent of businesses that rate the cleanliness of streets as excellent and good would not recommend Miami Beach as a place to run a business.
- 6 Twenty-eight percent of businesses that rate the cleanliness of streets as fair and poor would not recommend Miami Beach as a place to run a business.



MIAMIBEACH

Appendix C: Demographic Differences

## Demographic Differences

### Race

#### AFRICAN-AMERICAN OR BLACK

- More likely to rate Miami Beach as a better place to live than it was a few years ago.
- More likely to be dissatisfied with local schools.
- More likely to have children in public school.
- More likely to rate storm drainage in Miami Beach as high.
- More likely to rate the condition of sidewalks in Miami Beach as high.
- More likely to rate the City's efforts to be a "green" or sustainable city as high.
- More likely to think there are areas of Miami Beach that need to be improved.
- More likely to think that there is too little code enforcement in their neighborhood.
- More likely to reduce on-street parking spaces for bike lanes.
- More likely to reduce on-street parking spaces for wider sidewalks.
- More likely to reduce on-street parking spaces for more vehicle travel lanes.
- More likely to reduce on-street parking spaces for rapid transit or express train.
- More likely to rate emergency medical response as low.
- More likely to rate the fire department as low.
- More likely to rate emergency/hurricane preparedness as low.
- More likely to think there are too few museums in the City of Miami Beach.
- More likely to think there are too few cultural activities in the City of Miami Beach.
- More likely to visit the Byron Carlyle Theater.
- More likely to visit the Miami Beach Convention Center.
- More likely to visit the Miami Beach website to get information about the City.
- More likely to use emails and/or direct mail from City government to get information about the City.
- More likely to use internet news sources to get information about the City.
- More likely to contact the City to attend a program or event.
- More likely to contact the City by email.
- More likely to contact the City in person.
- More likely to agree that the employees were courteous and professional when contacting the City.
- More likely to agree that the employees had the proper training and knowledge when contacting the City.
- More likely to agree that they were satisfied overall when contacting the City.
- More likely to agree that the City is open and interested in hearing the concerns or issues of residents.
- More likely to be satisfied with the City's website.

#### WHITE

- Demographic did not significantly differ from the norm.

#### OTHER THAN WHITE OR AFRICAN-AMERICAN

- More likely to rate the quality of life in Miami Beach as high.
- More likely to be satisfied with local schools.
- More likely to rate the cleanliness of neighborhood streets in Miami Beach as high.
- More likely to rate the cleanliness of streets in business/commercial areas in Miami Beach as high.
- More likely to rate the cleanliness of canals/waterways in Miami Beach as high.
- More likely to rate the condition of sidewalks in Miami Beach as high.
- More likely to rate the adequacy of street lighting in Miami Beach as low.
- More likely to rate the quality of the recreation programs in Miami Beach as low.
- More likely to rate the maintenance of parks in Miami Beach as high.
- More likely to rate landscape maintenance in rights of way and public areas in Miami Beach as high.
- More likely to rate garbage/trash collection in Miami Beach as low.
- More likely to rate the job the City is doing to reduce homelessness as high.
- Less likely to think there are areas of Miami Beach that need to be improved.
- More likely to rate the City's job in meeting expectations in the services they provide as high.

- More likely to rate the traffic flow in the City of Miami Beach as high.
- More likely to use an express bus to the mainland as an alternative form of transportation.
- More likely to reduce on-street parking spaces for more vehicle travel lanes.
- More likely to rate the fire department as low.
- More likely to rate ocean rescue/lifeguard as low.
- More likely to rate emergency/hurricane preparedness as low.
- More likely to rate safety in commercial/business areas during the evening as low.
- More likely to think there are too few major events in the City of Miami Beach.
- More likely to think there are too few restaurants in the City of Miami Beach.
- More likely to visit the Bass Museum of Art.
- More likely to visit Ocean Drive.
- More likely to visit 71st Street.
- More likely to visit South of 5th Street.
- More likely to visit Sunset Harbor.
- More likely to visit Collins (72nd to 75th).
- More likely to rate the City's management of special events as high.
- More likely to rate the overall value of City services for tax dollars paid is high.
- More likely to rate recently completed capital improvement projects as low.
- More likely to watch City TV MBTV to get information about the City.
- More likely to read daily news articles to get information about the City.
- More likely to use internet blogs to get information about the City.
- More likely to not find the information that the City sends about activities, programs, policies, and events useful.
- More likely to contact the City to pay a bill.
- More likely to contact the City by phone.
- More likely to contact the City in person.
- More likely to disagree that it was easy to get someone to help when contacting the City.
- More likely to disagree that the employees had the proper training and knowledge when contacting the City.
- More likely to be satisfied with the City's website.

## Hispanic Background

### HISPANIC

- More likely to be satisfied with local schools.
- More likely to rate the historical preservation efforts in the City as effective.
- More likely to rate the traffic flow in the City of Miami Beach as high.
- More likely to rate the police department as high.
- More likely to think there are too few major events in the City of Miami Beach.
- More likely to visit 71st Street.
- More likely to visit Ocean Terrace.
- More likely to visit Collins (72nd to 75th).
- More likely to contact the City in person.
- More likely to be satisfied with the City's website.

### NON-HISPANIC

- More likely to rate storm drainage in Miami Beach as low.
- More likely to contact the City.

## Country of origin

### UNITED STATES

- More likely to have children in public school.
- More likely to rate the cleanliness of canals/waterways in Miami Beach as high.
- More likely to rate the quality of the beaches in Miami Beach as low.
- More likely to rate the quality of the recreation programs in Miami Beach as low.

- More likely to rate landscape maintenance in rights of way and public areas in Miami Beach as high.
- More likely to rate the job the City is doing to reduce homelessness as low.
- More likely to rate the City's efforts to be a "green" or sustainable city as low.
- More likely to support the City of Miami Beach spending tax dollars to address rising sea levels.
- More likely to use bicycles as an alternative form of transportation.
- More likely to reduce on-street parking spaces for more vehicle travel lanes.
- More likely to rate emergency/hurricane preparedness as high.
- More likely to rate neighborhood safety during the evening as high.
- More likely to think there are too few museums in the City of Miami Beach.
- More likely to think there are too few cultural activities in the City of Miami Beach.
- More likely to think there are too few family friendly activities in the City of Miami Beach.
- More likely to visit the Fillmore at the Jackie Gleason Theater.
- More likely to visit the Colony Theater.
- More likely to visit Sunset Harbor.
- More likely to visit Collins (72nd to 75th).
- More likely to visit Alton Road (6th to 17th).
- More likely to contact the City to file a complaint.
- More likely to disagree that the employees were courteous and professional when contacting the City.
- More likely to be satisfied with the City's website.

### CUBA

- More likely to recommend Miami Beach as a place to live.
- More likely to be satisfied with local schools.
- More likely to rate the cleanliness of neighborhood streets in Miami Beach as high.
- More likely to rate the cleanliness of canals/waterways in Miami Beach as high.
- More likely to rate the adequacy of street lighting in Miami Beach as high.
- More likely to rate the appearance and maintenance of Miami Beach as high.
- More likely to rate the appearance of playgrounds in Miami Beach as high.
- More likely to rate the maintenance of parks in Miami Beach as high.
- More likely to rate the job the City is doing to reduce homelessness as high.
- More likely to rate the City's efforts to be a "green" or sustainable city as high.
- Less likely to think there are areas of Miami Beach that need to be improved.
- More likely to rate the City's job in meeting expectations in the services they provide as high.
- More likely to rate the historical preservation efforts in the City as effective.
- More likely to rate the traffic flow in the City of Miami Beach as high.
- More likely to use local bus circulators as an alternative form of transportation.
- More likely to reduce on-street parking spaces for bus lanes.
- More likely to reduce on-street parking spaces for rapid transit or express train.
- More likely to rate the police department as high.
- More likely to rate ocean rescue/lifeguard as high.
- More likely to rate safety in commercial/business areas during the evening as high.
- More likely to think there are too few cultural activities in the City of Miami Beach.
- More likely to think there are too many bars and nightclubs in the City of Miami Beach.
- More likely to visit 71st Street.
- More likely to visit Ocean Terrace.
- More likely to rate the City's management of special events as high.
- More likely to think the tourism industry adds to the quality of life in the City.
- More likely to rate the overall value of City services for tax dollars paid as high.
- More likely to watch City TV MBTV to get information about the City.
- More likely to read daily news articles to get information about the City.
- More likely to find the information that the City sends about activities, programs, policies and events useful.
- More likely to contact the City to file a complaint.
- More likely to contact the City by phone.
- More likely to contact the City in person.
- More likely to agree that it was easy to get someone to help when contacting the City.
- More likely to agree that the employees had the proper training and knowledge when contacting the City.
- More likely to agree that they were satisfied overall when contacting the City.

- More likely to be satisfied with the City’s website.

## OTHER THAN THE UNITED STATES OF CUBA

- More likely to rate Miami Beach as a better place to live than it was a few years ago.
- More likely to rate the cleanliness of neighborhood streets in Miami Beach as high.
- More likely to rate the cleanliness of canals/waterways in Miami Beach as high.
- More likely to rate the condition of sidewalks in Miami Beach as high.
- More likely to rate the quality of the recreation programs in Miami Beach as high.
- More likely to rate the appearance of playgrounds in Miami Beach as low.
- More likely to rate garbage/trash collection in Miami Beach as high.
- More likely to rate the City’s efforts to be a “green” or sustainable city as high.
- More likely to think there are areas of Miami Beach that need to be approved.
- More likely to rate the historical preservation efforts in the City as effective.
- More likely to rate the traffic flow in the City of Miami Beach as high.
- More likely to use local bus circulators as an alternative form of transportation.
- More likely to rate ocean rescue/lifeguard as low.
- More likely to think there are too few major events in the City of Miami Beach.
- More likely to think there are too few bars and nightclubs in the City of Miami Beach.
- More likely to visit the Fillmore at the Jackie Gleason Theater.
- More likely to visit the Miami Beach Convention Center.
- More likely to visit Ocean Drive.
- More likely to visit Lincoln Road.
- More likely to visit Washington Avenue.
- More likely to visit 71st Street.
- More likely to visit Ocean Terrace.
- More likely to visit Collins (72nd to 75th).
- More likely to rate the City’s management of special events as high.
- More likely to rate the overall value of City services for tax dollars paid is high.
- More likely to rate recently completed capital improvement projects as high.
- More likely to read MB magazine to get information about the City.
- More likely to find the information that the City sends about activities, programs, policies, and events useful.
- More likely to contact the City in person.
- More likely to agree that it was easy to get someone to help when contacting the City.
- More likely to agree that they were satisfied overall when contacting the City.
- More likely to agree that the City is open and interested in hearing the concerns or issues of residents.
- More likely to be satisfied with the City’s website.

## Type of residence

### SINGLE FAMILY UNIT

- More likely to rate Miami Beach as a worse place to live than it was a few years ago.
- More likely to be satisfied with public schools.
- More likely to have children in public school.
- More likely to rate the condition of sidewalks as low.
- More likely to rate the adequacy of street lighting as low.
- More likely to rate garbage/trash collection as high.
- More likely to rate the City’s efforts to be a “green” or sustainable city as low.
- More likely to rate the historic preservation efforts in Miami Beach as ineffective.
- More likely to rate the City’s efforts to regulate development as too lax.
- More likely to rate the availability of parking as too little.
- More likely to use local bus circulators as an alternative form of transportation.
- More likely to rate neighborhood safety in the evening as high.
- More likely to think there are too few family friendly activities in the City of Miami Beach.
- More likely to visit the Byron Carlyle Theater.
- More likely to visit 41st Street.

- More likely to visit Sunset Harbor.
- More likely to visit the Miami Beach website to get information about the City.
- More likely to contact the City by phone.
- More likely to disagree that it was easy to get someone to help when contacting the City.
- More likely to disagree that employees were courteous and professional when contacting the City.
- More likely to disagree that they were satisfied overall when contacting the City.
- More likely to visit the City's website.

## DUPLEX/TOWNHOUSE/CONDOMINIUM

- More likely to rate Miami Beach as a better place to live than it was a few years ago.

## Homeowner status

### HOMEOWNER

- Demographic did not significantly differ from the norm.

### RENTER

- More likely to be satisfied with public schools.
- More likely to rate storm drainage in Miami Beach as high.
- More likely to rate the condition of sidewalks in Miami Beach as high.
- More likely to rate the adequacy of street lighting in Miami Beach as high.
- More likely to rate the quality of the beaches in Miami Beach as high.
- More likely to rate the traffic flow in the City of Miami Beach as high.
- More likely to use bicycles as an alternative form of transportation.
- More likely to think there are too few museums in the City of Miami Beach.
- More likely to think there are too few cultural activities in the City of Miami Beach.
- More likely to think there are too few major events in the City of Miami Beach.
- More likely to visit 71st Street.
- More likely to visit Ocean Terrace.
- More likely to rate the City's management of special events as high.
- More likely to rate recently completed capital improvement projects as low.
- More likely to watch City TV MBTV to get information about the City.
- More likely to visit the Miami Beach website to get information about the City.
- More likely to contact the City by email.

## Length of residence

### LESS THAN 5 YEARS

- More likely to rate the quality of life in Miami Beach as high.
- More likely to rate Miami Beach as a better place to live than it was a few years ago.
- More likely to rate storm drainage in Miami Beach as high.
- More likely to rate the adequacy of street lighting in Miami Beach as high.
- More likely to rate the maintenance of parks in Miami Beach as high.
- Less likely to think there are areas of Miami Beach that need to be improved.
- More likely to rate the City's job in meeting expectations in the services they provide as high.
- More likely to rate the traffic flow in the City of Miami Beach as high.
- More likely to use bicycles as an alternative form of transportation.
- More likely to reduce on-street parking spaces for bike lanes.
- More likely to rate the police department as high.
- More likely to think there are too few family friendly activities in the City of Miami Beach.
- More likely to think there are too few major events in the City of Miami Beach.
- More likely to visit Ocean Drive.
- More likely to visit Washington Avenue.

- More likely to visit Collins (72nd to 75th).
- More likely to rate the City’s management of special events as high.
- More likely to rate the overall value of City services for tax dollars paid as high.
- More likely to visit the Miami Beach website to get information about the City.
- More likely to use social media to get information about the City.
- More likely to use local TV news to get information about the City.
- More likely to use internet news sources to get information about the City.
- More likely to use internet blogs to get information about the City.
- More likely to contact the City to attend a program or event.
- More likely to contact the City by email.
- More likely to contact the City using the City website.
- More likely to disagree that the employees were courteous and professional when contacting the City.
- More likely to be satisfied with the City’s website.

## FIVE TO 20 YEARS

- More likely to rate the historical preservation efforts in the City as effective.
- More likely to use bicycles as an alternative form of transportation.
- More likely to reduce on-street parking spaces for wider sidewalks.
- More likely to contact the City by email.
- More likely to visit the City’s website.

## MORE THAN 20 YEARS

- More likely to rate Miami Beach as a worse place to live than it was a few years ago.
- More likely to rate the condition of sidewalks in Miami Beach as low.
- More likely to rate the historical preservation efforts in the City as ineffective.

## Age

### YOUNG PEOPLE (18-34 YEARS OLD)

- More likely to be satisfied with local schools.
- More likely to rate the adequacy of street lighting in Miami Beach as high.
- More likely to rate the City’s efforts to be a “green” or sustainable city as high.
- Less likely to think there are areas of Miami Beach that need to be improved.
- More likely to rate the City’s job in meeting expectations in the services they provide as high.
- More likely to reduce on-street parking spaces for wider sidewalks.
- More likely to reduce on-street parking spaces for rapid transit or express train.
- More likely to think there are too few cultural activities in the City of Miami Beach.
- More likely to visit Washington Avenue.
- More likely to visit 71st Street.
- More likely to visit Ocean Terrace.
- More likely to visit Sunset Harbor.
- More likely to rate the overall value of City services for tax dollars paid as high.
- More likely to use social media to get information about the City.
- More likely to use internet blogs to get information about the City.
- More likely to contact the City to research an issue.

### MIDDLE-AGED PEOPLE (35-54 YEARS OLD)

- More likely to have children in public school.
- More likely to rate the cleanliness of streets in business/commercial areas in Miami Beach as low.
- More likely to think there are areas of Miami Beach that need to be improved.
- More likely to think that there is too much code enforcement in their neighborhood.
- More likely to use bicycles as an alternative form of transportation.
- More likely to rate the police department as low.
- More likely to think there are too few museums in the City of Miami Beach.

- More likely to think there are too few family friendly activities in the City of Miami Beach.
- More likely to think there are too few major events in the City of Miami Beach.
- More likely to visit the Fillmore at the Jackie Gleason Theater.
- More likely to visit the Miami Beach Convention Center.
- More likely to visit South of 5th Street.
- More likely to visit Alton Road (6th to 17th).
- More likely to rate the City's management of special events as high.

## OLDER PEOPLE (55 YEARS OR OLDER)

- More likely to rate the quality of the recreation programs in Miami Beach as high.
- More likely to rate the job the City is doing to reduce homelessness as high.
- More likely to rate the City's efforts to regulate development as too lax.
- More likely to use local bus circulators as an alternative form of transportation.
- More likely to think there are too many bars and nightclubs in the City of Miami Beach.
- More likely to read daily news articles to get information about the City.
- More likely to agree that the City is open and interested in hearing the concerns or issues of residents.

## Income

### LESS THAN \$50,000

- More likely to use local bus circulators as an alternative form of transportation.

### \$50,000 TO \$149,999

- More likely to have children in public school.
- More likely to think there are too few museums in the City of Miami Beach.
- More likely to visit Ocean Drive.
- More likely to disagree that it was easy to get someone to help when contacting the City.
- More likely to disagree that they were satisfied overall when contacting the City.
- More likely to visit the City's website.

### \$150,000 OR MORE

- More likely to rate Miami Beach as a worse place to live than it was a few years ago.
- More likely to be dissatisfied with local schools.
- More likely to think there are areas of Miami Beach that need to be improved.
- More likely to think that there is too much code enforcement in their neighborhood.
- More likely to use bicycles as an alternative form of transportation.
- More likely to reduce on-street parking spaces for bike lanes.
- More likely to think there are too many major events in the City of Miami Beach.
- More likely to visit the Colony Theater.
- More likely to think the tourism industry detracts from the quality of life in the City.
- More likely to contact the City.
- More likely to contact the City by phone.
- More likely to disagree that the City is open and interested in hearing the concerns or issues of residents.
- More likely to visit the City's website.

## Primary household language

### ENGLISH

- More likely to rate the City's efforts to regulate development as too lax.

## SPANISH

- More likely to be satisfied with public schools.
- More likely to rate the cleanliness of neighborhood streets in Miami Beach as high.
- More likely to rate the cleanliness of canals/waterways in Miami Beach as high.
- More likely to rate storm drainage in Miami Beach as high.
- More likely to rate the condition of sidewalks in Miami Beach as high.
- More likely to rate the adequacy of street lighting in Miami Beach as high.
- More likely to rate the quality of the beaches in Miami Beach as high.
- More likely to rate the appearance of playgrounds in Miami Beach as low.
- More likely to rate landscape maintenance in rights of way and public areas in Miami Beach as high.
- More likely to rate the job the City is doing to reduce homelessness as high.
- More likely to rate the City's efforts to be a "green" or sustainable city as high.
- More likely to rate the City's job in meeting expectations in the services they provide as high.
- More likely to rate the historical preservation efforts in the City as effective.
- More likely to rate the traffic flow in the City of Miami Beach as high.
- More likely to reduce on-street parking spaces for bus lanes.
- More likely to reduce on-street parking spaces for wider sidewalks.
- More likely to reduce on-street parking spaces for more vehicle travel lanes.
- More likely to reduce on-street parking spaces for rapid transit or express train.
- More likely to rate the police department as high.
- More likely to think there are too few museums in the City of Miami Beach.
- More likely to think there are too few major events in the City of Miami Beach.
- More likely to visit the Fillmore at the Jackie Gleason Theater.
- More likely to visit 71st Street.
- More likely to visit Ocean Terrace.
- More likely to visit Collins (72nd to 75th).
- More likely to rate the City's management of special events as high.
- More likely to think the tourism industry adds to the quality of life in the City.
- More likely to rate the overall value of City services for tax dollars paid as high.
- More likely to contact the City in person.
- More likely to agree that it was easy to get someone to help when contacting the City.
- More likely to agree that the employees were courteous and professional when contacting the City.
- More likely to agree that the employees had the proper training and knowledge when contacting the City.
- More likely to agree that they were satisfied overall when contacting the City.
- More likely to agree that the City is open and interested in hearing the concerns or issues of residents.
- More likely to be satisfied with the City's website.

