



2017 City of Miami Resident Survey

The City of Miami is committed to continuously enhancing quality of life based on resident input. Your feedback will inform planning and service delivery. Please have the adult (*age 18 or older*) in your household, who most recently had a birthday complete this survey. If this person is not able to complete the survey, please have another member of the household complete the survey to be sure the opinions of your household are represented. If you have questions, please contact the Strategic Planning office at 305-416-1025.

1. Please rate how important, if at all, you think it is for the Miami community to focus on each of the following in the coming three years. Using a scale of 1 to 4 where 4 means “Essential” and 1 means “Not at All Important”, please rate each of the following.

Please rate the following:	Essential	Very Important	Somewhat Important	Not at All Important	Don't Know
01. Overall ease of getting to places you have to visit	4	3	2	1	9
02. Overall quality of parks	4	3	2	1	9
03. Overall opportunities for recreation and culture	4	3	2	1	9
04. Overall efficiency and effectiveness of government	4	3	2	1	9
05. Overall environment and resiliency of Miami	4	3	2	1	9
06. Overall built environment (roads, buildings, sidewalks)	4	3	2	1	9
07. Overall feeling of safety	4	3	2	1	9
08. Overall economic health of Miami	4	3	2	1	9

2. **SATISFACTION WITH MAJOR CATEGORIES OF CITY SERVICES:** Using a scale of 1 to 4, where 4 means “Excellent” and 1 means “Poor”, please rate the City of Miami with regard to the following:

Please rate the following City services:	Excellent	Good	Fair	Poor	Don't Know
01. Police/Sheriff services	4	3	2	1	9
02. Fire services	4	3	2	1	9
03. Ambulance or emergency medical services	4	3	2	1	9
04. Crime prevention	4	3	2	1	9
05. Fire prevention and education	4	3	2	1	9
06. Traffic enforcement	4	3	2	1	9
07. Street repair	4	3	2	1	9
08. Street lighting	4	3	2	1	9
09. Flow of traffic and congestion management	4	3	2	1	9
10. Sidewalk maintenance	4	3	2	1	9
11. Garbage collection	4	3	2	1	9
12. Recycling	4	3	2	1	9
13. Yard waste pick-up	4	3	2	1	9
14. Bulky item pick-up/removal	4	3	2	1	9
15. Flood management	4	3	2	1	9
16. City parks and open space	4	3	2	1	9
17. Recreation programs or classes	4	3	2	1	9
18. Recreation centers or facilities	4	3	2	1	9
19. Land use, planning, and zoning	4	3	2	1	9
20. Code compliance (weeds, abandoned buildings, etc.)	4	3	2	1	9
21. Economic development	4	3	2	1	9
22. Public information services	4	3	2	1	9
23. Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	4	3	2	1	9
24. Preservation of natural areas	4	3	2	1	9
25. Quality of customer service provided by Miami employees (police, receptionists, planners, etc.)	4	3	2	1	9
26. Overall appearance of the City	4	3	2	1	9
27. Overall quality of services provided by the City	4	3	2	1	9

2a. If you rated any service(s) in Question 2 as a “1” or a “2”, please provide a reason for your rating. _____

3. Which FIVE of the items in Question 2, on the previous page, do you think should receive the MOST EMPHASIS from City leaders over the next THREE years? [Write-in your answers below using the numbers from the list in Question 2.]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ 5th: _____ NONE

4. **PARKS AND RECREATION:** Using a scale of 1 to 4, where 4 means “Excellent” and 1 means “Poor”, please rate the City of Miami with regard to the following:

Please rate the following:		Excellent	Good	Fair	Poor	Don't Know
01.	Availability of paths and walking trails	4	3	2	1	9
02.	Fitness opportunities (including exercise classes and paths or trails, etc.)	4	3	2	1	9
03.	Recreation opportunities	4	3	2	1	9
04.	Opportunities to attend cultural/arts/music activities	4	3	2	1	9
05.	Opportunities to participate in social events and activities	4	3	2	1	9
06.	Maintenance of city parks	4	3	2	1	9
07.	Proximity of your home to city parks	4	3	2	1	9
08.	Quality of athletic fields	4	3	2	1	9
09.	Availability of athletic fields	4	3	2	1	9
10.	Availability of information about city parks and recreation programs	4	3	2	1	9
11.	Variety of parks and recreation programs	4	3	2	1	9
12.	Cost of parks and recreation programs and facility fees	4	3	2	1	9
13.	City youth recreation programs	4	3	2	1	9
14.	City adult recreation programs	4	3	2	1	9
15.	Ease of registering for parks and recreation programs	4	3	2	1	9
16.	Availability of green space near your home	4	3	2	1	9
17.	Appearance of playgrounds	4	3	2	1	9
18.	Overall quality of city parks	4	3	2	1	9
19.	Overall quality of city recreation programs	4	3	2	1	9

5. In the past 12 months, about how many times, if at all, have you or other members of your household done each of the following?

