

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q1a As a place to live

5=Excellent	18.5%	13.8%	13.6%	7.1%	21.6%	20.7%	12.9%	12.0%	14.6%	13.9%	15.2%
4=Good	51.3%	54.4%	51.0%	55.4%	44.3%	46.6%	54.2%	54.2%	57.1%	48.2%	52.0%
3=Neutral	14.4%	16.4%	19.7%	10.7%	16.3%	16.5%	18.3%	17.9%	14.5%	17.6%	16.9%
2=Below average	9.1%	9.4%	10.2%	12.5%	6.6%	7.4%	10.4%	10.5%	11.4%	9.4%	9.7%
1=Poor	4.8%	4.8%	3.9%	8.9%	6.9%	5.9%	2.9%	4.3%	2.3%	8.2%	4.5%
9=Don't know	1.9%	1.2%	1.6%	5.4%	4.2%	3.0%	1.2%	1.1%	0.0%	2.9%	1.7%

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	Yes-Cuban 1	Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q1b As a place to raise children

5=Excellent	9.6%	8.9%	6.3%	3.6%	13.9%	11.2%	7.5%	4.7%	7.1%	8.2%	8.0%
4=Good	33.4%	30.5%	28.5%	28.6%	30.2%	33.5%	34.1%	30.1%	28.0%	24.9%	30.7%
3=Neutral	23.8%	24.8%	25.0%	19.6%	23.8%	23.0%	24.6%	25.8%	23.2%	26.1%	24.5%
2=Below average	16.3%	18.2%	18.9%	26.8%	8.6%	14.1%	17.5%	21.5%	24.3%	13.5%	18.0%
1=Poor	8.8%	11.7%	11.8%	14.3%	10.2%	9.1%	9.7%	11.4%	11.8%	13.1%	10.8%
9=Don't know	8.0%	6.0%	9.5%	7.1%	13.3%	9.1%	6.6%	6.4%	5.5%	14.3%	8.1%

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Q1c As a place to work

5=Excellent	11.3%	11.8%	9.9%	10.7%	12.7%	11.8%	10.6%	8.6%	13.2%	9.4%	10.9%
4=Good	38.3%	35.8%	41.4%	32.1%	30.2%	34.6%	37.3%	43.2%	44.3%	35.9%	38.8%
3=Neutral	21.3%	24.9%	23.3%	17.9%	21.6%	21.7%	23.5%	23.7%	23.2%	22.0%	22.9%
2=Below average	14.4%	14.2%	13.1%	21.4%	12.2%	12.7%	16.6%	12.5%	13.2%	18.8%	14.0%
1=Poor	7.6%	8.5%	5.5%	7.1%	9.7%	9.7%	6.8%	7.4%	2.9%	6.5%	7.0%
9=Don't know	7.1%	4.8%	6.7%	10.7%	13.6%	9.5%	5.2%	4.6%	3.2%	7.3%	6.4%

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Q1d As a place to retire

5=Excellent	15.7%	13.4%	14.1%	10.7%	21.3%	18.1%	14.1%	11.4%	13.0%	11.4%	14.4%
4=Good	28.1%	27.2%	29.3%	32.1%	30.7%	31.0%	29.3%	27.0%	25.5%	29.0%	28.4%
3=Neutral	17.7%	19.1%	20.4%	12.5%	18.0%	17.1%	19.4%	20.1%	19.1%	19.2%	19.0%
2=Below average	14.8%	15.8%	15.5%	19.6%	8.3%	12.9%	16.3%	16.9%	18.4%	16.3%	15.4%
1=Poor	17.2%	18.4%	14.3%	17.9%	13.6%	12.7%	14.6%	19.0%	18.8%	17.6%	16.4%
9=Don't know	6.4%	6.1%	6.5%	7.1%	8.0%	8.2%	6.3%	5.5%	5.2%	6.5%	6.4%

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q1a As a place to live

5=Excellent	18.9%	14.0%	13.8%	7.5%	22.5%	21.3%	13.1%	12.2%	14.6%	14.3%	15.5%
4=Good	52.3%	55.0%	51.8%	58.5%	46.2%	48.0%	54.9%	54.8%	57.1%	49.6%	52.9%
3=Neutral	14.6%	16.6%	20.1%	11.3%	17.1%	17.0%	18.5%	18.1%	14.5%	18.1%	17.2%
2=Below average	9.3%	9.5%	10.3%	13.2%	6.9%	7.6%	10.6%	10.6%	11.4%	9.7%	9.9%
1=Poor	4.9%	4.8%	4.0%	9.4%	7.2%	6.1%	3.0%	4.4%	2.3%	8.4%	4.6%

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q1b As a place to raise children

5=Excellent	10.4%	9.4%	7.0%	3.8%	16.0%	12.3%	8.1%	5.0%	7.6%	9.5%	8.7%
4=Good	36.3%	32.4%	31.5%	30.8%	34.8%	36.9%	36.5%	32.2%	29.7%	29.0%	33.4%
3=Neutral	25.9%	26.4%	27.7%	21.2%	27.5%	25.3%	26.3%	27.6%	24.6%	30.5%	26.6%
2=Below average	17.7%	19.3%	20.8%	28.8%	9.9%	15.5%	18.8%	23.0%	25.7%	15.7%	19.6%
1=Poor	9.6%	12.4%	13.0%	15.4%	11.8%	10.0%	10.4%	12.2%	12.5%	15.2%	11.7%

Q1. Overall Quality of Life Ratings. Please rate Miami-Dade County: (excluding don't know)

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Q1c As a place to work

5=Excellent	12.2%	12.4%	10.6%	12.0%	14.7%	13.1%	11.2%	9.1%	13.7%	10.1%	11.6%
4=Good	41.2%	37.6%	44.4%	36.0%	34.9%	38.2%	39.4%	45.3%	45.8%	38.8%	41.5%
3=Neutral	22.9%	26.2%	25.0%	20.0%	25.0%	24.0%	24.8%	24.8%	24.0%	23.8%	24.5%
2=Below average	15.5%	14.9%	14.1%	24.0%	14.1%	14.0%	17.5%	13.1%	13.7%	20.3%	14.9%
1=Poor	8.2%	8.9%	5.9%	8.0%	11.2%	10.7%	7.1%	7.7%	3.0%	7.0%	7.5%

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Q1d As a place to retire

5=Excellent	16.8%	14.3%	15.0%	11.5%	23.2%	19.8%	15.1%	12.1%	13.7%	12.2%	15.4%
4=Good	30.0%	29.0%	31.3%	34.6%	33.4%	33.8%	31.3%	28.6%	26.9%	31.0%	30.3%
3=Neutral	18.9%	20.3%	21.8%	13.5%	19.6%	18.6%	20.7%	21.3%	20.2%	20.5%	20.3%
2=Below average	15.8%	16.8%	16.6%	21.2%	9.0%	14.0%	17.4%	17.9%	19.4%	17.5%	16.5%
1=Poor	18.4%	19.6%	15.3%	19.2%	14.8%	13.8%	15.6%	20.1%	19.8%	18.8%	17.5%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q2a Quality of services provided by County Government

5=Very satisfied	8.1%	6.0%	6.1%	3.6%	12.7%	9.9%	6.9%	4.7%	3.4%	5.7%	6.7%
4=Satisfied	42.5%	39.7%	40.0%	33.9%	39.6%	39.7%	41.5%	43.0%	39.5%	36.7%	40.7%
3=Neutral	28.1%	34.7%	31.7%	30.4%	23.0%	30.2%	33.2%	32.2%	33.2%	31.4%	31.2%
2=Dissatisfied	12.7%	11.5%	12.5%	10.7%	11.4%	10.5%	12.0%	11.3%	16.1%	13.1%	12.4%
1=Very dissatisfied	6.1%	4.5%	5.7%	10.7%	5.5%	6.5%	3.5%	5.7%	6.3%	7.8%	5.6%
9=Don't know	2.5%	3.6%	4.0%	10.7%	7.8%	3.2%	2.9%	3.0%	1.6%	5.3%	3.5%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:

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	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q2b Quality of customer service you receive from County employees

5=Very satisfied	6.8%	4.9%	6.6%	5.4%	12.7%	8.9%	5.8%	3.6%	3.9%	6.9%	6.2%
4=Satisfied	32.8%	33.2%	34.1%	19.6%	34.6%	34.8%	36.4%	32.1%	29.5%	31.4%	33.2%
3=Neutral	26.7%	34.1%	31.0%	37.5%	26.0%	29.7%	30.9%	32.1%	31.1%	29.0%	30.4%
2=Dissatisfied	17.1%	14.3%	13.7%	16.1%	8.9%	12.7%	14.7%	16.6%	20.0%	13.5%	15.1%
1=Very dissatisfied	10.9%	8.2%	7.7%	12.5%	9.4%	7.6%	5.8%	9.5%	12.1%	10.6%	9.0%
9=Don't know	5.7%	5.3%	6.9%	8.9%	8.3%	6.3%	6.3%	6.1%	3.4%	8.6%	6.1%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following:

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Q2c Value you receive for your County taxes & fees

5=Very satisfied	4.1%	4.5%	4.2%	1.8%	9.4%	6.3%	4.6%	1.9%	2.5%	3.3%	4.2%
4=Satisfied	21.6%	22.5%	25.8%	16.1%	25.2%	25.5%	24.4%	21.7%	22.0%	23.3%	23.4%
3=Neutral	30.8%	38.7%	32.6%	39.3%	27.7%	32.5%	35.5%	36.7%	31.8%	32.2%	33.5%
2=Dissatisfied	21.9%	18.6%	20.9%	16.1%	12.2%	16.9%	21.4%	22.5%	23.9%	23.7%	20.6%
1=Very dissatisfied	16.2%	11.9%	11.0%	17.9%	14.7%	13.3%	9.1%	13.2%	17.5%	11.0%	13.1%
9=Don't know	5.4%	3.7%	5.5%	8.9%	10.8%	5.5%	5.1%	4.0%	2.3%	6.5%	5.1%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)

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	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q2a Quality of services provided by County Government

5=Very satisfied	8.3%	6.2%	6.3%	4.0%	13.8%	10.2%	7.1%	4.8%	3.4%	6.0%	6.9%
4=Satisfied	43.6%	41.1%	41.6%	38.0%	42.9%	41.0%	42.7%	44.3%	40.1%	38.8%	42.1%
3=Neutral	28.8%	36.0%	33.1%	34.0%	24.9%	31.2%	34.2%	33.3%	33.8%	33.2%	32.3%
2=Dissatisfied	13.0%	12.0%	13.1%	12.0%	12.3%	10.9%	12.3%	11.7%	16.3%	13.8%	12.8%
1=Very dissatisfied	6.2%	4.7%	5.9%	12.0%	6.0%	6.8%	3.6%	5.9%	6.4%	8.2%	5.8%

Q2. Overall Miami-Dade County Government Ratings. Please rate your satisfaction with the following: (excluding don't know)

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	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q2b Quality of customer service you receive from County employees

5=Very satisfied	7.2%	5.2%	7.0%	5.9%	13.9%	9.5%	6.2%	3.9%	4.1%	7.6%	6.6%
4=Satisfied	34.8%	35.0%	36.7%	21.6%	37.8%	37.2%	38.9%	34.2%	30.5%	34.4%	35.3%
3=Neutral	28.3%	36.0%	33.3%	41.2%	28.4%	31.8%	33.0%	34.2%	32.2%	31.7%	32.4%
2=Dissatisfied	18.2%	15.1%	14.8%	17.6%	9.7%	13.5%	15.7%	17.7%	20.7%	14.7%	16.1%
1=Very dissatisfied	11.5%	8.7%	8.2%	13.7%	10.3%	8.1%	6.2%	10.1%	12.6%	11.6%	9.6%

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Q2c Value you receive for your County taxes & fees

5=Very satisfied	4.3%	4.7%	4.5%	2.0%	10.6%	6.7%	4.9%	1.9%	2.6%	3.5%	4.4%
4=Satisfied	22.9%	23.4%	27.3%	17.6%	28.3%	27.0%	25.7%	22.6%	22.5%	24.9%	24.7%
3=Neutral	32.5%	40.2%	34.5%	43.1%	31.1%	34.4%	37.4%	38.2%	32.5%	34.5%	35.4%
2=Dissatisfied	23.2%	19.3%	22.1%	17.6%	13.7%	17.9%	22.5%	23.5%	24.5%	25.3%	21.7%
1=Very dissatisfied	17.1%	12.4%	11.6%	19.6%	16.5%	14.1%	9.5%	13.7%	17.9%	11.8%	13.8%

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4.

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q3a Quality of services provided by your municipal government

5=Very satisfied	7.0%	6.8%	7.8%	7.1%	10.2%	7.8%	5.4%	5.7%	9.1%	7.8%	7.2%
4=Satisfied	30.8%	29.3%	29.9%	16.1%	35.5%	29.5%	31.8%	29.3%	26.6%	25.7%	29.8%
3=Neutral	23.1%	28.8%	25.7%	26.8%	19.4%	27.6%	31.6%	24.3%	22.3%	26.1%	25.5%
2=Dissatisfied	9.9%	10.3%	9.0%	16.1%	9.4%	9.1%	8.8%	10.3%	11.1%	9.0%	9.8%
1=Very dissatisfied	4.8%	5.0%	5.1%	8.9%	6.4%	5.5%	3.2%	4.2%	7.1%	5.3%	5.1%
9=Don't know	24.5%	19.8%	22.6%	25.0%	19.1%	20.5%	19.2%	26.2%	23.8%	26.1%	22.6%

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4.

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q3b Value you receive for your municipal taxes & fees

5=Very satisfied	4.5%	5.3%	5.6%	5.4%	6.4%	6.3%	3.5%	4.3%	5.9%	6.5%	5.1%
4=Satisfied	21.4%	19.5%	22.5%	12.5%	24.1%	22.6%	22.0%	19.3%	21.4%	18.4%	21.2%
3=Neutral	22.8%	30.9%	26.5%	30.4%	26.3%	28.1%	32.1%	25.6%	19.3%	26.5%	26.3%
2=Dissatisfied	16.2%	14.7%	14.5%	14.3%	11.6%	12.7%	16.3%	16.4%	17.9%	11.8%	15.2%
1=Very dissatisfied	9.2%	8.9%	7.0%	12.5%	9.7%	8.6%	6.5%	7.4%	10.5%	8.6%	8.3%
9=Don't know	25.9%	20.7%	24.0%	25.0%	21.9%	21.7%	19.7%	27.1%	25.0%	28.2%	23.9%

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4. (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100,000 or more 5	Not provided 9	

Q3a Quality of services provided by your municipal government

5=Very satisfied	9.3%	8.4%	10.0%	9.5%	12.7%	9.8%	6.7%	7.8%	11.9%	10.5%	9.4%
4=Satisfied	40.7%	36.5%	38.6%	21.4%	43.8%	37.1%	39.4%	39.7%	34.9%	34.8%	38.5%
3=Neutral	30.6%	35.9%	33.2%	35.7%	24.0%	34.7%	39.2%	32.9%	29.3%	35.4%	33.0%
2=Dissatisfied	13.0%	12.9%	11.6%	21.4%	11.6%	11.4%	10.8%	13.9%	14.5%	12.2%	12.6%
1=Very dissatisfied	6.3%	6.3%	6.6%	11.9%	7.9%	6.9%	4.0%	5.7%	9.4%	7.2%	6.5%

Q3. Overall Municipal Government Ratings. Please rate your satisfaction with the following: Please respond ONLY if you live in a city, town or village in Miami-Dade County (ex., City of Miami) if you live in unincorporated Miami-Dade County, please skip to Question 4. (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q3b Value you receive for your municipal taxes & fees

5=Very satisfied	6.1%	6.7%	7.4%	7.1%	8.2%	8.1%	4.4%	5.9%	7.9%	9.1%	6.8%
4=Satisfied	28.8%	24.6%	29.5%	16.7%	30.9%	28.8%	27.3%	26.4%	28.6%	25.6%	27.8%
3=Neutral	30.8%	39.0%	34.8%	40.5%	33.7%	35.8%	40.0%	35.1%	25.7%	36.9%	34.6%
2=Dissatisfied	21.9%	18.6%	19.1%	19.0%	14.9%	16.2%	20.3%	22.4%	23.8%	16.5%	19.9%
1=Very dissatisfied	12.4%	11.2%	9.1%	16.7%	12.4%	11.1%	8.0%	10.1%	14.0%	11.9%	10.9%

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q4a Government is customer-focused

5=Strongly agree	4.2%	4.0%	2.6%	3.6%	7.5%	5.7%	3.7%	1.8%	1.8%	3.3%	3.5%
4=Agree	26.7%	26.0%	22.5%	12.5%	31.0%	30.0%	28.9%	22.1%	16.6%	20.4%	24.6%
3=Neutral	30.4%	35.8%	35.2%	28.6%	26.3%	32.5%	34.4%	35.4%	35.4%	33.5%	33.5%
2=Disagree	22.3%	21.4%	21.2%	30.4%	11.1%	14.3%	21.7%	25.1%	28.6%	24.9%	21.8%
1=Strongly disagree	8.7%	5.8%	8.9%	12.5%	8.9%	7.0%	4.3%	8.6%	11.3%	10.6%	8.1%
9=Don't know	7.7%	7.0%	9.7%	12.5%	15.2%	10.5%	7.1%	7.0%	6.4%	7.3%	8.4%

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q4b Government continuously improves services

5=Strongly agree	5.2%	4.6%	3.6%	5.4%	10.2%	5.9%	4.9%	2.3%	2.3%	3.7%	4.4%
4=Agree	31.1%	28.9%	24.2%	21.4%	35.2%	35.0%	30.4%	24.4%	22.1%	19.2%	27.7%
3=Neutral	30.3%	35.0%	35.5%	25.0%	23.3%	30.2%	35.8%	34.5%	36.8%	36.7%	33.4%
2=Disagree	20.5%	20.4%	20.3%	25.0%	12.5%	15.2%	18.6%	25.6%	24.5%	20.8%	20.5%
1=Strongly disagree	7.5%	5.4%	7.2%	14.3%	7.5%	5.5%	3.8%	6.9%	9.6%	11.8%	7.0%
9=Don't know	5.4%	5.6%	9.2%	8.9%	11.4%	8.2%	6.5%	6.3%	4.6%	7.8%	7.0%

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q4c Government uses your tax dollars wisely

5=Strongly agree	3.6%	3.1%	2.2%	1.8%	7.8%	5.7%	2.3%	1.1%	0.9%	2.4%	2.9%
4=Agree	15.8%	15.4%	13.4%	8.9%	24.1%	18.8%	16.3%	11.1%	10.0%	11.4%	14.6%
3=Neutral	27.2%	37.0%	33.2%	25.0%	25.2%	31.4%	34.6%	33.9%	32.0%	28.2%	31.9%
2=Disagree	27.0%	24.4%	25.5%	32.1%	14.7%	19.2%	27.2%	29.7%	29.1%	31.0%	25.9%
1=Strongly disagree	19.2%	12.2%	16.0%	19.6%	13.9%	13.7%	11.4%	16.9%	23.4%	18.8%	16.2%
9=Don't know	7.3%	8.0%	9.8%	12.5%	14.4%	11.2%	8.3%	7.4%	4.6%	8.2%	8.5%