## LANGUAGE OTHER THAN ENGLISH OR SPANISH

- More likely to rate Miami Beach as a better place to live than it was a few years ago.
- More likely to recommend Miami Beach as a place to live.
- More likely to rate the cleanliness of neighborhood streets in Miami Beach as high.
- More likely to rate the cleanliness of streets in business/commercial areas in Miami Beach as high.
- More likely to rate the cleanliness of canals/waterways in Miami Beach as high.
- More likely to rate the appearance and maintenance of Miami Beach as high.
- More likely to rate the quality of the beaches in Miami Beach as high.
- More likely to rate the quality of the recreation programs in Miami Beach as high.
- More likely to rate the job the City is doing to reduce homelessness as high.
- Less likely to think there are areas of Miami Beach that need to be improved.
- More likely to oppose the City of Miami Beach spending tax dollars to address rising sea levels.
- More likely to rate the traffic flow in the City of Miami Beach as high.
- More likely to use local bus circulators as an alternative form of transportation.
- More likely to use bicycles as an alternative form of transportation.
- More likely to reduce on-street parking spaces for bike lanes.
- More likely to reduce on-street parking spaces for shade trees/landscaping.
- More likely to rate the police department as high.
- More likely to rate emergency medical response as low.

- More likely to rate the fire department as high.
- More likely to rate ocean rescue/lifeguard as low.
- More likely to rate emergency/hurricane preparedness as high.
- More likely to think there are too few museums in the City of Miami Beach.
- More likely to think there are too few cultural activities in the City of Miami Beach.
- More likely to think there are too few restaurants in the City of Miami Beach.
- More likely to think there are too few bars and nightclubs in the City of Miami Beach.
- More likely to rate the City's management of special events as high.
- More likely to read MB magazine to get information about the City.
- More likely to use internet news sources to get information about the City.
- More likely to use internet blogs to get information about the City.
- More likely to contact the City to research an issue.
- More likely to contact the City using the City website.
- More likely to be satisfied with the City's website.

## Household status

### SINGLE, LIVE ALONE

- More likely to rate garbage/trash collection in Miami Beach as low.
- More likely to use local bus circulators as an alternative form of transportation.
- More likely to rate the police department as high.
- More likely to think the tourism industry adds to the quality of life in the City.
- More likely to contact the City to pull a building permit.
- More likely to contact the City in person.

### SINGLE, LIVE WITH ROOMMATE OR PARTNER

- More likely to rate Miami Beach as a worse place to live than it was a few years ago.
- More likely to rate the cleanliness of neighborhood streets in Miami Beach as high.
- More likely to rate the appearance and maintenance of Miami Beach as high.
- More likely to rate the maintenance of parks in Miami Beach as low.
- More likely to rate the City's efforts to be a "green" or sustainable city as low.
- More likely to think that there is way too much noise in their neighborhood.
- More likely to use an express bus to the mainland as an alternative form of transportation.
- More likely to reduce on-street parking spaces for trolley cars.
- More likely to reduce on-street parking spaces for rapid transit or express train.
- More likely to rate the police department as low.
- More likely to think there are too few major events in the City of Miami Beach.
- More likely to visit Ocean Terrace.
- More likely to visit South of 5th Street.
- More likely to visit Collins (72nd to 75th).
- More likely to rate the overall value of City services for tax dollars paid as low.
- More likely to rate recently completed capital improvement projects as low.
- More likely to use social media to get information about the City.
- More likely to contact the City.
- More likely to disagree that the employees were courteous and professional when contacting the City.
- More likely to disagree that the employees had the proper training and knowledge when contacting the City.
- More likely to be satisfied with the City's website.

### MARRIED OR DIVORCED WITH CHILDREN AT HOME

- More likely to be satisfied with local schools.
- More likely to have children in public school.
- Less likely to think there are areas of Miami Beach that need to be improved.
- More likely to rate the City's efforts to regulate development as too strict.
- More likely to rate ocean rescue/lifeguard as low.

- More likely to think there are too few museums in the City of Miami Beach.
- More likely to think there are too few cultural activities in the City of Miami Beach.
- More likely to think there are too few family friendly activities in the City of Miami Beach.
- More likely to visit the Bass Museum of Art.
- More likely to visit the Fillmore at the Jackie Gleason Theater.
- More likely to visit the Miami Beach Convention Center.
- More likely to contact the City.
- More likely to contact the City by phone.
- More likely to visit the City’s website.
- More likely to be satisfied with the City’s website.

## MARRIED OR DIVORCED WITHOUT CHILDREN LIVING AT HOME

- More likely to rate garbage/trash collection in Miami Beach as high.
- More likely to rate the City’s efforts to be a “green” or sustainable city as high.
- More likely to reduce on-street parking spaces for more vehicle travel lanes.
- More likely to think there are too many major events in the City of Miami Beach.
- More likely to visit the Miami Beach Convention Center.

## Full-time v. seasonal residents

### LIVE IN MIAMI BEACH 10 MONTHS OR MORE OUT OF THE YEAR

- Demographic did not differ significantly from the norm.

### LIVE IN MIAMI BEACH 9 MONTHS OR FEWER OUT OF THE YEAR

- More likely to recommend Miami Beach as a place to live.
- More likely to rate the cleanliness of neighborhood streets in Miami Beach as high.
- More likely to rate the cleanliness of streets in business/commercial areas in Miami Beach as high.
- More likely to rate the adequacy of street lighting in Miami Beach as high.
- More likely to rate the quality of the beaches in Miami Beach as high.
- More likely to rate the quality of the recreation programs in Miami Beach as high.
- More likely to think that there is way too much noise in their neighborhood.
- More likely to rate the historical preservation efforts in the City as effective.
- More likely to rate the City’s efforts to regulate development as too lax.
- More likely to reduce on-street parking spaces for bike lanes.
- More likely to reduce on-street parking spaces for bus lanes.
- More likely to reduce on-street parking spaces for wider sidewalks.
- More likely to reduce on-street parking spaces for shade trees/landscaping.
- More likely to reduce on-street parking spaces for more vehicle travel lanes.
- More likely to reduce on-street parking spaces for rapid transit or express train.
- More likely to rate emergency/hurricane preparedness as high.
- More likely to think there are too many restaurants in the City of Miami Beach.
- More likely to think there are too many bars and nightclubs in the City of Miami Beach.
- More likely to visit Collins Avenue.
- More likely to rate the City’s management of special events as low.
- More likely to use internet news sources to get information about the City.
- More likely to contact the City to visit an elected official.
- More likely to contact the City by email.

## Gender

### MALE

- More likely to think that there is too much code enforcement in their neighborhood.
- More likely to use bicycles as an alternative form of transportation.

- More likely to visit the Miami Beach Convention Center.
- More likely to disagree that it was easy to get someone to help when contacting the City.
- More likely to disagree that they were satisfied overall when contacting the City.

## FEMALE

- More likely to rate the City's efforts to regulate development as too lax.
- More likely to use local bus circulators as an alternative form of transportation.
- More likely to rate the police department as high.

## Type of telephone

### LANDLINE

- Demographic did not differ significantly from the norm.

### CELL PHONE

- More likely to rate Miami Beach as a better place to live than it was a few years ago.
- More likely to rate the adequacy of street lighting in Miami Beach as high.
- More likely to rate the appearance and maintenance of Miami Beach as high.
- More likely to rate the quality of the recreation programs in Miami Beach as high.
- More likely to rate the job the City is doing to reduce homelessness as low.
- More likely to think there are areas of Miami Beach that need to be improved.
- More likely to rate the historical preservation efforts in the City as ineffective.
- More likely to rate emergency/hurricane preparedness as high.
- More likely to think there are too few museums in the City of Miami Beach.
- More likely to think there are too few family friendly activities in the City of Miami Beach.
- More likely to visit the Fillmore at the Jackie Gleason Theater.
- More likely to visit the Miami Beach Convention Center.
- More likely to visit Washington Avenue.
- More likely to visit 71st Street.
- More likely to visit Ocean Terrace.
- More likely to visit South of 5th Street.
- More likely to visit Sunset Harbor.
- More likely to visit Collins (72nd to 75th).
- More likely to visit Alton Road (6th to 17th).
- More likely to rate recently completed capital improvement projects as low.
- More likely to use the Miami Beach website to get information about the City.
- More likely to use social media to get information about the City.
- More likely to use internet blogs to get information about the City.
- More likely to visit the City's website.
- More likely to be satisfied with the City's website.

MIAMIBEACH

Appendix D: Residential Past Data

## Quality of life<sup>1</sup>

	Excellent	Good	Fair	Poor
2014	30%	47%	16%	7%
2012	36%	53%	9%	3%
2009	36%	50%	11%	4%

### 2014 quality of life by zone:

	Excellent	Good	Fair	Poor
Total	30%	47%	16%	7%
Condo Corridor	32%	45%	18%	5%
North Beach	30%	46%	18%	7%
Mid Beach	25%	51%	18%	6%
South Beach & Belle Isle	31%	44%	16%	9%
South Pointe	33%	47%	11%	9%

### 2012 quality of life by zone:

	Excellent	Good	Fair	Poor
Total	36%	53%	9%	3%
Condo Corridor	32%	55%	9%	4%
North Beach	31%	59%	8%	2%
Mid Beach	38%	50%	9%	3%
South Beach & Belle Isle	43%	44%	10%	4%
South Pointe	34%	55%	10%	2%

### 2009 quality of life by zone:

	Excellent	Good	Fair	Poor
Total	36%	50%	11%	4%
Condo Corridor	36%	50%	11%	4%
North Beach	25%	56%	15%	4%
Mid Beach	26%	58%	13%	3%
South Beach & Belle Isle	25%	60%	12%	3%
South Pointe	34%	54%	11%	2%

<sup>1</sup> Overall, how would you rate the quality of life within the City of Miami Beach?

Rating of Miami Beach as a place to live compared to a few years ago<sup>1</sup>

	Better	Worse	About the same
2014	38%	29%	32%
2012	47%	21%	30%
2009	37%	24%	39%

## 2014 rating of Miami Beach as a place to live compared to a few years ago by zone:

	Better	Worse	About the same
Total	38%	29%	32%
Condo Corridor	43%	29%	28%
Mid Beach	30%	35%	35%
North Beach	38%	21%	41%
South Beach & Belle Isle	41%	30%	30%
South Pointe	40%	33%	27%

## 2012 rating of Miami Beach as a place to live compared to a few years ago by zone:

	Better	Worse	About the same
Total	47%	22%	31%
Condo Corridor	41%	15%	43%
Mid Beach	43%	25%	33%
North Beach	50%	23%	27%
South Beach & Belle Isle	52%	19%	29%
South Pointe	47%	29%	23%

## 2009 rating of Miami Beach as a place to live compared to a few years ago by zone:

	Better	Worse	About the Same
Total	37%	24%	39%
Condo Corridor	39%	25%	37%
Mid Beach	36%	25%	39%
North Beach	33%	25%	42%
South Beach & Belle Isle	34%	25%	41%
South Pointe	42%	20%	38%

<sup>1</sup> As a place to live, how would you compare the City of Miami Beach to a few years ago?

## Likelihood of recommending Miami Beach as a place to live<sup>1</sup>

	Definitely would	Probably would	Hard to say	Would probably not	Would definitely not
2014	40%	41%	--	13%	6%
2012	52%	25%	13%	5%	5%
2009	49%	29%	12%	5%	5%

### 2014 likelihood of recommending of Miami Beach as a place to live by zone:

	Definitely would	Probably would	Would probably not	Would definitely not
Total	40%	41%	13%	6%
Condo Corridor	46%	41%	8%	6%
Mid Beach	40%	36%	15%	8%
North Beach	42%	40%	13%	4%
South Beach & Belle Isle	41%	38%	13%	8%
South Pointe	31%	48%	16%	5%

### 2012 likelihood of recommending of Miami Beach as a place to live by zone:

	Definitely would	Probably would	Hard to say	Would probably not	Would definitely not
Total	52%	25%	13%	5%	5%
Condo Corridor	60%	23%	9%	6%	2%
Mid Beach	45%	32%	12%	6%	5%
North Beach	58%	20%	8%	6%	7%
South Beach & Belle Isle	49%	25%	16%	5%	5%
South Pointe	48%	24%	22%	2%	4%

### 2009 likelihood of recommending Miami Beach as a place to live by zone:

	Definitely would	Probably would	Hard to say	Would probably not	Would definitely not
Total	49%	29%	12%	5%	5%
Condo Corridor	53%	29%	9%	4%	5%
Mid Beach	45%	26%	18%	6%	5%
North Beach	49%	29%	11%	6%	6%
South Beach & Belle Isle	48%	27%	12%	6%	6%
South Pointe	52%	32%	9%	4%	2%

<sup>1</sup> Would you recommend the City of Miami Beach as a place to live?

Ways to improve the City of Miami Beach<sup>1</sup>

## 2014 top 5 ways to improve the City:

	<b>2014</b>
Improve traffic	22%
Improve infrastructure	18%
Improve parking issues	17%
Decrease/speed up construction	11%
Address flooding problems	11%

## 2012 top 5 ways to improve the City:

	<b>2012</b>
Improve traffic	11%
Increase police presence & enforcement	11%
Increase amount of parking	10%
Sidewalk & street improvement	9%
Better crowd control	6%

## 2009 top 5 ways to improve the City:

	<b>2009</b>
More police	19%
Less traffic congestion	19%
Clean garbage from streets	16%
More parking/lots are needed	15%
None	9%
More homeless shelters	9%

<sup>1</sup> How would you improve the quality of life within the City of Miami Beach?

Residential satisfaction with public schools<sup>1</sup>

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
2014	28%	47%	8%	14%	3%
2012	63%	27%	7%	3%	1%

## 2014 residential satisfaction with public schools by zone:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Total	28%	47%	8%	14%	3%
Condo Corridor	38%	33%	5%	24%	0%
Mid Beach	24%	54%	7%	14%	1%
North Beach	25%	42%	10%	19%	4%
South Beach & Belle Isle	3%	57%	13%	20%	7%
South Pointe	48%	42%	6%	2%	2%

## 2012 residential satisfaction with public schools by zone:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Total	63%	27%	7%	3%	1%
Condo Corridor	79%	7%	12%	2%	0%
Mid Beach	33%	25%	33%	8%	0%
North Beach	59%	38%	2%	0%	2%
South Beach & Belle Isle	85%	15%	0%	0%	0%
South Pointe	64%	31%	0%	4%	0%

1 What is your level of satisfaction with local schools within the City of Miami Beach?

Rating for cleanliness of streets in neighborhoods<sup>1</sup>

	Excellent + good	Fair + poor
2014	68%	33%
2012	74%	26%
2009	75%	25%

## 2014 rating for cleanliness of streets in neighborhoods by zone:

	Excellent	Good	Fair	Poor
Total	24%	44%	19%	14%
Condo Corridor	25%	50%	15%	10%
Mid Beach	26%	42%	21%	11%
North Beach	22%	44%	19%	15%
South Beach & Belle Isle	17%	45%	23%	14%
South Pointe	28%	37%	16%	19%

## 2012 rating for cleanliness of streets in neighborhoods by zone:

	Excellent	Good	Fair	Poor
Total	28%	46%	16%	10%
Condo Corridor	33%	44%	12%	11%
Mid Beach	30%	45%	18%	8%
North Beach	30%	40%	18%	11%
South Beach & Belle Isle	23%	53%	17%	7%
South Pointe	22%	50%	16%	12%

## 2009 rating for cleanliness of streets in neighborhoods by zone:

	Excellent + good	Fair + poor
Total	75%	25%
Condo Corridor	78%	22%
Mid Beach	81%	19%
North Beach	76%	24%
South Beach & Belle Isle	71%	29%
South Pointe	70%	30%

1 How would you rate the cleanliness of streets in your neighborhood?

Rating for cleanliness of streets in neighborhoods<sup>1</sup>

	Excellent + good	Fair + poor
2014	68%	33%
2012	74%	26%
2009	75%	25%

## 2014 rating for cleanliness of streets in neighborhoods by zone:

	Excellent	Good	Fair	Poor
Total	24%	44%	19%	14%
Condo Corridor	25%	50%	15%	10%
Mid Beach	26%	42%	21%	11%
North Beach	22%	44%	19%	15%
South Beach & Belle Isle	17%	45%	23%	14%
South Pointe	28%	37%	16%	19%

## 2012 rating for cleanliness of streets in neighborhoods by zone:

	Excellent	Good	Fair	Poor
Total	28%	46%	16%	10%
Condo Corridor	33%	44%	12%	11%
Mid Beach	30%	45%	18%	8%
North Beach	30%	40%	18%	11%
South Beach & Belle Isle	23%	53%	17%	7%
South Pointe	22%	50%	16%	12%

## 2009 rating for cleanliness of streets in neighborhoods by zone:

	Excellent + good	Fair + poor
Total	75%	25%
Condo Corridor	78%	22%
Mid Beach	81%	19%
North Beach	76%	24%
South Beach & Belle Isle	71%	29%
South Pointe	70%	30%

<sup>1</sup> How would you rate the cleanliness of streets in your neighborhood?

Rating for cleanliness of canals/waterways<sup>1</sup>

	Excellent + good	Fair + poor
2014	53%	47%
2012	57%	43%
2009	61%	39%

## 2014 rating for cleanliness of canals/waterways by zone:

	Excellent	Good	Fair	Poor
Total	10%	43%	28%	19%
Condo Corridor	12%	43%	22%	23%
Mid Beach	6%	46%	28%	20%
North Beach	11%	42%	25%	23%
South Beach & Belle Isle	9%	43%	33%	16%
South Pointe	11%	41%	33%	15%

## 2012 rating for cleanliness of canals/waterways by zone:

	Excellent	Good	Fair	Poor
Total	13%	44%	28%	15%
Condo Corridor	12%	49%	25%	14%
Mid Beach	12%	40%	32%	16%
North Beach	10%	43%	26%	21%
South Beach & Belle Isle	10%	45%	29%	15%
South Pointe	21%	44%	26%	9%

## 2009 rating for cleanliness of canals/waterways by zone:

	Excellent + good	Fair + poor
Total	61%	39%
Condo Corridor	61%	39%
Mid Beach	57%	43%
North Beach	66%	34%
South Beach & Belle Isle	60%	40%
South Pointe	62%	38%

1 How would you rate the cleanliness of canals/waterways?

## Rating for storm drainage<sup>1</sup>

	Excellent + good	Fair + poor
2014	25%	74%
2012	37%	63%
2009	44%	56%

### 2014 rating for storm drainage by zone:

	Excellent	Good	Fair	Poor
Total	5%	20%	21%	53%
Condo Corridor	7%	22%	21%	50%
Mid Beach	3%	12%	25%	60%
North Beach	9%	32%	20%	39%
South Beach & Belle Isle	4%	14%	18%	64%
South Pointe	2%	22%	21%	55%

### 2012 rating for storm drainage by zone:

	Excellent	Good	Fair	Poor
Total	10%	27%	22%	42%
Condo Corridor	16%	31%	18%	35%
Mid Beach	9%	22%	24%	45%
North Beach	10%	40%	25%	26%
South Beach & Belle Isle	2%	19%	24%	55%
South Pointe	12%	21%	19%	48%

### 2009 rating for storm drainage by zone:

	Excellent + good	Fair + poor
Total	44%	56%
Condo Corridor	47%	53%
Mid Beach	43%	57%
North Beach	52%	48%
South Beach & Belle Isle	42%	58%
South Pointe	35%	65%

<sup>1</sup> How would you rate storm drainage?

Rating for sidewalks<sup>1</sup>

	Excellent + good	Fair + poor
2014	50%	50%
2012	58%	42%
2009	64%	36%

## 2014 rating for sidewalks by zone:

	Excellent	Good	Fair	Poor
Total	11%	39%	27%	23%
Condo Corridor	14%	51%	21%	15%
Mid Beach	6%	33%	33%	28%
North Beach	13%	44%	22%	21%
South Beach & Belle Isle	7%	35%	34%	24%
South Pointe	16%	29%	27%	27%

## 2012 rating for sidewalks by zone:

	Excellent	Good	Fair	Poor
Total	15%	43%	27%	15%
Condo Corridor	21%	45%	26%	8%
Mid Beach	13%	37%	30%	20%
North Beach	13%	43%	30%	14%
South Beach & Belle Isle	13%	45%	25%	18%
South Pointe	17%	44%	22%	16%

## 2009 rating for sidewalks by zone:

	Excellent + good	Fair + poor
Total	64%	36%
Condo Corridor	67%	33%
Mid Beach	61%	39%
North Beach	70%	30%
South Beach & Belle Isle	61%	39%
South Pointe	62%	38%

1 How would you rate the condition of sidewalks?

## Rating for adequacy of street lighting<sup>1</sup>

	Excellent + good	Fair + poor
2014	65%	35%
2012	71%	29%
2009	78%	22%

### 2014 rating for street lighting by zone:

	Excellent	Good	Fair	Poor
Total	18%	47%	20%	15%
Condo Corridor	23%	50%	20%	7%
Mid Beach	13%	44%	23%	20%
North Beach	19%	49%	19%	12%
South Beach & Belle Isle	17%	50%	20%	14%
South Pointe	21%	39%	18%	23%

### 2012 rating for street lighting by zone:

	Excellent	Good	Fair	Poor
Total	18%	53%	17%	12%
Condo Corridor	29%	56%	10%	5%
Mid Beach	16%	46%	20%	19%
North Beach	12%	58%	18%	12%
South Beach & Belle Isle	16%	53%	20%	10%
South Pointe	18%	56%	16%	10%

### 2009 rating for street lighting by zone:

	Excellent + good	Fair + poor
Total	78%	24%
Condo Corridor	79%	21%
Mid Beach	76%	24%
North Beach	82%	18%
South Beach & Belle Isle	76%	24%
South Pointe	77%	23%

<sup>1</sup> How would you rate the adequacy of street lighting in your neighborhood?