Please rate the following:		2 times a week or more	2-4 times a month	Once a month or less	Once or twice a year	Not at all
01.	Used Miami recreation centers or their services	4	3	2	1	9
02.	Visited a city park	4	3	2	1	9
03.	Attended a city sponsored event	4	3	2	1	9

6. **TRANSPORTATION AND MOBILITY:** Using a scale of 1 to 4, where 4 means “Excellent” and 1 means “Poor”, please rate the City of Miami with regard to the following:

Please rate the following:		Excellent	Good	Fair	Poor	Don't Know
01.	Traffic flow on major streets	4	3	2	1	9
02.	Traffic flow on residential streets	4	3	2	1	9
03.	Ease of public parking	4	3	2	1	9
04.	Ease of travel by car in Miami	4	3	2	1	9
05.	Ease of walking in Miami	4	3	2	1	9
06.	Ease of travel by bicycle in Miami	4	3	2	1	9
07.	Overall satisfaction with Miami's trolley system	4	3	2	1	9
08.	Safety of biking	4	3	2	1	9
09.	Safety of walking	4	3	2	1	9

7. In the past 12 months, about how many times, if at all, have you or other members of your household done each of the following?

Please rate the following:		2 times a week or more	2-4 times a month	Once a month or less	Once or twice a year	Not at all
01.	Used bus, rail, trolley or other public transportation instead of driving	4	3	2	1	9
02.	Walked or biked instead of driving	4	3	2	1	9

8. QUALITY OF LIFE: Using a scale of 1 to 4, where 4 means “Excellent” and 1 means “Poor”, please rate the City of Miami with regard to the following:

Please rate the City based upon the following items:		Excellent	Good	Fair	Poor	Don't Know
01.	Overall opportunities for education and enrichment	4	3	2	1	9
02.	Overall quality of life in your neighborhood	4	3	2	1	9
03.	Overall cleanliness of Miami	4	3	2	1	9
04.	Overall cost of living in Miami	4	3	2	1	9
05.	Overall quality of new development in Miami	4	3	2	1	9
06.	Availability of public places where people want to spend time	4	3	2	1	9
07.	Availability of affordable quality housing	4	3	2	1	9
08.	Availability of a variety of housing options	4	3	2	1	9
09.	Availability of affordable quality food	4	3	2	1	9
10.	Availability of affordable quality health care	4	3	2	1	9
11.	Availability of preventive health services	4	3	2	1	9
12.	Availability of affordable quality mental health care	4	3	2	1	9
13.	Availability of affordable quality child care/preschool	4	3	2	1	9
14.	K-12 education	4	3	2	1	9
15.	Adult educational opportunities	4	3	2	1	9
16.	Opportunities to participate in religious or spiritual events and activities	4	3	2	1	9
17.	Employment opportunities	4	3	2	1	9
18.	Shopping opportunities	4	3	2	1	9
19.	Overall quality of business and service establishments in Miami	4	3	2	1	9
20.	Vibrant downtown/commercial areas	4	3	2	1	9
21.	Opportunities to volunteer	4	3	2	1	9
22.	Opportunities to participate in community matters	4	3	2	1	9
23.	Openness and acceptance of the community towards people of diverse backgrounds	4	3	2	1	9

8a. If you rated any item(s) in Question 8 as a “1” or a “2”, please provide a reason for your rating.

9. In the past 12 months, about how many times, if at all, have you or other members of your household done each of the following?

Please rate the following:		2 times a week or more	2-4 times a month	Once a month or less	Once or twice a year	Not at all
01.	Volunteered your time to some group/activity in Miami	4	3	2	1	9
02.	Participated in a club (community, political, social, religious, spiritual, and philanthropic)	4	3	2	1	9
03.	Talked to or visited with your immediate neighbors	4	3	2	1	9
04.	Done a favor for a neighbor	4	3	2	1	9
05.	Attended a local public meeting	4	3	2	1	9
06.	Watched (online or on television) a local public meeting	4	3	2	1	9