Q4. Organizational Goals. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q4d Government delivers excellent public services

5=Strongly agree	4.3%	4.1%	4.5%	5.4%	11.6%	6.5%	4.0%	1.9%	2.5%	3.3%	4.4%
4=Agree	25.6%	22.4%	19.0%	14.3%	29.6%	25.3%	26.7%	19.3%	14.5%	18.8%	22.0%
3=Neutral	31.4%	34.9%	36.9%	30.4%	27.7%	34.8%	33.9%	36.2%	36.8%	32.7%	34.4%
2=Disagree	20.4%	24.3%	22.2%	23.2%	11.1%	15.8%	22.6%	24.8%	28.4%	25.7%	22.1%
1=Strongly disagree	12.4%	9.0%	10.0%	17.9%	9.4%	8.9%	8.0%	11.8%	13.9%	12.7%	10.7%
9=Don't know	5.8%	5.3%	7.4%	8.9%	10.5%	8.6%	4.8%	6.1%	3.9%	6.9%	6.4%

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q4a Government is customer-focused

5=Strongly agree	4.6%	4.3%	2.9%	4.1%	8.8%	6.4%	4.0%	1.9%	1.9%	3.5%	3.9%
4=Agree	28.9%	28.0%	24.9%	14.3%	36.6%	33.5%	31.1%	23.7%	17.7%	22.0%	26.8%
3=Neutral	32.9%	38.5%	38.9%	32.7%	31.0%	36.3%	37.0%	38.1%	37.8%	36.1%	36.6%
2=Disagree	24.2%	23.0%	23.5%	34.7%	13.1%	16.0%	23.3%	27.0%	30.5%	26.9%	23.8%
1=Strongly disagree	9.4%	6.3%	9.8%	14.3%	10.5%	7.8%	4.6%	9.3%	12.0%	11.5%	8.9%

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q4b Government continuously improves services

5=Strongly agree	5.5%	4.9%	4.0%	5.9%	11.6%	6.4%	5.3%	2.5%	2.4%	4.0%	4.7%
4=Agree	32.9%	30.6%	26.7%	23.5%	39.7%	38.2%	32.5%	26.1%	23.2%	20.8%	29.8%
3=Neutral	32.0%	37.1%	39.1%	27.5%	26.3%	32.9%	38.3%	36.8%	38.6%	39.8%	35.9%
2=Disagree	21.7%	21.6%	22.4%	27.5%	14.1%	16.6%	19.9%	27.3%	25.7%	22.6%	22.1%
1=Strongly disagree	7.9%	5.8%	7.9%	15.7%	8.4%	6.0%	4.1%	7.4%	10.1%	12.8%	7.5%

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q4c Government uses your tax dollars wisely

5=Strongly agree	3.9%	3.3%	2.4%	2.0%	9.1%	6.4%	2.5%	1.1%	0.9%	2.7%	3.1%
4=Agree	17.1%	16.7%	14.9%	10.2%	28.2%	21.1%	17.8%	12.0%	10.5%	12.4%	16.0%
3=Neutral	29.3%	40.2%	36.8%	28.6%	29.4%	35.4%	37.7%	36.6%	33.5%	30.7%	34.8%
2=Disagree	29.1%	26.5%	28.3%	36.7%	17.2%	21.6%	29.6%	32.0%	30.5%	33.8%	28.3%
1=Strongly disagree	20.7%	13.3%	17.7%	22.4%	16.2%	15.4%	12.4%	18.3%	24.5%	20.4%	17.7%

Q4. Organizational Goals. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q4d Government delivers excellent public services

5=Strongly agree	4.6%	4.3%	4.8%	5.9%	13.0%	7.2%	4.2%	2.0%	2.6%	3.5%	4.6%
4=Agree	27.2%	23.7%	20.6%	15.7%	33.1%	27.7%	28.1%	20.5%	15.1%	20.2%	23.5%
3=Neutral	33.3%	36.8%	39.8%	33.3%	31.0%	38.1%	35.6%	38.6%	38.3%	35.1%	36.7%
2=Disagree	21.7%	25.6%	24.0%	25.5%	12.4%	17.3%	23.7%	26.4%	29.6%	27.6%	23.7%
1=Strongly disagree	13.2%	9.5%	10.8%	19.6%	10.5%	9.7%	8.4%	12.6%	14.5%	13.6%	11.5%

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q5a Quality of drinking water

5=Very satisfied	29.7%	22.0%	20.5%	17.9%	29.6%	25.7%	24.7%	23.4%	21.3%	19.2%	24.0%
4=Satisfied	49.1%	51.2%	46.0%	44.6%	42.9%	46.6%	50.2%	48.2%	49.8%	50.6%	48.3%
3=Neutral	11.1%	15.5%	18.5%	17.9%	14.1%	14.3%	14.0%	16.9%	15.4%	15.9%	15.2%
2=Dissatisfied	5.0%	6.1%	7.4%	12.5%	5.0%	6.5%	5.8%	6.3%	7.9%	6.1%	6.4%
1=Very dissatisfied	2.0%	2.8%	3.5%	1.8%	4.4%	3.4%	1.8%	2.1%	2.7%	4.5%	2.8%
9=Don't know	3.0%	2.4%	4.0%	5.4%	3.9%	3.4%	3.4%	3.0%	3.0%	3.7%	3.3%

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q5b Quality of sewer services

5=Very satisfied	22.7%	17.1%	15.5%	12.5%	22.2%	20.5%	16.9%	18.9%	16.1%	15.5%	18.3%
4=Satisfied	47.8%	48.4%	43.0%	39.3%	39.1%	44.1%	49.0%	48.0%	47.5%	40.0%	45.9%
3=Neutral	16.4%	19.6%	21.3%	33.9%	17.5%	19.2%	19.8%	19.7%	18.4%	23.3%	19.4%
2=Dissatisfied	4.7%	5.6%	4.9%	3.6%	7.2%	3.8%	5.7%	3.5%	5.7%	5.3%	5.0%
1=Very dissatisfied	2.6%	2.3%	3.4%	5.4%	4.2%	3.0%	1.7%	2.7%	2.9%	4.9%	2.9%
9=Don't know	5.8%	7.0%	11.8%	5.4%	10.0%	9.5%	6.9%	7.1%	9.5%	11.0%	8.5%

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q5a Quality of drinking water

5=Very satisfied	30.7%	22.6%	21.4%	18.9%	30.8%	26.6%	25.6%	24.1%	21.9%	19.9%	24.8%
4=Satisfied	50.6%	52.4%	47.9%	47.2%	44.7%	48.3%	52.0%	49.8%	51.4%	52.5%	49.9%
3=Neutral	11.5%	15.9%	19.3%	18.9%	14.7%	14.8%	14.5%	17.5%	15.8%	16.5%	15.8%
2=Dissatisfied	5.1%	6.3%	7.7%	13.2%	5.2%	6.8%	6.0%	6.5%	8.1%	6.4%	6.6%
1=Very dissatisfied	2.1%	2.9%	3.7%	1.9%	4.6%	3.5%	1.9%	2.2%	2.8%	4.7%	2.9%

Q5. Miami-Dade County Water and Sewer Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q5b Quality of sewer services

5=Very satisfied	24.1%	18.4%	17.6%	13.2%	24.6%	22.6%	18.2%	20.4%	17.8%	17.4%	20.0%
4=Satisfied	50.7%	52.1%	48.8%	41.5%	43.4%	48.7%	52.6%	51.7%	52.5%	45.0%	50.1%
3=Neutral	17.4%	21.1%	24.2%	35.8%	19.4%	21.2%	21.3%	21.3%	20.3%	26.1%	21.2%
2=Dissatisfied	5.0%	6.0%	5.5%	3.8%	8.0%	4.2%	6.1%	3.8%	6.3%	6.0%	5.4%
1=Very dissatisfied	2.7%	2.4%	3.9%	5.7%	4.6%	3.3%	1.8%	2.9%	3.2%	5.5%	3.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6a Quality of police services

5=Very satisfied	16.4%	13.7%	14.1%	8.9%	20.5%	18.6%	15.7%	13.3%	9.6%	12.7%	14.7%
4=Satisfied	45.9%	46.0%	44.7%	44.6%	40.2%	43.7%	47.6%	45.7%	50.4%	38.8%	45.5%
3=Neutral	19.8%	21.0%	21.3%	14.3%	20.8%	22.4%	19.7%	19.7%	19.5%	24.5%	20.6%
2=Dissatisfied	9.8%	12.2%	10.6%	16.1%	7.5%	7.4%	10.8%	12.5%	12.3%	12.7%	10.8%
1=Very dissatisfied	5.2%	5.6%	5.1%	7.1%	5.3%	4.4%	4.0%	6.1%	6.3%	5.7%	5.3%
9=Don't know	2.9%	1.6%	4.2%	8.9%	5.8%	3.6%	2.3%	2.7%	2.0%	5.7%	3.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6b Quality of fire services

5=Very satisfied	33.1%	24.7%	23.4%	23.2%	33.2%	32.3%	25.5%	27.6%	22.7%	20.4%	27.1%
4=Satisfied	48.3%	50.1%	48.4%	50.0%	44.3%	48.5%	50.4%	47.7%	51.8%	49.4%	48.9%
3=Neutral	10.7%	17.2%	16.1%	12.5%	11.9%	11.2%	15.2%	15.5%	15.4%	16.3%	14.4%
2=Dissatisfied	1.2%	0.9%	1.1%	1.8%	1.1%	0.8%	1.1%	1.1%	1.1%	2.0%	1.1%
1=Very dissatisfied	0.7%	0.4%	0.8%	1.8%	0.8%	1.1%	0.2%	1.1%	0.4%	0.8%	0.7%
9=Don't know	5.9%	6.6%	10.2%	10.7%	8.6%	6.1%	7.7%	7.1%	8.8%	11.0%	7.8%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6c Quality of local emergency/medical ambulance services

5=Very satisfied	33.7%	24.0%	22.7%	14.3%	33.5%	32.5%	26.9%	26.1%	20.4%	21.2%	26.7%
4=Satisfied	44.8%	45.5%	42.2%	50.0%	41.0%	43.0%	44.7%	44.4%	47.1%	40.0%	44.0%
3=Neutral	11.3%	18.8%	18.2%	23.2%	13.9%	13.1%	16.1%	17.8%	16.6%	18.0%	16.1%
2=Dissatisfied	2.5%	2.3%	2.0%	1.8%	3.0%	2.7%	2.0%	1.9%	2.3%	1.6%	2.2%
1=Very dissatisfied	0.8%	1.2%	1.2%	1.8%	1.1%	1.7%	0.2%	1.4%	1.1%	1.2%	1.1%
9=Don't know	6.9%	8.2%	13.7%	8.9%	7.5%	7.0%	10.1%	8.5%	12.5%	18.0%	9.9%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6d Quality of animal care & control services

5=Very satisfied	12.7%	10.1%	7.7%	8.9%	14.4%	15.8%	9.8%	7.9%	6.6%	7.8%	10.0%
4=Satisfied	35.7%	37.7%	28.5%	23.2%	36.3%	33.5%	36.4%	32.6%	30.7%	25.7%	33.1%
3=Neutral	25.8%	27.3%	27.7%	28.6%	24.1%	23.8%	26.0%	29.3%	28.6%	28.2%	27.0%
2=Dissatisfied	6.7%	7.4%	10.2%	10.7%	5.8%	7.6%	8.6%	8.4%	10.0%	9.0%	8.4%
1=Very dissatisfied	5.4%	4.6%	5.7%	14.3%	3.3%	4.0%	3.8%	6.0%	7.0%	11.0%	5.5%
9=Don't know	13.6%	12.9%	20.2%	14.3%	16.1%	15.2%	15.4%	15.8%	17.1%	18.4%	16.1%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6e Quality of the County's emergency preparedness services

5=Very satisfied	19.2%	15.9%	13.3%	14.3%	21.3%	20.0%	16.3%	14.5%	12.3%	13.1%	16.0%
4=Satisfied	40.5%	39.1%	36.9%	32.1%	38.0%	36.9%	40.9%	38.9%	40.0%	32.2%	38.6%
3=Neutral	23.1%	23.1%	25.1%	26.8%	25.2%	23.2%	22.6%	24.6%	24.1%	24.5%	24.0%
2=Dissatisfied	6.7%	9.3%	10.2%	7.1%	3.0%	7.6%	8.0%	9.7%	11.1%	12.2%	8.7%
1=Very dissatisfied	4.2%	4.5%	3.9%	5.4%	3.0%	3.6%	2.9%	5.4%	5.0%	4.5%	4.2%
9=Don't know	6.3%	8.1%	10.6%	14.3%	9.4%	8.6%	9.4%	6.9%	7.5%	13.5%	8.6%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6f Police efforts to prevent property crime

5=Very satisfied	12.6%	10.5%	9.7%	8.9%	19.9%	16.0%	10.1%	7.8%	7.0%	9.0%	10.9%
4=Satisfied	35.7%	34.6%	33.7%	23.2%	34.3%	36.9%	34.9%	35.4%	33.9%	26.1%	34.4%
3=Neutral	26.1%	28.6%	29.8%	30.4%	24.9%	24.3%	31.2%	28.4%	29.3%	30.2%	28.3%
2=Dissatisfied	14.0%	13.4%	11.8%	10.7%	7.5%	10.3%	12.9%	14.3%	16.6%	12.7%	12.9%
1=Very dissatisfied	7.5%	8.1%	6.6%	12.5%	5.3%	6.1%	4.8%	8.9%	8.9%	10.6%	7.3%
9=Don't know	4.1%	4.8%	8.6%	14.3%	8.0%	6.3%	6.1%	5.3%	4.3%	11.4%	6.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6g Police efforts to prevent violent crime

5=Very satisfied	13.9%	10.7%	11.1%	7.1%	19.9%	17.3%	11.1%	8.8%	8.2%	11.4%	11.9%
4=Satisfied	37.5%	34.4%	35.3%	25.0%	37.1%	36.3%	33.9%	37.4%	37.1%	26.9%	35.6%
3=Neutral	26.0%	31.3%	29.3%	33.9%	21.6%	25.3%	31.8%	29.3%	31.3%	29.4%	28.7%
2=Dissatisfied	10.9%	11.1%	10.0%	7.1%	7.8%	10.5%	11.2%	11.2%	10.4%	10.6%	10.5%
1=Very dissatisfied	5.8%	6.1%	5.0%	12.5%	5.0%	4.6%	3.7%	6.7%	6.3%	9.4%	5.7%
9=Don't know	6.0%	6.4%	9.4%	14.3%	8.6%	5.9%	8.3%	6.7%	6.8%	12.2%	7.6%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6h Courtesy, respectfulness, fairness of police officers

5=Very satisfied	13.7%	11.5%	12.6%	5.4%	18.3%	16.9%	11.4%	10.9%	10.2%	11.0%	12.6%
4=Satisfied	33.3%	33.2%	34.3%	35.7%	34.1%	34.4%	33.9%	33.8%	33.6%	31.4%	33.7%
3=Neutral	25.3%	27.1%	27.1%	19.6%	22.2%	24.9%	29.0%	24.8%	28.0%	29.8%	26.4%
2=Dissatisfied	14.4%	13.4%	11.2%	16.1%	9.4%	10.3%	14.1%	15.5%	13.8%	8.6%	12.9%
1=Very dissatisfied	9.9%	11.8%	7.9%	12.5%	10.0%	8.2%	7.1%	11.3%	10.9%	9.8%	9.6%
9=Don't know	3.3%	3.1%	6.9%	10.7%	6.1%	5.3%	4.5%	3.7%	3.6%	9.4%	4.8%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6i Enforcement of local traffic laws

5=Very satisfied	12.3%	8.1%	9.2%	7.1%	16.9%	14.6%	9.4%	7.4%	7.1%	8.2%	10.0%
4=Satisfied	33.2%	33.2%	30.0%	30.4%	38.5%	34.2%	33.0%	31.0%	28.0%	26.5%	31.9%
3=Neutral	24.2%	27.6%	25.1%	17.9%	18.8%	21.9%	27.8%	25.7%	27.7%	27.3%	25.3%
2=Dissatisfied	14.9%	16.2%	16.6%	16.1%	10.8%	15.2%	16.0%	17.2%	17.1%	17.6%	15.9%
1=Very dissatisfied	12.6%	11.3%	13.7%	21.4%	8.9%	8.0%	9.7%	16.4%	17.5%	13.9%	12.9%
9=Don't know	2.7%	3.7%	5.4%	7.1%	6.1%	6.1%	4.1%	2.5%	2.5%	6.5%	4.1%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6j Access to police during emergencies

5=Very satisfied	15.2%	12.9%	12.9%	8.9%	19.1%	19.4%	13.4%	10.9%	10.5%	11.4%	13.6%
4=Satisfied	40.4%	35.5%	32.5%	26.8%	38.0%	36.1%	35.9%	36.8%	34.3%	32.2%	35.8%
3=Neutral	23.3%	28.1%	27.3%	37.5%	21.6%	23.8%	29.3%	25.5%	28.9%	26.5%	26.3%
2=Dissatisfied	7.4%	8.2%	7.8%	8.9%	6.1%	7.8%	6.9%	9.6%	7.1%	7.8%	7.8%
1=Very dissatisfied	5.5%	6.4%	4.2%	7.1%	6.1%	4.9%	4.1%	5.3%	5.7%	6.5%	5.2%
9=Don't know	8.2%	8.9%	15.3%	10.7%	9.1%	8.0%	10.3%	12.0%	13.4%	15.5%	11.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6k Access to police during non-emergencies

5=Very satisfied	12.3%	9.7%	10.9%	5.4%	16.6%	14.6%	10.6%	9.8%	7.5%	9.0%	11.0%
4=Satisfied	32.5%	31.7%	31.6%	28.6%	32.7%	31.2%	31.2%	32.1%	33.0%	30.2%	31.9%
3=Neutral	27.9%	32.1%	30.6%	37.5%	26.0%	30.6%	33.5%	29.2%	29.5%	31.4%	30.2%
2=Dissatisfied	11.6%	10.3%	9.2%	10.7%	6.9%	10.1%	10.3%	11.0%	12.0%	9.8%	10.3%
1=Very dissatisfied	8.0%	8.1%	5.6%	5.4%	6.9%	5.9%	4.8%	8.2%	8.6%	7.8%	7.0%
9=Don't know	7.6%	8.1%	12.2%	12.5%	10.8%	7.6%	9.7%	9.7%	9.5%	11.8%	9.6%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6a Quality of police services

5=Very satisfied	16.9%	13.9%	14.8%	9.8%	21.8%	19.3%	16.0%	13.7%	9.8%	13.4%	15.2%
4=Satisfied	47.3%	46.8%	46.7%	49.0%	42.6%	45.3%	48.7%	46.9%	51.4%	41.1%	47.0%
3=Neutral	20.4%	21.3%	22.2%	15.7%	22.1%	23.2%	20.1%	20.3%	19.9%	26.0%	21.2%
2=Dissatisfied	10.0%	12.4%	11.0%	17.6%	7.9%	7.7%	11.0%	12.8%	12.6%	13.4%	11.1%
1=Very dissatisfied	5.4%	5.7%	5.3%	7.8%	5.6%	4.6%	4.1%	6.2%	6.4%	6.1%	5.5%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6b Quality of fire services