Rating for appearance and maintenance of the City's public buildings<sup>1</sup>

	Excellent + good	Fair + poor
2014	79%	21%
2012	87%	13%
2009	87%	13%

## 2014 rating for the appearance and maintenance of the City's public buildings by zone:

	Excellent	Good	Fair	Poor
Total	19%	60%	18%	3%
Condo Corridor	17%	62%	19%	2%
Mid Beach	17%	57%	23%	3%
North Beach	21%	62%	13%	3%
South Beach & Belle Isle	18%	60%	17%	4%
South Pointe	21%	59%	15%	5%

## 2012 rating for the appearance and maintenance of the City's public buildings by zone:

	Excellent	Good	Fair	Poor
Total	22%	65%	10%	3%
Condo Corridor	24%	65%	6%	5%
Mid Beach	26%	59%	13%	3%
North Beach	13%	67%	15%	5%
South Beach & Belle Isle	24%	65%	8%	2%
South Pointe	20%	72%	6%	2%

## 2009 rating for the appearance and maintenance of the City's public buildings by zone:

	Excellent + good	Fair + poor
Total	87%	13%
Condo Corridor	88%	12%
Mid Beach	87%	13%
North Beach	88%	12%
South Beach & Belle Isle	87%	13%
South Pointe	86%	14%

<sup>1</sup> How would you rate the appearance and maintenance of the City's public buildings?

## Rating for overall quality of the beaches<sup>1</sup>

	Excellent + good	Fair + poor
2014	82%	19%
2012	84%	16%
2009	83%	17%

### 2014 rating for overall quality of the beaches by zone:

	Excellent	Good	Fair	Poor
Total	26%	56%	15%	4%
Condo Corridor	26%	58%	13%	3%
Mid Beach	22%	55%	20%	2%
North Beach	30%	55%	11%	4%
South Beach & Belle Isle	26%	54%	14%	6%
South Pointe	23%	55%	16%	6%

### 2012 rating for overall quality of the beaches by zone:

	Excellent	Good	Fair	Poor
Total	32%	52%	13%	3%
Condo Corridor	30%	54%	12%	4%
Mid Beach	31%	50%	15%	3%
North Beach	23%	58%	14%	5%
South Beach & Belle Isle	35%	48%	14%	3%
South Pointe	42%	50%	7%	1%

### 2009 rating for overall quality of the beaches by zone:

	Excellent + good	Fair + poor
Total	83%	17%
Condo Corridor	81%	19%
Mid Beach	82%	18%
North Beach	82%	18%
South Beach & Belle Isle	85%	15%
South Pointe	84%	16%

<sup>1</sup> How would you rate the overall quality of the beaches?

Rating for recreational programs<sup>1</sup>

	Excellent + good	Fair + poor
2014	79%	21%
2012	85%	15%
2009	85%	15%

## 2014 rating for recreational programs by zone:

	Excellent	Good	Fair	Poor
Total	25%	54%	15%	6%
Condo Corridor	25%	54%	15%	5%
Mid Beach	24%	52%	18%	5%
North Beach	28%	49%	15%	7%
South Beach & Belle Isle	21%	62%	13%	5%
South Pointe	25%	55%	11%	9%

## 2012 rating for recreational programs by zone:

	Excellent	Good	Fair	Poor
Total	30%	55%	12%	3%
Condo Corridor	33%	55%	11%	1%
Mid Beach	30%	51%	14%	4%
North Beach	20%	58%	17%	5%
South Beach & Belle Isle	31%	55%	13%	1%
South Pointe	39%	56%	4%	2%

## 2009 rating for recreational programs by zone:

	Excellent + good	Fair + poor
Total	85%	15%
Condo Corridor	83%	17%
Mid Beach	84%	16%
North Beach	87%	13%
South Beach & Belle Isle	86%	14%
South Pointe	85%	15%

1 How would you rate recreational programs?

## Rating for appearance of playgrounds<sup>1</sup>

	Excellent + good	Fair + poor
2014	81%	19%
2012	84%	17%
2009	87%	13%

### 2014 rating for appearance of playgrounds by zone:

	Excellent	Good	Fair	Poor
Total	24%	57%	15%	4%
Condo Corridor	23%	59%	15%	3%
Mid Beach	23%	60%	14%	3%
North Beach	28%	53%	13%	6%
South Beach & Belle Isle	25%	55%	16%	4%
South Pointe	23%	55%	18%	4%

### 2012 rating for appearance of playgrounds by zone:

	Excellent	Good	Fair	Poor
Total	30%	54%	11%	6%
Condo Corridor	35%	47%	13%	5%
Mid Beach	27%	54%	13%	5%
North Beach	27%	54%	14%	5%
South Beach & Belle Isle	29%	59%	6%	6%
South Pointe	30%	55%	6%	8%

### 2009 rating for appearance of playgrounds by zone:

	Excellent + good	Fair + poor
Total	87%	13%
Condo Corridor	86%	14%
Mid Beach	86%	14%
North Beach	89%	11%
South Beach & Belle Isle	87%	13%
South Pointe	89%	11%

<sup>1</sup> How would you rate the appearance of playgrounds?

Rating for the maintenance of parks<sup>1</sup>

	Excellent + good	Fair + poor
2014	76%	23%
2012	82%	17%
2009	85%	15%

## 2014 rating for the maintenance of parks by zone:

	Excellent	Good	Fair	Poor
Total	21%	55%	19%	4%
Condo Corridor	18%	63%	16%	3%
Mid Beach	19%	57%	20%	4%
North Beach	23%	52%	20%	4%
South Beach & Belle Isle	26%	53%	17%	5%
South Pointe	18%	52%	24%	6%

## 2012 rating for the maintenance of parks by zone:

	Excellent	Good	Fair	Poor
Total	32%	50%	14%	3%
Condo Corridor	36%	47%	15%	2%
Mid Beach	30%	49%	19%	3%
North Beach	31%	52%	14%	3%
South Beach & Belle Isle	28%	57%	13%	2%
South Pointe	36%	47%	12%	5%

## 2009 rating for the maintenance of parks by zone:

	Excellent + good	Fair + poor
Total	85%	15%
Condo Corridor	83%	17%
Mid Beach	82%	18%
North Beach	88%	12%
South Beach & Belle Isle	86%	14%
South Pointe	87%	13%

1 How would you rate the maintenance of parks?

## Rating for landscape maintenance<sup>1</sup>

	Excellent + good	Fair + poor
2014	70%	30%
2012	79%	21%
2009	83%	17%

### 2014 rating for landscape maintenance by zone:

	Excellent	Good	Fair	Poor
Total	21%	49%	21%	9%
Condo Corridor	19%	52%	21%	8%
Mid Beach	21%	44%	27%	8%
North Beach	22%	53%	14%	10%
South Beach & Belle Isle	18%	53%	19%	10%
South Pointe	26%	41%	23%	10%

### 2012 rating for landscape maintenance by zone:

	Excellent	Good	Fair	Poor
Total	22%	57%	16%	5%
Condo Corridor	22%	61%	12%	5%
Mid Beach	25%	50%	22%	4%
North Beach	20%	58%	19%	3%
South Beach & Belle Isle	18%	59%	18%	5%
South Pointe	26%	57%	12%	6%

### 2009 rating for landscape maintenance by zone:

	Excellent + good	Fair + poor
Total	83%	17%
Condo Corridor	83%	17%
Mid Beach	83%	17%
North Beach	85%	15%
South Beach & Belle Isle	83%	17%
South Pointe	80%	20%

<sup>1</sup> How would you rate landscape maintenance in rights of way and public areas?

Rating for garbage/trash collection<sup>1</sup>

	Excellent + good	Fair + poor
2014	79%	21%
2012	81%	18%
2009	83%	17%

## 2014 rating for garbage/trash collection by zone:

	Excellent	Good	Fair	Poor
Total	24%	55%	14%	7%
Condo Corridor	22%	60%	11%	7%
Mid Beach	32%	52%	12%	4%
North Beach	25%	50%	16%	9%
South Beach & Belle Isle	20%	55%	16%	9%
South Pointe	18%	60%	16%	6%

## 2012 rating for garbage/trash collection by zone:

	Excellent	Good	Fair	Poor
Total	23%	58%	11%	7%
Condo Corridor	27%	55%	10%	8%
Mid Beach	32%	50%	11%	7%
North Beach	20%	59%	13%	8%
South Beach & Belle Isle	17%	62%	13%	7%
South Pointe	20%	67%	8%	5%

## 2009 rating for garbage/trash collection by zone:

	Excellent + good	Fair + poor
Total	83%	17%
Condo Corridor	82%	18%
Mid Beach	84%	16%
North Beach	84%	16%
South Beach & Belle Isle	82%	18%
South Pointe	82%	18%

1 How would you rate garbage/trash collection?

## Rating for the City's addressing of homelessness<sup>1</sup>

	Excellent + good	Fair + poor
2014	37%	63%
2012	42%	57%
2009	44%	56%

### 2014 rating for the City's addressing of homelessness by zone:

	Excellent	Good	Fair	Poor
Total	6%	31%	32%	31%
Condo Corridor	6%	43%	23%	28%
Mid Beach	8%	28%	38%	25%
North Beach	8%	30%	29%	33%
South Beach & Belle Isle	5%	28%	28%	39%
South Pointe	4%	26%	40%	30%

### 2012 rating for the City's addressing of homelessness by zone:

	Excellent	Good	Fair	Poor
Total	11%	31%	24%	33%
Condo Corridor	16%	23%	24%	36%
Mid Beach	14%	37%	25%	24%
North Beach	6%	37%	28%	28%
South Beach & Belle Isle	4%	29%	29%	38%
South Pointe	18%	27%	14%	41%

### 2009 rating for the City's addressing of homelessness by zone:

	Excellent + good	Fair + poor
Total	44%	56%
Condo Corridor	43%	57%
Mid Beach	43%	57%
North Beach	49%	51%
South Beach & Belle Isle	38%	62%
South Pointe	47%	53%

<sup>1</sup> How would you rate the City's addressing of homelessness?

Rating for the City's efforts to be a "green" or sustainable city<sup>1</sup>

	Excellent + good	Fair + poor
2014	59%	42%
2012	42%	57%

## 2014 rating for the City's efforts to be a "green" or sustainable city by zone:

	Excellent	Good	Fair	Poor
Total	13%	46%	26%	16%
Condo Corridor	10%	56%	21%	13%
Mid Beach	13%	42%	31%	15%
North Beach	13%	47%	28%	12%
South Beach & Belle Isle	13%	44%	27%	16%
South Pointe	14%	39%	23%	24%

## 2012 rating for the City's efforts to be a "green" or sustainable city by zone:

	Excellent	Good	Fair	Poor
Total	18%	48%	21%	13%
Condo Corridor	22%	49%	16%	13%
Mid Beach	17%	46%	22%	16%
North Beach	14%	51%	23%	12%
South Beach & Belle Isle	16%	50%	25%	9%
South Pointe	20%	43%	20%	17%

1 How would you rate the City's efforts to be a "green" or sustainable city?

## Necessity of City improvement<sup>1</sup>

	Yes	No
2014	74%	26%
2012	84%	18%

### 2014 necessity of City improvement by zone:

	Yes	No
Total	74%	26%
Condo Corridor	69%	31%
Mid Beach	74%	26%
North Beach	73%	27%
South Beach & Belle Isle	79%	21%
South Pointe	72%	28%

### 2012 necessity of City improvement by zone:

	Yes	No
Total	84%	18%
Condo Corridor	88%	12%
Mid Beach	83%	17%
North Beach	79%	21%
South Beach & Belle Isle	83%	17%
South Pointe	81%	19%

<sup>1</sup> Is there any geographic area of Miami Beach that needs to be improved?

City's ability to meet expectations<sup>1</sup>

	Excellent + good	Fair + poor
2014	58%	42%
2012	67%	33%
2009	75%	25%

## 2014 rating for City's ability to meet expectations by zone:

	Excellent	Good	Fair	Poor
Total	11%	47%	30%	12%
Condo Corridor	13%	50%	29%	9%
Mid Beach	10%	46%	33%	11%
North Beach	11%	47%	29%	12%
South Beach & Belle Isle	11%	46%	30%	14%
South Pointe	9%	48%	31%	11%

## 2012 rating for City's ability to meet expectations by zone:

	Excellent	Good	Fair	Poor
Total	13%	54%	24%	9%
Condo Corridor	16%	56%	16%	12%
Mid Beach	14%	49%	29%	8%
North Beach	17%	53%	21%	9%
South Beach & Belle Isle	14%	54%	25%	8%
South Pointe	7%	58%	28%	8%

## 2009 rating for City's ability to meet expectations by zone:

	Excellent	Good	Fair	Poor
Total	9%	66%	20%	6%
Condo Corridor	11%	63%	20%	6%
Mid Beach	9%	66%	17%	8%
North Beach	8%	69%	19%	5%
South Beach & Belle Isle	9%	65%	21%	5%
South Pointe	10%	65%	20%	5%

1 How good a job is the City doing in meeting your expectations for the services they provide?

## Rating for the City's level of code enforcement<sup>1</sup>

	Too little	Too much	About the right amount
2014	23%	15%	62%
2012	21%	17%	61%
2009	23%	13%	64%

### 2014 rating for the City's level of code enforcement by zone:

	Too little	Too much	About the right amount
Total	23%	15%	62%
Condo Corridor	15%	12%	73%
Mid Beach	24%	18%	58%
North Beach	25%	15%	60%
South Beach & Belle Isle	25%	14%	61%
South Pointe	27%	16%	57%

### 2012 rating for the City's level of code enforcement by zone:

	Too little	Too much	About the right amount
Total	21%	17%	61%
Condo Corridor	18%	19%	63%
Mid Beach	19%	21%	60%
North Beach	27%	21%	52%
South Beach & Belle Isle	24%	15%	61%
South Pointe	18%	9%	72%

### 2009 rating for the City's level of code enforcement by zone:

	Too little	Too much	About the right amount
Total	23%	13%	64%
Condo Corridor	19%	17%	64%
Mid Beach	24%	12%	64%
North Beach	21%	10%	69%
South Beach & Belle Isle	24%	16%	60%
South Pointe	25%	12%	63%

<sup>1</sup> How would you rate the level of enforcement of codes and ordinances in your neighborhood?

Amount of neighborhood noise<sup>1</sup>

	A bit too much	Way too much	Acceptable/ not a problem
2014	18%	13%	69%
2012	14%	12%	75%
2009	15%	10%	75%

## 2014 amount of neighborhood noise by zone:

	A bit too much	Way too much	Acceptable/ not a problem
Total	18%	13%	69%
Condo Corridor	17%	14%	68%
Mid Beach	14%	8%	78%
North Beach	13%	7%	81%
South Beach & Belle Isle	23%	21%	56%
South Pointe	25%	15%	60%

## 2012 amount of neighborhood noise by zone:

	A bit too much	Way too much	Acceptable/ not a problem
Total	14%	12%	75%
Condo Corridor	12%	6%	82%
Mid Beach	12%	10%	77%
North Beach	11%	14%	75%
South Beach & Belle Isle	19%	9%	71%
South Pointe	13%	20%	67%

## 2009 rating for amount of neighborhood noise by zone:

	A bit too much	Way too much	Acceptable/not a problem
Total	15%	10%	75%
Condo Corridor	15%	9%	77%
Mid Beach	13%	7%	80%
North Beach	12%	7%	81%
South Beach & Belle Isle	15%	14%	72%
South Pointe	22%	12%	66%

<sup>1</sup> How would you rate the amount of noise in your neighborhood?

## Historic preservation efforts<sup>1</sup>

	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective
2014	26%	48%	10%	11%	5%
2012	35%	43%	11%	5%	6%

### 2014 rating for historic preservation efforts by zone:

	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective
Total	26%	48%	10%	11%	5%
Condo Corridor	32%	52%	8%	7%	1%
Mid Beach	17%	42%	15%	16%	11%
North Beach	24%	43%	14%	14%	5%
South Beach & Belle Isle	29%	50%	9%	5%	7%
South Pointe	28%	51%	7%	11%	4%

### 2012 rating for historic preservation efforts by zone:

	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective
Total	35%	43%	11%	5%	6%
Condo Corridor	46%	37%	9%	2%	5%
Mid Beach	35%	45%	10%	6%	4%
North Beach	28%	46%	15%	3%	7%
South Beach & Belle Isle	32%	49%	8%	7%	3%
South Pointe	32%	35%	15%	6%	12%

### 2009 rating for historic preservation efforts by zone:

	Too little	Too much	About the right amount
Total	15%	8%	77%
Condo Corridor	17%	12%	72%
Mid Beach	17%	7%	76%
North Beach	14%	6%	80%
South Beach & Belle Isle	16%	6%	78%
South Pointe	13%	7%	79%

<sup>1</sup> How effective have historic preservation efforts been in the City of Miami Beach?

Level of development<sup>1</sup>

	Too strict	Too lax	About right
2014	10%	37%	53%
2012	23%	30%	48%
2009	14%	31%	55%

## 2014 level of development by zone:

	About right	Too strict	Too lax
Total	53%	10%	37%
Condo Corridor	62%	8%	30%
Mid Beach	40%	11%	49%
North Beach	62%	6%	32%
South Beach & Belle Isle	57%	9%	34%
South Pointe	45%	16%	38%

## 2012 level of development by zone:

	About right	Too strict	Too lax
Total	55%	14%	31%
Condo Corridor	61%	12%	27%
Mid Beach	46%	12%	43%
North Beach	54%	21%	25%
South Beach & Belle Isle	58%	9%	33%
South Pointe	62%	13%	25%

## 2009 level of development by zone:

	Too strict	Too lax	About the right amount
Total	23%	30%	48%
Condo Corridor	24%	29%	47%
Mid Beach	27%	34%	39%
North Beach	23%	27%	50%
South Beach & Belle Isle	23%	29%	48%
South Pointe	18%	29%	53%

<sup>1</sup> How would you rate the level of development in the City of Miami Beach?

## Primary mode of transportaion<sup>1</sup>

	2009	2012	2014
Car	71%	74%	73%
Walking/Bicycling	6%	11%	11%
Public buses (excluding the Local)	4%	4%	6%
Local bus circulators (in South Beach)	14%	8%	5%
Motorcycles/Mopeds	1%	1%	2%
You stay home/do not go out often	1%	0%	1%
Taxis	1%	1%	0%
Friends and Family	2%	0%	0%
Other	0%	1%	1%

## 2014 primary mode of transportation by zone:

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
Car	73%	84%	89%	72%	53%	68%
Walking/Bicycling	11%	5%	6%	4%	25%	15%
Public buses (excluding the Local)	6%	4%	3%	10%	10%	5%
Local bus circulators (in South Beach)	5%	5%	2%	9%	7%	3%
Motorcycles/Mopeds	2%	0%	0%	2%	2%	5%
You stay home/do not go out often	1%	2%	1%	1%	0%	0%
Taxis	0%	1%	0%	0%	1%	1%
Friends and Family	0%	0%	0%	0%	0%	1%
Other	1%	0%	0%	1%	3%	1%

<sup>1</sup> What is your primary mode of transportation?