10. Please indicate whether or not you have done each of the following in the past 12 months.

Please answer the following questions by circling YES or NO.			
01.	Made efforts to conserve water	YES	NO
02.	Made efforts to make your home more energy efficient	YES	NO
03.	Observed code violations or other hazards in Miami (weeds, abandoned buildings, etc.)	YES	NO
04.	Household member was a victim of a crime in Miami	YES	NO
05.	Reported a crime to the police in Miami	YES	NO
06.	Stocked supplies, identified evacuation/shelter opportunities	YES	NO
07.	Campaigned or advocated for an issue, cause, or candidate	YES	NO
08.	Contacted Miami elected officials (in-person, phone, email, or web) to express your opinion	YES	NO
09.	Contacted the City of Miami (in-person, phone, email, or web) to express your opinion	YES	NO

11. Have you contacted the City of Miami (in-person, phone, email or web) for any reason during the past year?

____ (1) Yes

____ (2) No (Skip to Question 13)

11a. Customer Service Characteristics: Please rate your experience with City employees on the following behaviors.						
	Always	Frequently	Occasionally	Seldom	Never	Don't Know
01. It was easy to find someone to address my request	5	4	3	2	1	9
02. The City employee went the extra mile	5	4	3	2	1	9
03. The response time was reasonable	5	4	3	2	1	9
04. I was able to get my question/concern resolved	5	4	3	2	1	9
05. Miami employees are courteous/professional	5	4	3	2	1	9

12. Overall how would you rate your most recent experience when contacting the City of Miami?

____ (4) Excellent

____ (3) Good

____ (2) Fair

____ (1) Poor

____ (9) Not Sure

12a. If you rated your most recent experience when contacting the City as a "1" or a "2" in Question 12, please provide a reason for your rating. _____

13. PERCEPTIONS OF MIAMI: Using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor", please rate the City of Miami with regard to the following:

Please rate the following:		Excellent	Good	Fair	Poor	Don't Know
01.	Miami as a place to live	4	3	2	1	9
02.	Your neighborhood as a place to live	4	3	2	1	9
03.	Miami as a place to raise children	4	3	2	1	9
04.	Miami as a place to work	4	3	2	1	9
05.	Miami as a place to visit	4	3	2	1	9
06.	Miami as a place to retire	4	3	2	1	9
07.	The overall quality of life in Miami	4	3	2	1	9
08.	The overall direction that Miami is taking	4	3	2	1	9

14. PERCEPTIONS OF CITY GOVERNMENT: Using a scale of 1 to 4, where 4 means “Excellent” and 1 means “Poor”, please rate the City of Miami with regard to the following:

Please rate the City based upon the following items:		Excellent	Good	Fair	Poor	Don't Know
01.	The value of services for the taxes paid to Miami	4	3	2	1	9
02.	The job Miami government does at welcoming citizen involvement	4	3	2	1	9
03.	Overall confidence in Miami government	4	3	2	1	9
04.	Generally acting in the best interest of the community	4	3	2	1	9
05.	Being honest	4	3	2	1	9
06.	Treating all residents fairly	4	3	2	1	9
07.	Overall economic health of Miami	4	3	2	1	9
08.	Overall image or reputation of Miami	4	3	2	1	9

15. PERCEPTIONS OF SAFETY: Using a scale of 1 to 5, where 5 means “Very Safe” and 1 means “Very Unsafe”, please rate the City of Miami with regard to the following:

Please rate the following:		Very Safe	Somewhat Safe	Neither Safe or Unsafe	Somewhat Unsafe	Very Unsafe	Don't Know
01.	Overall feeling of safety in Miami	5	4	3	2	1	9
02.	In your neighborhood during the day	5	4	3	2	1	9
03.	In your neighborhood at night	5	4	3	2	1	9
04.	In Miami's downtown/commercial areas during the day	5	4	3	2	1	9
05.	In Miami's downtown/commercial areas at night	5	4	3	2	1	9

16. Which issues should be prioritized in our 20-year resilience strategy? Using a scale of 1 to 5, where 5 means “Very High Priority” and 1 means “Very Low Priority”, please rate each of the following issues:

Please rate the following:		Very High Priority	High Priority	Neutral	Low Priority	Very Low Priority	Don't Know
01.	Emergency: Planning, training and communication during times of emergency	5	4	3	2	1	9
02.	Employment: Opportunities for fair wage jobs, job training and placement	5	4	3	2	1	9
03.	Environment and Sustainability: Resource management and protection of environmental and natural resources	5	4	3	2	1	9
04.	Housing: Safe and affordable housing availability	5	4	3	2	1	9
05.	Public Health: Access to quality health services and preparedness for widespread outbreaks of infectious disease	5	4	3	2	1	9
06.	Social Cohesion: Encouraging strength and unity in the community	5	4	3	2	1	9
07.	Urban Mobility: Reliable, well-connected, and easy to access transit system	5	4	3	2	1	9
08.	Water Management: Provides additional flood protection against floods from rain and extreme high tides while improving health and safety	5	4	3	2	1	9
09.	Other: _____	5	4	3	2	1	9
10.	Other: _____	5	4	3	2	1	9
11.	Other: _____	5	4	3	2	1	9

17. Which THREE of the Priorities listed above do you think should receive the MOST EMPHASIS from City leaders over the next 20 Years? [Write-in your answers below using the numbers from the list in Q16.]