5=Very satisfied	35.2%	26.4%	26.1%	26.0%	36.4%	34.4%	27.6%	29.7%	24.9%	22.9%	29.4%
4=Satisfied	51.4%	53.7%	53.9%	56.0%	48.5%	51.7%	54.6%	51.3%	56.8%	55.5%	53.0%
3=Neutral	11.4%	18.5%	17.9%	14.0%	13.0%	11.9%	16.5%	16.7%	16.8%	18.3%	15.6%
2=Dissatisfied	1.3%	1.0%	1.2%	2.0%	1.2%	0.9%	1.2%	1.1%	1.2%	2.3%	1.2%
1=Very dissatisfied	0.8%	0.4%	0.9%	2.0%	0.9%	1.1%	0.2%	1.1%	0.4%	0.9%	0.8%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6c Quality of local emergency/medical ambulance services

5=Very satisfied	36.2%	26.2%	26.3%	15.7%	36.2%	34.9%	29.9%	28.5%	23.3%	25.9%	29.6%
4=Satisfied	48.1%	49.6%	48.9%	54.9%	44.3%	46.3%	49.7%	48.5%	53.9%	48.8%	48.9%
3=Neutral	12.2%	20.5%	21.1%	25.5%	15.0%	14.1%	17.9%	19.4%	19.0%	21.9%	17.8%
2=Dissatisfied	2.7%	2.5%	2.3%	2.0%	3.3%	2.9%	2.2%	2.0%	2.7%	2.0%	2.5%
1=Very dissatisfied	0.9%	1.3%	1.4%	2.0%	1.2%	1.8%	0.2%	1.5%	1.2%	1.5%	1.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6d Quality of animal care & control services

5=Very satisfied	14.7%	11.6%	9.6%	10.4%	17.2%	18.7%	11.6%	9.4%	8.0%	9.5%	11.9%
4=Satisfied	41.4%	43.2%	35.7%	27.1%	43.2%	39.6%	43.0%	38.7%	37.1%	31.5%	39.4%
3=Neutral	29.9%	31.4%	34.8%	33.3%	28.7%	28.1%	30.7%	34.8%	34.5%	34.5%	32.1%
2=Dissatisfied	7.8%	8.5%	12.8%	12.5%	6.9%	9.0%	10.2%	10.0%	12.1%	11.0%	10.0%
1=Very dissatisfied	6.3%	5.3%	7.1%	16.7%	4.0%	4.7%	4.5%	7.1%	8.4%	13.5%	6.6%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6e Quality of the County's emergency preparedness services

5=Very satisfied	20.4%	17.3%	14.9%	16.7%	23.5%	21.9%	18.0%	15.6%	13.3%	15.1%	17.5%
4=Satisfied	43.2%	42.6%	41.2%	37.5%	41.9%	40.4%	45.1%	41.8%	43.2%	37.3%	42.2%
3=Neutral	24.7%	25.1%	28.1%	31.3%	27.8%	25.4%	24.9%	26.5%	26.1%	28.3%	26.2%
2=Dissatisfied	7.2%	10.1%	11.4%	8.3%	3.4%	8.3%	8.8%	10.4%	12.0%	14.2%	9.5%
1=Very dissatisfied	4.5%	4.9%	4.4%	6.3%	3.4%	3.9%	3.2%	5.8%	5.4%	5.2%	4.6%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6f Police efforts to prevent property crime

5=Very satisfied	13.2%	11.0%	10.6%	10.4%	21.7%	17.1%	10.8%	8.3%	7.3%	10.1%	11.6%
4=Satisfied	37.3%	36.4%	36.8%	27.1%	37.3%	39.4%	37.2%	37.4%	35.4%	29.5%	36.7%
3=Neutral	27.2%	30.1%	32.6%	35.4%	27.1%	25.9%	33.2%	30.0%	30.6%	34.1%	30.1%
2=Dissatisfied	14.6%	14.1%	12.8%	12.5%	8.1%	11.0%	13.7%	15.0%	17.4%	14.3%	13.8%
1=Very dissatisfied	7.8%	8.5%	7.2%	14.6%	5.7%	6.5%	5.1%	9.4%	9.3%	12.0%	7.8%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6g Police efforts to prevent violent crime

5=Very satisfied	14.8%	11.5%	12.3%	8.3%	21.8%	18.4%	12.1%	9.4%	8.8%	13.0%	12.9%
4=Satisfied	39.9%	36.7%	38.9%	29.2%	40.6%	38.6%	37.0%	40.1%	39.8%	30.7%	38.5%
3=Neutral	27.6%	33.4%	32.3%	39.6%	23.6%	26.9%	34.7%	31.4%	33.5%	33.5%	31.1%
2=Dissatisfied	11.6%	11.9%	11.0%	8.3%	8.5%	11.2%	12.2%	12.0%	11.1%	12.1%	11.4%
1=Very dissatisfied	6.2%	6.5%	5.6%	14.6%	5.5%	4.9%	4.0%	7.1%	6.7%	10.7%	6.2%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6h Courtesy, respectfulness, fairness of police officers

5=Very satisfied	14.2%	11.9%	13.6%	6.0%	19.5%	17.8%	11.9%	11.3%	10.6%	12.2%	13.2%
4=Satisfied	34.5%	34.2%	36.8%	40.0%	36.3%	36.3%	35.5%	35.1%	34.8%	34.7%	35.4%
3=Neutral	26.2%	27.9%	29.1%	22.0%	23.6%	26.3%	30.4%	25.7%	29.1%	32.9%	27.7%
2=Dissatisfied	14.9%	13.8%	12.0%	18.0%	10.0%	10.9%	14.8%	16.1%	14.3%	9.5%	13.5%
1=Very dissatisfied	10.3%	12.2%	8.5%	14.0%	10.6%	8.7%	7.4%	11.8%	11.3%	10.8%	10.1%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6i Enforcement of local traffic laws

5=Very satisfied	12.7%	8.4%	9.7%	7.7%	18.0%	15.5%	9.8%	7.5%	7.3%	8.7%	10.4%
4=Satisfied	34.2%	34.4%	31.7%	32.7%	41.0%	36.4%	34.5%	31.7%	28.8%	28.4%	33.2%
3=Neutral	24.9%	28.7%	26.5%	19.2%	20.1%	23.4%	29.0%	26.3%	28.4%	29.3%	26.4%
2=Dissatisfied	15.3%	16.8%	17.6%	17.3%	11.5%	16.2%	16.7%	17.6%	17.6%	18.8%	16.6%
1=Very dissatisfied	13.0%	11.7%	14.5%	23.1%	9.4%	8.5%	10.1%	16.8%	17.9%	14.8%	13.4%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6j Access to police during emergencies

5=Very satisfied	16.5%	14.1%	15.2%	10.0%	21.0%	21.1%	14.9%	12.4%	12.2%	13.5%	15.3%
4=Satisfied	44.0%	39.0%	38.3%	30.0%	41.8%	39.2%	40.1%	41.8%	39.6%	38.2%	40.4%
3=Neutral	25.4%	30.9%	32.2%	42.0%	23.8%	25.9%	32.7%	29.0%	33.4%	31.4%	29.6%
2=Dissatisfied	8.0%	9.0%	9.3%	10.0%	6.7%	8.5%	7.7%	10.9%	8.2%	9.2%	8.8%
1=Very dissatisfied	6.0%	7.0%	5.0%	8.0%	6.7%	5.3%	4.6%	6.0%	6.6%	7.7%	5.9%

Q6. Public Safety Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q6k Access to police during non-emergencies

5=Very satisfied	13.4%	10.5%	12.4%	6.1%	18.6%	15.8%	11.7%	10.9%	8.3%	10.2%	12.2%
4=Satisfied	35.2%	34.5%	35.9%	32.7%	36.6%	33.8%	34.5%	35.6%	36.5%	34.3%	35.3%
3=Neutral	30.2%	34.9%	34.8%	42.9%	29.2%	33.1%	37.1%	32.3%	32.5%	35.6%	33.4%
2=Dissatisfied	12.6%	11.3%	10.5%	12.2%	7.8%	11.0%	11.4%	12.2%	13.2%	11.1%	11.4%
1=Very dissatisfied	8.7%	8.8%	6.4%	6.1%	7.8%	6.4%	5.3%	9.1%	9.5%	8.8%	7.8%

Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100,000 or more 5	Not provided 9	
<u>Q7 Public safety and police services</u>											
A=Police services	14.7%	19.1%	14.1%	17.9%	14.7%	19.6%	16.1%	14.7%	12.7%	17.6%	15.6%
B=Fire services	1.8%	1.9%	1.9%	1.8%	1.7%	3.0%	2.2%	1.2%	1.6%	2.4%	1.9%
C=Emergency/medical ambulance services	2.8%	5.0%	3.5%	3.6%	5.5%	5.1%	3.1%	2.6%	3.2%	4.1%	3.6%
D=Animal care & control services	7.1%	5.2%	9.8%	8.9%	5.3%	5.7%	8.9%	7.9%	7.3%	12.2%	7.7%
E=Emergency preparedness services	11.0%	13.5%	14.5%	8.9%	9.7%	13.7%	13.8%	13.3%	14.6%	9.4%	13.0%
F=Prevent property crime	23.7%	23.2%	22.2%	23.2%	12.7%	20.9%	22.4%	25.0%	29.1%	22.4%	23.0%
G=Prevent violent crime	14.3%	17.4%	17.7%	12.5%	15.0%	16.9%	16.6%	16.6%	17.1%	13.9%	16.3%

Q7. Which TWO of the public safety and police services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Yes- Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100,000 or more 5	Not provided 9	

Q7 Public safety and police services (Cont.)

H=Courtesy, respectfulness, fairness of police officers	20.5%	20.6%	17.7%	19.6%	15.0%	16.2%	20.4%	22.7%	22.1%	11.4%	19.4%
I=Enforcement of local traffic laws	22.9%	24.7%	24.5%	16.1%	12.5%	16.7%	23.8%	29.4%	28.8%	23.7%	23.8%
J=Access to police during emergencies	7.7%	6.8%	8.1%	8.9%	9.4%	7.0%	6.8%	8.8%	7.0%	6.5%	7.7%
K=Access to police during non-emergencies	11.3%	9.2%	8.6%	3.6%	9.1%	9.7%	9.5%	9.5%	11.1%	6.9%	9.6%
Z=No response	28.1%	24.3%	25.7%	35.7%	41.6%	30.2%	25.2%	21.4%	20.4%	31.0%	26.4%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q8a My household is prepared for an emergency

5=Strongly agree	27.6%	22.8%	26.2%	21.4%	23.8%	27.2%	21.4%	27.7%	29.3%	23.3%	25.8%
4=Agree	47.9%	49.3%	46.5%	41.1%	37.7%	43.5%	52.1%	47.8%	52.3%	46.5%	47.6%
3=Neutral	12.1%	14.7%	13.6%	17.9%	16.1%	15.0%	12.9%	13.6%	9.8%	15.5%	13.4%
2=Disagree	7.3%	9.2%	7.6%	7.1%	10.2%	8.0%	9.1%	7.4%	5.9%	6.9%	7.8%
1=Strongly disagree	2.3%	2.3%	3.0%	3.6%	5.8%	3.0%	2.0%	2.2%	1.8%	1.6%	2.6%
9=Don't know	2.9%	1.7%	3.1%	8.9%	6.4%	3.4%	2.6%	1.4%	0.9%	6.1%	2.8%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q8b I know where to get information during an emergency

5=Strongly agree	27.0%	22.1%	23.2%	23.2%	22.4%	28.3%	20.7%	23.6%	28.2%	21.6%	24.2%
4=Agree	51.9%	53.1%	51.4%	48.2%	44.0%	47.0%	56.5%	53.7%	54.3%	49.0%	51.9%
3=Neutral	10.5%	14.1%	12.5%	19.6%	13.9%	13.1%	12.0%	11.9%	10.5%	15.1%	12.3%
2=Disagree	5.7%	5.7%	5.9%	0.0%	6.6%	4.6%	5.7%	6.7%	4.3%	6.1%	5.7%
1=Strongly disagree	1.7%	2.0%	2.2%	0.0%	4.7%	1.1%	1.8%	1.9%	1.4%	1.2%	1.9%
9=Don't know	3.2%	3.1%	4.7%	8.9%	8.3%	5.9%	3.2%	2.2%	1.3%	6.9%	3.9%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q8c Feel safe walking alone during the day in my neighborhood

5=Strongly agree	32.0%	32.5%	31.4%	33.9%	24.4%	28.3%	32.6%	31.4%	41.8%	27.8%	31.9%
4=Agree	44.8%	46.3%	45.5%	35.7%	40.7%	41.8%	46.9%	48.1%	45.0%	45.3%	45.3%
3=Neutral	11.8%	11.4%	11.8%	16.1%	13.3%	16.2%	10.9%	11.1%	7.5%	15.5%	11.8%
2=Disagree	6.7%	5.3%	4.8%	8.9%	10.0%	6.3%	5.4%	5.4%	3.4%	4.9%	5.7%
1=Strongly disagree	2.7%	2.7%	4.0%	1.8%	5.5%	4.0%	3.1%	2.9%	1.6%	2.9%	3.2%
9=Don't know	1.9%	1.9%	2.5%	3.6%	6.1%	3.4%	1.2%	1.1%	0.7%	3.7%	2.2%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q8d Feel safe walking alone during the evening in my neighborhood

5=Strongly agree	17.4%	18.8%	16.5%	17.9%	16.3%	15.2%	16.3%	16.8%	22.9%	15.9%	17.4%
4=Agree	33.2%	33.7%	32.1%	25.0%	26.0%	30.4%	30.9%	34.8%	37.3%	34.7%	32.8%
3=Neutral	20.3%	20.6%	20.6%	21.4%	15.8%	20.0%	24.1%	21.1%	18.9%	20.0%	20.5%
2=Disagree	18.0%	17.1%	17.4%	12.5%	18.8%	18.8%	18.9%	17.2%	14.1%	17.6%	17.5%
1=Strongly disagree	8.5%	7.7%	9.4%	17.9%	15.2%	11.0%	6.8%	8.6%	5.9%	7.8%	8.8%
9=Don't know	2.7%	2.1%	3.9%	5.4%	7.8%	4.6%	3.1%	1.4%	0.9%	4.1%	3.1%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q8a My household is prepared for an emergency

5=Strongly agree	28.4%	23.2%	27.1%	23.5%	25.4%	28.2%	21.9%	28.1%	29.5%	24.8%	26.5%
4=Agree	49.3%	50.2%	48.0%	45.1%	40.2%	45.0%	53.5%	48.5%	52.8%	49.6%	49.0%
3=Neutral	12.4%	15.0%	14.0%	19.6%	17.2%	15.5%	13.2%	13.7%	9.9%	16.5%	13.8%
2=Disagree	7.5%	9.3%	7.8%	7.8%	10.9%	8.3%	9.3%	7.5%	5.9%	7.4%	8.1%
1=Strongly disagree	2.4%	2.3%	3.1%	3.9%	6.2%	3.1%	2.1%	2.3%	1.8%	1.7%	2.6%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q8b I know where to get information during an emergency

5=Strongly agree	27.9%	22.8%	24.3%	25.5%	24.5%	30.0%	21.4%	24.1%	28.6%	23.2%	25.2%
4=Agree	53.7%	54.7%	53.9%	52.9%	48.0%	50.0%	58.4%	55.0%	55.0%	52.6%	54.0%
3=Neutral	10.8%	14.5%	13.2%	21.6%	15.1%	13.9%	12.4%	12.2%	10.7%	16.2%	12.8%
2=Disagree	5.9%	5.9%	6.2%	0.0%	7.3%	4.9%	5.9%	6.8%	4.3%	6.6%	5.9%
1=Strongly disagree	1.7%	2.1%	2.3%	0.0%	5.1%	1.1%	1.9%	1.9%	1.4%	1.3%	2.0%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q8c Feel safe walking alone during the day in my neighborhood

5=Strongly agree	32.7%	33.1%	32.2%	35.2%	26.0%	29.3%	33.0%	31.8%	42.1%	28.8%	32.6%
4=Agree	45.7%	47.2%	46.6%	37.0%	43.4%	43.2%	47.4%	48.6%	45.3%	47.0%	46.3%
3=Neutral	12.0%	11.6%	12.1%	16.7%	14.2%	16.8%	11.0%	11.2%	7.6%	16.1%	12.0%
2=Disagree	6.9%	5.4%	4.9%	9.3%	10.6%	6.6%	5.4%	5.4%	3.4%	5.1%	5.8%
1=Strongly disagree	2.7%	2.7%	4.1%	1.9%	5.9%	4.1%	3.1%	3.0%	1.6%	3.0%	3.2%

Q8. Public Safety Behavior and Perceptions. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or Latin 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q8d Feel safe walking alone during the evening in my neighborhood

5=Strongly agree	17.9%	19.2%	17.2%	18.9%	17.7%	15.9%	16.8%	17.1%	23.1%	16.6%	18.0%
4=Agree	34.2%	34.4%	33.4%	26.4%	28.2%	31.9%	31.9%	35.3%	37.7%	36.2%	33.8%
3=Neutral	20.8%	21.0%	21.5%	22.6%	17.1%	21.0%	24.9%	21.4%	19.1%	20.9%	21.1%
2=Disagree	18.4%	17.5%	18.1%	13.2%	20.4%	19.7%	19.5%	17.4%	14.2%	18.3%	18.0%
1=Strongly disagree	8.7%	7.9%	9.7%	18.9%	16.5%	11.5%	7.0%	8.8%	5.9%	8.1%	9.1%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9a Maintenance of County streets

5=Very satisfied	9.6%	7.3%	6.9%	8.9%	9.7%	7.8%	7.8%	7.0%	8.2%	8.6%	7.9%
4=Satisfied	38.2%	44.6%	35.9%	23.2%	35.7%	40.3%	39.0%	41.2%	37.7%	30.6%	38.5%
3=Neutral	22.5%	22.7%	26.8%	19.6%	25.2%	21.9%	24.3%	23.0%	25.4%	28.2%	24.2%
2=Dissatisfied	19.1%	15.8%	18.4%	26.8%	13.6%	18.1%	19.4%	19.5%	17.0%	19.6%	18.2%
1=Very dissatisfied	8.4%	7.2%	8.4%	16.1%	9.7%	7.4%	6.6%	7.7%	10.0%	9.8%	8.2%
9=Don't know	2.3%	2.5%	3.7%	5.4%	6.1%	4.4%	2.9%	1.5%	1.8%	3.3%	3.0%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9b Management of traffic flow on County streets