## 2012 primary mode of transportation by zone:

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
Car	74%	78%	89%	78%	52%	69%
Walking/ Bicycling	11%	8%	6%	4%	26%	11%
Local bus c irculators	8%	6%	1%	12%	10%	12%
Public buses	4%	6%	1%	3%	5%	6%
Motorcycles/ Mopeds	1%	0%	0%	1%	4%	0%
Taxis	1%	1%	1%	0%	1%	1%
You stay home/ do not go out often	0%	0%	0%	0%	0%	0%
Friends and Family	0%	0%	1%	0%	0%	0%
Other	1%	0%	0%	1%	0%	2%

## 2009 primary mode of transportation by zone:

	Car	Public buses	Walking/ Bicycling	Local bus circulators	Motorcycles/ Mopeds	Taxis	You stay home/ don't go out often	Friends & Family
Total	71%	4%	6%	14%	1%	1%	1%	2%
Condo Corridor	81%	5%	3%	7%	1%	2%	1%	1%
Mid Beach	83%	2%	4%	8%	0%	1%	0%	2%
North Beach	69%	5%	2%	19%	0%	0%	1%	4%
South Beach & Belle Isle	57%	5%	12%	21%	2%	1%	1%	2%
South Pointe	69%	3%	10%	14%	1%	0%	2%	0%

Amount of parking<sup>1</sup>

	Too little	Too much	About right
2014	75%	1%	24%
2012	70%	3%	27%
2009	77%	1%	21%

## 2014 amount of parking by zone:

	Too little	Too much	About right
Total	75%	1%	24%
Condo Corridor	73%	1%	26%
Mid Beach	80%	1%	19%
North Beach	73%	1%	26%
South Beach & Belle Isle	76%	2%	22%
South Pointe	73%	0%	27%

## 2012 amount of parking by zone:

	Too little	Too much	About right
Total	70%	3%	27%
Condo Corridor	63%	5%	31%
Mid Beach	75%	1%	24%
North Beach	67%	4%	29%
South Beach & Belle Isle	67%	2%	30%
South Pointe	76%	2%	22%

## 2009 rating for amount of parking by zone:

	Too little	Too much	About Right
Total	77%	1%	21%
Condo Corridor	72%	2%	26%
Mid Beach	83%	1%	16%
North Beach	72%	3%	26%
South Beach & Belle Isle	79%	2%	19%
South Pointe	80%	0%	20%

1 How do you feel about the availability of parking in the City of Miami Beach?

Rating for traffic flow<sup>1</sup>

	Excellent	Good	Fair	Poor
2014	1%	15%	24%	60%
2012	4%	19%	37%	40%
2009	2%	29%	41%	28%

## 2014 rating for traffic flow by zone:

	Excellent	Good	Fair	Poor
Total	1%	15%	24%	60%
Condo Corridor	1%	16%	28%	56%
Mid Beach	1%	13%	20%	66%
North Beach	2%	21%	30%	46%
South Beach & Belle Isle	2%	16%	18%	63%
South Pointe	1%	9%	24%	66%

## 2012 rating for traffic flow by zone:

	Excellent	Good	Fair	Poor
Total	4%	19%	37%	40%
Condo Corridor	5%	22%	36%	37%
Mid Beach	2%	17%	32%	49%
North Beach	8%	24%	36%	32%
South Beach & Belle Isle	5%	21%	36%	38%
South Pointe	1%	11%	46%	42%

## 2009 rating for traffic flow by zone:

	Excellent	Good	Fair	Poor
Total	2%	29%	41%	28%
Condo Corridor	2%	35%	39%	24%
Mid Beach	2%	26%	37%	36%
North Beach	3%	29%	42%	25%
South Beach & Belle Isle	1%	27%	43%	30%
South Pointe	3%	29%	42%	26%

<sup>1</sup> How do you feel about the flow of traffic where you drive in the City of Miami Beach?

Rating for condition of roads<sup>1</sup>

	Excellent	Good	Fair	Poor
2014	6%	26%	28%	37%
2012	7%	37%	35%	19%
2009	5%	50%	30%	16%

## 2014 rating for condition of roads by zone:

	Excellent	Good	Fair	Poor
Total	6%	26%	28%	37%
Condo Corridor	6%	33%	32%	27%
Mid Beach	4%	19%	27%	48%
North Beach	10%	39%	26%	20%
South Beach & Belle Isle	4%	20%	26%	47%
South Pointe	6%	16%	30%	45%

## 2012 rating for condition of roads by zone:

	Excellent	Good	Fair	Poor
Total	7%	37%	35%	19%
Condo Corridor	13%	43%	29%	14%
Mid Beach	5%	33%	36%	26%
North Beach	14%	32%	36%	15%
South Beach & Belle Isle	3%	39%	36%	21%
South Pointe	1%	39%	40%	18%

## 2009 rating for condition of roads by zone:

	Excellent	Good	Fair	Poor
Total	5%	50%	30%	16%
Condo Corridor	7%	54%	26%	13%
Mid Beach	4%	48%	30%	18%
North Beach	4%	56%	27%	12%
South Beach & Belle Isle	4%	48%	33%	15%
South Pointe	5%	41%	32%	22%

<sup>1</sup> How do you feel about the condition of roads in Miami Beach (street repair, maintenance, smoothness)?

## Alternative forms of transportation<sup>1</sup>

	Local bus circulators	Bicycles	Trolley car	Express bus to mainland	Express train or rapid transit to mainland	Walk	Taxi	Other
2014	49%	39%	30%	28%	28%	4%	2%	2%
2012	49%	48%	34%	28%	NA	2%	2%	5%
2009	52%	17%	7%	10%	NA	NA	NA	30%

### 2014 alternative forms of transportation by zone:

	Local bus circulators	Bicycles	Trolley car	Express bus to mainland	Express train or rapid transit to mainland	Walk	Taxi	Other
Total	49%	39%	30%	28%	28%	4%	2%	2%
Condo Corridor	52%	38%	25%	32%	28%	2%	2%	2%
Mid Beach	34%	41%	28%	24%	25%	7%	3%	4%
North Beach	54%	37%	31%	33%	30%	2%	0%	2%
South Beach & Belle Isle	53%	39%	30%	30%	27%	9%	1%	2%
South Pointe	50%	39%	37%	19%	31%	2%	2%	1%

### 2012 alternative forms of transportation by zone:

	Local bus circulators	Trolley car	Express bus to mainland	Bicycles	Walk	Taxi	Motorcycle/scooter
Total	49%	34%	28%	48%	2%	2%	1%
Condo Corridor	54%	23%	28%	50%	2%	1%	1%
Mid Beach	35%	41%	29%	51%	4%	1%	1%
North Beach	50%	32%	32%	50%	1%	1%	3%
South Beach & Belle Isle	53%	37%	32%	51%	2%	4%	2%
South Pointe	53%	34%	17%	39%	2%	2%	0%

### 2009 rating for alternative forms of transportation by zone:

	Local bus circulators	Bicycles	Express bus to mainland	Trolley car
Total	52%	17%	10%	7%
Condo Corridor	56%	17%	14%	8%
Mid Beach	45%	19%	9%	7%
North Beach	61%	10%	11%	4%
South Beach & Belle Isle	49%	17%	11%	7%
South Pointe	46%	22%	7%	7%

<sup>1</sup> What alternative forms of transportation would you be willing to use?

Availability of bicycle lanes/paths<sup>1</sup>

	Too few	Too many	About right
2014	50%	9%	40%
2012	48%	7%	45%
2009	64%	4%	32%

## 2014 availability of bicycle lanes/paths by zone:

	Too few	Too many	About right
Total	50%	9%	40%
Condo Corridor	48%	8%	44%
Mid Beach	49%	14%	37%
North Beach	44%	11%	46%
South Beach & Belle Isle	56%	8%	36%
South Pointe	56%	5%	39%

## 2012 availability of bicycle lanes/paths by zone:

	Too few	Too many	About right
Total	48%	7%	45%
Condo Corridor	46%	8%	46%
Mid Beach	48%	10%	41%
North Beach	47%	5%	48%
South Beach & Belle Isle	44%	6%	50%
South Pointe	57%	6%	37%

## 2009 availability of bicycle lanes/paths by zone:

	Too few	Too many	About Right
Total	64%	4%	32%
Condo Corridor	59%	6%	34%
Mid Beach	65%	5%	30%
North Beach	64%	3%	33%
South Beach & Belle Isle	63%	2%	35%
South Pointe	67%	3%	29%

1 How would you describe the availability of bicycle lanes/paths throughout the City of Miami Beach?

Ratings for selected safety services<sup>12</sup>

	Fire	Ocean rescue/ Lifeguard/ Beach Patrol	Emergency Medical Response	Emergency/ Hurricane preparedness	Police
2014	93%	88%	92%	84%	67%
2012	91%	86%	89%	83%	66%
2009	97%	95%	96%	92%	84%

## 2014 ratings for selected safety services by zone:

	Fire	Ocean rescue/ Lifeguard/ Beach Patrol	Emergency Medical Re- sponse	Emergency/ Hurricane preparedness	Police
Total	93%	88%	92%	84%	67%
Condo Corridor	94%	89%	95%	88%	70%
Mid Beach	93%	83%	89%	80%	71%
North Beach	96%	88%	92%	85%	67%
South Beach & Belle Isle	94%	89%	92%	84%	64%
South Pointe	89%	88%	90%	84%	61%

## 2009 ratings for selected safety services by zone:

	Fire	Ocean rescue/ Lifeguard/ Beach Patrol	Emergency Medical Response	Emergency/ Hurricane preparedness	Police
Total	97%	95%	96%	92%	84%
Condo Corridor	96%	95%	95%	91%	85%
Mid Beach	97%	94%	95%	87%	86%
North Beach	99%	98%	98%	94%	88%
South Beach & Belle Isle	97%	96%	96%	94%	82%
South Pointe	95%	95%	94%	94%	79%

## 2009 ratings for selected safety services by zone:

	Fire	Ocean rescue/ Lifeguard/ Beach Patrol	Emergency Medical Response	Emergency/ Hurricane preparedness	Police
Total	97%	95%	96%	92%	84%
Condo Corridor	96%	95%	95%	91%	85%
Mid Beach	97%	94%	95%	87%	86%
North Beach	99%	98%	98%	94%	88%
South Beach & Belle Isle	97%	96%	96%	94%	82%
South Pointe	95%	95%	94%	94%	79%

1 How would you rate the quality of the selected safety services?

2 Excellent and good ratings

Ratings for safety<sup>12</sup>

	In your neighborhood during the day?	In your neighborhood during the evening/night?	In business commercial areas during the evening/night?
2014	98%	88%	85%
2012	98%	91%	85%
2009	96%	90%	88%

## 2014 ratings for safety by zone:

	In your neighborhood during the day?	In your neighborhood during the evening/night?	In business commercial areas during the evening/night?
Total	98%	88%	85%
Condo Corridor	100%	92%	86%
Mid Beach	99%	91%	85%
North Beach	97%	83%	82%
South Beach & Belle Isle	98%	89%	85%
South Pointe	99%	85%	90%

## 2012 ratings for safety by zone:

	In your neighborhood during the day?	In your neighborhood during the evening/night?	In business commercial areas during the evening/night?
Total	98%	91%	85%
Condo Corridor	99%	95%	98%
Mid Beach	97%	91%	85%
North Beach	98%	86%	84%
South Beach & Belle Isle	98%	91%	85%
South Pointe	98%	91%	82%

## 2009 ratings for safety by zone:

	In your neighborhood during the day?	In your neighborhood during the evening/night?	In business commercial areas during the evening/night?
Total	96%	90%	88%
Condo Corridor	98%	90%	87%
Mid Beach	93%	87%	87%
North Beach	96%	89%	88%
South Beach & Belle Isle	96%	92%	89%
South Pointe	99%	90%	88%

1 Do you feel safe in...

2 Very safe and somewhat safe

Ratings for number of museums<sup>1</sup>

	Too few	Too many	About right
2014	40%	3%	57%
2012	34%	4%	61%
2009	29%	--	--

## 2014 rating for number of museums by zone:

	Too few	Too many	About right
Total	40%	3%	57%
Condo Corridor	37%	2%	62%
Mid Beach	39%	1%	60%
North Beach	47%	3%	50%
South Beach & Belle Isle	38%	4%	59%
South Pointe	40%	7%	53%

## 2012 rating for number of museums by zone:

	Too few	Too many	About right
Total	34%	4%	61%
Condo Corridor	34%	2%	64%
Mid Beach	32%	6%	62%
North Beach	35%	9%	56%
South Beach & Belle Isle	45%	3%	52%
South Pointe	25%	2%	73%

## 2009 ratings for number of museums by zone:

	Too few
Total	29%
Condo Corridor	36%
Mid Beach	30%
North Beach	26%
South Beach & Belle Isle	26%
South Pointe	29%

<sup>1</sup> How would you describe the number of museums in the City of Miami Beach?

Ratings for number of cultural activities<sup>1</sup>

	Too few	Too many	About right
2014	30%	4%	65%
2012	27%	6%	67%
2009	24%	--	--

## 2014 rating for number of cultural activities by zone:

	Too few	Too many	About right
Total	30%	4%	65%
Condo Corridor	26%	3%	71%
Mid Beach	24%	5%	71%
North Beach	43%	3%	54%
South Beach & Belle Isle	28%	7%	65%
South Pointe	31%	3%	66%

## 2012 rating for number of cultural activities by zone:

	Too few	Too many	About right
Total	27%	6%	67%
Condo Corridor	19%	3%	78%
Mid Beach	27%	5%	67%
North Beach	30%	12%	58%
South Beach & Belle Isle	28%	3%	69%
South Pointe	31%	7%	62%

## 2009 ratings for number of cultural activities by zone:

	Too few
Total	24%
Condo Corridor	28%
Mid Beach	21%
North Beach	22%
South Beach & Belle Isle	23%
South Pointe	26%

<sup>1</sup> How would you describe the number of cultural activities in the City of Miami Beach?

Ratings for number of family friendly activities<sup>1</sup>

	Too few	Too many	About right
2014	37%	2%	61%
2012	30%	3%	66%
2009	25%	--	--

## 2014 rating for number of family friendly activities by zone:

	Too few	Too many	About right
Total	37%	2%	61%
Condo Corridor	32%	3%	65%
Mid Beach	39%	2%	60%
North Beach	43%	1%	55%
South Beach & Belle Isle	32%	2%	67%
South Pointe	39%	2%	59%

## 2012 rating for number of family friendly activities by zone:

	Too few	Too many	About right
Total	30%	3%	66%
Condo Corridor	25%	4%	70%
Mid Beach	30%	4%	66%
North Beach	38%	2%	60%
South Beach & Belle Isle	32%	4%	64%
South Pointe	24%	3%	73%

## 2009 ratings for number of family friendly activities by zone:

	Too few
Total	25%
Condo Corridor	28%
Mid Beach	26%
North Beach	22%
South Beach & Belle Isle	22%
South Pointe	25%

<sup>1</sup> How would you describe the number of family friendly activities in the City of Miami Beach?

## Ratings for number of major events<sup>1</sup>

	Too few	Too many	About right
2014	12%	24%	64%
2012	13%	16%	71%
2009	10%	--	--

### 2014 rating for number of major events by zone:

	Too few	Too many	About right
Total	12%	24%	64%
Condo Corridor	10%	24%	66%
Mid Beach	4%	32%	64%
North Beach	23%	14%	63%
South Beach & Belle Isle	11%	23%	66%
South Pointe	14%	26%	61%

### 2012 rating for number of major events by zone:

	Too few	Too many	About right
Total	13%	16%	71%
Condo Corridor	13%	11%	76%
Mid Beach	12%	20%	68%
North Beach	13%	20%	68%
South Beach & Belle Isle	17%	14%	69%
South Pointe	8%	18%	75%

### 2009 ratings for number of major events by zone:

	Too few
Total	10%
Condo Corridor	13%
Mid Beach	7%
North Beach	7%
South Beach & Belle Isle	10%
South Pointe	12%

<sup>1</sup> How would you describe the number of major events in the City of Miami Beach?

Annual attendance at the Bass Museum of Art<sup>1</sup>

	0	1	2	3-5	6+
2014	47%	24%	13%	9%	6%
2012	40%	21%	16%	14%	10%

## 2014 annual attendance at the Bass Museum of Art by zone:

	0	1	2	3-5	6+
Total	47%	24%	13%	9%	6%
Condo Corridor	47%	30%	13%	8%	2%
Mid Beach	44%	23%	15%	10%	8%
North Beach	59%	19%	11%	6%	5%
South Beach & Belle Isle	42%	22%	16%	12%	8%
South Pointe	45%	27%	11%	11%	6%

## 2012 annual attendance at the Bass Museum of Art by zone:

	0	1	2	3-5	6+
Total	40%	21%	16%	14%	10%
Condo Corridor	37%	19%	17%	14%	12%
Mid Beach	35%	25%	13%	15%	12%
North Beach	43%	23%	16%	13%	5%
South Beach & Belle Isle	35%	23%	21%	11%	10%
South Pointe	49%	15%	12%	15%	10%

## 2009 annual attendance at the Bass Museum of Art by zone:

	0	1-2	3-5	6-10	10+
Total	66%	28%	11%	3%	2%
Condo Corridor	50%	32%	10%	5%	4%
Mid Beach	50%	34%	11%	2%	3%
North Beach	69%	22%	5%	3%	1%
South Beach & Belle Isle	53%	29%	14%	3%	2%
South Pointe	54%	27%	15%	2%	2%

1 How many times a year do you visit the Bass Museum of Art?

Annual attendance at the Byron Carlyle Theater<sup>1</sup>

	0	1	2	3-5	6+
2014	79%	12%	4%	3%	2%
2012	71%	10%	8%	7%	4%

## 2014 annual attendance at the Byron Carlyle Theater by zone:

	0	1	2	3-5	6+
Total	79%	12%	4%	3%	2%
Condo Corridor	76%	13%	5%	5%	1%
Mid Beach	77%	14%	3%	4%	2%
North Beach	73%	14%	7%	4%	2%
South Beach & Belle Isle	81%	8%	4%	3%	4%
South Pointe	87%	9%	1%	1%	1%

## 2012 annual attendance at the Byron Carlyle Theater by zone:

	0	1	2	3-5	6+
Total	71%	10%	8%	7%	4%
Condo Corridor	63%	11%	14%	7%	4%
Mid Beach	73%	13%	7%	4%	4%
North Beach	70%	12%	10%	5%	4%
South Beach & Belle Isle	75%	11%	6%	5%	3%
South Pointe	73%	3%	4%	13%	6%

## 2009 annual attendance at the Byron Carlyle Theater by zone:

	0	1-2	3-5	6-10	10+
Total	81%	13%	4%	1%	1%
Condo Corridor	80%	16%	3%	1%	1%
Mid Beach	82%	13%	4%	1%	2%
North Beach	82%	11%	4%	1%	2%
South Beach & Belle Isle	81%	13%	5%	1%	1%
South Pointe	82%	13%	4%	1%	1%

<sup>1</sup> How many times a year do you visit the Byron Carlyle Theater?

Annual attendance at the Fillmore at the Jackie Gleason Theater<sup>1</sup>

	0	1	2	3-5	6+
2014	47%	19%	15%	15%	4%
2012	40%	15%	14%	20%	9%

## 2012 annual attendance at the Fillmore at the Jackie Gleason Theater by zone:

	0	1	2	3-5	6+
Total	47%	19%	15%	15%	4%
Condo Corridor	46%	20%	15%	12%	7%
Mid Beach	47%	20%	14%	15%	5%
North Beach	51%	15%	19%	13%	2%
South Beach & Belle Isle	47%	19%	12%	17%	5%
South Pointe	46%	19%	17%	16%	1%

## 2012 annual attendance at the Fillmore at the Jackie Gleason Theater by zone:

	0	1	2	3-5	6+
Total	40%	15%	14%	20%	9%
Condo Corridor	34%	13%	18%	27%	8%
Mid Beach	40%	16%	15%	19%	10%
North Beach	48%	18%	13%	15%	7%
South Beach & Belle Isle	41%	15%	18%	16%	11%
South Pointe	40%	16%	8%	26%	10%

## 2009 annual attendance at the Fillmore at the Jackie Gleason Theater by zone:

	0	1-2	3-5	6-10	10+
Total	54%	29%	11%	3%	2%
Condo Corridor	48%	32%	14%	5%	2%
Mid Beach	52%	31%	12%	3%	2%
North Beach	66%	23%	7%	3%	2%
South Beach & Belle Isle	58%	26%	12%	2%	2%
South Pointe	46%	36%	13%	2%	2%

1 How many times a year do you visit the Fillmore at the Jackie Gleason Theater?

## Annual attendance at the Colony Theater<sup>1</sup>

	0	1	2	3-5	6+
2014	63%	16%	10%	8%	3%
2012	54%	15%	10%	14%	8%

### 2014 annual attendance at the Colony Theater by zone:

	0	1	2	3-5	6+
Total	63%	16%	10%	8%	3%
Condo Corridor	68%	13%	6%	9%	4%
Mid Beach	62%	16%	11%	9%	2%
North Beach	73%	14%	9%	2%	2%
South Beach & Belle Isle	54%	18%	11%	12%	6%
South Pointe	60%	19%	12%	9%	1%

### 2012 annual attendance at the Colony Theater by zone:

	0	1	2	3-5	6+
Total	54%	15%	10%	14%	8%
Condo Corridor	48%	15%	11%	15%	12%
Mid Beach	48%	17%	15%	12%	9%
North Beach	68%	14%	8%	7%	4%
South Beach & Belle Isle	54%	14%	11%	13%	8%
South Pointe	51%	13%	6%	23%	6%

### 2009 annual attendance at the Colony Theater by zone:

	0	1-2	3-5	6-10	10+
Total	66%	21%	8%	3%	2%
Condo Corridor	67%	21%	8%	3%	1%-
Mid Beach	63%	26%	9%	1%	1%
North Beach	74%	16%	5%	3%	2%
South Beach & Belle Isle	60%	20%	12%	5%	4%
South Pointe	63%	23%	9%	4%	2%

<sup>1</sup> How many times a year do you visit the Colony Theater?