1st: _____ 2nd: _____ 3rd: _____ NONE

DEMOGRAPHICS:**18. How often, if at all, do you do each of the following, considering all of the times you could?**

Please rate the following:		Always	Usually	Sometimes	Rarely	Never	Don't Know
01.	Recycle at home	5	4	3	2	1	9
02.	Purchase goods or services for a business located in Miami	5	4	3	2	1	9
03.	Eat at least five portions of fruits and vegetables a day	5	4	3	2	1	9
04.	Participate in moderate or vigorous physical activity	5	4	3	2	1	9
05.	Read or watch local news (via television, paper, computer, etc.)	5	4	3	2	1	9
06.	Vote in local elections	5	4	3	2	1	9

19. Would you say that in general your health is:

___ (1) Excellent ___ (2) Very Good ___ (3) Good ___ (4) Fair ___ (5) Poor

20. What impact, if any, do you think the economy will have on your family income in the next six months? Do you think the impact will be:

___ (1) Very positive ___ (2) Somewhat Positive ___ (3) Neutral ___ (4) Somewhat Negative ___ (5) Very Negative

21. Do you have school age children (grades K-12) living at home? ___ (1) Yes ___ (2) No**21a. IF YES: For your school age children, what type(s) of school do they attend?**

___ (1) Public school ___ (2) Charter school ___ (3) Private or Parochial School ___ (4) Home School

22. What is your age? _____ years**23. Counting yourself, how many people in your household are?**

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

24. How many years have you lived in Miami? _____ years**25. Are you Spanish, Hispanic or Latino?**

___ (1) No, not Spanish, Hispanic or Latino
 ___ (2) Yes, I consider myself to be Spanish, Hispanic or Latino

26. Which of the following best describes your race?

___ (1) African American/Black ___ (3) Asian/Hawaiian/Other Pacific ___ (4) White
 ___ (2) American Indian/Alaska Native Islander ___ (5) Other: _____

27. What is the primary language spoken in your home?

___ (1) Spanish ___ (3) Creole ___ (5) Portuguese
 ___ (2) English ___ (4) French ___ (6) Other: _____

28. Where do you plan to be living in the next 2-5 years?

___ (1) Miami ___ (4) Other: _____
 ___ (2) Another city in Miami-Dade County ___ (9) Don't know
 ___ (3) Another city outside Miami-Dade County in southern Florida

- 29. Would you say your total household income is:**
 ____ (1) Under \$25,000 ____ (3) \$50,000 to \$74,999 ____ (5) \$100,000 to \$149,999
 ____ (2) \$25,000 to \$49,999 ____ (4) \$75,000 to \$99,999 ____ (6) \$150,000 or more
- 30. What is your employment status?**
 ____ (1) Working full time for pay ____ (4) Unemployed, not looking for paid work
 ____ (2) Working part time for pay ____ (5) Fully retired
 ____ (3) Unemployed, looking for paid work
- 31. Do you work inside the boundaries of Miami?**
 ____ (1) Yes, outside of the home
 ____ (2) Yes, from home
 ____ (3) No
- 32. Which of the following best describes the building you live in?**
 ____ (1) Single family home detached from any other homes
 ____ (2) Building with two or more homes (duplex, townhome, apartment, or condominium)
 ____ (3) Mobile home
 ____ (4) Other: _____
- 33. Is this house, apartment, or mobile home:**
 ____ (1) Owned ____ (2) Rented
- 34. Is your residence in Miami your primary or secondary residence?**
 ____ (1) Primary (generally live in Miami year-round)
 ____ (2) Secondary (only live in Miami part of the year)
- 35. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowner's association (HOA) fees?**
 ____ (1) Less than \$300 per month ____ (4) \$1,000 to \$1,499 per month
 ____ (2) \$300 to \$599 per month ____ (5) \$1,500 to \$2,499 per month
 ____ (3) \$600 to \$999 per month ____ (6) \$2,500 or more per month
- 36. Your gender:** ____ (1) Male ____ (2) Female
- 37. Do you consider a cell phone or land line your primary telephone number?**
 ____ (1) Cell ____ (2) Land line ____ (3) Both

This concludes the survey — Thank you for your time!

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

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