5=Very satisfied	4.0%	4.6%	3.2%	3.6%	6.4%	6.5%	3.8%	2.5%	1.3%	5.3%	3.8%
4=Satisfied	20.4%	19.8%	23.2%	16.1%	28.8%	27.4%	20.3%	18.9%	17.1%	18.8%	21.3%
3=Neutral	22.1%	26.7%	26.5%	23.2%	28.0%	25.7%	28.3%	23.5%	21.3%	23.7%	24.9%
2=Dissatisfied	29.8%	28.6%	28.3%	25.0%	17.2%	22.8%	30.7%	33.6%	31.8%	29.4%	28.9%
1=Very dissatisfied	21.2%	17.6%	14.9%	26.8%	12.5%	12.0%	13.5%	20.4%	27.3%	19.2%	17.9%
9=Don't know	2.5%	2.7%	3.9%	5.4%	7.2%	5.5%	3.4%	1.1%	1.3%	3.7%	3.1%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9c Traffic signal coordination during peak congestion times

5=Very satisfied	4.8%	4.1%	4.2%	3.6%	9.1%	6.3%	5.1%	2.5%	2.0%	3.7%	4.4%
4=Satisfied	21.8%	21.2%	23.2%	12.5%	28.3%	28.7%	22.0%	19.5%	17.5%	19.6%	22.0%
3=Neutral	24.2%	27.1%	25.6%	28.6%	25.2%	24.5%	29.3%	25.2%	22.9%	24.9%	25.5%
2=Dissatisfied	26.5%	28.6%	25.6%	26.8%	14.4%	21.9%	28.3%	29.9%	30.9%	28.6%	26.7%
1=Very dissatisfied	19.3%	15.5%	16.1%	21.4%	14.1%	11.6%	11.8%	20.4%	25.4%	16.7%	17.2%
9=Don't know	3.3%	3.4%	5.4%	7.1%	8.9%	7.0%	3.5%	2.5%	1.4%	6.5%	4.2%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9d Quality of public transit system

5=Very satisfied	5.6%	5.0%	4.4%	5.4%	11.1%	8.6%	5.2%	2.5%	2.0%	4.1%	5.0%
4=Satisfied	17.5%	16.4%	21.5%	12.5%	27.7%	23.2%	22.4%	15.9%	10.4%	16.3%	18.7%
3=Neutral	23.9%	24.9%	22.5%	25.0%	23.8%	23.4%	23.5%	25.2%	22.1%	21.6%	23.6%
2=Dissatisfied	15.8%	15.0%	14.2%	12.5%	13.3%	13.3%	12.6%	16.5%	17.5%	15.5%	15.0%
1=Very dissatisfied	15.7%	17.0%	10.7%	25.0%	9.1%	9.9%	12.4%	15.5%	21.8%	12.2%	14.2%
9=Don't know	21.5%	21.6%	26.7%	19.6%	15.0%	21.5%	23.8%	24.4%	26.3%	30.2%	23.5%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9e Ease of finding out which trains & buses to take

5=Very satisfied	5.5%	6.1%	5.9%	8.9%	12.2%	9.7%	6.9%	3.2%	2.0%	4.9%	5.9%
4=Satisfied	20.0%	17.8%	19.8%	17.9%	27.7%	23.8%	22.4%	16.4%	12.7%	15.9%	19.3%
3=Neutral	27.3%	26.0%	25.3%	30.4%	25.2%	28.5%	26.4%	26.8%	26.1%	22.0%	26.3%
2=Dissatisfied	11.7%	15.6%	12.9%	7.1%	10.5%	9.9%	11.5%	15.3%	14.5%	15.9%	13.1%
1=Very dissatisfied	10.2%	11.5%	8.1%	14.3%	6.4%	6.1%	7.5%	12.3%	14.1%	9.0%	9.8%
9=Don't know	25.2%	22.9%	27.9%	21.4%	18.0%	21.9%	25.2%	26.2%	30.7%	32.2%	25.7%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9f Availability of sidewalks for pedestrians

5=Very satisfied	8.0%	6.0%	7.3%	3.6%	11.6%	10.3%	7.4%	5.7%	3.9%	6.1%	7.1%
4=Satisfied	38.1%	33.6%	33.7%	37.5%	36.3%	40.1%	39.0%	35.2%	28.9%	29.4%	35.3%
3=Neutral	24.3%	27.5%	26.0%	28.6%	25.5%	21.5%	26.6%	26.3%	25.4%	31.8%	25.8%
2=Dissatisfied	14.4%	18.0%	14.3%	8.9%	10.5%	12.0%	14.4%	17.3%	18.6%	14.3%	15.2%
1=Very dissatisfied	9.1%	10.7%	10.2%	12.5%	7.2%	8.4%	7.2%	11.1%	15.2%	8.6%	10.0%
9=Don't know	6.1%	4.2%	8.6%	8.9%	8.9%	7.6%	5.4%	4.4%	8.0%	9.8%	6.7%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9g Miami International Airport services

5=Very satisfied	9.9%	8.0%	5.4%	8.9%	13.3%	9.9%	7.7%	5.3%	6.1%	6.9%	7.7%
4=Satisfied	39.3%	39.3%	32.4%	30.4%	31.3%	35.7%	40.1%	40.1%	33.0%	30.2%	36.4%
3=Neutral	25.9%	28.6%	25.4%	28.6%	20.8%	28.3%	27.3%	26.3%	27.9%	25.7%	26.4%
2=Dissatisfied	7.9%	9.7%	12.5%	10.7%	5.5%	6.1%	8.6%	11.6%	14.5%	15.1%	10.3%
1=Very dissatisfied	6.4%	6.5%	9.0%	8.9%	4.7%	3.8%	4.6%	8.5%	14.1%	7.8%	7.5%
9=Don't know	10.6%	8.0%	15.2%	12.5%	24.4%	16.2%	11.7%	8.3%	4.5%	14.3%	11.8%

Q9. Transportation Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9h Miami Seaport services

5=Very satisfied	9.2%	5.4%	5.8%	5.4%	10.0%	8.0%	6.1%	5.8%	6.6%	6.5%	6.9%
4=Satisfied	32.3%	25.1%	24.2%	14.3%	25.2%	26.2%	27.5%	29.3%	27.9%	20.4%	27.0%
3=Neutral	25.0%	29.2%	25.8%	39.3%	21.6%	29.1%	27.0%	26.2%	27.5%	27.3%	26.6%
2=Dissatisfied	2.5%	3.6%	3.4%	0.0%	2.5%	3.2%	2.5%	4.2%	2.5%	2.9%	3.1%
1=Very dissatisfied	2.4%	1.5%	2.3%	3.6%	2.5%	1.1%	1.7%	2.6%	2.7%	2.4%	2.2%
9=Don't know	28.5%	35.3%	38.4%	37.5%	38.2%	32.5%	35.2%	31.9%	32.9%	40.4%	34.2%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9a Maintenance of County streets

5=Very satisfied	9.8%	7.5%	7.1%	9.4%	10.3%	8.2%	8.1%	7.1%	8.4%	8.9%	8.2%
4=Satisfied	39.1%	45.7%	37.3%	24.5%	38.1%	42.2%	40.2%	41.9%	38.4%	31.6%	39.7%
3=Neutral	23.0%	23.3%	27.8%	20.8%	26.8%	23.0%	25.0%	23.4%	25.8%	29.1%	24.9%
2=Dissatisfied	19.5%	16.2%	19.1%	28.3%	14.5%	19.0%	19.9%	19.8%	17.3%	20.3%	18.7%
1=Very dissatisfied	8.6%	7.3%	8.7%	17.0%	10.3%	7.7%	6.8%	7.8%	10.2%	10.1%	8.5%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or Latin 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9b Management of traffic flow on County streets

5=Very satisfied	4.1%	4.8%	3.3%	3.8%	6.9%	6.9%	4.0%	2.5%	1.3%	5.5%	3.9%
4=Satisfied	21.0%	20.3%	24.1%	17.0%	31.0%	29.0%	21.0%	19.1%	17.4%	19.5%	22.0%
3=Neutral	22.7%	27.4%	27.5%	24.5%	30.1%	27.2%	29.3%	23.7%	21.5%	24.6%	25.7%
2=Dissatisfied	30.6%	29.4%	29.5%	26.4%	18.5%	24.1%	31.8%	34.0%	32.2%	30.5%	29.8%
1=Very dissatisfied	21.7%	18.1%	15.6%	28.3%	13.4%	12.7%	14.0%	20.7%	27.7%	19.9%	18.5%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9c Traffic signal coordination during peak congestion times

5=Very satisfied	5.0%	4.3%	4.4%	3.8%	10.0%	6.8%	5.3%	2.5%	2.0%	3.9%	4.5%
4=Satisfied	22.6%	22.0%	24.5%	13.5%	31.0%	30.8%	22.8%	20.0%	17.8%	21.0%	23.0%
3=Neutral	25.0%	28.0%	27.0%	30.8%	27.7%	26.3%	30.4%	25.9%	23.2%	26.6%	26.6%
2=Dissatisfied	27.4%	29.7%	27.0%	28.8%	15.8%	23.6%	29.3%	30.7%	31.3%	30.6%	27.9%
1=Very dissatisfied	20.0%	16.1%	17.1%	23.1%	15.5%	12.5%	12.3%	21.0%	25.7%	17.9%	17.9%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9d Quality of public transit system

5=Very satisfied	7.2%	6.4%	6.0%	6.7%	13.0%	11.0%	6.9%	3.2%	2.7%	5.8%	6.5%
4=Satisfied	22.3%	21.0%	29.3%	15.6%	32.6%	29.6%	29.4%	21.0%	14.0%	23.4%	24.5%
3=Neutral	30.5%	31.8%	30.6%	31.1%	28.0%	29.8%	30.8%	33.4%	30.0%	31.0%	30.9%
2=Dissatisfied	20.2%	19.1%	19.4%	15.6%	15.6%	16.9%	16.5%	21.8%	23.7%	22.2%	19.6%
1=Very dissatisfied	19.9%	21.7%	14.6%	31.1%	10.7%	12.6%	16.3%	20.6%	29.5%	17.5%	18.5%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9e Ease of finding out which trains & buses to take

5=Very satisfied	7.4%	7.9%	8.2%	11.4%	14.9%	12.4%	9.2%	4.3%	2.8%	7.2%	7.9%
4=Satisfied	26.7%	23.1%	27.5%	22.7%	33.8%	30.5%	30.0%	22.2%	18.3%	23.5%	26.0%
3=Neutral	36.6%	33.7%	35.1%	38.6%	30.7%	36.5%	35.3%	36.2%	37.6%	32.5%	35.3%
2=Dissatisfied	15.6%	20.3%	18.0%	9.1%	12.8%	12.7%	15.4%	20.7%	20.9%	23.5%	17.6%
1=Very dissatisfied	13.7%	15.0%	11.2%	18.2%	7.8%	7.8%	10.1%	16.6%	20.4%	13.3%	13.1%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or Latin 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9f Availability of sidewalks for pedestrians

5=Very satisfied	8.5%	6.2%	8.0%	3.9%	12.8%	11.2%	7.8%	6.0%	4.3%	6.8%	7.7%
4=Satisfied	40.6%	35.0%	36.9%	41.2%	39.8%	43.4%	41.2%	36.8%	31.5%	32.6%	37.8%
3=Neutral	25.9%	28.7%	28.4%	31.4%	28.0%	23.3%	28.1%	27.5%	27.6%	35.3%	27.6%
2=Dissatisfied	15.3%	18.8%	15.6%	9.8%	11.6%	13.0%	15.3%	18.1%	20.2%	15.8%	16.2%
1=Very dissatisfied	9.7%	11.2%	11.1%	13.7%	7.9%	9.1%	7.6%	11.6%	16.5%	9.5%	10.7%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9g Miami International Airport services

5=Very satisfied	11.1%	8.6%	6.4%	10.2%	17.6%	11.8%	8.7%	5.7%	6.4%	8.1%	8.7%
4=Satisfied	44.0%	42.7%	38.2%	34.7%	41.4%	42.6%	45.4%	43.7%	34.6%	35.2%	41.2%
3=Neutral	28.9%	31.1%	30.0%	32.7%	27.5%	33.8%	31.0%	28.7%	29.2%	30.0%	29.9%
2=Dissatisfied	8.9%	10.5%	14.8%	12.2%	7.3%	7.3%	9.7%	12.6%	15.1%	17.6%	11.6%
1=Very dissatisfied	7.1%	7.1%	10.7%	10.2%	6.2%	4.5%	5.2%	9.3%	14.8%	9.0%	8.5%

Q9. Transportation Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q9h Miami Seaport services

5=Very satisfied	12.9%	8.4%	9.5%	8.6%	16.1%	11.9%	9.5%	8.6%	9.8%	11.0%	10.5%
4=Satisfied	45.2%	38.7%	39.3%	22.9%	40.8%	38.8%	42.4%	43.1%	41.5%	34.2%	41.1%
3=Neutral	35.1%	45.1%	41.9%	62.9%	35.0%	43.1%	41.7%	38.4%	41.0%	45.9%	40.4%
2=Dissatisfied	3.5%	5.5%	5.6%	0.0%	4.0%	4.7%	3.8%	6.2%	3.7%	4.8%	4.7%
1=Very dissatisfied	3.4%	2.3%	3.8%	5.7%	4.0%	1.6%	2.6%	3.8%	4.0%	4.1%	3.3%

Q10. How frequently do you use mass transit (buses/trains) in Miami-Dade County?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q10 How frequently do you use mass transit

1=Almost every day	4.6%	9.0%	6.6%	12.5%	13.0%	8.9%	6.9%	4.1%	3.4%	7.8%	6.6%
2=1-3 times a week	3.7%	4.0%	4.3%	3.6%	8.9%	5.5%	3.5%	2.7%	2.3%	3.7%	4.0%
3=1-3 times a month	7.0%	10.1%	9.1%	3.6%	11.4%	9.1%	8.3%	7.4%	7.3%	10.6%	8.5%
4=Less than once a month	21.5%	25.6%	26.3%	30.4%	17.7%	22.4%	26.1%	27.2%	26.6%	20.4%	24.6%
5=Never	56.1%	47.6%	49.6%	39.3%	40.2%	48.5%	49.5%	55.3%	56.3%	51.4%	51.2%
9=No response	7.2%	3.7%	4.1%	10.7%	8.9%	5.7%	5.7%	3.4%	4.1%	6.1%	5.2%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11a Bus routes

5=Very satisfied	4.5%	5.2%	4.7%	7.1%	12.7%	7.6%	4.6%	2.2%	1.8%	4.1%	4.8%
4=Satisfied	12.8%	15.9%	15.8%	19.6%	24.1%	20.5%	17.2%	11.6%	5.4%	17.2%	14.8%
3=Neutral	20.2%	18.3%	17.8%	19.6%	16.1%	21.9%	20.3%	20.3%	16.4%	12.7%	18.8%
2=Dissatisfied	9.5%	14.3%	8.5%	8.9%	8.0%	7.8%	10.6%	9.3%	14.3%	11.1%	10.2%
1=Very dissatisfied	7.8%	10.6%	5.8%	8.9%	7.8%	7.4%	5.5%	9.1%	8.2%	7.8%	7.7%
9=Don't know	45.2%	35.7%	47.4%	35.7%	31.3%	34.8%	41.8%	47.4%	53.9%	47.1%	43.7%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11b Frequency of bus service

5=Very satisfied	3.0%	2.9%	2.5%	5.4%	8.3%	4.6%	2.2%	1.2%	1.4%	2.0%	2.8%
4=Satisfied	9.9%	10.2%	12.0%	8.9%	15.5%	16.0%	14.0%	7.5%	3.9%	12.2%	10.8%
3=Neutral	18.4%	19.8%	20.5%	16.1%	18.8%	20.7%	19.2%	20.8%	18.8%	16.7%	19.5%
2=Dissatisfied	13.5%	18.8%	9.8%	12.5%	15.0%	15.0%	14.6%	13.1%	12.1%	7.8%	13.3%
1=Very dissatisfied	10.5%	12.6%	6.3%	17.9%	10.8%	8.6%	8.8%	9.8%	8.9%	11.0%	9.5%
9=Don't know	44.7%	35.7%	48.8%	39.3%	31.6%	35.0%	41.3%	47.7%	54.8%	50.2%	44.1%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11c Reliability of bus service

5=Very satisfied	3.5%	4.1%	2.6%	3.6%	9.4%	4.0%	3.4%	1.6%	1.4%	2.4%	3.3%
4=Satisfied	11.2%	13.0%	14.5%	12.5%	18.3%	17.7%	15.1%	10.3%	6.6%	14.3%	13.0%
3=Neutral	21.4%	24.7%	19.7%	17.9%	21.1%	25.1%	22.1%	21.8%	19.5%	15.9%	21.4%
2=Dissatisfied	10.8%	12.7%	7.8%	8.9%	10.2%	10.3%	10.6%	9.7%	10.5%	7.3%	10.0%
1=Very dissatisfied	7.6%	8.4%	5.5%	14.3%	8.3%	7.6%	5.7%	7.7%	5.7%	8.6%	7.1%
9=Don't know	45.6%	37.1%	50.0%	42.9%	32.7%	35.2%	43.2%	48.8%	56.3%	51.4%	45.3%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11d Feeling of safety at the bus stops

5=Very satisfied	3.6%	4.5%	2.6%	1.8%	8.0%	5.3%	3.4%	2.0%	1.1%	3.3%	3.4%
4=Satisfied	14.8%	16.7%	14.3%	12.5%	22.2%	20.3%	16.3%	12.4%	8.8%	14.7%	15.0%
3=Neutral	23.0%	26.9%	21.8%	26.8%	19.4%	25.9%	25.5%	23.2%	23.8%	20.4%	23.5%
2=Dissatisfied	8.5%	8.9%	8.1%	8.9%	9.7%	8.9%	9.7%	7.7%	7.5%	6.9%	8.4%
1=Very dissatisfied	5.5%	6.2%	5.0%	8.9%	8.6%	5.3%	4.6%	6.1%	4.5%	4.5%	5.5%
9=Don't know	44.6%	36.7%	48.2%	41.1%	32.1%	34.4%	40.6%	48.6%	54.5%	50.2%	44.1%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11e Cleanliness of buses

5=Very satisfied	4.9%	4.4%	3.4%	1.8%	9.4%	7.4%	4.5%	1.8%	2.0%	2.0%	4.1%
4=Satisfied	18.6%	21.5%	15.8%	21.4%	24.4%	24.5%	21.0%	15.3%	9.8%	19.2%	18.2%
3=Neutral	21.9%	24.4%	21.2%	23.2%	19.9%	23.0%	23.7%	23.0%	21.8%	18.8%	22.2%
2=Dissatisfied	6.1%	7.3%	6.9%	3.6%	8.6%	6.3%	7.2%	6.0%	7.0%	4.5%	6.7%
1=Very dissatisfied	2.3%	4.0%	3.4%	10.7%	4.4%	3.4%	1.8%	3.6%	2.7%	5.3%	3.3%
9=Don't know	46.2%	38.5%	49.4%	39.3%	33.2%	35.4%	41.8%	50.4%	56.8%	50.2%	45.5%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11f Cleanliness of bus stops