Annual attendance at the Miami Beach Convention Center<sup>1</sup>

	0	1	2	3-5	6+
2014	27%	20%	24%	21%	8%
2012	20%	16%	18%	24%	23%

## 2014 annual attendance at the Miami Beach Convention Center by zone:

	0	1	2	3-5	6+
Total	27%	20%	24%	21%	8%
Condo Corridor	32%	14%	24%	23%	7%
Mid Beach	26%	20%	20%	24%	10%
North Beach	36%	16%	26%	16%	7%
South Beach & Belle Isle	21%	24%	22%	20%	12%
South Pointe	21%	25%	27%	24%	3%

## 2012 annual attendance at the Miami Beach Convention Center by zone:

	0	1	2	3-5	6+
Total	20%	15%	20%	27%	18%
Condo Corridor	20%	16%	18%	24%	23%
Mid Beach	18%	17%	18%	26%	21%
North Beach	22%	15%	23%	27%	13%
South Beach & Belle Isle	17%	13%	23%	29%	19%
South Pointe	25%	12%	18%	30%	15%

## 2009 annual attendance at the Miami Beach Convention Center by zone:

	0	1-2	3-5	6-10	10+
Total	35%	33%	20%	8%	4%
Condo Corridor	29%	37%	22%	10%	2%
Mid Beach	30%	37%	21%	8%	4%
North Beach	49%	32%	12%	5%	3%
South Beach & Belle Isle	36%	29%	18%	11%	6%
South Pointe	27%	32%	30%	7%	4%

<sup>1</sup> How many times a year do you visit the Miami Beach Convention Center?

Management of special events<sup>1</sup>

	Excellent	Good	Average	Poor	Very poor
2014	16%	39%	--	25%	20%
2012	12%	45%	--	26%	18%
2009	18%	52%	22%	1%	8%

## 2014 rating for management of special events by zone:

	Excellent	Good	Fair	Poor
Total	16%	39%	25%	20%
Condo Corridor	17%	40%	25%	17%
Mid Beach	14%	36%	25%	25%
North Beach	19%	45%	23%	13%
South Beach & Belle Isle	13%	36%	28%	23%
South Pointe	17%	39%	26%	19%

## 2012 rating for management of special events by zone:

	Excellent	Good	Fair	Poor
Total	12%	45%	26%	18%
Condo Corridor	13%	49%	19%	19%
Mid Beach	10%	41%	32%	17%
North Beach	19%	41%	24%	15%
South Beach & Belle Isle	10%	38%	31%	21%
South Pointe	6%	54%	22%	18%

## 2009 rating for management of special events by zone:

	Excellent	Good	Average	Poor	Very poor
Total	18%	52%	22%	1%	8%
Condo Corridor	20%	55%	17%	7%	1%
Mid Beach	16%	45%	30%	9%	1%
North Beach	14%	60%	22%		5%
South Beach & Belle Isle	18%	50%	22%	9%	1%
South Pointe	20%	52%	19%	8%	1%

<sup>1</sup> How would you rate the City's performance in addressing the needs of residents, noise and disturbances during events that attract large crowds to Miami Beach

Tourism in Miami Beach<sup>1</sup>

	Adds to the quality of life in the city	Detracts from the quality of life in the city	Neither adds nor detracts from the quality of life in the city
2014	64%	19%	18%
2012	70%	16%	15%
2009	69%	18%	13%

## 2014 rating for tourism by zone:

	Adds to the quality of life in the city	Detracts from the quality of life in the city	Neither adds nor detracts from the quality of life in the city
Total	64%	19%	18%
Condo Corridor	65%	17%	18%
Mid Beach	62%	20%	18%
North Beach	64%	19%	17%
South Beach & Belle Isle	65%	18%	17%
South Pointe	62%	20%	18%

## 2012 rating for tourism by zone:

	Adds to the quality of life in the city	Detracts from the quality of life in the city	Neither adds nor detracts from the quality of life in the city
Total	70%	16%	15%
Condo Corridor	69%	19%	12%
Mid Beach	65%	18%	17%
North Beach	70%	14%	16%
South Beach & Belle Isle	74%	10%	15%
South Pointe	71%	18%	12%

## 2009 rating for tourism by zone:

	Too little	Too much	About the right amount
Total	13%	18%	69%
Condo Corridor	11%	18%	71%
Mid Beach & Islands	13%	13%	75%
North Beach	16%	22%	63%
South Beach & Belle Isle	13%	21%	66%
South Pointe	14%	14%	73%

<sup>1</sup> How would you describe the effect tourism has on the quality of life in the City of Miami Beach?

## Rating for value of City services<sup>1</sup>

	Excellent	Good	Fair	Poor
2014	14%	44%	30%	12%
2012	13%	43%	34%	10%
2009	9%	56%	26%	10%

### 2014 rating for value of City services by zone:

	Excellent	Good	Fair	Poor
Total	14%	44%	30%	12%
Condo Corridor	17%	52%	21%	11%
Mid Beach	10%	43%	35%	12%
North Beach	14%	46%	30%	10%
South Beach & Belle Isle	15%	40%	34%	11%
South Pointe	14%	38%	31%	17%

### 2012 rating for value of City services by zone:

	Excellent	Good	Fair	Poor
Total	13%	43%	34%	10%
Condo Corridor	10%	48%	34%	8%
Mid Beach	13%	39%	34%	14%
North Beach	15%	46%	30%	9%
South Beach & Belle Isle	12%	42%	36%	11%
South Pointe	16%	38%	36%	11%

### 2009 rating for value of City services by zone:

	Excellent	Good	Fair	Poor
Total	9%	56%	26%	10%
Condo Corridor	6%	57%	28%	9%
Mid Beach	11%	50%	27%	13%
North Beach	8%	64%	22%	6%
South Beach & Belle Isle	12%	52%	27%	9%
South Pointe	9%	55%	25%	11%

<sup>1</sup> How would you rate the overall value of City services for tax dollars paid?.

Rating for capital improvement projects<sup>1</sup>

	Excellent	Good	Fair	Poor
2014	23%	54%	17%	6%
2012	42%	39%	16%	3%

## 2014 rating for capital improvement projects by zone:

	Excellent	Good	Fair	Poor
Total	23%	54%	17%	6%
Condo Corridor	21%	62%	12%	4%
Mid Beach	21%	51%	17%	11%
North Beach	21%	53%	21%	4%
South Beach & Belle Isle	28%	49%	16%	7%
South Pointe	24%	53%	18%	4%

## 2012 rating for capital improvement projects by zone:

	Excellent	Good	Fair	Poor
Total	42%	39%	16%	3%
Condo Corridor	43%	39%	15%	4%
Mid Beach	41%	40%	14%	5%
North Beach	40%	41%	17%	3%
South Beach & Belle Isle	47%	40%	10%	3%
South Pointe	39%	35%	23%	3%

<sup>1</sup> How would you rate the recently completed capital improvement projects across the City of Miami Beach?

## Source of information about Miami Beach<sup>1</sup>

	2014	2012	2009
Local TV news	28%	19%	--
Daily news media articles	26%	25%	39%
Internet news sources	25%	18%	--
Miami Beach website	20%	23%	24%
City's MB Magazine	16%	13%	15%
City TV MBTV	8%	7%	18%
Other community/weekly publications	8%	4%	6%
E-mails and/or direct mail from City government, departments or agencies	7%	5%	7%
Social media	7%	3%	--
Radio	6%	3%	--
Internet blogs	5%	--	--
MB radio 1670 AM	2%	--	--
Communications with City Commission	2%	1%	3%
Mayor on the Move/Community/Town meetings	2%	2%	3%

## 2014 source of information about Miami Beach by zone:

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
Local TV news	28%	37%	24%	27%	23%	30%
Daily news media articles	26%	25%	25%	22%	29%	32%
Internet news sources	25%	24%	29%	22%	27%	24%
Miami Beach website	20%	19%	20%	20%	22%	19%
City's MB Magazine	16%	14%	14%	15%	19%	20%
City TV MBTV	8%	8%	6%	11%	7%	10%
Other community/weekly publications	8%	10%	5%	9%	7%	8%
E-mails and/or direct mail from City government, departments or agencies	7%	5%	9%	5%	6%	10%
Social media	7%	6%	3%	8%	7%	9%
Radio	6%	3%	5%	7%	7%	8%
Internet blogs	5%	6%	3%	4%	6%	8%
MB radio 1670 AM	2%	1%	1%	3%	1%	3%
Communications with City Commission	2%	1%	2%	2%	3%	3%
Mayor on the Move/Community/Town meetings	2%	2%	2%	2%	3%	4%

<sup>1</sup> Where do you get information about the City of Miami Beach?

## 2012 source of information about Miami Beach by zone:

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
Cable Channel MB77	7%	6%	6%	5%	4%	17%
Miami Beach website	23%	23%	21%	29%	20%	23%
Daily newspaper articles	25%	34%	30%	24%	20%	19%
Community/weekly publications	4%	3%	3%	5%	2%	8%
City's MB Magazine	13%	15%	12%	11%	19%	8%
CityPage in Neighbors section of Miami Herald	3%	3%	5%	3%	4%	2%
E-mails and/or direct mail from City government, departments or agencies	5%	4%	8%	3%	6%	2%
Communications with City Commission	1%	1%	3%	1%	1%	0%
Mayor on the Move/Community/ Town meetings	2%	1%	2%	2%	1%	2%
Social media	3%	1%	3%	3%	2%	5%
Local TV news	19%	25%	13%	24%	15%	15%
Radio	3%	2%	4%	4%	2%	2%
Internet news sources	18%	16%	21%	17%	22%	12%

## 2009 source of information about Miami Beach by zone:

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
Daily newspaper articles	39%	40%	44%	39%	40%	32%
Cable Channel MB77	18%	19%	16%	19%	21%	14%
City's MB Magazine	15%	16%	11%	16%	16%	19%
Miami Beach website	24%	25%	28%	18%	19%	29%
CityPage in Neighbors section of Miami Herald	10%	11%	13%	7%	9%	8%
E-mails and/or direct mail from City government, departments or agencies	7%	9%	8%	7%	7%	7%
Community/weekly publications	6%	7%	6%	7%	6%	5%
Communications with City Commission	3%	2%	2%	3%	4%	2%
Mayor on the Move/Community/ Town meetings	3%	2%	2%	3%	5%	4%
Other	7%	5%	5%	10%	7%	7%

## Value of information sent by the City<sup>1</sup>

	Very useful	Somewhat useful	Not at all useful	Did not receive information from the City
2014	34%	41%	8%	17%
2012	40%	47%	12%	--

### 2014 value of information sent by the City by zone:

	Very useful	Somewhat useful	Not at all useful	Do not receive information from the City
Total	34%	41%	8%	17%
Condo Corridor	37%	39%	4%	20%
Mid Beach	35%	42%	9%	14%
North Beach	38%	42%	7%	14%
South Beach & Belle Isle	34%	38%	9%	18%
South Pointe	27%	46%	8%	19%

### 2012 value of information sent by the City by zone:

	Very useful	Somewhat useful	Not at all useful
Total	40%	47%	12%
Condo Corridor	41%	50%	9%
Mid Beach	45%	42%	13%
North Beach	40%	44%	16%
South Beach & Belle Isle	45%	41%	14%
South Pointe	30%	62%	8%

<sup>1</sup> How useful is the information that the City of Miami Beach sends you about city activities, programs, policies and events?

Contact with the City<sup>1</sup>

	Zero times	One to two times	Three or more times
2014	50%	20%	30%
2012	55%	20%	25%
2009	59%	16%	16%

## 2014 contact with the City by zone:

	0	1-2	3+
Total	50%	20%	30%
Condo Corridor	65%	15%	19%
Mid Beach	37%	24%	40%
North Beach	49%	23%	28%
South Beach & Belle Isle	52%	17%	31%
South Pointe	46%	21%	34%

## 2012 contact with the City by zone:

	0	1	2	3-5	6+
Total	55%	9%	11%	14%	11%
Condo Corridor	59%	10%	10%	14%	7%
Mid Beach	35%	13%	13%	22%	18%
North Beach	53%	11%	12%	10%	13%
South Beach & Belle Isle	56%	7%	12%	13%	12%
South Pointe	73%	5%	7%	13%	3%

## 2009 contact with the City by zone:

	0	1-2	3-6	6+
Total	59%	16%	11%	5%
Condo Corridor	59%	17%	8%	6%
Mid Beach	49%	19%	15%	7%
North Beach	69%	12%	9%	4%
South Beach & Belle Isle	57%	15%	13%	3%
South Pointe	58%	16%	11%	5%

<sup>1</sup> How many times have you contacted the City in the past 12 months?

## Reason for contact with the City<sup>1</sup>

	2014	2012	2009
File a complaint	50%	42%	29%
Research an issue	20%	16%	25%
Pull a building permit/plan review	7%	10%	11%
Pay a bill	6%	7%	6%
Attend a program/event	4%	5%	4%
Visit an elected official	3%	3%	3%
Parking Issue	2%	4%	--
Bulk trash pickup questions	1%	2%	--
Other	6%	--	--

## 2014 reason for contact with the City by zone:

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
File a complaint	50%	58%	53%	51%	47%	45%
Research an issue	20%	24%	17%	18%	24%	20%
Pull a building permit/plan review	7%	3%	8%	7%	5%	10%
Pay a bill	6%	2%	8%	7%	6%	5%
Attend a program/event	4%	0%	5%	8%	4%	2%
Visit an elected official	3%	4%	2%	2%	6%	3%
Parking Issue	2%	4%	0%	0%	2%	3%
Bulk trash pickup questions	1%	1%	3%	1%	0%	1%
Other	6%	3%	4%	6%	6%	12%

## 2012 reason for contact with the City by zone:

	Total	Condo Corridor	Mid Beach	North Beach	South Beach & Belle Isle	South Pointe
File a complaint	42%	41%	44%	43%	35%	45%
Research an issue	16%	13%	15%	23%	15%	9%
Pull a building permit/plan review	10%	6%	11%	14%	6%	10%
Pay a bill	7%	10%	3%	8%	9%	5%
Attend a program/event	5%	9%	3%	2%	6%	5%
Information on/purchase a parking pass	4%	4%	1%	1%	9%	9%
Visit an elected official	3%	3%	3%	0%	5%	5%
Bulk trash pickup questions	2%	0%	6%	1%	0%	1%
Contact police	1%	2%	1%	1%	1%	2%

<sup>1</sup> What was your reason for contacting the City?

## 2009 reason for contact with the City by zone:

	<b>File a complaint</b>	<b>Research an issue</b>	<b>Pull a building permit/ plan review</b>	<b>Pay a bill</b>	<b>Visit an elected official</b>	<b>Attend a program/ event</b>
Total	29%	25%	11%	6%	3%	4%
Condo Corridor	37%	26%	13%	4%	3%	2%
Mid Beach	33%	24%	11%	8%	2%	3%
North Beach	23%	21%	14%	7%	2%	5%
South Beach & Belle Isle	27%	30%	7%	5%	5%	6%
South Pointe	25%	25%	12%	3%	5%	2%

## Method of contact with the City<sup>1</sup>

	Phone	E-mail	In-person	City website	Through a commissioner	Community meeting
2014	66%	16%	12%	3%	1%	1%
2012	67%	13%	13%	--	1%	1%
2009	71%	12%	14%	--	1%	1%

## 2014 method of contact with the City by zone:

	Phone	E-mail	In-person	City website	Through a commissioner	Community meeting
Total	66%	16%	12%	3%	1%	1%
Condo Corridor	58%	20%	16%	5%	0%	0%
Mid Beach	69%	15%	7%	2%	3%	3%
North Beach	73%	10%	13%	3%	1%	1%
South Beach & Belle Isle	64%	16%	18%	2%	0%	0%
South Pointe	64%	19%	12%	2%	2%	0%

## 2012 method of contact with the City by zone:

	Phone	E-mail	In-person	Through a commissioner	Community meeting	Social media such as Facebook & Twitter
Total	67%	13%	13%	1%	1%	0%
Condo Corridor	59%	18%	12%	0%	0%	0%
Mid Beach	66%	15%	10%	3%	1%	0%
North Beach	69%	10%	17%	1%	0%	1%
South Beach & Belle Isle	75%	4%	16%	1%	1%	0%
South Pointe	60%	19%	13%	0%	2%	0%

## 2009 method of contact with the City by zone:

	Phone	E-mail	In-person	Through a commissioner	Community Meeting
Total	71%	12%	14%	1%	2%
Condo Corridor	70%	8%	21%	0%	1%
Mid Beach	75%	7%	16%	1%	2%
North Beach	79%	9%	9%	1%	2%
South Beach & Belle Isle	64%	21%	11%	2%	1%
South Pointe	67%	14%	13%	1%	5%

<sup>1</sup> How did you contact the City?

Experience when contacting the City<sup>12</sup>

	The employees that assisted me were courteous and professional	The employees that assisted me had the proper training and knowledge	It was easy to get to someone who could help me	Overall, I was satisfied with the experience I had contacting the City
2014	79%	71%	61%	62%
2012	85%	75%	70%	71%
2009	86%	78%	70%	68%

## 2014 experience when contacting the City by zone:

	The employees that assisted me were courteous and professional	The employees that assisted me had the proper training and knowledge	It was easy to get to someone who could help me	Overall, I was satisfied with the experience I had contacting the City
Total	79%	71%	61%	62%
Condo Corridor	79%	75%	60%	58%
Mid Beach	81%	72%	64%	69%
North Beach	73%	69%	62%	61%
South Beach & Belle Isle	82%	67%	67%	65%
South Pointe	79%	70%	54%	52%

## 2012 experience when contacting the City by zone:

	The employees that assisted me were courteous and professional	The employees that assisted me had the proper training and knowledge	It was easy to get to someone who could help me	Overall, I was satisfied with the experience I had contacting the City
Total	85%	75%	70%	71%
Condo Corridor	91%	81%	75%	77%
Mid Beach	85%	72%	64%	69%
North Beach	81%	78%	74%	71%
South Beach & Belle Isle	84%	75%	75%	74%
South Pointe	78%	70%	66%	65%

## 2009 experience when contacting the City by zone:

	The employees that assisted me were courteous and professional	The employees that assisted me had the proper training and knowledge	It was easy to get to someone who could help me	Overall, I was satisfied with the experience I had contacting the City
Total	86%	78%	70%	68%
Condo Corridor	90%	84%	77%	74%
Mid Beach	81%	74%	66%	62%
North Beach	89%	84%	72%	77%
South Beach & Belle Isle	83%	74%	69%	62%
South Pointe	88%	77%	68%	70%

1 Please tell me if you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statements?

2 Strongly agree and agree

## City's openness to hearing residents' concerns<sup>1</sup>

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
2014	16%	47%	17%	13%	7%
2012	16%	51%	14%	13%	7%
2009	17%	52%	17%	10%	4%

### 2014 rating for City's openness to hearing residents' concerns by zone:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
Total	16%	47%	17%	13%	7%
Condo Corridor	18%	53%	17%	8%	5%
Mid Beach	16%	44%	14%	17%	9%
North Beach	13%	54%	18%	12%	4%
South Beach & Belle Isle	21%	41%	17%	13%	8%
South Pointe	12%	44%	22%	14%	8%

### 2012 rating for City's openness to hearing residents' concerns by zone:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
Total	16%	51%	14%	13%	7%
Condo Corridor	18%	50%	15%	11%	7%
Mid Beach	15%	52%	12%	11%	10%
North Beach	16%	49%	18%	14%	4%
South Beach & Belle Isle	19%	49%	14%	12%	6%
South Pointe	15%	56%	11%	14%	5%

### 2009 rating for City's openness to hearing residents' concerns by zone:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
Total	17%	52%	17%	10%	4%
Condo Corridor	16%	50%	21%	9%	4%
Mid Beach	13%	54%	13%	13%	8%
North Beach	18%	57%	16%	8%	2%
South Beach & Belle Isle	17%	49%	18%	10%	6%
South Pointe	21%	51%	17%	7%	4%

<sup>1</sup> How open do you think the City is to hearing the concerns or issues of residents?

Visited the City's website<sup>1</sup>

	Yes	No
2014	50%	50%
2012	55%	45%
2009	35%	65%

## 2014 visited City's website by zone:

	Yes	No
Total	50%	50%
Condo Corridor	38%	62%
Mid Beach	57%	43%
North Beach	44%	56%
South Beach & Belle Isle	57%	43%
South Pointe	54%	46%

## 2012 visited City's website by zone:

	Yes	No
Total	55%	45%
Condo Corridor	50%	50%
Mid Beach	60%	40%
North Beach	57%	43%
South Beach & Belle Isle	59%	41%
South Pointe	50%	50%

## 2009 visited City's website by zone:

	Yes	No
Total	35%	65%
Condo Corridor	37%	63%
Mid Beach	42%	59%
North Beach	23%	77%
South Beach & Belle Isle	34%	66%
South Pointe	42%	58%

<sup>1</sup> Have you visited the City's website in the past 6 months?