5=Very satisfied	3.1%	3.3%	3.0%	3.6%	6.9%	6.3%	2.3%	1.2%	2.0%	3.3%	3.1%
4=Satisfied	17.1%	20.0%	14.6%	10.7%	21.1%	21.3%	19.8%	14.4%	10.5%	15.5%	16.7%
3=Neutral	22.8%	24.4%	21.7%	28.6%	20.2%	23.4%	25.5%	23.0%	22.3%	19.6%	22.9%
2=Dissatisfied	8.4%	10.1%	8.2%	8.9%	11.4%	9.9%	8.9%	7.7%	8.0%	7.3%	8.8%
1=Very dissatisfied	4.2%	5.8%	5.6%	8.9%	6.9%	5.7%	4.5%	5.7%	4.5%	4.1%	5.2%
9=Don't know	44.3%	36.3%	46.8%	39.3%	33.5%	33.3%	39.0%	48.0%	52.7%	50.2%	43.3%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11g Courtesy of bus drivers

5=Very satisfied	6.3%	7.0%	4.9%	3.6%	12.5%	9.7%	5.8%	3.7%	1.8%	5.3%	5.8%
4=Satisfied	17.1%	20.0%	17.2%	17.9%	22.7%	21.1%	20.1%	16.8%	10.7%	18.4%	17.9%
3=Neutral	20.8%	23.7%	21.3%	25.0%	20.5%	24.1%	22.3%	21.3%	22.1%	18.8%	21.8%
2=Dissatisfied	4.8%	6.5%	4.2%	3.6%	5.5%	5.3%	5.1%	4.8%	4.8%	3.7%	4.9%
1=Very dissatisfied	3.4%	5.0%	3.0%	8.9%	4.4%	4.2%	3.8%	3.2%	4.3%	2.0%	3.7%
9=Don't know	47.6%	37.7%	49.6%	41.1%	34.3%	35.7%	42.9%	50.2%	56.3%	51.8%	45.9%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11h Frequency of train service

5=Very satisfied	6.4%	7.7%	6.1%	10.7%	11.6%	9.5%	7.2%	4.7%	3.6%	6.5%	6.7%
4=Satisfied	22.8%	24.1%	22.2%	26.8%	22.2%	25.7%	24.6%	22.9%	22.0%	17.1%	23.0%
3=Neutral	18.0%	21.1%	18.8%	19.6%	17.5%	17.9%	19.0%	19.7%	21.4%	16.3%	19.1%
2=Dissatisfied	4.3%	4.2%	3.4%	5.4%	3.9%	2.1%	4.0%	3.6%	6.1%	3.7%	3.9%
1=Very dissatisfied	2.1%	3.8%	2.1%	1.8%	1.9%	2.1%	1.4%	2.7%	4.5%	2.0%	2.5%
9=Don't know	46.2%	39.0%	47.5%	35.7%	42.9%	42.6%	43.8%	46.4%	42.5%	54.3%	44.8%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11i Reliability of train service

5=Very satisfied	6.7%	8.1%	6.2%	10.7%	11.6%	9.5%	7.8%	5.1%	3.9%	5.3%	6.9%
4=Satisfied	23.3%	26.1%	23.8%	26.8%	23.0%	25.1%	25.5%	23.4%	25.5%	21.2%	24.2%
3=Neutral	18.8%	19.8%	18.3%	14.3%	17.2%	17.9%	19.4%	19.2%	21.1%	14.3%	18.7%
2=Dissatisfied	2.7%	4.0%	2.6%	8.9%	3.3%	2.7%	2.2%	3.4%	3.6%	3.3%	3.0%
1=Very dissatisfied	2.5%	2.8%	1.4%	1.8%	1.1%	1.3%	1.4%	2.9%	3.4%	1.2%	2.1%
9=Don't know	46.0%	39.3%	47.8%	37.5%	43.8%	43.5%	43.8%	46.0%	42.5%	54.7%	45.0%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11j Feeling of safety at the train stops

5=Very satisfied	5.0%	6.9%	4.6%	5.4%	9.7%	8.2%	6.1%	3.2%	2.9%	4.1%	5.3%
4=Satisfied	18.1%	18.6%	19.1%	23.2%	19.7%	18.6%	19.2%	18.1%	19.5%	16.7%	18.7%
3=Neutral	19.2%	23.1%	18.6%	23.2%	15.0%	19.4%	22.3%	21.0%	21.4%	15.5%	20.0%
2=Dissatisfied	8.4%	9.4%	7.3%	7.1%	8.0%	8.4%	7.7%	7.6%	10.0%	6.9%	8.2%
1=Very dissatisfied	4.1%	3.6%	3.2%	5.4%	3.9%	3.4%	1.8%	4.8%	4.6%	2.0%	3.6%
9=Don't know	45.2%	38.5%	47.2%	35.7%	43.8%	42.0%	42.9%	45.3%	41.6%	54.7%	44.2%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11k Cleanliness of trains

5=Very satisfied	4.6%	5.4%	4.5%	3.6%	9.4%	7.2%	5.2%	2.5%	2.9%	4.1%	4.7%
4=Satisfied	19.2%	19.9%	18.2%	28.6%	19.9%	21.3%	20.7%	18.5%	17.0%	17.1%	19.2%
3=Neutral	20.9%	23.7%	20.8%	23.2%	18.8%	20.3%	22.6%	22.5%	24.1%	16.3%	21.6%
2=Dissatisfied	7.1%	8.2%	6.4%	5.4%	5.0%	6.8%	6.9%	7.4%	9.1%	5.3%	7.1%
1=Very dissatisfied	2.6%	3.8%	3.0%	3.6%	3.3%	2.3%	1.5%	3.9%	4.5%	2.4%	3.1%
9=Don't know	45.6%	38.9%	47.1%	35.7%	43.5%	42.2%	43.0%	45.3%	42.5%	54.7%	44.4%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11 Cleanliness of train stops

5=Very satisfied	5.2%	6.5%	4.7%	5.4%	9.1%	8.4%	5.8%	3.2%	3.4%	4.5%	5.3%
4=Satisfied	19.7%	20.4%	20.5%	19.6%	21.6%	19.6%	22.6%	19.4%	20.5%	15.1%	20.2%
3=Neutral	21.5%	24.3%	20.4%	32.1%	17.7%	21.3%	22.0%	23.0%	23.8%	20.8%	21.9%
2=Dissatisfied	5.6%	7.2%	4.6%	3.6%	5.3%	5.7%	5.2%	5.8%	6.4%	3.3%	5.5%
1=Very dissatisfied	2.5%	3.2%	2.9%	3.6%	2.8%	2.7%	1.7%	3.2%	4.1%	2.0%	2.8%
9=Don't know	45.5%	38.5%	46.9%	35.7%	43.5%	42.2%	42.7%	45.4%	41.8%	54.3%	44.2%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11m Ease of access to train stops

5=Very satisfied	5.4%	7.3%	4.8%	7.1%	11.1%	9.9%	6.1%	3.0%	2.5%	4.5%	5.7%
4=Satisfied	19.8%	22.0%	18.7%	19.6%	21.3%	21.9%	20.6%	19.7%	17.9%	17.1%	19.9%
3=Neutral	19.2%	21.2%	19.0%	21.4%	16.9%	19.6%	21.7%	19.4%	21.8%	14.3%	19.6%
2=Dissatisfied	6.1%	6.2%	6.6%	12.5%	4.4%	4.4%	6.5%	7.4%	8.4%	5.3%	6.4%
1=Very dissatisfied	4.2%	4.8%	4.8%	3.6%	3.9%	2.5%	2.2%	5.4%	8.6%	4.1%	4.6%
9=Don't know	45.3%	38.5%	46.1%	35.7%	42.4%	41.6%	43.0%	45.1%	40.9%	54.7%	43.8%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11a Bus routes

5=Very satisfied	8.2%	8.0%	9.0%	11.1%	18.5%	11.7%	7.9%	4.2%	3.9%	7.8%	8.5%
4=Satisfied	23.4%	24.7%	30.0%	30.6%	35.1%	31.4%	29.6%	22.0%	11.6%	32.6%	26.3%
3=Neutral	36.8%	28.5%	33.9%	30.6%	23.4%	33.7%	34.8%	38.7%	35.7%	24.0%	33.3%
2=Dissatisfied	17.3%	22.3%	16.1%	13.9%	11.7%	12.0%	18.2%	17.8%	31.0%	20.9%	18.2%
1=Very dissatisfied	14.3%	16.5%	11.0%	13.9%	11.3%	11.3%	9.5%	17.3%	17.8%	14.7%	13.6%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11b Frequency of bus service

5=Very satisfied	5.5%	4.5%	4.8%	8.8%	12.1%	7.1%	3.7%	2.2%	3.2%	4.1%	5.1%
4=Satisfied	17.8%	15.9%	23.4%	14.7%	22.7%	24.7%	23.8%	14.3%	8.7%	24.6%	19.3%
3=Neutral	33.3%	30.7%	40.2%	26.5%	27.5%	31.8%	32.7%	39.7%	41.5%	33.6%	34.9%
2=Dissatisfied	24.5%	29.3%	19.2%	20.6%	21.9%	23.1%	24.9%	25.0%	26.9%	15.6%	23.8%
1=Very dissatisfied	19.0%	19.6%	12.3%	29.4%	15.8%	13.3%	14.9%	18.8%	19.8%	22.1%	16.9%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11c Reliability of bus service

5=Very satisfied	6.4%	6.5%	5.1%	6.3%	14.0%	6.2%	5.9%	3.2%	3.3%	5.0%	6.0%
4=Satisfied	20.6%	20.7%	29.0%	21.9%	27.2%	27.4%	26.5%	20.1%	15.1%	29.4%	23.7%
3=Neutral	39.3%	39.2%	39.4%	31.3%	31.3%	38.8%	38.9%	42.7%	44.5%	32.8%	39.1%
2=Dissatisfied	19.8%	20.3%	15.5%	15.6%	15.2%	16.0%	18.6%	18.9%	24.1%	15.1%	18.3%
1=Very dissatisfied	13.9%	13.3%	11.0%	25.0%	12.3%	11.7%	10.0%	15.1%	13.1%	17.6%	12.9%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q11d Feeling of safety at the bus stops

5=Very satisfied	6.5%	7.1%	5.1%	3.0%	11.8%	8.0%	5.7%	3.9%	2.4%	6.6%	6.1%
4=Satisfied	26.7%	26.4%	27.6%	21.2%	32.7%	30.9%	27.4%	24.1%	19.2%	29.5%	26.9%
3=Neutral	41.5%	42.6%	42.1%	45.5%	28.6%	39.5%	42.9%	45.2%	52.2%	41.0%	42.1%
2=Dissatisfied	15.3%	14.0%	15.6%	15.2%	14.3%	13.5%	16.3%	15.0%	16.5%	13.9%	15.1%
1=Very dissatisfied	10.0%	9.9%	9.6%	15.2%	12.7%	8.0%	7.8%	11.8%	9.8%	9.0%	9.9%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11e Cleanliness of buses

5=Very satisfied	9.1%	7.1%	6.6%	2.9%	14.1%	11.4%	7.7%	3.5%	4.5%	4.1%	7.5%
4=Satisfied	34.6%	34.9%	31.3%	35.3%	36.5%	37.9%	36.1%	30.8%	22.7%	38.5%	33.4%
3=Neutral	40.8%	39.7%	41.9%	38.2%	29.9%	35.6%	40.6%	46.4%	50.4%	37.7%	40.8%
2=Dissatisfied	11.3%	11.9%	13.6%	5.9%	12.9%	9.8%	12.4%	12.0%	16.1%	9.0%	12.2%
1=Very dissatisfied	4.3%	6.5%	6.6%	17.6%	6.6%	5.2%	3.2%	7.3%	6.2%	10.7%	6.0%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11f Cleanliness of bus stops

5=Very satisfied	5.6%	5.2%	5.7%	5.9%	10.4%	9.5%	3.8%	2.2%	4.2%	6.6%	5.5%
4=Satisfied	30.7%	31.5%	27.5%	17.6%	31.7%	32.0%	32.5%	27.6%	22.3%	31.1%	29.5%
3=Neutral	41.0%	38.3%	40.8%	47.1%	30.4%	35.1%	41.8%	44.3%	47.2%	39.3%	40.3%
2=Dissatisfied	15.0%	15.8%	15.5%	14.7%	17.1%	14.9%	14.6%	14.8%	17.0%	14.8%	15.5%
1=Very dissatisfied	7.6%	9.2%	10.5%	14.7%	10.4%	8.5%	7.3%	11.0%	9.4%	8.2%	9.2%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11g Courtesy of bus drivers

5=Very satisfied	12.0%	11.3%	9.7%	6.1%	19.0%	15.1%	10.2%	7.5%	4.1%	11.0%	10.8%
4=Satisfied	32.7%	32.1%	34.1%	30.3%	34.6%	32.8%	35.2%	33.8%	24.5%	38.1%	33.0%
3=Neutral	39.7%	38.1%	42.2%	42.4%	31.2%	37.4%	39.0%	42.7%	50.6%	39.0%	40.2%
2=Dissatisfied	9.1%	10.4%	8.2%	6.1%	8.4%	8.2%	8.9%	9.6%	11.0%	7.6%	9.1%
1=Very dissatisfied	6.5%	8.1%	5.9%	15.2%	6.8%	6.6%	6.7%	6.3%	9.8%	4.2%	6.9%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11h Frequency of train service

5=Very satisfied	12.0%	12.6%	11.6%	16.7%	20.4%	16.5%	12.8%	8.7%	6.2%	14.3%	12.1%
4=Satisfied	42.5%	39.6%	42.3%	41.7%	38.8%	44.9%	43.7%	42.7%	38.2%	37.5%	41.6%
3=Neutral	33.6%	34.6%	35.8%	30.6%	30.6%	31.3%	33.9%	36.8%	37.3%	35.7%	34.6%
2=Dissatisfied	8.0%	7.0%	6.4%	8.3%	6.8%	3.7%	7.1%	6.8%	10.6%	8.0%	7.1%
1=Very dissatisfied	3.9%	6.3%	4.0%	2.8%	3.4%	3.7%	2.5%	5.0%	7.8%	4.5%	4.5%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11i Reliability of train service

5=Very satisfied	12.5%	13.3%	11.8%	17.1%	20.7%	16.8%	13.9%	9.5%	6.8%	11.7%	12.5%
4=Satisfied	43.2%	43.0%	45.6%	42.9%	40.9%	44.4%	45.4%	43.3%	44.4%	46.8%	44.1%
3=Neutral	34.8%	32.5%	35.1%	22.9%	30.5%	31.7%	34.4%	35.5%	36.6%	31.5%	34.1%
2=Dissatisfied	4.9%	6.6%	4.9%	14.3%	5.9%	4.9%	3.8%	6.3%	6.2%	7.2%	5.5%
1=Very dissatisfied	4.6%	4.6%	2.6%	2.9%	2.0%	2.2%	2.5%	5.4%	5.9%	2.7%	3.8%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11j Feeling of safety at the train stops

5=Very satisfied	9.1%	11.2%	8.8%	8.3%	17.2%	14.2%	10.8%	5.8%	4.9%	9.0%	9.5%
4=Satisfied	33.1%	30.2%	36.2%	36.1%	35.0%	32.0%	33.6%	33.1%	33.3%	36.9%	33.5%
3=Neutral	35.1%	37.5%	35.2%	36.1%	26.6%	33.5%	39.0%	38.5%	36.7%	34.2%	35.8%
2=Dissatisfied	15.3%	15.3%	13.8%	11.1%	14.3%	14.5%	13.4%	13.9%	17.1%	15.3%	14.6%
1=Very dissatisfied	7.4%	5.8%	6.1%	8.3%	6.9%	5.8%	3.2%	8.8%	8.0%	4.5%	6.5%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11k Cleanliness of trains

5=Very satisfied	8.5%	8.9%	8.5%	5.6%	16.7%	12.4%	9.2%	4.5%	5.0%	9.0%	8.5%
4=Satisfied	35.4%	32.5%	34.4%	44.4%	35.3%	36.9%	36.4%	33.8%	29.5%	37.8%	34.5%
3=Neutral	38.4%	38.8%	39.3%	36.1%	33.3%	35.0%	39.6%	41.2%	41.9%	36.0%	38.8%
2=Dissatisfied	13.0%	13.4%	12.1%	8.3%	8.8%	11.7%	12.1%	13.5%	15.8%	11.7%	12.7%
1=Very dissatisfied	4.7%	6.3%	5.7%	5.6%	5.9%	4.0%	2.7%	7.1%	7.8%	5.4%	5.5%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11 Cleanliness of train stops

5=Very satisfied	9.6%	10.6%	8.9%	8.3%	16.2%	14.6%	10.2%	5.8%	5.8%	9.8%	9.6%
4=Satisfied	36.1%	33.2%	38.7%	30.6%	38.2%	33.9%	39.4%	35.5%	35.3%	33.0%	36.2%
3=Neutral	39.4%	39.4%	38.4%	50.0%	31.4%	36.9%	38.3%	42.2%	40.8%	45.5%	39.2%
2=Dissatisfied	10.3%	11.6%	8.6%	5.6%	9.3%	9.9%	9.1%	10.7%	11.0%	7.1%	9.9%
1=Very dissatisfied	4.6%	5.2%	5.4%	5.6%	4.9%	4.7%	2.9%	5.8%	7.1%	4.5%	5.1%

Q11. Mass Transit Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q11m Ease of access to train stops

5=Very satisfied	9.9%	11.9%	8.9%	11.1%	19.2%	17.0%	10.8%	5.5%	4.2%	9.9%	10.1%
4=Satisfied	36.2%	35.8%	34.7%	30.6%	37.0%	37.5%	36.1%	36.0%	30.2%	37.8%	35.4%
3=Neutral	35.0%	34.5%	35.3%	33.3%	29.3%	33.6%	38.0%	35.3%	36.9%	31.5%	35.0%
2=Dissatisfied	11.1%	10.1%	12.2%	19.4%	7.7%	7.6%	11.3%	13.4%	14.2%	11.7%	11.4%
1=Very dissatisfied	7.7%	7.8%	8.9%	5.6%	6.7%	4.3%	3.8%	9.8%	14.5%	9.0%	8.1%

Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q12 Mass transit services

A=Bus routes	16.1%	22.9%	14.6%	12.5%	9.7%	18.6%	16.3%	18.6%	21.1%	13.1%	17.1%
B=Frequency of bus service	20.7%	26.8%	14.4%	21.4%	19.1%	22.6%	22.0%	20.2%	15.7%	15.9%	19.7%
C=Reliability of bus service	7.6%	8.0%	8.6%	1.8%	6.1%	11.2%	7.8%	7.9%	7.3%	6.9%	8.0%
D=Feeling of safety at the bus stops	6.6%	8.5%	9.5%	3.6%	11.9%	10.3%	8.8%	7.2%	5.5%	6.1%	8.2%
E=Cleanliness of buses	1.7%	2.4%	3.3%	7.1%	2.5%	1.9%	3.4%	2.7%	1.4%	4.5%	2.6%
F=Cleanliness of bus stops	1.3%	3.2%	3.8%	0.0%	3.9%	3.4%	3.2%	2.0%	2.1%	2.4%	2.7%
G=Courtesy of bus drivers	2.9%	4.2%	3.3%	3.6%	5.0%	2.1%	5.7%	1.6%	3.6%	2.9%	3.4%
H=Frequency of train service	7.4%	7.6%	7.0%	12.5%	5.8%	7.0%	7.2%	6.5%	10.5%	6.1%	7.3%

Q12. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or Latin 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q12 Mass transit services (Cont.)

I=Reliability of train service	2.6%	4.0%	2.6%	5.4%	1.4%	2.3%	3.4%	2.8%	5.0%	1.2%	3.0%
J=Feeling of safety at the train stops	8.2%	8.9%	9.4%	7.1%	6.1%	9.5%	7.4%	10.4%	10.2%	6.9%	8.8%
K=Cleanliness of trains	3.4%	4.2%	5.6%	7.1%	3.3%	3.0%	4.6%	5.6%	5.9%	2.4%	4.5%
L=Cleanliness of train stops	2.3%	0.9%	3.2%	0.0%	3.3%	1.3%	2.3%	2.5%	2.3%	2.0%	2.3%
M=Ease of access to train stops	7.4%	5.0%	8.7%	7.1%	4.4%	4.9%	5.8%	8.2%	13.4%	3.7%	7.3%
Z=No response	53.6%	44.8%	50.4%	53.6%	56.8%	48.5%	49.2%	49.2%	45.5%	60.8%	50.2%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13a Availability of services to seniors

5=Very satisfied	8.4%	5.7%	4.9%	3.6%	15.0%	11.2%	5.5%	3.0%	2.1%	6.5%	6.3%
4=Satisfied	24.6%	20.4%	16.6%	16.1%	30.7%	26.2%	23.8%	16.5%	11.8%	16.7%	20.3%
3=Neutral	22.3%	22.9%	20.8%	30.4%	20.8%	24.3%	21.0%	22.5%	21.1%	22.0%	22.0%
2=Dissatisfied	11.5%	10.3%	7.9%	10.7%	10.5%	8.0%	8.6%	11.0%	10.9%	8.6%	9.8%
1=Very dissatisfied	4.2%	3.8%	4.1%	5.4%	4.4%	4.9%	2.6%	4.3%	3.4%	6.9%	4.1%
9=Don't know	28.9%	36.7%	45.7%	33.9%	18.6%	25.4%	38.4%	42.6%	50.7%	39.2%	37.6%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13b Availability of services to children

5=Very satisfied	7.5%	5.6%	4.7%	5.4%	11.9%	10.8%	6.1%	2.8%	2.5%	5.3%	5.9%
4=Satisfied	23.9%	22.7%	15.7%	16.1%	29.1%	24.7%	25.0%	17.8%	11.6%	14.3%	20.2%
3=Neutral	24.3%	24.9%	23.0%	32.1%	21.1%	25.7%	23.2%	24.9%	24.3%	24.5%	24.1%
2=Dissatisfied	9.0%	10.5%	8.2%	10.7%	5.3%	7.0%	9.1%	11.6%	9.6%	8.6%	9.1%
1=Very dissatisfied	5.2%	4.5%	4.2%	3.6%	4.4%	4.4%	3.7%	5.0%	5.2%	4.9%	4.6%
9=Don't know	30.1%	31.8%	44.1%	32.1%	28.3%	27.4%	32.9%	38.0%	46.8%	42.4%	36.1%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13c Availability of services for persons with disabilities

5=Very satisfied	9.2%	7.0%	5.6%	7.1%	16.3%	11.8%	6.8%	4.1%	3.4%	5.7%	7.2%
4=Satisfied	23.6%	20.3%	16.5%	16.1%	25.2%	25.3%	23.3%	18.0%	12.1%	15.9%	19.8%
3=Neutral	23.0%	24.1%	19.3%	30.4%	19.9%	23.0%	22.6%	22.3%	20.5%	22.9%	21.9%
2=Dissatisfied	7.2%	8.2%	7.4%	8.9%	8.0%	7.8%	6.1%	8.3%	7.0%	8.6%	7.5%
1=Very dissatisfied	4.3%	3.7%	4.6%	5.4%	5.0%	4.4%	3.2%	4.8%	4.1%	4.9%	4.3%
9=Don't know	32.7%	36.6%	46.7%	32.1%	25.5%	27.6%	37.9%	42.5%	52.9%	42.0%	39.2%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13d Availability of services to people on a low or fixed income

5=Very satisfied	5.4%	4.4%	3.8%	3.6%	11.6%	7.4%	4.0%	1.8%	2.5%	4.1%	4.5%
4=Satisfied	17.9%	15.5%	12.3%	10.7%	22.4%	20.9%	16.3%	12.9%	7.7%	13.1%	15.0%
3=Neutral	23.7%	24.7%	20.1%	23.2%	19.1%	24.7%	23.2%	22.3%	23.4%	19.6%	22.5%
2=Dissatisfied	13.7%	13.8%	13.6%	19.6%	15.0%	14.8%	15.2%	14.5%	9.6%	13.5%	13.8%
1=Very dissatisfied	8.4%	8.1%	7.9%	12.5%	11.4%	10.1%	7.7%	7.7%	5.9%	8.2%	8.2%
9=Don't know	30.9%	33.6%	42.3%	30.4%	20.5%	22.2%	33.6%	40.9%	50.9%	41.6%	36.1%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13e Availability of affordable housing

5=Very satisfied	3.8%	2.8%	2.2%	5.4%	7.5%	5.3%	3.2%	1.1%	0.5%	3.3%	3.0%
4=Satisfied	11.1%	9.4%	7.8%	7.1%	16.9%	13.3%	10.3%	7.1%	4.3%	7.3%	9.3%
3=Neutral	19.9%	22.4%	18.3%	23.2%	19.7%	25.3%	21.2%	18.5%	16.8%	18.8%	19.9%
2=Dissatisfied	20.1%	21.2%	19.9%	17.9%	17.7%	19.2%	22.1%	22.2%	18.4%	18.4%	20.3%
1=Very dissatisfied	20.6%	18.2%	17.9%	17.9%	18.0%	16.5%	19.7%	20.3%	20.2%	15.1%	18.9%
9=Don't know	24.5%	26.0%	33.8%	28.6%	20.2%	20.5%	23.5%	30.8%	39.8%	37.1%	28.6%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13f Overall quality of Health and Human Services

5=Very satisfied	5.2%	3.6%	3.2%	7.1%	8.6%	6.8%	4.5%	2.3%	1.1%	3.7%	4.0%
4=Satisfied	20.3%	16.7%	14.3%	14.3%	26.0%	24.7%	17.5%	13.1%	10.9%	14.7%	17.0%
3=Neutral	28.1%	28.6%	26.7%	23.2%	25.8%	27.2%	28.6%	29.3%	26.8%	24.1%	27.6%
2=Dissatisfied	13.4%	14.5%	13.6%	10.7%	11.6%	12.4%	13.7%	15.4%	13.8%	12.7%	13.7%
1=Very dissatisfied	8.7%	7.8%	6.9%	12.5%	8.6%	8.0%	8.1%	8.1%	6.3%	8.6%	7.8%
9=Don't know	24.3%	28.8%	35.3%	32.1%	19.4%	20.9%	27.6%	31.8%	41.3%	36.3%	29.9%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13g Ease of finding information regarding Health & Human Services

5=Very satisfied	5.1%	4.5%	3.3%	7.1%	8.3%	6.3%	4.9%	2.0%	2.0%	5.7%	4.3%
4=Satisfied	19.6%	18.0%	15.0%	16.1%	25.5%	24.3%	20.3%	14.0%	9.8%	13.1%	17.3%
3=Neutral	27.1%	26.4%	25.3%	25.0%	25.8%	27.8%	26.7%	26.4%	25.2%	23.3%	26.1%
2=Dissatisfied	13.2%	15.3%	13.6%	14.3%	11.4%	12.2%	14.7%	16.1%	12.7%	13.1%	13.9%
1=Very dissatisfied	10.1%	8.9%	8.4%	10.7%	10.0%	9.7%	7.8%	9.8%	8.4%	9.8%	9.1%
9=Don't know	25.0%	26.9%	34.5%	26.8%	19.1%	19.6%	25.5%	31.7%	42.0%	35.1%	29.2%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13a Availability of services to seniors

5=Very satisfied	11.8%	9.0%	9.0%	5.4%	18.4%	15.0%	9.0%	5.3%	4.3%	10.7%	10.0%
4=Satisfied	34.6%	32.3%	30.6%	24.3%	37.8%	35.1%	38.7%	28.7%	23.9%	27.5%	32.5%
3=Neutral	31.4%	36.3%	38.3%	45.9%	25.5%	32.6%	34.2%	39.3%	42.8%	36.2%	35.2%
2=Dissatisfied	16.2%	16.4%	14.6%	16.2%	12.9%	10.8%	14.0%	19.1%	22.1%	14.1%	15.7%
1=Very dissatisfied	6.0%	6.1%	7.5%	8.1%	5.4%	6.5%	4.2%	7.5%	6.9%	11.4%	6.6%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13b Availability of services to children

5=Very satisfied	10.7%	8.2%	8.4%	7.9%	16.6%	14.8%	9.2%	4.5%	4.7%	9.2%	9.2%
4=Satisfied	34.3%	33.3%	28.2%	23.7%	40.5%	34.0%	37.3%	28.6%	21.8%	24.8%	31.7%
3=Neutral	34.8%	36.6%	41.2%	47.4%	29.3%	35.5%	34.6%	40.1%	45.6%	42.6%	37.7%
2=Dissatisfied	12.9%	15.4%	14.6%	15.8%	7.3%	9.6%	13.5%	18.6%	18.1%	14.9%	14.2%
1=Very dissatisfied	7.4%	6.6%	7.6%	5.3%	6.2%	6.1%	5.5%	8.1%	9.7%	8.5%	7.2%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13c Availability of services for persons with disabilities

5=Very satisfied	13.7%	11.1%	10.5%	10.5%	21.9%	16.3%	10.9%	7.1%	7.2%	9.9%	11.9%
4=Satisfied	35.0%	32.0%	30.9%	23.7%	33.8%	35.0%	37.6%	31.3%	25.8%	27.5%	32.6%
3=Neutral	34.2%	38.1%	36.1%	44.7%	26.8%	31.8%	36.4%	38.8%	43.6%	39.4%	36.1%
2=Dissatisfied	10.7%	13.0%	13.8%	13.2%	10.8%	10.8%	9.9%	14.4%	14.8%	14.8%	12.4%
1=Very dissatisfied	6.4%	5.9%	8.7%	7.9%	6.7%	6.1%	5.2%	8.3%	8.7%	8.5%	7.1%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13d Availability of services to people on a low or fixed income

5=Very satisfied	7.9%	6.6%	6.6%	5.1%	14.6%	9.5%	6.0%	3.0%	5.1%	7.0%	7.1%
4=Satisfied	25.9%	23.4%	21.3%	15.4%	28.2%	26.8%	24.5%	21.7%	15.6%	22.4%	23.4%
3=Neutral	34.3%	37.1%	34.8%	33.3%	24.0%	31.7%	35.0%	37.7%	47.6%	33.6%	35.1%
2=Dissatisfied	19.9%	20.8%	23.5%	28.2%	18.8%	19.0%	22.9%	24.5%	19.6%	23.1%	21.6%
1=Very dissatisfied	12.1%	12.2%	13.7%	17.9%	14.3%	13.0%	11.6%	13.0%	12.0%	14.0%	12.8%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13e Availability of affordable housing

5=Very satisfied	5.0%	3.8%	3.4%	7.5%	9.4%	6.6%	4.2%	1.5%	0.9%	5.2%	4.1%
4=Satisfied	14.8%	12.7%	11.8%	10.0%	21.2%	16.7%	13.5%	10.3%	7.1%	11.7%	13.1%
3=Neutral	26.3%	30.3%	27.7%	32.5%	24.7%	31.8%	27.7%	26.7%	27.9%	29.9%	27.9%
2=Dissatisfied	26.6%	28.7%	30.1%	25.0%	22.2%	24.1%	28.9%	32.1%	30.6%	29.2%	28.4%
1=Very dissatisfied	27.3%	24.6%	27.1%	25.0%	22.6%	20.7%	25.7%	29.4%	33.5%	24.0%	26.5%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13f Overall quality of Health and Human Services

5=Very satisfied	6.8%	5.0%	4.9%	10.5%	10.7%	8.5%	6.2%	3.4%	1.8%	5.8%	5.8%
4=Satisfied	26.9%	23.5%	22.1%	21.1%	32.3%	31.2%	24.2%	19.2%	18.5%	23.1%	24.2%
3=Neutral	37.1%	40.2%	41.3%	34.2%	32.0%	34.4%	39.5%	43.0%	45.6%	37.8%	39.3%
2=Dissatisfied	17.6%	20.3%	21.0%	15.8%	14.4%	15.7%	18.9%	22.6%	23.4%	19.9%	19.5%
1=Very dissatisfied	11.6%	11.0%	10.6%	18.4%	10.7%	10.1%	11.3%	11.8%	10.6%	13.5%	11.2%

Q13. Miami-Dade Health and Human Services Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q13g Ease of finding information regarding Health & Human Services

5=Very satisfied	6.7%	6.2%	5.0%	9.8%	10.3%	7.9%	6.6%	2.9%	3.4%	8.8%	6.0%
4=Satisfied	26.1%	24.7%	22.9%	22.0%	31.5%	30.2%	27.2%	20.5%	16.9%	20.1%	24.5%
3=Neutral	36.1%	36.1%	38.5%	34.1%	31.8%	34.6%	35.9%	38.6%	43.4%	35.8%	36.9%
2=Dissatisfied	17.5%	20.9%	20.7%	19.5%	14.0%	15.2%	19.8%	23.6%	21.8%	20.1%	19.6%
1=Very dissatisfied	13.5%	12.2%	12.8%	14.6%	12.3%	12.1%	10.5%	14.4%	14.5%	15.1%	12.9%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q14a The availability of information about County programs & services

5=Very satisfied	5.7%	4.5%	4.5%	3.6%	5.5%	8.9%	4.8%	3.2%	3.9%	4.9%	4.9%
4=Satisfied	27.6%	25.7%	24.6%	23.2%	28.5%	24.1%	26.0%	27.5%	25.0%	22.0%	25.9%
3=Neutral	31.4%	32.8%	35.2%	28.6%	28.8%	30.8%	33.6%	34.0%	36.1%	33.5%	33.2%
2=Dissatisfied	13.8%	18.6%	14.4%	14.3%	8.9%	14.1%	17.8%	16.1%	16.3%	13.9%	15.2%
1=Very dissatisfied	7.8%	7.7%	5.8%	8.9%	7.8%	5.5%	6.3%	7.8%	7.1%	7.3%	7.0%
9=Don't know	13.6%	10.7%	15.6%	21.4%	20.5%	16.7%	11.5%	11.4%	11.6%	18.4%	13.9%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q14b The overall level of public involvement in County government

5=Very satisfied	3.9%	2.8%	3.0%	3.6%	5.3%	5.7%	3.7%	2.0%	1.8%	2.4%	3.3%
4=Satisfied	19.7%	16.8%	16.2%	16.1%	20.8%	18.8%	17.5%	18.3%	14.8%	14.3%	17.6%
3=Neutral	36.0%	38.6%	35.2%	30.4%	31.9%	33.8%	38.1%	36.4%	38.9%	35.1%	36.2%
2=Dissatisfied	15.1%	18.2%	17.7%	8.9%	8.6%	14.3%	18.1%	18.9%	19.8%	15.1%	16.8%
1=Very dissatisfied	8.7%	8.1%	8.3%	16.1%	9.4%	7.2%	6.1%	8.8%	10.9%	10.2%	8.5%
9=Don't know	16.6%	15.5%	19.6%	25.0%	24.1%	20.3%	16.4%	15.5%	13.8%	22.9%	17.7%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q14c Information programming on the County Government's cable station

5=Very satisfied	5.6%	5.6%	4.8%	5.4%	9.7%	7.4%	4.9%	4.2%	3.8%	2.9%	5.3%
4=Satisfied	28.3%	25.5%	22.5%	25.0%	25.5%	24.9%	26.6%	27.0%	22.9%	21.6%	25.3%
3=Neutral	29.0%	34.0%	29.6%	25.0%	24.1%	32.5%	32.3%	30.8%	31.4%	26.1%	30.3%
2=Dissatisfied	8.7%	7.2%	5.6%	12.5%	7.2%	7.2%	6.6%	7.7%	7.5%	6.1%	7.2%
1=Very dissatisfied	4.4%	4.4%	3.8%	7.1%	5.5%	4.0%	2.3%	5.4%	3.6%	5.3%	4.2%
9=Don't know	23.9%	23.5%	33.7%	25.0%	28.0%	24.1%	27.3%	24.9%	30.9%	38.0%	27.7%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q14d The County's website

5=Very satisfied	14.7%	11.8%	9.8%	10.7%	9.1%	9.7%	12.7%	14.0%	13.2%	8.6%	12.0%
4=Satisfied	33.2%	35.0%	29.4%	23.2%	19.1%	24.9%	31.3%	37.7%	40.2%	27.3%	32.0%
3=Neutral	20.7%	26.0%	23.7%	33.9%	18.8%	24.1%	26.1%	24.3%	21.3%	23.3%	23.4%
2=Dissatisfied	3.6%	4.5%	3.2%	1.8%	3.6%	3.4%	3.4%	3.6%	4.5%	2.9%	3.6%
1=Very dissatisfied	1.5%	1.6%	2.6%	1.8%	1.9%	1.5%	1.5%	2.3%	2.7%	1.2%	2.0%
9=Don't know	26.2%	21.1%	31.3%	28.6%	47.4%	36.5%	24.9%	18.0%	18.2%	36.7%	27.1%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q14e Effectiveness of County communication with the public

5=Very satisfied	6.4%	3.8%	4.5%	10.7%	8.0%	7.6%	4.9%	3.9%	3.9%	3.3%	5.1%
4=Satisfied	30.4%	24.8%	23.6%	14.3%	23.3%	22.4%	26.6%	29.2%	27.7%	21.2%	26.0%
3=Neutral	33.1%	39.9%	36.6%	35.7%	29.1%	33.1%	37.6%	37.5%	38.4%	38.8%	36.1%
2=Dissatisfied	12.8%	13.7%	12.2%	17.9%	11.1%	12.0%	13.2%	13.0%	15.0%	11.0%	12.9%
1=Very dissatisfied	5.2%	4.2%	6.3%	7.1%	6.4%	5.3%	4.0%	6.2%	5.2%	6.5%	5.5%
9=Don't know	12.2%	13.5%	16.8%	14.3%	22.2%	19.6%	13.7%	10.3%	9.8%	19.2%	14.4%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q14a The availability of information about County programs & services

5=Very satisfied	6.6%	5.1%	5.3%	4.5%	7.0%	10.6%	5.4%	3.6%	4.4%	6.0%	5.7%
4=Satisfied	32.0%	28.8%	29.2%	29.5%	35.9%	28.9%	29.3%	31.0%	28.3%	27.0%	30.1%
3=Neutral	36.4%	36.7%	41.7%	36.4%	36.2%	37.0%	38.0%	38.4%	40.8%	41.0%	38.5%
2=Dissatisfied	16.0%	20.8%	17.0%	18.2%	11.1%	17.0%	20.1%	18.2%	18.4%	17.0%	17.7%
1=Very dissatisfied	9.1%	8.6%	6.8%	11.4%	9.8%	6.6%	7.1%	8.8%	8.1%	9.0%	8.1%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q14b The overall level of public involvement in County government