Satisfaction with the City's website<sup>1</sup>

	Very Satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
2014	31%	48%	7%	3%
2012	38%	49%	6%	2%
2009	51%	39%	6%	4%

## 2014 satisfaction with the City's website by zone:

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Total	31%	48%	11%	7%	3%
Condo Corridor	31%	45%	16%	8%	1%
Mid Beach	29%	51%	9%	8%	2%
North Beach	36%	41%	10%	10%	3%
South Beach & Belle Isle	31%	42%	13%	9%	4%
South Pointe	29%	58%	7%	1%	5%

## 2012 satisfaction with the City's website by zone:

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Total	38%	49%	6%	6%	2%
Condo Corridor	46%	45%	4%	3%	1%
Mid Beach	37%	44%	10%	5%	4%
North Beach	51%	36%	5%	7%	1%
South Beach & Belle Isle	36%	47%	6%	9%	2%
South Pointe	18%	75%	4%	2%	1%

## 2009 satisfaction with the City's website by zone:

	Very Satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Total	51%	39%	6%	4%
Condo Corridor	48%	43%	6%	3%
Mid Beach	48%	37%	8%	7%
North Beach	58%	37%	2%	3%
South Beach & Belle Isle	53%	37%	6%	4%
South Pointe	48%	40%	8%	4%

1 How satisfied were you with the City's website?

MIAMIBEACH

Appendix E: Business Past Data

## Reason for Miami Beach location<sup>1</sup>

	2009	2012	2014
You are a resident of the City	25%	33%	42%
Climate/location by the beach	28%	32%	28%
Proximity to customers	11%	18%	17%
Favorable economy	4%	12%	12%
The City's image (hip/sophisticated, etc.)	5%	11%	9%
Availability of buildings/properties	8%	7%	6%
Nightlife/entertainment options	2%	3%	1%
Other	18%	12%	3%

### 2014 reason for Miami Beach location by zone:

	Total	North Beach	Mid Beach	South Beach
You are a resident of the City	42%	49%	47%	29%
Climate/location by the beach	28%	25%	20%	37%
Proximity to customers	17%	17%	18%	17%
Favorable economy	12%	9%	12%	14%
The City's image (hip/sophisticated, etc.)	9%	7%	9%	11%
Availability of buildings/properties	6%	7%	3%	7%
Nightlife/entertainment options	1%	1%	1%	1%
Other	3%	1%	5%	2%

### 2012 reason for Miami Beach location by zone:

	Total	North Beach	Mid Beach	South Beach
You are a resident of the City	33%	31%	40%	29%
Climate/location by the beach	32%	30%	28%	37%
Proximity to customers	18%	20%	12%	21%
Favorable economy	12%	9%	15%	12%
The City's image (hip/sophisticated, etc.)	11%	11%	8%	12%
Availability of buildings/properties	7%	6%	6%	7%
Nightlife/entertainment options	3%	3%	4%	2%
Other	12%	16%	9%	10%

### 2009 reason for Miami Beach location by zone:

	Total	North Beach	Mid Beach	South Beach
You are a resident of the City	25%	25%	27%	22%
Climate/location by the beach	28%	29%	27%	27%
Proximity to customers	11%	12%	12%	9%
Favorable economy	4%	2%	3%	8%
The City's image (hip, sophisticated)	5%	3%	4%	7%
Availability of buildings/properties	8%	6%	8%	10%
Nightlife/entertainment options	2%	1%	1%	4%
Other	18%	23%	18%	13%

<sup>1</sup> What was your main reason for locating your business in the City of Miami Beach?

Rating for cleanliness of streets<sup>1</sup>

	Excellent + good	Fair + poor
2014	63%	38%
2012	62%	38%
2009	66%	34%

## 2014 rating for cleanliness of streets by zone:

	Excellent	Good	Fair	Poor
Total	16%	47%	23%	15%
North Beach	12%	49%	26%	12%
Mid Beach	23%	47%	21%	10%
South Beach	14%	44%	21%	21%

## 2012 rating for cleanliness of streets by zone:

	Excellent	Good	Fair	Poor
Total	19%	43%	26%	12%
North Beach	17%	42%	28%	12%
Mid Beach	23%	47%	22%	8%
South Beach	17%	40%	27%	15%

## 2009 rating for cleanliness of streets by zone:

	Excellent + Good	Fair + poor
Total	66%	34%
North Beach	58%	42%
Mid Beach	70%	30%
South Beach	69%	31%

<sup>1</sup> How would you rate the cleanliness of streets surrounding your business?

## Rating for cleanliness of canals/waterways<sup>1</sup>

	Excellent + good	Fair + poor
2014	59%	41%
2012	59%	41%
2009	61%	39%

### 2014 rating for cleanliness of canals/waterways by zone:

	Excellent	Good	Fair	Poor
Total	12%	47%	24%	17%
North Beach	10%	50%	19%	20%
Mid Beach	10%	48%	26%	15%
South Beach	14%	43%	26%	17%

### 2012 rating for cleanliness of canals/waterways by zone:

	Excellent	Good	Fair	Poor
Total	12%	47%	25%	16%
North Beach	8%	51%	24%	17%
Mid Beach	18%	50%	21%	11%
South Beach	10%	41%	29%	20%

### 2009 rating for cleanliness of canals/waterways by zone:

	Excellent + Good	Fair + poor
Total	61%	39%
North Beach	52%	48%
Mid Beach	67%	33%
South Beach	64%	36%

<sup>1</sup> How would you rate the cleanliness of canals/waterways surrounding your business?

Rating for storm drainage<sup>1</sup>

	Excellent + good	Fair + poor
2014	31%	69%
2012	37%	64%
2009	45%	55%

## 2014 rating for storm drainage by zone:

	Excellent	Good	Fair	Poor
Total	3%	28%	19%	50%
North Beach	1%	39%	21%	40%
Mid Beach	5%	21%	20%	54%
South Beach	5%	23%	18%	55%

## 2012 rating for storm drainage by zone:

	Excellent	Good	Fair	Poor
Total	8%	29%	23%	41%
North Beach	10%	33%	26%	31%
Mid Beach	7%	26%	23%	43%
South Beach	6%	26%	20%	47%

## 2009 rating for storm drainage by zone:

	Excellent + Good	Fair + poor
Total	45%	55%
North Beach	49%	51%
Mid Beach	48%	52%
South Beach	39%	61%

<sup>1</sup> How would you rate the storm drainage surrounding your business?

## Rating for sidewalks<sup>1</sup>

	Excellent + good	Fair + poor
2014	61%	39%
2012	64%	36%
2009	66%	34%

## 2014 rating for sidewalks by zone:

	Excellent	Good	Fair	Poor
Total	15%	46%	22%	17%
North Beach	9%	55%	23%	13%
Mid Beach	18%	44%	20%	18%
South Beach	17%	40%	24%	20%

## 2012 rating for sidewalks by zone:

	Excellent	Good	Fair	Poor
Total	16%	48%	23%	13%
North Beach	17%	49%	23%	11%
Mid Beach	15%	51%	22%	12%
South Beach	16%	45%	24%	16%

## 2009 rating for sidewalks by zone:

	Excellent + Good	Fair + poor
Total	66%	34%
North Beach	70%	30%
Mid Beach	64%	36%
South Beach	63%	37%

<sup>1</sup> How would you rate the condition of sidewalks surrounding your business?

Rating for the appearance and maintenance of public buildings<sup>1</sup>

	Excellent + good	Fair + poor
2014	79%	21%
2012	83%	17%
2009	85%	15%

## 2014 rating for the appearance and maintenance of public buildings by zone:

	Excellent	Good	Fair	Poor
Total	20%	59%	15%	6%
North Beach	19%	60%	14%	7%
Mid Beach	21%	60%	15%	4%
South Beach	20%	56%	17%	7%

## 2012 rating for the appearance and maintenance of public buildings by zone:

	Excellent	Good	Fair	Poor
Total	24%	59%	14%	3%
North Beach	26%	56%	15%	3%
Mid Beach	24%	62%	12%	3%
South Beach	22%	59%	14%	4%

## 2009 rating for the appearance and maintenance of public buildings by zone:

	Excellent + Good	Fair + poor
Total	85%	15%
North Beach	83%	17%
Mid Beach	82%	18%
South Beach	89%	11%

<sup>1</sup> How would you rate the appearance and maintenance of buildings surrounding your business?

## Rating for the overall quality of the beaches<sup>1</sup>

	Excellent + good	Fair + poor
2014	82%	17%
2012	86%	13%
2009	85%	15%

### 2014 rating for the overall quality of the beaches by zone:

	Excellent	Good	Fair	Poor
Total	29%	53%	14%	3%
North Beach	25%	57%	14%	4%
Mid Beach	29%	52%	15%	4%
South Beach	32%	52%	13%	2%

### 2012 rating for the overall quality of the beaches by zone:

	Excellent	Good	Fair	Poor
Total	32%	54%	10%	3%
North Beach	29%	58%	9%	3%
Mid Beach	33%	53%	11%	3%
South Beach	35%	51%	11%	3%

### 2009 rating for the overall quality of the beaches by zone:

	Excellent + Good	Fair + poor
Total	85%	15%
North Beach	80%	20%
Mid Beach	87%	13%
South Beach	87%	13%

<sup>1</sup> How would you rate the overall quality of the beaches surrounding your business?

Rating for the maintenance of parks<sup>1</sup>

	Excellent + good	Fair + poor
2014	83%	17%
2012	86%	13%
2009	85%	15%

## 2014 rating for the maintenance of parks by zone:

	Excellent	Good	Fair	Poor
Total	21%	62%	12%	5%
North Beach	20%	66%	8%	6%
Mid Beach	22%	62%	12%	3%
South Beach	21%	58%	16%	6%

## 2012 rating for the maintenance of parks by zone:

	Excellent	Good	Fair	Poor
Total	24%	62%	12%	2%
North Beach	20%	69%	10%	2%
Mid Beach	26%	59%	12%	4%
South Beach	27%	59%	13%	2%

## 2009 rating for the maintenance of parks by zone:

	Excellent + Good	Fair + poor
Total	85%	15%
North Beach	86%	14%
Mid Beach	87%	13%
South Beach	84%	16%

<sup>1</sup> How would you rate the maintenance of parks surrounding your business?

## Rating for landscape maintenance<sup>1</sup>

	Excellent + good	Fair + poor
2014	74%	27%
2012	80%	19%
2009	81%	19%

### 2014 rating for landscape maintenance by zone:

	Excellent	Good	Fair	Poor
Total	21%	53%	17%	10%
North Beach	14%	57%	15%	14%
Mid Beach	26%	52%	16%	6%
South Beach	23%	50%	18%	10%

### 2012 rating for landscape maintenance by zone:

	Excellent	Good	Fair	Poor
Total	22%	58%	14%	5%
North Beach	17%	66%	12%	6%
Mid Beach	27%	56%	13%	4%
South Beach	23%	54%	17%	6%

### 2009 rating for landscape maintenance by zone:

	Excellent + Good	Fair + poor
Total	81%	19%
North Beach	75%	25%
Mid Beach	84%	16%
South Beach	84%	16%

<sup>1</sup> How would you rate the landscape maintenance in rights of way and public places in the area surrounding your business?

Rating for garbage/trash collection<sup>1</sup>

	Excellent + good	Fair + poor
2014	72%	27%
2012	71%	29%
2009	75%	25%

## 2012 rating for garbage/trash collection by zone:

	Excellent	Good	Fair	Poor
Total	17%	55%	16%	11%
North Beach	11%	62%	18%	9%
Mid Beach	24%	55%	11%	9%
South Beach	17%	50%	19%	14%

## 2012 rating for garbage/trash collection by zone:

	Excellent	Good	Fair	Poor
Total	20%	51%	18%	11%
North Beach	18%	51%	19%	12%
Mid Beach	27%	48%	16%	10%
South Beach	15%	53%	20%	12%

## 2009 rating for garbage/trash collection by zone:

	Excellent + Good	Fair + poor
Total	75%	25%
North Beach	79%	21%
Mid Beach	74%	26%
South Beach	74%	26%

<sup>1</sup> How would you rate the garbage/trash collection?

## Rating for addressing homelessness<sup>1</sup>

	Excellent + good	Fair + poor
2014	39%	60%
2012	31%	69%
2009	32%	68%

### 2014 rating for addressing homelessness by zone:

	Excellent	Good	Fair	Poor
Total	7%	32%	32%	28%
North Beach	4%	34%	34%	28%
Mid Beach	10%	34%	33%	23%
South Beach	9%	29%	30%	33%

### 2012 rating for addressing homelessness by zone:

	Excellent	Good	Fair	Poor
Total	7%	24%	30%	39%
North Beach	9%	25%	29%	37%
Mid Beach	7%	28%	33%	32%
South Beach	5%	20%	29%	46%

### 2009 rating for addressing homelessness by zone:

	Excellent + Good	Fair + poor
Total	32%	68%
North Beach	38%	62%
Mid Beach	36%	64%
South Beach	22%	78%

<sup>1</sup> How would you rate the city's ability to address homelessness?

Satisfaction with public property inspections<sup>1</sup>

	Very satisfied	Satisfied	Neither satisfied/ nor dissatisfied	Dissatisfied	Very dissatisfied
2014	19%	52%	19%	8%	3%
2012	26%	43%	15%	10%	6%
2009	39%	45%	5%	8%	3%

## 2014 satisfaction with public property inspections by zone:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Total	19%	52%	19%	8%	3%
North Beach	18%	53%	17%	11%	2%
Mid Beach	18%	52%	20%	8%	2%
South Beach	21%	50%	19%	5%	5%

## 2012 satisfaction with public property inspections by zone:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Total	26%	43%	15%	10%	6%
North Beach	20%	41%	22%	11%	6%
Mid Beach	35%	40%	12%	9%	5%
South Beach	25%	46%	11%	10%	7%

## 2009 satisfaction with public property inspections by zone:

	Very satisfied	Satisfied	Neither satisfied/ nor dissatisfied	Dissatisfied	Very dissatisfied
Total	39%	45%	5%	8%	3%
North Beach	37%	46%	4%	12%	1%
Mid Beach	41%	41%	11%	4%	3%
South Beach	39%	46%	1%	9%	5%

1 How satisfied are you that these inspections are consistently fair?

## Level of code enforcement<sup>1</sup>

	Too little	Too much	About the right amount
2014	11%	20%	69%
2012	12%	27%	61%
2009	8%	24%	68%

### 2014 level of code enforcement by zone:

	Too little	Too much	About the right amount
Total	11%	20%	69%
North Beach	9%	15%	76%
Mid Beach	8%	24%	68%
South Beach	16%	20%	64%

### 2012 level of code enforcement by zone:

	Too little	Too much	About the right amount
Total	12%	27%	61%
North Beach	13%	34%	52%
Mid Beach	11%	26%	63%
South Beach	11%	22%	67%

### 2009 level of code enforcement by zone:

	Too little	Too much	About the right amount
Total	8%	24%	68%
North Beach	12%	22%	66%
Mid Beach	5%	24%	71%
South Beach	8%	25%	67%

<sup>1</sup> Please rate the level of code enforcement and ordinances established by the City near your business.

Historic preservation efforts<sup>1</sup>

	Very effective + somewhat effective	Somewhat ineffective + very ineffective
2014	77%	11%
2012	82%	8%

## 2014 historic preservation efforts by zone:

	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective
Total	29%	48%	13%	7%	4%
North Beach	36%	40%	13%	6%	6%
Mid Beach	25%	55%	10%	7%	3%
South Beach	26%	48%	15%	8%	4%

## 2012 historic preservation efforts by zone:

	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective
Total	39%	43%	10%	5%	3%
North Beach	35%	45%	12%	5%	2%
Mid Beach	44%	40%	9%	5%	2%
South Beach	37%	43%	10%	6%	4%

<sup>1</sup> How effective have the historic preservation efforts been in the City of Miami Beach?

## Efforts to regulate development<sup>1</sup>

	Too strict	Too lax	About the right amount
2014	20%	16%	64%
2012	24%	15%	61%
2009	20%	27%	53%

### 2014 efforts to regulate development by zone:

	Too strict	Too lax	About right
Total	20%	16%	64%
North Beach	21%	11%	68%
Mid Beach	19%	21%	60%
South Beach	18%	17%	64%

### 2012 efforts to regulate development by zone:

	Too strict	Too lax	About right
Total	24%	15%	61%
North Beach	27%	14%	59%
Mid Beach	20%	17%	63%
South Beach	26%	14%	60%

### 2009 efforts to regulate development by zone:

	Too strict	Too lax	About right
Total	20%	27%	53%
North Beach	13%	33%	54%
Mid Beach	21%	23%	56%
South Beach	23%	26%	51%

<sup>1</sup> How would you rate the City's efforts to regulate development?

Effectiveness of the public transit system in bringing customers to businesses<sup>1</sup>

	Excellent + good	Fair + poor
2014	52%	47%
2012	52%	47%
2009	63%	37%

## 2014 effectiveness of public transit system in bringing customers to businesses by zone:

	Excellent	Good	Fair	Poor
Total	13%	39%	21%	26%
North Beach	11%	44%	19%	26%
Mid Beach	15%	38%	24%	23%
South Beach	13%	37%	21%	29%

## 2012 effectiveness of public transit system in bringing customers to businesses by zone:

	Excellent	Good	Fair	Poor
Total	13%	39%	24%	23%
North Beach	13%	39%	23%	25%
Mid Beach	12%	40%	27%	21%
South Beach	13%	39%	23%	24%

## 2009 effectiveness of public transit system in bringing customers to businesses by zone:

	Excellent + good	Fair + poor
Total	63%	37%
North Beach	56%	46%
Mid Beach	67%	33%
South Beach	64%	36%

<sup>1</sup> How would you rate the effectiveness of the public transit system in bringing customers to your business?

## Effectiveness of the public transit system in bringing employees to businesses<sup>1</sup>

	Excellent + good	Fair + poor
2014	53%	47%
2012	56%	43%
2009	64%	36%

### 2014 effectiveness of public transit system in bringing employees to businesses by zone:

	Excellent	Good	Fair	Poor
Total	12%	41%	23%	24%
North Beach	10%	41%	26%	22%
Mid Beach	13%	42%	22%	23%
South Beach	12%	40%	20%	27%

### 2012 effectiveness of public transit system in bringing employees to businesses by zone:

	Excellent	Good	Fair	Poor
Total	13%	43%	21%	22%
North Beach	13%	44%	22%	22%
Mid Beach	12%	45%	20%	22%
South Beach	14%	40%	23%	23%

### 2009 effectiveness of public transit system in bringing employees to businesses by zone:

	Excellent + good	Fair + poor
Total	64%	36%
North Beach	60%	40%
Mid Beach	66%	34%
South Beach	65%	35%

<sup>1</sup> How would you rate the effectiveness of the public transit system in bringing employees to your business?

Ratings for the condition of roads<sup>1</sup>

	Excellent	Good	Fair	Poor
2014	7%	29%	29%	35%
2012	8%	32%	34%	25%
2009	8%	40%	31%	21%

## 2014 ratings for the condition of roads by zone:

	Excellent	Good	Fair	Poor
Total	7%	29%	29%	35%
North Beach	10%	36%	36%	17%
Mid Beach	5%	32%	28%	35%
South Beach	5%	21%	23%	51%

## 2012 ratings for the condition of roads by zone:

	Excellent	Good	Fair	Poor
Total	8%	32%	34%	25%
North Beach	9%	37%	31%	22%
Mid Beach	11%	31%	35%	24%
South Beach	5%	29%	37%	29%

## 2009 ratings for the condition of roads by zone:

	Excellent	Good	Fair	Poor
Total	8%	40%	31%	21%
North Beach	5%	42%	35%	18%
Mid Beach	12%	46%	26%	17%
South Beach	7%	34%	32%	27%

<sup>1</sup> How would you rate the condition of roads in Miami Beach?

## Ratings for the availability of customer parking<sup>1</sup>

	There are almost always parking places nearby	There are often parking places nearby	There are seldom parking places nearby	There are almost never parking places nearby
2014	15%	16%	27%	41%
2012	20%	20%	26%	34%
2009	12%	15%	20%	53%

### 2014 ratings for the availability of customer parking by zone:

	There are almost always parking places nearby	There are often parking places nearby	There are seldom parking places nearby	There are almost never parking places nearby
Total	15%	16%	27%	41%
North Beach	15%	16%	36%	34%
Mid Beach	21%	15%	25%	40%
South Beach	10%	18%	22%	50%

### 2012 ratings for the availability of customer parking by zone:

	There are almost always parking places nearby	There are often parking places nearby	There are seldom parking places nearby	There are almost never parking places nearby
Total	20%	20%	26%	34%
North Beach	22%	26%	19%	33%
Mid Beach	21%	22%	27%	29%
South Beach	18%	13%	31%	38%

### 2009 ratings for the availability of customer parking by zone:

	Excellent	Good	Fair	Poor
Total	12%	15%	20%	53%
North Beach	13%	19%	17%	51%
Mid Beach	12%	16%	21%	51%
South Beach	12%	12%	21%	56%

<sup>1</sup> How would you rate the availability of public and private parking for your customers?