5=Very satisfied	4.6%	3.3%	3.8%	4.8%	6.9%	7.1%	4.4%	2.4%	2.1%	3.2%	4.0%
4=Satisfied	23.6%	19.9%	20.2%	21.4%	27.4%	23.5%	21.0%	21.7%	17.2%	18.5%	21.3%
3=Neutral	43.2%	45.7%	43.7%	40.5%	42.0%	42.3%	45.6%	43.2%	45.1%	45.5%	43.9%
2=Dissatisfied	18.1%	21.5%	22.0%	11.9%	11.3%	18.0%	21.7%	22.4%	23.0%	19.6%	20.4%
1=Very dissatisfied	10.5%	9.6%	10.3%	21.4%	12.4%	9.0%	7.4%	10.4%	12.6%	13.2%	10.4%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q14c Information programming on the County Government's cable station

5=Very satisfied	7.4%	7.3%	7.2%	7.1%	13.5%	9.7%	6.8%	5.6%	5.4%	4.6%	7.3%
4=Satisfied	37.2%	33.3%	34.0%	33.3%	35.4%	32.8%	36.6%	35.9%	33.1%	34.9%	34.9%
3=Neutral	38.1%	44.4%	44.6%	33.3%	33.5%	42.8%	44.4%	41.1%	45.5%	42.1%	42.0%
2=Dissatisfied	11.5%	9.4%	8.4%	16.7%	10.0%	9.4%	9.1%	10.3%	10.9%	9.9%	10.0%
1=Very dissatisfied	5.8%	5.7%	5.8%	9.5%	7.7%	5.3%	3.2%	7.2%	5.2%	8.6%	5.8%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q14d The County's website

5=Very satisfied	20.0%	15.0%	14.2%	15.0%	17.4%	15.3%	17.0%	17.1%	16.2%	13.5%	16.4%
4=Satisfied	45.1%	44.4%	42.8%	32.5%	36.3%	39.2%	41.7%	46.0%	49.1%	43.2%	43.8%
3=Neutral	28.1%	32.9%	34.5%	47.5%	35.8%	37.9%	34.8%	29.6%	26.0%	36.8%	32.1%
2=Dissatisfied	4.9%	5.7%	4.7%	2.5%	6.8%	5.3%	4.5%	4.4%	5.5%	4.5%	5.0%
1=Very dissatisfied	2.0%	2.0%	3.8%	2.5%	3.7%	2.3%	2.0%	2.8%	3.3%	1.9%	2.7%

Q14. Miami-Dade County Communications Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q14e Effectiveness of County communication with the public

5=Very satisfied	7.2%	4.4%	5.4%	12.5%	10.3%	9.4%	5.7%	4.3%	4.4%	4.0%	5.9%
4=Satisfied	34.6%	28.7%	28.3%	16.7%	29.9%	27.8%	30.8%	32.6%	30.7%	26.3%	30.4%
3=Neutral	37.6%	46.2%	44.0%	41.7%	37.4%	41.2%	43.6%	41.8%	42.6%	48.0%	42.2%
2=Dissatisfied	14.6%	15.8%	14.7%	20.8%	14.2%	15.0%	15.3%	14.5%	16.6%	13.6%	15.1%
1=Very dissatisfied	6.0%	4.9%	7.6%	8.3%	8.2%	6.6%	4.6%	6.9%	5.7%	8.1%	6.4%

Q15. Where do you currently obtain information about County Government issues, services, and events?

N=3148	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	
<u>Q15 Where obtain information about County</u>											
01=Civic Association Newsletters/Websites	4.4%	6.0%	9.4%	5.4%	5.5%	7.2%	6.5%	5.8%	9.1%	6.5%	6.8%
02=Community Newspapers	24.2%	25.9%	37.5%	30.4%	25.8%	31.2%	28.4%	30.5%	31.3%	33.5%	30.0%
03=County Answer Center/ 311	7.3%	5.2%	5.8%	5.4%	9.7%	7.2%	7.7%	3.7%	5.2%	5.3%	6.1%
04=County Cable Station, Miami-Dade TV	20.2%	18.7%	18.2%	16.1%	23.5%	23.4%	21.2%	17.8%	15.0%	11.0%	19.0%
05=County Office/Phone Number	6.4%	4.8%	6.0%	5.4%	7.5%	6.8%	6.6%	4.6%	5.0%	6.1%	5.8%
06=County Website	41.2%	43.8%	38.6%	35.7%	12.5%	26.6%	41.5%	52.0%	54.6%	35.9%	40.7%
07=El Nuevo Herald	25.2%	23.2%	2.8%	12.5%	24.7%	24.5%	16.4%	12.9%	9.5%	6.5%	15.6%
08=Local TV/Cable News	54.0%	52.3%	54.8%	41.1%	50.7%	56.3%	53.9%	52.0%	53.9%	57.6%	53.7%

Q15. Where do you currently obtain information about County Government issues, services, and events?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q15 Where obtain information about County (Cont.)

09=Radio Station-English	25.3%	27.6%	35.7%	28.6%	24.9%	25.9%	30.3%	31.4%	34.1%	31.0%	30.1%
10=Radio Station-Spanish	33.0%	26.5%	3.1%	17.9%	32.7%	27.4%	21.8%	14.3%	11.3%	13.1%	19.3%
11=The Miami Herald	39.9%	46.0%	57.5%	58.9%	25.5%	40.9%	47.3%	54.4%	62.5%	49.8%	48.7%
99=Other	5.2%	6.4%	6.8%	7.1%	8.0%	5.9%	7.4%	5.4%	5.2%	5.7%	6.2%
00=None chosen	3.6%	3.4%	4.0%	12.5%	6.9%	3.6%	3.1%	3.2%	3.0%	6.5%	3.9%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16a Major streets-Overall smoothness

5=Very satisfied	8.0%	7.4%	6.9%	3.6%	6.1%	8.9%	7.2%	7.2%	7.3%	6.9%	7.3%
4=Satisfied	41.3%	42.2%	40.8%	35.7%	36.0%	39.5%	42.4%	43.0%	44.6%	35.1%	41.2%
3=Neutral	21.2%	24.0%	22.6%	23.2%	24.1%	27.7%	22.3%	21.4%	18.4%	23.7%	22.5%
2=Dissatisfied	16.5%	16.1%	19.3%	16.1%	15.5%	12.9%	18.6%	18.3%	19.1%	19.6%	17.5%
1=Very dissatisfied	8.9%	8.4%	7.3%	10.7%	8.0%	7.6%	7.2%	8.2%	9.1%	9.8%	8.2%
9=Don't know	4.1%	1.9%	3.1%	10.7%	10.2%	3.4%	2.3%	1.9%	1.4%	4.9%	3.3%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16b Major streets-Overall cleanliness

5=Very satisfied	8.7%	6.5%	7.0%	1.8%	7.8%	8.0%	7.8%	7.4%	6.8%	6.1%	7.4%
4=Satisfied	41.2%	39.3%	37.6%	32.1%	32.7%	38.8%	41.6%	40.9%	40.7%	32.7%	39.1%
3=Neutral	21.3%	27.1%	24.0%	28.6%	23.0%	28.1%	24.4%	21.8%	20.7%	29.8%	23.9%
2=Dissatisfied	16.0%	18.8%	19.2%	10.7%	17.7%	15.2%	18.3%	17.9%	20.7%	15.5%	17.9%
1=Very dissatisfied	9.4%	6.1%	9.1%	14.3%	9.1%	7.0%	5.7%	10.0%	10.0%	10.2%	8.6%
9=Don't know	3.4%	2.3%	3.1%	12.5%	9.7%	3.0%	2.2%	2.0%	1.1%	5.7%	3.2%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16c Major streets-Tree canopy along streets

5=Very satisfied	7.2%	4.2%	6.4%	3.6%	6.4%	7.2%	5.8%	6.2%	6.3%	3.7%	6.1%
4=Satisfied	30.7%	32.1%	31.7%	30.4%	33.0%	31.9%	30.9%	32.1%	33.2%	23.3%	31.4%
3=Neutral	28.7%	34.0%	29.8%	32.1%	27.4%	32.5%	32.6%	29.2%	27.5%	36.7%	30.5%
2=Dissatisfied	16.9%	15.6%	16.5%	10.7%	11.1%	13.3%	18.3%	16.6%	20.4%	15.1%	16.4%
1=Very dissatisfied	9.3%	7.3%	7.9%	7.1%	9.4%	6.8%	5.7%	9.3%	10.0%	8.2%	8.2%
9=Don't know	7.2%	6.8%	7.6%	16.1%	12.7%	8.4%	6.8%	6.5%	2.7%	13.1%	7.4%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Yes- Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q16d Major streets-Landscaping along streets/in medians

5=Very satisfied	8.7%	6.5%	7.6%	5.4%	8.0%	8.4%	8.3%	7.9%	6.4%	5.7%	7.7%
4=Satisfied	37.1%	41.8%	37.5%	33.9%	35.2%	40.5%	42.9%	38.0%	37.0%	31.0%	38.3%
3=Neutral	25.3%	28.2%	26.9%	25.0%	24.1%	31.0%	26.7%	25.1%	25.0%	30.6%	26.7%
2=Dissatisfied	15.8%	15.9%	16.6%	10.7%	12.2%	11.0%	16.1%	18.0%	19.8%	16.3%	16.1%
1=Very dissatisfied	9.2%	5.8%	7.6%	10.7%	9.1%	5.7%	4.5%	9.0%	10.2%	9.0%	7.8%
9=Don't know	3.9%	1.7%	3.8%	14.3%	11.4%	3.4%	1.5%	2.0%	1.6%	7.3%	3.5%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16e Major streets-Quality of road signs

5=Very satisfied	11.5%	7.6%	8.6%	5.4%	13.3%	9.9%	9.7%	8.8%	7.1%	7.8%	9.3%
4=Satisfied	45.1%	46.9%	42.0%	41.1%	40.2%	40.9%	46.5%	45.9%	45.9%	41.2%	44.3%
3=Neutral	23.0%	26.4%	26.2%	21.4%	24.7%	29.3%	24.7%	23.8%	23.9%	25.3%	25.1%
2=Dissatisfied	11.7%	13.3%	12.6%	12.5%	8.9%	11.4%	12.4%	12.7%	16.3%	10.2%	12.5%
1=Very dissatisfied	5.5%	4.4%	7.0%	12.5%	5.8%	5.7%	4.3%	6.7%	5.5%	9.8%	6.0%
9=Don't know	3.1%	1.5%	3.5%	7.1%	7.2%	2.7%	2.3%	2.1%	1.3%	5.7%	3.0%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16f Major streets-Prevention of street flooding

5=Very satisfied	8.6%	4.0%	5.7%	1.8%	11.1%	7.2%	7.1%	4.9%	4.8%	2.4%	6.2%
4=Satisfied	31.9%	31.8%	29.5%	32.1%	30.2%	30.8%	31.3%	31.5%	30.7%	29.4%	30.9%
3=Neutral	21.7%	26.1%	24.6%	30.4%	23.0%	26.8%	23.3%	23.5%	23.6%	25.7%	24.1%
2=Dissatisfied	19.8%	23.2%	21.7%	10.7%	13.0%	19.2%	23.2%	23.6%	24.3%	16.3%	21.2%
1=Very dissatisfied	12.5%	11.3%	12.6%	12.5%	10.2%	11.0%	10.6%	12.9%	13.2%	18.0%	12.3%
9=Don't know	5.5%	3.6%	5.9%	12.5%	12.5%	5.1%	4.5%	3.6%	3.4%	8.2%	5.3%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16g Side streets-Overall smoothness

5=Very satisfied	9.6%	6.6%	7.4%	3.6%	8.0%	9.1%	8.0%	7.2%	8.2%	6.5%	7.9%
4=Satisfied	41.2%	42.0%	37.6%	28.6%	32.7%	37.6%	40.1%	43.5%	43.2%	32.2%	39.7%
3=Neutral	20.6%	24.3%	24.3%	28.6%	23.8%	27.2%	24.0%	21.7%	18.2%	27.8%	23.1%
2=Dissatisfied	15.7%	15.9%	17.3%	16.1%	13.9%	13.5%	18.3%	15.7%	19.1%	17.1%	16.4%
1=Very dissatisfied	8.5%	8.0%	8.2%	7.1%	9.1%	7.8%	6.1%	8.8%	9.5%	8.2%	8.2%
9=Don't know	4.5%	3.2%	5.3%	16.1%	12.5%	4.9%	3.5%	3.2%	1.8%	8.2%	4.7%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16h Side streets-Overall cleanliness

5=Very satisfied	9.9%	6.8%	7.5%	3.6%	7.5%	8.4%	8.3%	8.8%	7.7%	6.1%	8.1%
4=Satisfied	40.6%	40.7%	36.2%	41.1%	31.9%	36.1%	40.7%	39.4%	44.1%	36.3%	38.9%
3=Neutral	22.1%	26.4%	24.1%	17.9%	23.5%	27.2%	24.1%	23.0%	20.9%	26.5%	23.9%
2=Dissatisfied	15.9%	15.4%	17.5%	8.9%	14.7%	16.7%	18.3%	15.0%	17.1%	15.5%	16.3%
1=Very dissatisfied	8.1%	8.0%	10.1%	14.3%	11.6%	7.8%	6.5%	10.9%	8.2%	9.0%	9.0%
9=Don't know	3.4%	2.8%	4.6%	14.3%	10.8%	3.8%	2.2%	3.0%	2.0%	6.5%	3.9%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16i Side streets-Tree canopy along streets

5=Very satisfied	7.3%	5.8%	7.0%	3.6%	5.8%	7.6%	6.6%	6.9%	7.0%	5.7%	6.7%
4=Satisfied	33.6%	32.4%	31.4%	35.7%	31.6%	30.4%	32.7%	33.2%	36.4%	25.7%	32.5%
3=Neutral	26.0%	32.5%	28.8%	26.8%	26.6%	32.3%	30.0%	26.6%	25.7%	35.1%	28.7%
2=Dissatisfied	16.4%	14.7%	15.9%	7.1%	11.1%	13.3%	18.3%	16.5%	18.0%	11.4%	15.6%
1=Very dissatisfied	9.5%	8.0%	7.5%	7.1%	10.8%	7.0%	5.8%	9.3%	9.8%	6.5%	8.3%
9=Don't know	7.3%	6.6%	9.4%	19.6%	14.1%	9.5%	6.6%	7.5%	3.0%	15.5%	8.2%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16j Side streets-Quality of road signs

5=Very satisfied	11.0%	7.8%	8.6%	8.9%	11.4%	9.5%	9.4%	8.5%	9.3%	7.8%	9.2%
4=Satisfied	45.9%	42.4%	40.8%	41.1%	39.6%	39.2%	44.5%	45.6%	43.9%	39.6%	42.9%
3=Neutral	20.8%	29.3%	25.3%	21.4%	20.8%	29.3%	26.4%	22.9%	23.8%	24.9%	24.7%
2=Dissatisfied	12.4%	12.1%	12.9%	8.9%	9.7%	9.9%	13.2%	13.0%	15.2%	11.8%	12.5%
1=Very dissatisfied	6.4%	5.6%	7.2%	10.7%	8.3%	8.0%	4.3%	6.8%	6.1%	7.8%	6.6%
9=Don't know	3.6%	2.8%	5.0%	8.9%	10.2%	4.0%	2.2%	3.3%	1.8%	8.2%	4.1%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16k Side streets-Prevention of street flooding

5=Very satisfied	11.0%	5.2%	5.6%	3.6%	9.4%	8.6%	8.0%	6.3%	7.0%	4.1%	7.3%
4=Satisfied	32.5%	29.6%	31.4%	35.7%	29.9%	30.6%	31.2%	31.8%	33.8%	29.4%	31.4%
3=Neutral	19.1%	26.8%	23.0%	23.2%	22.4%	25.7%	22.7%	22.4%	19.6%	23.3%	22.6%
2=Dissatisfied	18.5%	19.6%	20.1%	16.1%	12.7%	15.6%	21.5%	21.1%	21.1%	20.8%	19.4%
1=Very dissatisfied	13.4%	14.5%	12.3%	8.9%	10.0%	13.3%	11.4%	14.1%	15.0%	14.3%	13.1%
9=Don't know	5.6%	4.4%	7.5%	12.5%	15.5%	6.1%	5.2%	4.2%	3.6%	8.2%	6.2%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16l Curbside garbage collection services

5=Very satisfied	30.6%	23.6%	29.5%	25.0%	23.3%	27.6%	28.3%	30.7%	29.6%	26.5%	28.4%
4=Satisfied	44.7%	47.2%	43.6%	42.9%	41.3%	44.5%	46.5%	46.0%	45.0%	41.6%	44.8%
3=Neutral	10.8%	14.5%	11.2%	8.9%	14.1%	12.4%	12.3%	10.5%	11.3%	11.4%	11.8%
2=Dissatisfied	4.5%	5.6%	4.2%	3.6%	7.2%	5.5%	4.5%	4.1%	2.9%	5.3%	4.6%
1=Very dissatisfied	3.5%	2.3%	2.3%	5.4%	3.9%	2.7%	2.6%	2.9%	2.3%	2.0%	2.8%
9=Don't know	6.0%	6.9%	9.2%	14.3%	10.2%	7.2%	5.8%	5.7%	8.9%	13.1%	7.6%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16m Curbside recycling services

5=Very satisfied	26.0%	20.0%	22.9%	21.4%	19.4%	23.0%	21.7%	25.4%	25.5%	20.8%	23.2%
4=Satisfied	39.7%	39.9%	40.1%	39.3%	36.6%	38.8%	42.1%	40.3%	40.7%	38.0%	39.9%
3=Neutral	13.4%	15.1%	13.9%	16.1%	18.3%	14.6%	14.6%	12.3%	12.7%	14.7%	14.1%
2=Dissatisfied	4.6%	7.0%	5.3%	5.4%	5.0%	5.9%	6.1%	5.8%	4.6%	4.1%	5.5%
1=Very dissatisfied	5.1%	6.4%	4.0%	3.6%	4.2%	5.7%	4.3%	6.3%	3.9%	3.7%	4.9%
9=Don't know	11.3%	11.5%	13.8%	14.3%	16.6%	12.0%	11.2%	9.9%	12.5%	18.8%	12.4%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16n Curbside bulky waste collection

5=Very satisfied	21.5%	13.1%	18.2%	16.1%	17.7%	19.6%	15.2%	18.7%	18.6%	20.0%	18.1%
4=Satisfied	34.3%	34.6%	33.6%	28.6%	34.3%	37.1%	35.2%	33.5%	32.5%	29.4%	34.0%
3=Neutral	17.0%	21.1%	18.6%	21.4%	19.4%	16.5%	20.6%	18.6%	17.1%	21.2%	18.7%
2=Dissatisfied	9.6%	11.1%	9.5%	5.4%	8.0%	8.2%	10.4%	10.9%	11.8%	6.1%	9.8%
1=Very dissatisfied	6.8%	5.7%	5.8%	10.7%	5.3%	6.3%	4.9%	7.1%	7.5%	4.5%	6.2%
9=Don't know	10.8%	14.3%	14.3%	17.9%	15.2%	12.2%	13.7%	11.2%	12.5%	18.8%	13.2%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16a Major streets-Overall smoothness