Ratings for traffic flow<sup>1</sup>

	Excellent	Good	Fair	Poor
2014	3%	22%	28%	47%
2012	5%	29%	35%	31%
2009	4%	39%	37%	21%

## 2014 ratings for traffic flow by zone:

	Excellent	Good	Fair	Poor
Total	3%	22%	28%	47%
North Beach	5%	29%	28%	38%
Mid Beach	2%	19%	25%	54%
South Beach	2%	18%	30%	50%

## 2012 ratings for traffic flow by zone:

	Excellent	Good	Fair	Poor
Total	5%	29%	35%	31%
North Beach	6%	34%	35%	25%
Mid Beach	4%	27%	35%	33%
South Beach	4%	26%	36%	34%

## 2009 ratings for traffic flow by zone:

	Excellent	Good	Fair	Poor
Total	4%	39%	37%	21%
North Beach	5%	40%	34%	22%
Mid Beach	5%	39%	36%	20%
South Beach	2%	37%	40%	20%

<sup>1</sup> How would you rate the traffic flow for customers and employees getting to and from your business?

## Ratings for the police department<sup>1</sup>

	Excellent + good	Fair + poor
2014	77%	22%
2012	71%	29%
2009	81%	19%

## 2014 ratings for the police department by zone:

	Excellent	Good	Fair	Poor
Total	33%	44%	15%	7%
North Beach	33%	42%	14%	11%
Mid Beach	33%	50%	12%	5%
South Beach	34%	42%	18%	7%

## 2012 ratings for the police department by zone:

	Excellent	Good	Fair	Poor
Total	28%	43%	19%	10%
North Beach	30%	39%	21%	11%
Mid Beach	29%	47%	19%	6%
South Beach	26%	44%	17%	13%

## 2009 ratings for the police department by zone:

	Excellent + good	Fair + poor
Total	81%	19%
North Beach	81%	19%
Mid Beach	80%	20%
South Beach	82%	18%

<sup>1</sup> How would you rate the police department?

Ratings for emergency medical response<sup>1</sup>

	Excellent + good	Fair + poor
2014	92%	8%
2012	93%	7%
2009	93%	7%

## 2014 ratings for emergency medical response by zone:

	Excellent	Good	Fair	Poor
Total	43%	49%	7%	1%
North Beach	45%	47%	7%	1%
Mid Beach	45%	49%	5%	1%
South Beach	39%	51%	8%	2%

## 2012 ratings for emergency medical response by zone:

	Excellent	Good	Fair	Poor
Total	45%	48%	6%	1%
North Beach	41%	49%	7%	3%
Mid Beach	49%	44%	6%	1%
South Beach	43%	50%	6%	1%

## 2009 ratings for emergency medical response by zone:

	Excellent + good	Fair + poor
Total	93%	7%
North Beach	90%	10%
Mid Beach	94%	6%
South Beach	94%	6%

<sup>1</sup> How would you rate emergency medical response?

## Ratings for the fire department<sup>1</sup>

	Excellent + good	Fair + poor
2014	93%	6%
2012	93%	7%
2009	95%	5%

## 2014 ratings for fire department by zone:

	Excellent	Good	Fair	Poor
Total	43%	50%	5%	1%
North Beach	45%	50%	4%	1%
Mid Beach	43%	51%	4%	1%
South Beach	41%	50%	7%	2%

## 2012 ratings for fire department by zone:

	Excellent	Good	Fair	Poor
Total	47%	46%	6%	1%
North Beach	44%	52%	3%	1%
Mid Beach	49%	43%	7%	1%
South Beach	48%	44%	7%	1%

## 2009 ratings for the fire department by zone:

	Excellent + good	Fair + poor
Total	95%	5%
North Beach	93%	7%
Mid Beach	94%	6%
South Beach	96%	4%

<sup>1</sup> How would you rate the fire department?

Ratings for ocean rescue/lifeguard/beach patrol<sup>1</sup>

	Excellent + good	Fair + poor
2014	89%	11%
2012	88%	13%
2009	95%	5%

## 2014 ratings for ocean rescue/lifeguard/beach patrol by zone:

	Excellent	Good	Fair	Poor
Total	38%	51%	9%	2%
North Beach	38%	53%	6%	4%
Mid Beach	40%	50%	8%	1%
South Beach	37%	49%	12%	1%

## 2012 ratings for ocean rescue/lifeguard/beach patrol by zone:

	Excellent	Good	Fair	Poor
Total	36%	52%	11%	2%
North Beach	34%	54%	10%	2%
Mid Beach	34%	50%	15%	2%
South Beach	39%	52%	7%	2%

## 2009 ratings for ocean rescue/lifeguard/beach patrol by zone:

	Excellent + good	Fair + poor
Total	95%	5%
North Beach	91%	9%
Mid Beach	96%	4%
South Beach	98%	2%

<sup>1</sup> How would you rate ocean rescue/lifeguard/beach patrol?

## Ratings for emergency/hurricane preparedness<sup>1</sup>

	Excellent + good	Fair + poor
2014	88%	11%
2012	86%	14%
2009	91%	9%

### 2014 ratings for emergency/hurricane preparedness by zone:

	Excellent	Good	Fair	Poor
Total	31%	57%	10%	1%
North Beach	34%	56%	9%	1%
Mid Beach	31%	58%	10%	0%
South Beach	29%	56%	13%	2%

### 2012 ratings for emergency/hurricane preparedness by zone:

	Excellent	Good	Fair	Poor
Total	31%	55%	11%	3%
North Beach	31%	58%	8%	3%
Mid Beach	29%	57%	13%	1%
South Beach	32%	52%	13%	3%

### 2009 ratings for emergency/hurricane preparedness by zone:

	Excellent + good	Fair + poor
Total	91%	7%
North Beach	89%	11%
Mid Beach	90%	10%
South Beach	93%	7%

<sup>1</sup> How would you rate emergency/hurricane preparedness?

Safety during the day<sup>1</sup>

	Very safe + somewhat safe	Somewhat unsafe + very unsafe
2014	93%	7%
2012	95%	5%
2009	96%	4%

## 2014 ratings for safety during the day by zone:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Total	66%	27%	6%	1%
North Beach	59%	28%	11%	1%
Mid Beach	70%	26%	3%	1%
South Beach	69%	26%	3%	2%

## 2012 ratings for safety during the day by zone:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Total	66%	29%	4%	1%
North Beach	62%	33%	5%	1%
Mid Beach	74%	26%	0%	0%
South Beach	63%	30%	6%	1%

## 2009 ratings for safety during the day by zone:

	Very safe + safe	Unsafe + very unsafe
Total	96%	4%
North Beach	96%	4%
Mid Beach	96%	4%
South Beach	96%	4%

<sup>1</sup> How safe would you say you and your employees feel in and around your place of business during the daytime?

## Safety during the evening/night-time<sup>1</sup>

	Very safe + somewhat safe	Somewhat unsafe + very unsafe
2014	82%	18%
2012	82%	17%
2009	80%	20%

### 2014 ratings for safety during the evening/night-time by zone:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Total	42%	40%	12%	6%
North Beach	34%	44%	14%	8%
Mid Beach	52%	39%	8%	2%
South Beach	42%	37%	14%	6%

### 2012 ratings for safety during the evening/night-time by zone:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Total	43%	39%	13%	4%
North Beach	40%	39%	16%	5%
Mid Beach	52%	39%	8%	2%
South Beach	39%	39%	16%	6%

### 2009 ratings for safety during the evening/night-time by zone:

	Very safe + safe	Unsafe + very unsafe
Total	80%	20%
North Beach	75%	25%
Mid Beach	83%	17%
South Beach	80%	20%

<sup>1</sup> How safe would you say you and your employees feel in and around your place of business during the evening/night-time?

Amount of streetlighting at night<sup>1</sup>

	Not enough	Too much	The right amount
2014	27%	1%	72%
2012	28%	2%	68%
2009	24%	2%	75%

## 2014 amount of streetlighting at night by zone:

	Not enough	Too much	The right amount
Total	27%	1%	72%
North Beach	33%	2%	64%
Mid Beach	21%	1%	78%
South Beach	26%	1%	73%

## 2012 amount of streetlighting at night by zone:

	Not enough	Too much	The right amount
Total	28%	2%	68%
North Beach	27%	3%	67%
Mid Beach	21%	1%	76%
South Beach	34%	1%	62%

## 2009 amount of streetlighting at night by zone:

	Not enough	Too much	The right amount
Total	24%	2%	75%
North Beach	24%	1%	75%
Mid Beach	24%	2%	74%
South Beach	24%	1%	75%

<sup>1</sup> How would you rate the amount of public streetlighting at night in your business area?

## Amount of major attractions<sup>12</sup>

	Museums	Family friendly	Cultural activities	Major events such as boat/home/auto shows, food and wine festival	Restaurants	Nightclubs
2014	40%	38%	26%	13%	7%	5%
2012	60%	52%	44%	21%	8%	8%
2009	59%	54%	40%	22%	9%	9%

## 2014 amount of major attractions by zone<sup>2</sup>:

	Museums	Family friendly activities	Cultural activities	Major events such as boat/home/auto shows, food and wine festival	Restaurants	Nightclubs
Total	40%	38%	26%	13%	7%	5%
North Beach	42%	38%	29%	12%	11%	5%
Mid Beach	36%	37%	21%	8%	8%	8%
South Beach	41%	39%	29%	17%	4%	4%

## 2012 amount of major attractions by zone<sup>2</sup>:

	Museums	Family friendly	Cultural activities	Major events such as boat/home/auto shows, food and wine festival	Nightclubs	Restaurants
Total	60%	52%	44%	21%	9%	8%
North Beach	59%	48%	47%	22%	9%	9%
Mid Beach	55%	48%	36%	16%	10%	7%
South Beach	65%	57%	39%	24%	8%	7%

## 2009 amount of major attractions by zone<sup>2</sup>:

	Museums	Family friendly	Cultural activities	Major events such as boat/home/auto shows, food and wine festival	Nightclubs	Restaurants
Total	59%	54%	40%	22%	9%	9%
North Beach	57%	53%	42%	24%	9%	14%
Mid Beach	54%	47%	40%	24%	9%	10%
South Beach	65%	60%	40%	19%	10%	3%

1 How would you rate the amount of...

2 Too few rating

Rating for management of special events<sup>1</sup>

	Very good	Good	Average	Poor	Very poor
2014	17%	41%	--	28%	14%
2012	16%	43%	--	24%	18%
2009	25%	49%	18%	6%	2%

## 2014 rating for management of special events by zone:

	Excellent	Good	Fair	Poor
Total	17%	41%	28%	14%
North Beach	16%	40%	35%	10%
Mid Beach	18%	43%	24%	15%
South Beach	16%	40%	27%	17%

## 2012 rating for management of special events by zone:

	Excellent	Good	Fair	Poor
Total	16%	43%	24%	18%
North Beach	14%	53%	19%	14%
Mid Beach	20%	39%	26%	16%
South Beach	15%	37%	25%	23%

## 2009 rating for management of special events by zone:

	Very Good	Good	Average	Poor	Very poor
Total	25%	49%	18%	6%	2%
North Beach	22%	53%	17%	8%	-
Mid Beach	25%	47%	19%	4%	5%
South Beach	26%	48%	19%	6%	-

<sup>1</sup> How would you rate the City's performance in addressing the needs of residents, noise, and disturbances during events that attract large crowds?

## Overall value of City tax dollars<sup>1</sup>

	Excellent	Good	Fair	Poor
2014	10%	44%	34%	12%
2012	11%	41%	35%	14%
2009	9%	46%	31%	14%

## 2014 overall value of City tax dollars by zone:

	Excellent	Good	Fair	Poor
Total	10%	44%	34%	12%
North Beach	11%	40%	33%	16%
Mid Beach	11%	47%	34%	8%
South Beach	8%	45%	34%	13%

## 2012 overall value of City tax dollars by zone:

	Excellent	Good	Fair	Poor
Total	11%	41%	35%	14%
North Beach	9%	43%	32%	16%
Mid Beach	14%	39%	37%	10%
South Beach	10%	39%	36%	15%

## 2009 rating for overall City tax dollars by zone:

	Excellent	Good	Fair	Poor
Total	9%	46%	31%	14%
North Beach	10%	47%	30%	17%
Mid Beach	9%	45%	31%	15%
South Beach	8%	49%	33%	11%

<sup>1</sup> How would you rate the overall value of City services for the tax dollars your business pays?

Effect of tourism on your business<sup>1</sup>

	Adds to the success of your business	Detracts from the success of your business	Neither adds nor detracts from the success of your business
2014	65%	3%	33%
2012	70%	3%	27%
2009	61%	8%	32%

## 2014 effect of tourism on your business by zone:

	Adds to the success of your business	Detracts from the success of your business	Neither adds nor detracts from the success of your business
Total	65%	3%	33%
North Beach	65%	3%	33%
Mid Beach	58%	2%	40%
South Beach	70%	3%	26%

## 2012 effect of tourism on your business by zone:

	Adds to the success of your business	Detracts from the success of your business	Neither adds nor detracts from the success of your business
Total	70%	3%	27%
North Beach	70%	3%	26%
Mid Beach	63%	2%	35%
South Beach	76%	3%	22%

## 2009 effect of tourism on your business by zone:

	Too Little	Too much	About the right amount
Total	32%	8%	60%
North Beach	30%	8%	63%
Mid Beach	29%	8%	63%
South Beach	36%	8%	56%

<sup>1</sup> Please tell me if you think the tourism industry in Miami Beach...

## Sources of information about the City<sup>1</sup>

	2009	2012	2014
Internet news sources	--	24%	32%
Miami Beach website	54%	22%	18%
E-mails and/or direct mail from City government, departments or agencies	23%	17%	17%
Daily news media articles	28%	17%	13%
Local TV news	--	9%	12%
Other community/weekly publications	6%	3%	9%
City's MB Magazine	8%	10%	8%
Social media	--	5%	6%
Radio	--	4%	5%
Communications with City Commission	4%	5%	4%
Internet blogs	--	--	4%
Mayor on the Move/Community/Town meetings	2%	2%	3%
City TV MBTV	8%	3%	2%
MB radio 1670 AM	--	--	1%

## 2014 sources of information about the city by zone:

	Total	North Beach	Mid Beach	South Beach
Internet news sources	32%	33%	37%	27%
Miami Beach website	18%	21%	13%	20%
E-mails and/or direct mail from City government, departments or agencies	17%	13%	20%	17%
Daily news media articles	13%	10%	17%	11%
Local TV news	12%	17%	10%	10%
Other community/weekly publications	9%	9%	11%	7%
City's MB Magazine	8%	13%	4%	6%
Social media	6%	6%	7%	6%
Radio	5%	5%	4%	5%
Communications with City Commission	4%	4%	4%	3%
Internet blogs	4%	3%	4%	6%
Mayor on the Move/Community/Town meetings	3%	3%	2%	5%
City TV MBTV	2%	3%	1%	2%
MB radio 1670 AM	1%	1%	0%	1%

<sup>1</sup> Which of the following is your primary source of information about the City?

## 2012 sources of information about the city by zone:

	Total	North Beach	Mid Beach	South Beach
Internet news sources	24%	23%	23%	26%
Miami Beach website	22%	22%	23%	21%
Daily newspaper articles	17%	20%	18%	13%
E-mails and/or direct mail from City government, departments or agencies	17%	20%	16%	16%
City's MB Magazine	10%	14%	7%	9%
Local TV news	9%	10%	11%	7%
Communications with City commissions	5%	6%	4%	3%
Social media	5%	6%	4%	5%
Radio	4%	5%	4%	4%
Cable Channel MB77	3%	5%	1%	2%
Community/weekly publications	3%	3%	3%	2%
City Page in Neighbors sections of Miami Herald	3%	8%	1%	1%
Mayor on the Move/Community/ Town meetings	2%	2%	2%	2%

## 2009 sources of information about the city by zone:

	Total	North Beach	Mid Beach	South Beach
Miami Beach website	54%	56%	50%	57%
Daily newspaper articles	28%	27%	31%	27%
E-mails and/or direct mail from City government, departments or agencies	23%	22%	26%	22%
City's MB Magazine	8%	2%	13%	8%
Communications with City commissions	4%	3%	2%	6%
Cable Channel MB77	8%	7%	11%	7%
Community/weekly publications	6%	5%	5%	8%
City Page in Neighbors sections of Miami Herald	5%	7%	7%	2%
Mayor on the Move/Community/ Town meetings	2%	1%	3%	1%

## Value of information sent by the City<sup>1</sup>

	Very useful	Somewhat useful	Not at all useful
2014	37%	52%	11%
2012	38%	47%	15%

## 2014 value of information sent by the City by zone:

	Very useful	Somewhat useful	Not at all useful
Total	37%	52%	11%
North Beach	32%	54%	14%
Mid Beach	34%	57%	9%
South Beach	45%	45%	11%

## 2012 value of information sent by the City by zone:

	Very useful	Somewhat useful	Not at all useful
Total	42%	46%	11%
North Beach	44%	43%	13%
Mid Beach	40%	50%	9%
South Beach	43%	46%	12%

<sup>1</sup> How useful is the information that the City sends you about City activities, programs, policies, and events?

Contact with the City<sup>1</sup>

	Zero	One to six	Seven or more
2014	49%	36%	15%
2012	38%	47%	15%
2009	41%	42%	18%

## 2014 contact with the City by zone:

	Zero	One to six	Seven or more
Total	49%	36%	15%
North Beach	46%	40%	15%
Mid Beach	50%	39%	11%
South Beach	51%	28%	20%

## 2012 contact with the City by zone:

	Zero	One to two	Three to six	Seven or more
Total	38%	24%	23%	15%
North Beach	34%	29%	23%	14%
Mid Beach	42%	23%	22%	13%
South Beach	39%	20%	24%	16%

## 2009 contact with the City by zone:

	Zero	One to two	Three to six	Seven or more
Total	40%	22%	19%	18%
North Beach	37%	27%	21%	15%
Mid Beach	42%	22%	16%	19%
South Beach	43%	19%	21%	19%

<sup>1</sup> How many times have you contacted the City in the past 12 months?

## Reason for contact with the City<sup>1</sup>

	2009	2012	2014
File a complaint	21%	34%	36%
Research an issue	8%	15%	16%
Pull a building permit/ plan review	14%	15%	14%
Obtain a license	8%	10%	10%
Pay a bill	4%	5%	6%
Zoning, historic preservation, or planning information	--	--	5%
Schedule an inspection(building, fire, etc.)	1%	2%	4%
Non-emergency police assistance	1%	2%	3%
Visit an elected official	0%	2%	0%
Attend a program/ event	0%	2%	0%

## 2014 reason for contact with the City by zone:

	Total	North Beach	Mid Beach	South Beach
File a complaint	36%	40%	26%	40%
Research an issue	16%	15%	18%	16%
Pull a building permit/ plan review	14%	16%	15%	11%
Obtain a license	10%	12%	9%	8%
Pay a bill	6%	7%	4%	8%
Zoning, historic preservation, or planning information	5%	3%	9%	4%
Schedule an inspection(building, fire, etc.)	4%	2%	7%	3%
Non-emergency police assistance	3%	2%	4%	4%
Visit an elected official	0%	0%	1%	0%
Attend a program/ event	0%	0%	0%	1%

## 2012 reason for contact with the City by zone:

	Total	North Beach	Mid Beach	South Beach
File a complaint	34%	43%	27%	32%
Research an issue	15%	12%	16%	17%
Pull a building permit/ plan review	15%	15%	14%	16%
Obtain a licence	10%	7%	15%	8%
Pay a bill	5%	6%	5%	3%
Visit an elected official	2%	1%	2%	3%
Schedule and inspection(building, fire, etc.)	2%	2%	4%	1%
Attend a program/ event	2%	2%	2%	3%
Non-emergency police assistance	2%	1%	1%	3%

<sup>1</sup> What was the reason for your most recent contact?

## 2009 reason for contact with the City by zone:

	Total	North Beach	Mid Beach	South Beach
File a complaint	21%	15%	21%	27%
Research an issue	8%	7%	11%	6%
Pull a building permit/ plan review	14%	13%	16%	12%
Obtain a licence	8%	9%	10%	5%
Pay a bill	4%	3%	4%	3%
Visit an elected official	0%	--	--	1%
Schedule and inspection(building, fire, etc.)	1%	2%	--	2%
Attend a program/ event	0%	--	1%	--
Non-emergency police assistance	1%	--	--	4%

## Method of contact with the City<sup>1</sup>

	2009	2012	2014
Phone	64%	69%	62%
In-person	26%	18%	21%
E-mail	9%	12%	13%
City website	--	--	3%
Social media such as Facebook & Twitter	--	1%	0%
City Mobile app (Gov QA or Report IT)	--	--	0%

## 2014 method of contact with the City by zone:

	Total	North Beach	Mid Beach	South Beach
Phone	62%	57%	63%	66%
In-person	21%	22%	23%	18%
E-mail	13%	19%	9%	10%
City website	3%	2%	4%	2%
Social media such as Facebook & Twitter	0%	0%	1%	0%
City Mobile app (Gov QA or Report IT)	0%	0%	1%	1%

## 2012 method of contact with the City by zone:

	Total	North Beach	Mid Beach	South Beach
Phone	69%	68%	69%	70%
E-mail	12%	17%	9%	10%
In person	18%	13%	21%	19%
Through a commissioner	0%	0%	0%	1%
Community meeting	0%	0%	0%	0%
Social media	1%	1%	0%	1%

## 2009 method of contact with the City by zone:

	Total	North Beach	Mid Beach	South Beach
Phone	64%	66%	64%	63%
E-mail	9%	7%	9%	9%
In person	26%	24%	26%	27%
Through a commissioner	1%	2%	1%	--
Community meeting	0%	1%	--	--

<sup>1</sup> What was the reason for your most recent contact?

It was easy to find someone who could help me<sup>1</sup>

	Strongly agree + agree	Neither agree or disagree	Disagree + strongly disagree
2014	64%	7%	28%
2012	61%	7%	33%
2009	68%	--	--

2014 it was easy to find someone who could help me by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	18%	46%	7%	15%	13%
North Beach	16%	48%	6%	16%	14%
Mid Beach	18%	46%	7%	20%	9%
South Beach	21%	44%	9%	10%	16%

2012 it was easy to find someone who could help me by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	27%	34%	7%	19%	14%
North Beach	27%	38%	7%	17%	12%
Mid Beach	27%	25%	8%	26%	13%
South Beach	26%	38%	6%	14%	16%

2009 it was easy to find someone who could help me by zone:

	Strongly agree + agree	Disagree + strongly disagree
Total	68%	32%
North Beach	67%	33%
Mid Beach	70%	30%
South Beach	67%	33%

<sup>1</sup> Do you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement...

## Professionalism of City customer service representative<sup>1</sup>

	Strongly agree + agree	Neither agree or disagree	Disagree + strongly disagree
2014	82%	9%	8%
2012	81%	8%	10%
2009	83%	--	--

2014 the employees that assisted me were courteous and professional by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	25%	57%	9%	3%	5%
North Beach	27%	57%	10%	1%	5%
Mid Beach	24%	60%	8%	5%	3%
South Beach	25%	55%	9%	3%	8%

2012 the employees that assisted me were courteous and professional by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	35%	46%	8%	5%	5%
North Beach	30%	51%	6%	10%	3%
Mid Beach	38%	42%	10%	5%	6%
South Beach	38%	46%	8%	2%	7%

2009 the employees that assisted me were courteous and professional by zone:

	Strongly agree + agree	Disagree + strongly disagree
Total	83%	17%
North Beach	79%	21%
Mid Beach	84%	16%
South Beach	85%	15%

<sup>1</sup> Do you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement...

Training and knowledge of City customer service representative<sup>1</sup>

	Strongly agree + agree	Neither agree or disagree	Disagree + strongly disagree
2014	78%	6%	16%
2012	74%	7%	18%
2009	75%	--	--

## 2014 training and knowledge of City customer service representative by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	22%	56%	6%	9%	7%
North Beach	26%	55%	6%	10%	4%
Mid Beach	19%	58%	9%	10%	5%
South Beach	22%	56%	4%	7%	11%

## 2012 training and knowledge of City customer service representative by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	28%	46%	7%	12%	6%
North Beach	27%	48%	7%	15%	3%
Mid Beach	27%	45%	8%	15%	6%
South Beach	30%	46%	6%	8%	10%

## 2009 training and knowledge of City customer service representative by zone:

	Strongly agree + agree	Disagree + strongly disagree
Total	75%	25%
North Beach	73%	27%
Mid Beach	74%	26%
South Beach	77%	23%

<sup>1</sup> Do you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement...

## User-friendliness of process for contacting the City<sup>1</sup>

	Strongly agree + agree	Neither agree or disagree	Disagree + strongly disagree
2014	69%	6%	25%
2012	66%	6%	28%
2009	72%	--	--

### 2014 user-friendliness of process for contacting the City by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	18%	51%	6%	15%	10%
North Beach	17%	49%	6%	20%	8%
Mid Beach	19%	54%	5%	14%	8%
South Beach	19%	49%	8%	12%	12%

### 2012 user-friendliness of process for contacting the City by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	26%	40%	6%	17%	11%
North Beach	26%	43%	6%	17%	8%
Mid Beach	20%	40%	7%	19%	14%
South Beach	30%	38%	6%	15%	11%

### 2009 user-friendliness of process for contacting the City by zone:

	Strongly agree + agree	Disagree + strongly disagree
Total	72%	28%
North Beach	75%	25%
Mid Beach	72%	28%
South Beach	68%	32%

<sup>1</sup> Do you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement...

Timeliness when contacting the City<sup>1</sup>

	Strongly agree + agree	Neither agree or disagree	Disagree + strongly disagree
2014	64%	6%	31%
2012	61%	6%	33%
2009	67%	--	--

## 2014 timeliness when contacting the City by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	15%	49%	6%	20%	11%
North Beach	15%	47%	2%	25%	12%
Mid Beach	16%	49%	8%	20%	7%
South Beach	13%	51%	7%	15%	13%

## 2012 timeliness when contacting the City by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	23%	38%	6%	17%	16%
North Beach	15%	44%	5%	20%	16%
Mid Beach	26%	37%	6%	15%	16%
South Beach	28%	34%	7%	17%	15%

## 2009 timeliness when contacting the City by zone:

	Strongly agree + agree	Disagree + strongly disagree
Total	67%	33%
North Beach	70%	30%
Mid Beach	68%	32%
South Beach	64%	36%

<sup>1</sup> Do you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement...

## Overall satisfaction when contacting the City<sup>1</sup>

	Strongly agree + agree	Neither agree or disagree	Disagree + strongly disagree
2014	66%	8%	26%
2012	63%	8%	29%
2009	70%	--	--

## 2014 overall satisfaction when contacting the City by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	17%	49%	8%	15%	11%
North Beach	15%	50%	6%	18%	12%
Mid Beach	18%	51%	7%	16%	9%
South Beach	18%	48%	9%	12%	13%

## 2012 overall satisfaction when contacting the City by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	27%	36%	8%	15%	14%
North Beach	23%	40%	2%	20%	14%
Mid Beach	29%	34%	11%	14%	12%
South Beach	28%	34%	10%	11%	16%

## 2009 overall satisfaction when contacting the City by zone:

	Strongly agree + agree	Disagree + strongly disagree
Total	70%	30%
North Beach	69%	25%
Mid Beach	74%	29%
South Beach	66%	32%

<sup>1</sup> Do you strongly agree, agree, neither agree or disagree, disagree, or strongly disagree with the following statement...

City's openness to business concerns<sup>1</sup>

	Strongly agree + agree	Neither agree or disagree	Disagree + strongly disagree
2014	61%	17%	22%
2012	59%	19%	22%
2009	61%	19%	20%

## 2014 City's openness to business concerns by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	9%	52%	17%	14%	8%
North Beach	9%	53%	19%	11%	8%
Mid Beach	9%	53%	16%	16%	6%
South Beach	10%	50%	16%	15%	10%

## 2012 City's openness to business concerns by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	16%	43%	19%	14%	8%
North Beach	17%	41%	18%	19%	8%
Mid Beach	18%	40%	22%	13%	7%
South Beach	13%	48%	16%	14%	9%

## 2009 City's openness to business concerns by zone:

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Total	13%	48%	19%	11%	9%
North Beach	13%	49%	13%	15%	10%
Mid Beach	11%	50%	23%	8%	8%
South Beach	15%	46%	21%	10%	8%

<sup>1</sup> The City of Miami Beach government is open and interested in hearing the concerns or issues of your business..

## Visited the City's website<sup>1</sup>

	Yes	No
2014	58%	42%
2012	66%	34%
2009	65%	35%

### 2014 visited the City's website by zone:

	Yes	No
Total	58%	42%
North Beach	60%	40%
Mid Beach	57%	43%
South Beach	57%	43%

### 2012 visited the City's website by zone:

	Yes	No
Total	66%	34%
North Beach	69%	31%
Mid Beach	65%	35%
South Beach	64%	36%

### 2009 visited the City's website by zone:

	Yes	No
Total	65%	35%
North Beach	62%	38%
Mid Beach	66%	34%
South Beach	66%	34%

<sup>1</sup> Have you visited the City's website in the past six months?

Satisfaction with the City's website<sup>1</sup>

	Very Satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
2014	44%	44%	6%	6%
2012	47%	44%	6%	3%
2009	57%	36%	4%	3%

## 2014 satisfaction with the City's website by zone:

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Total	44%	44%	6%	6%
North Beach	40%	50%	6%	4%
Mid Beach	49%	36%	9%	6%
South Beach	45%	44%	4%	8%

## 2012 satisfaction with the City's website by zone:

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Total	47%	44%	6%	3%
North Beach	50%	45%	1%	4%
Mid Beach	43%	44%	10%	3%
South Beach	48%	43%	7%	1%

## 2009 satisfaction with the City's website by zone:

	Very Satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Total	57%	36%	4%	3%
North Beach	59%	33%	3%	5%
Mid Beach	55%	36%	6%	3%
South Beach	58%	38%	4%	1%

1 How satisfied were you with the City's website?

## Number of times inspected by the Building Department in the past three years<sup>1</sup>

	Zero times	One to two times	Three or more times
2014	53%	10%	37%
2012	44%	25%	30%

## 2014 number of times inspected by the Building Department in the past three years by zone:

	Zero times	One to two times	Three or more times
Total	53%	10%	37%
North Beach	52%	13%	35%
Mid Beach	57%	8%	35%
South Beach	49%	10%	41%

## 2012 number of times inspected by the Building Department in the past three years by zone:

	Zero times	One to two times	Three or more times
Total	44%	25%	30%
North Beach	31%	32%	36%
Mid Beach	66%	15%	25%
South Beach	58%	19%	30%

<sup>1</sup> How many times have you been inspected by the Building Department in the past three years?

## Experience with Building Department inspections

	It was easy to get someone who could help me	The employees that assisted me were courteous & professional	The employees that assisted me had the proper training & knowledge	Overall, I was satisfied with the experience I had.	Inspections are consistent from one inspection to the next.	Inspections are fair	The Department is open & interested in hearing the concerns or issues of business
2014	62% <sup>1</sup>	76%	74%	59%	63%	66%	56%
2012	53%	71%	70%	58%	62%	63%	54%

## 2014 experience with Building Department inspections by zone:

	It was easy to get someone who could help me	The employees that assisted me were courteous & professional	The employees that assisted me had the proper training & knowledge	Overall, I was satisfied with the experience I had.	Inspections are consistent from one inspection to the next.	Inspections are fair	The Department is open & interested in hearing the concerns or issues of business
Total	62% <sup>1</sup>	76%	74%	59%	63%	66%	56%
North Beach	56%	75%	76%	61%	58%	66%	53%
Mid Beach	63%	70%	68%	55%	62%	60%	56%
South Beach	67%	80%	76%	61%	68%	71%	61%

## 2012 experience with Building Department inspections by zone:

	It was easy to get someone who could help me	The employees that assisted me were courteous & professional	The employees that assisted me had the proper training & knowledge	Overall, I was satisfied with the experience I had.	Inspections are consistent from one inspection to the next.	Inspections are fair	The Department is open & interested in hearing the concerns or issues of business
Total	53% <sup>1</sup>	71%	70%	58%	62%	63%	54%
North Beach	54%	75%	74%	57%	60%	60%	51%
Mid Beach	46%	64%	64%	51%	60%	60%	49%
South Beach	59%	72%	70%	63%	65%	69%	61%

1 Strongly agree + agree ratings

## Number of times inspected by the Fire Department in the past three years<sup>1</sup>

	Zero times	One to two times	Three or more times
2014	44%	12%	44%
2012	38%	22%	41%

### 2014 number of times inspected by the Fire Department in the past three years by zone:

	Zero times	One to two times	Three or more times
Total	44%	12%	44%
North Beach	43%	9%	48%
Mid Beach	48%	12%	41%
South Beach	42%	14%	44%

### 2012 number of times inspected by the Fire Department in the past three years by zone:

	Zero times	One to two times	Three or more times
Total	38%	22%	41%
North Beach	38%	19%	43%
Mid Beach	47%	20%	32%
South Beach	30%	25%	45%

<sup>1</sup> How many times have you been inspected by the Fire Department in the past three years?

## Experience with Fire Department inspections

	It was easy to get someone who could help me	The employees that assisted me were courteous & professional	The employees that assisted me had the proper training & knowledge	Overall, I was satisfied with the experience I had.	Inspections are consistent from one inspection to the next.	Inspections are fair	The Department is open & interested in hearing the concerns or issues of business
2014	85% <sup>1</sup>	89%	89%	87%	86%	89%	84%
2012	88%	92%	92%	89%	85%	88%	82%

## 2014 experience with Fire Department inspections by zone:

	It was easy to get someone who could help me	The employees that assisted me were courteous & professional	The employees that assisted me had the proper training & knowledge	Overall, I was satisfied with the experience I had.	Inspections are consistent from one inspection to the next.	Inspections are fair	The Department is open & interested in hearing the concerns or issues of business
Total	85% <sup>1</sup>	89%	89%	87%	86%	89%	84%
North Beach	78%	87%	86%	82%	79%	86%	75%
Mid Beach	91%	94%	97%	96%	93%	95%	96%
South Beach	86%	87%	87%	86%	88%	86%	83%

## 2012 experience with Fire Department inspections by zone:

	It was easy to get someone who could help me	The employees that assisted me were courteous & professional	The employees that assisted me had the proper training & knowledge	Overall, I was satisfied with the experience I had.	Inspections are consistent from one inspection to the next.	Inspections are fair	The Department is open & interested in hearing the concerns or issues of business
Total	88% <sup>1</sup>	92%	92%	89%	85%	88%	82%
North Beach	91%	92%	91%	90%	87%	87%	82%
Mid Beach	85%	90%	93%	89%	82%	86%	80%
South Beach	88%	94%	92%	88%	87%	89%	83%

1 Strongly agree + agree ratings

## Meeting expectations<sup>1</sup>

	Excellent	Good	Fair	Poor
2014	11%	49%	32%	8%
2012	14%	47%	31%	8%
2009	15%	54%	26%	6%

### 2014 meeting expectations by zone:

	Excellent	Good	Fair	Poor
Total	11%	49%	32%	8%
North Beach	11%	44%	37%	8%
Mid Beach	10%	53%	31%	6%
South Beach	10%	49%	29%	11%

### 2012 meeting expectations by zone:

	Excellent	Good	Fair	Poor
Total	14%	47%	31%	8%
North Beach	11%	46%	36%	8%
Mid Beach	17%	48%	28%	7%
South Beach	15%	46%	29%	10%

### 2009 meeting expectations by zone:

	Excellent	Good	Fair	Poor
Total	15%	54%	26%	6%
North Beach	17%	50%	28%	5%
Mid Beach	16%	47%	32%	6%
South Beach	12%	64%	18%	6%

<sup>1</sup> How good of a job is the city doing in meeting your expectations with the services they provide?

Miami Beach as a place to run a business<sup>1</sup>

	One of the best	Above average	Average	Below average	One of the worst
2014	20%	29%	38%	8%	5%
2012	20%	29%	38%	8%	5%
2009	21%	31%	36%	9%	5%

## 2014 Miami Beach as a place to run a business by zone:

	One of the best	Above average	Average	Below average	One of the worst
Total	20%	29%	38%	8%	5%
North Beach	23%	28%	35%	10%	5%
Mid Beach	19%	32%	40%	5%	3%
South Beach	18%	28%	40%	9%	6%

## 2012 Miami Beach as a place to run a business by zone:

	One of the best	Above average	Average	Below average	One of the worst
Total	20%	29%	38%	8%	5%
North Beach	22%	26%	38%	9%	4%
Mid Beach	24%	31%	34%	6%	6%
South Beach	16%	29%	41%	9%	5%

## 2009 Miami Beach as a place to run a business by zone:

	One of the best	Above average	Average	Below average	One of the worst
Total	21%	31%	36%	9%	5%
North Beach	21%	26%	33%	12%	7%
Mid Beach	23%	32%	33%	9%	3%
South Beach	18%	32%	40%	6%	4%

<sup>1</sup> Compared to all you know or have heard about other cities, how would you rate Miami Beach as a place to run a business?

## Miami Beach as a place to run a business compared to previous years<sup>1</sup>

	Better	Worse	About the same
2014	40%	16%	43%
2012	43%	13%	43%
2009	25%	26%	49%

### 2014 Miami Beach as a place to run a business compared to previous years by zone:

	Better	Worse	About the same
Total	40%	16%	43%
North Beach	43%	17%	40%
Mid Beach	34%	14%	52%
South Beach	44%	17%	39%

### 2012 Miami Beach as a place to run a business compared to previous years by zone:

	Better	Worse	About the same
Total	43%	13%	43%
North Beach	45%	11%	44%
Mid Beach	40%	14%	46%
South Beach	45%	15%	41%

### 2009 Miami Beach as a place to run a business compared to previous years by zone:

	Better	Worse	About the same
Total	25%	26%	49%
North Beach	30%	31%	39%
Mid Beach	26%	24%	50%
South Beach	20%	23%	58%

<sup>1</sup> Compared to previous years, how would you rate Miami Beach as a place to run a business?

Recommend Miami Beach as a place to run a business<sup>1</sup>

	Yes, definitely	Yes, probably	Hard to say	Would probably not	Would definitely not
2014	35%	47%	--	13%	5%
2012	39%	31%	16%	9%	5%
2009	36%	31%	20%	8%	5%

## 2014 recommend Miami Beach as a place to run a business by zone:

	Definitely recommend	Probably recommend	Would probably not recommend	Would definitely not recommend
Total	35%	47%	13%	5%
North Beach	37%	48%	9%	5%
Mid Beach	34%	49%	13%	5%
South Beach	33%	46%	15%	6%

## 2012 recommend Miami Beach as a place to run a business by zone:

	Yes, definitely	Yes, probably	Hard to say	Would probably not	Would definitely not
Total	39%	31%	16%	9%	5%
North Beach	35%	34%	16%	9%	5%
Mid Beach	47%	31%	9%	6%	6%
South Beach	35%	29%	20%	11%	4%

## 2009 recommend Miami Beach as a place to run a business by zone:

	Yes, definitely	Yes, probably	Hard to say	Would probably not	Would definitely not
Total	36%	31%	20%	8%	5%
North Beach	31%	27%	23%	12%	8%
Mid Beach	40%	32%	19%	5%	3%
South Beach	37%	32%	19%	7%	5%

<sup>1</sup> Would you recommend the City of Miami Beach as a place to run a business?

## Most important challenge facing Miami Beach businesses<sup>1</sup>

	2009	2012	2014
Parking	--	--	64%
High rent	30%	57%	43%
High property taxes	47%	59%	41%
High insurance	19%	51%	37%
Rising sea levels	--	--	33%
Restrictive government codes	18%	37%	26%
Lack of affordable housing in Miami Beach for your labor force	18%	34%	18%
Competitive pressure from other businesses	18%	27%	16%
Difficulty recruiting a skilled labor force	13%	32%	16%
Not enough business space	7%	20%	13%
Outdated facilities	8%	22%	12%
Obtaining incentives	3%	24%	8%
Traffic	--	--	3%
Other	14%	3%	8%

## 2014 most important challenge facing Miami Beach businesses by zone:

	Total	North Beach	Mid Beach	South Beach
Parking	64%	60%	72%	60%
High rent	43%	38%	45%	46%
High property taxes	41%	41%	46%	37%
High insurance	37%	41%	39%	31%
Rising sea levels	33%	29%	41%	31%
Restrictive government codes	26%	26%	30%	21%
Lack of affordable housing in Miami Beach for your labor force	18%	12%	23%	19%
Competitive pressure from other businesses	16%	15%	16%	17%
Difficulty recruiting a skilled labor force	16%	14%	17%	18%
Not enough business space	13%	12%	12%	14%
Outdated facilities	12%	10%	12%	14%
Obtaining incentives	8%	6%	7%	11%
Traffic	3%	3%	3%	3%
Other	8%	10%	6%	9%

<sup>1</sup> What do you feel is the most important challenge over the next several years that face your business in Miami Beach?

## 2012 most important challenge facing Miami Beach businesses by zone:

	Total	North Beach	Mid Beach	South Beach
High property taxes	59%	67%	54%	56%
High rent	57%	49%	54%	66%
High insurance	51%	55%	50%	49%
Restrictive government codes	37%	40%	34%	37%
Lack of affordable housing in Miami Beach for your labor force	34%	27%	35%	40%
Difficulty recruiting a skilled labor force	32%	30%	31%	35%
Competitive pressure from other businesses	27%	26%	26%	29%
Obtaining incentives	24%	23%	26%	23%
Outdated facilities	22%	17%	27%	24%
Not enough business space	20%	17%	19%	22%

## 2009 most important challenge facing Miami Beach businesses by zone:

	Total	North Beach	Mid Beach	South Beach
High property taxes	47%	50%	52%	39%
High rent	30%	32%	22%	36%
High insurance	19%	11%	22%	21%
Restrictive government codes	18%	20%	21%	13%
Lack of affordable housing in Miami Beach for your labor force	18%	18%	16%	19%
Difficulty recruiting a skilled labor force	13%	13%	7%	18%
Competitive pressure from other businesses	18%	13%	21%	20%
Obtaining incentives	3%	1%	4%	3%
Outdated facilities	8%	11%	11%	4%
Not enough business space	7%	11%	5%	6%