5=Very satisfied	8.4%	7.6%	7.1%	4.0%	6.8%	9.2%	7.4%	7.4%	7.4%	7.3%	7.6%
4=Satisfied	43.0%	43.0%	42.2%	40.0%	40.1%	40.9%	43.4%	43.8%	45.3%	36.9%	42.6%
3=Neutral	22.1%	24.5%	23.3%	26.0%	26.9%	28.7%	22.8%	21.8%	18.7%	24.9%	23.3%
2=Dissatisfied	17.2%	16.4%	19.9%	18.0%	17.3%	13.3%	19.0%	18.7%	19.4%	20.6%	18.1%
1=Very dissatisfied	9.3%	8.5%	7.5%	12.0%	9.0%	7.9%	7.4%	8.3%	9.2%	10.3%	8.4%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16b Major streets-Overall cleanliness

5=Very satisfied	9.1%	6.6%	7.3%	2.0%	8.6%	8.3%	8.0%	7.5%	6.9%	6.5%	7.6%
4=Satisfied	42.6%	40.2%	38.8%	36.7%	36.2%	40.0%	42.5%	41.7%	41.2%	34.6%	40.4%
3=Neutral	22.0%	27.7%	24.8%	32.7%	25.5%	28.9%	25.0%	22.3%	20.9%	31.6%	24.7%
2=Dissatisfied	16.6%	19.3%	19.8%	12.2%	19.6%	15.7%	18.7%	18.2%	20.9%	16.5%	18.4%
1=Very dissatisfied	9.7%	6.2%	9.4%	16.3%	10.1%	7.2%	5.8%	10.3%	10.1%	10.8%	8.9%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16c Major streets-Tree canopy along streets

5=Very satisfied	7.7%	4.6%	6.9%	4.3%	7.3%	7.8%	6.3%	6.6%	6.4%	4.2%	6.6%
4=Satisfied	33.0%	34.4%	34.3%	36.2%	37.8%	34.8%	33.1%	34.4%	34.1%	26.8%	33.9%
3=Neutral	31.0%	36.4%	32.3%	38.3%	31.4%	35.5%	34.9%	31.3%	28.3%	42.3%	32.9%
2=Dissatisfied	18.3%	16.8%	17.9%	12.8%	12.7%	14.5%	19.6%	17.8%	20.9%	17.4%	17.7%
1=Very dissatisfied	10.0%	7.8%	8.6%	8.5%	10.8%	7.4%	6.1%	10.0%	10.3%	9.4%	8.9%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Yes- Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q16d Major streets-Landscaping along streets/in medians

5=Very satisfied	9.0%	6.6%	7.9%	6.3%	9.1%	8.7%	8.4%	8.1%	6.5%	6.2%	7.9%
4=Satisfied	38.6%	42.5%	39.0%	39.6%	39.7%	41.9%	43.5%	38.7%	37.6%	33.5%	39.7%
3=Neutral	26.3%	28.7%	27.9%	29.2%	27.2%	32.1%	27.1%	25.6%	25.4%	33.0%	27.6%
2=Dissatisfied	16.5%	16.2%	17.3%	12.5%	13.8%	11.4%	16.4%	18.4%	20.1%	17.6%	16.7%
1=Very dissatisfied	9.6%	5.9%	7.9%	12.5%	10.3%	5.9%	4.5%	9.2%	10.3%	9.7%	8.1%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16e Major streets-Quality of road signs

5=Very satisfied	11.9%	7.7%	8.9%	5.8%	14.3%	10.2%	9.9%	8.9%	7.2%	8.2%	9.6%
4=Satisfied	46.6%	47.6%	43.6%	44.2%	43.3%	42.1%	47.6%	46.9%	46.5%	43.7%	45.6%
3=Neutral	23.8%	26.8%	27.2%	23.1%	26.6%	30.2%	25.3%	24.3%	24.2%	26.8%	25.9%
2=Dissatisfied	12.1%	13.5%	13.1%	13.5%	9.6%	11.7%	12.7%	13.0%	16.5%	10.8%	12.8%
1=Very dissatisfied	5.7%	4.4%	7.3%	13.5%	6.3%	5.9%	4.4%	6.8%	5.6%	10.4%	6.2%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Yes- Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q16f Major streets-Prevention of street flooding

5=Very satisfied	9.1%	4.1%	6.0%	2.0%	12.7%	7.6%	7.4%	5.1%	5.0%	2.7%	6.5%
4=Satisfied	33.7%	33.0%	31.4%	36.7%	34.5%	32.4%	32.8%	32.7%	31.8%	32.0%	32.7%
3=Neutral	23.0%	27.1%	26.2%	34.7%	26.3%	28.2%	24.4%	24.4%	24.4%	28.0%	25.5%
2=Dissatisfied	21.0%	24.1%	23.0%	12.2%	14.9%	20.2%	24.3%	24.5%	25.1%	17.8%	22.4%
1=Very dissatisfied	13.3%	11.7%	13.4%	14.3%	11.7%	11.6%	11.1%	13.3%	13.7%	19.6%	13.0%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16g Side streets-Overall smoothness

5=Very satisfied	10.0%	6.8%	7.8%	4.3%	9.2%	9.5%	8.3%	7.5%	8.4%	7.1%	8.3%
4=Satisfied	43.1%	43.4%	39.7%	34.0%	37.3%	39.5%	41.6%	44.9%	44.0%	35.1%	41.7%
3=Neutral	21.6%	25.1%	25.7%	34.0%	27.2%	28.6%	24.8%	22.4%	18.5%	30.2%	24.3%
2=Dissatisfied	16.4%	16.4%	18.3%	19.1%	15.8%	14.2%	18.9%	16.2%	19.5%	18.7%	17.2%
1=Very dissatisfied	8.9%	8.2%	8.6%	8.5%	10.4%	8.2%	6.4%	9.0%	9.6%	8.9%	8.6%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16h Side streets-Overall cleanliness

5=Very satisfied	10.2%	7.0%	7.9%	4.2%	8.4%	8.8%	8.5%	9.0%	7.8%	6.6%	8.4%
4=Satisfied	42.0%	41.9%	38.0%	47.9%	35.7%	37.5%	41.6%	40.6%	45.0%	38.9%	40.5%
3=Neutral	22.9%	27.1%	25.2%	20.8%	26.4%	28.3%	24.6%	23.7%	21.3%	28.4%	24.8%
2=Dissatisfied	16.5%	15.8%	18.4%	10.4%	16.5%	17.3%	18.7%	15.4%	17.5%	16.6%	17.0%
1=Very dissatisfied	8.4%	8.2%	10.6%	16.7%	13.0%	8.1%	6.6%	11.2%	8.4%	9.6%	9.3%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q16i Side streets-Tree canopy along streets

5=Very satisfied	7.8%	6.3%	7.7%	4.4%	6.8%	8.4%	7.1%	7.4%	7.2%	6.8%	7.3%
4=Satisfied	36.2%	34.7%	34.7%	44.4%	36.8%	33.6%	35.0%	35.9%	37.6%	30.4%	35.4%
3=Neutral	28.0%	34.8%	31.8%	33.3%	31.0%	35.7%	32.1%	28.8%	26.5%	41.5%	31.2%
2=Dissatisfied	17.7%	15.8%	17.6%	8.9%	12.9%	14.7%	19.6%	17.8%	18.6%	13.5%	17.0%
1=Very dissatisfied	10.2%	8.5%	8.3%	8.9%	12.6%	7.7%	6.3%	10.1%	10.1%	7.7%	9.0%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Yes- Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q16j Side streets-Quality of road signs

5=Very satisfied	11.4%	8.0%	9.1%	9.8%	12.7%	9.9%	9.6%	8.8%	9.5%	8.4%	9.6%
4=Satisfied	47.6%	43.7%	43.0%	45.1%	44.1%	40.9%	45.5%	47.1%	44.7%	43.1%	44.8%
3=Neutral	21.6%	30.2%	26.7%	23.5%	23.1%	30.5%	27.0%	23.7%	24.2%	27.1%	25.7%
2=Dissatisfied	12.9%	12.4%	13.6%	9.8%	10.8%	10.3%	13.5%	13.4%	15.5%	12.9%	13.0%
1=Very dissatisfied	6.6%	5.7%	7.6%	11.8%	9.3%	8.4%	4.4%	7.0%	6.2%	8.4%	6.9%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16k Side streets-Prevention of street flooding

5=Very satisfied	11.6%	5.4%	6.1%	4.1%	11.1%	9.2%	8.4%	6.6%	7.2%	4.4%	7.8%
4=Satisfied	34.4%	30.9%	34.0%	40.8%	35.4%	32.6%	32.9%	33.2%	35.0%	32.0%	33.5%
3=Neutral	20.2%	28.0%	24.9%	26.5%	26.6%	27.4%	24.0%	23.4%	20.4%	25.3%	24.1%
2=Dissatisfied	19.6%	20.5%	21.8%	18.4%	15.1%	16.6%	22.7%	22.1%	21.9%	22.7%	20.7%
1=Very dissatisfied	14.1%	15.1%	13.3%	10.2%	11.8%	14.2%	12.0%	14.8%	15.6%	15.6%	14.0%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16l Curbside garbage collection services

5=Very satisfied	32.5%	25.4%	32.5%	29.2%	25.9%	29.8%	30.0%	32.6%	32.5%	30.5%	30.7%
4=Satisfied	47.5%	50.7%	48.1%	50.0%	46.0%	48.0%	49.4%	48.8%	49.4%	47.9%	48.5%
3=Neutral	11.5%	15.5%	12.3%	10.4%	15.7%	13.4%	13.1%	11.2%	12.4%	13.1%	12.8%
2=Dissatisfied	4.8%	6.0%	4.6%	4.2%	8.0%	5.9%	4.7%	4.3%	3.1%	6.1%	5.0%
1=Very dissatisfied	3.7%	2.4%	2.6%	6.3%	4.3%	3.0%	2.8%	3.1%	2.5%	2.3%	3.0%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16m Curbside recycling services

5=Very satisfied	29.3%	22.6%	26.5%	25.0%	23.3%	26.1%	24.4%	28.1%	29.2%	25.6%	26.5%
4=Satisfied	44.8%	45.1%	46.6%	45.8%	43.9%	44.1%	47.4%	44.7%	46.5%	46.7%	45.6%
3=Neutral	15.1%	17.1%	16.1%	18.8%	21.9%	16.5%	16.4%	13.6%	14.5%	18.1%	16.1%
2=Dissatisfied	5.2%	7.9%	6.1%	6.3%	6.0%	6.7%	6.9%	6.5%	5.3%	5.0%	6.2%
1=Very dissatisfied	5.7%	7.2%	4.6%	4.2%	5.0%	6.5%	4.8%	7.0%	4.5%	4.5%	5.6%

Q16. Street Maintenance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q16n Curbside bulky waste collection

5=Very satisfied	24.0%	15.3%	21.3%	19.6%	20.9%	22.4%	17.6%	21.1%	21.2%	24.6%	20.8%
4=Satisfied	38.5%	40.4%	39.2%	34.8%	40.5%	42.3%	40.7%	37.8%	37.1%	36.2%	39.1%
3=Neutral	19.1%	24.6%	21.7%	26.1%	22.9%	18.8%	23.8%	20.9%	19.6%	26.1%	21.6%
2=Dissatisfied	10.7%	13.0%	11.1%	6.5%	9.5%	9.4%	12.1%	12.2%	13.5%	7.5%	11.3%
1=Very dissatisfied	7.6%	6.7%	6.7%	13.0%	6.2%	7.2%	5.7%	8.0%	8.6%	5.5%	7.1%

Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	
<u>Q17 Street maintenance</u>											
A=Major streets smoothness	15.3%	20.0%	17.1%	14.3%	10.0%	17.1%	20.3%	17.8%	16.8%	18.0%	17.1%
B=Major streets cleanliness	13.7%	15.4%	14.4%	21.4%	13.6%	14.3%	13.2%	14.8%	16.4%	14.3%	14.5%
C=Major streets tree canopy along streets	7.2%	6.0%	7.4%	8.9%	6.1%	5.1%	6.9%	6.3%	10.2%	7.8%	7.0%
D=Major streets landscaping along streets/in medians	6.9%	5.8%	8.0%	5.4%	3.3%	4.6%	8.6%	6.8%	9.8%	7.8%	7.1%
E=Major streets quality of road signs	6.0%	6.2%	8.5%	5.4%	5.0%	7.2%	7.2%	7.6%	6.4%	8.6%	7.0%
F=Major streets prevention of street flooding	20.4%	20.7%	20.8%	14.3%	13.6%	19.0%	21.2%	24.3%	18.9%	22.4%	20.5%

Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	
<u>Q17 Street maintenance (Cont.)</u>											
G=Side streets smoothness	10.5%	12.6%	11.4%	7.1%	8.0%	11.8%	14.4%	10.0%	11.1%	11.8%	11.3%
H=Side streets cleanliness	8.9%	11.1%	11.0%	7.1%	9.4%	14.1%	11.1%	9.9%	7.9%	8.6%	10.3%
I=Side streets tree canopy along streets	7.3%	5.4%	5.2%	1.8%	4.7%	4.6%	4.9%	7.1%	8.2%	3.3%	5.9%
J=Side streets quality of road signs	4.3%	6.5%	5.4%	5.4%	4.4%	6.3%	4.6%	5.6%	5.5%	4.9%	5.3%
K=Side streets prevention of street flooding	18.1%	19.6%	17.9%	12.5%	12.7%	15.8%	20.4%	22.0%	17.1%	15.5%	18.3%
L=Curbside garbage collection services	4.4%	4.4%	2.6%	7.1%	5.5%	4.2%	2.9%	3.6%	3.8%	2.4%	3.7%

Q17. Which TWO areas of street maintenance listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	
<u>Q17 Street maintenance (Cont.)</u>											
M=Curbside recycling services	3.7%	4.5%	4.4%	0.0%	3.0%	4.4%	4.6%	5.0%	3.4%	2.0%	4.1%
N=Curbside bulky waste collection	10.4%	10.1%	9.0%	7.1%	11.1%	7.0%	10.4%	9.8%	11.1%	7.8%	9.7%
Z=None chosen	28.3%	23.3%	25.8%	37.5%	42.7%	30.0%	21.5%	22.1%	23.4%	29.0%	26.3%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q18a Overall appearance of Miami-Dade County

5=Very satisfied	9.2%	6.6%	6.0%	5.4%	11.9%	10.1%	7.4%	4.8%	4.8%	8.6%	7.2%
4=Satisfied	45.4%	46.4%	40.1%	37.5%	42.1%	45.8%	49.5%	44.9%	38.6%	30.6%	43.4%
3=Neutral	27.0%	27.2%	31.0%	23.2%	24.7%	26.4%	26.6%	29.4%	29.8%	38.0%	28.6%
2=Dissatisfied	11.3%	13.1%	15.1%	12.5%	8.6%	9.3%	12.4%	14.6%	19.5%	11.4%	13.3%
1=Very dissatisfied	3.8%	3.6%	4.2%	10.7%	4.2%	3.4%	2.0%	4.0%	6.4%	4.9%	4.0%
9=Don't know	3.3%	3.1%	3.6%	10.7%	8.6%	5.1%	2.2%	2.3%	0.9%	6.5%	3.5%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Yes- Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q18b Overall appearance of your neighborhood

5=Very satisfied	16.9%	12.2%	15.6%	10.7%	11.9%	13.5%	12.9%	16.1%	19.8%	15.1%	15.2%
4=Satisfied	48.4%	51.6%	45.7%	32.1%	42.1%	44.7%	52.7%	47.3%	52.0%	41.6%	47.8%
3=Neutral	16.9%	20.3%	20.5%	21.4%	20.5%	23.6%	17.2%	18.7%	14.6%	26.5%	19.2%
2=Dissatisfied	10.9%	10.6%	11.1%	10.7%	13.0%	10.3%	12.4%	11.0%	9.1%	8.6%	10.9%
1=Very dissatisfied	4.1%	3.2%	4.1%	12.5%	5.8%	4.2%	2.8%	4.8%	3.4%	3.3%	4.0%
9=Don't know	2.8%	2.1%	3.0%	12.5%	6.6%	3.6%	2.0%	2.1%	1.1%	4.9%	2.9%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q18c Maintenance of residential property in your neighborhood

5=Very satisfied	18.3%	11.9%	14.6%	7.1%	12.2%	13.7%	11.8%	15.9%	20.5%	15.9%	15.1%
4=Satisfied	46.3%	50.8%	46.7%	39.3%	39.9%	45.8%	51.9%	46.5%	52.1%	42.0%	47.4%
3=Neutral	17.0%	21.2%	20.4%	19.6%	22.7%	21.9%	20.3%	19.4%	13.0%	22.0%	19.4%
2=Dissatisfied	11.6%	11.1%	10.6%	14.3%	11.4%	10.5%	11.5%	11.8%	10.0%	11.4%	11.2%
1=Very dissatisfied	4.0%	2.8%	4.1%	10.7%	6.6%	4.2%	2.3%	4.4%	3.2%	2.4%	3.8%
9=Don't know	2.8%	2.1%	3.6%	8.9%	7.2%	3.8%	2.2%	2.0%	1.1%	6.1%	3.0%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Yes- Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q18d Maintenance of business property in your neighborhood

5=Very satisfied	12.7%	8.8%	9.4%	5.4%	11.6%	10.3%	7.8%	9.6%	13.2%	11.0%	10.3%
4=Satisfied	44.8%	46.2%	42.1%	35.7%	38.5%	43.5%	47.2%	43.3%	46.6%	39.6%	43.9%
3=Neutral	22.8%	27.2%	25.2%	25.0%	23.5%	25.1%	24.9%	26.4%	21.6%	28.2%	24.8%
2=Dissatisfied	8.9%	9.9%	11.0%	12.5%	9.1%	9.7%	10.3%	11.1%	10.0%	8.2%	10.1%
1=Very dissatisfied	4.0%	3.1%	4.2%	8.9%	5.8%	3.6%	2.9%	4.8%	3.0%	3.3%	3.9%
9=Don't know	6.8%	4.9%	8.1%	12.5%	11.4%	7.8%	6.9%	4.8%	5.5%	9.8%	7.0%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q18e Cleanliness of waterways near your home

5=Very satisfied	11.2%	9.2%	8.6%	8.9%	11.6%	9.5%	8.3%	8.8%	11.1%	10.2%	9.6%
4=Satisfied	36.3%	36.1%	32.8%	32.1%	34.3%	33.8%	36.1%	33.3%	38.0%	31.4%	34.8%
3=Neutral	23.1%	26.7%	26.5%	19.6%	23.3%	25.9%	26.3%	26.6%	21.6%	27.3%	25.2%
2=Dissatisfied	12.9%	13.1%	15.0%	14.3%	9.7%	13.9%	14.1%	15.2%	14.6%	12.2%	13.9%
1=Very dissatisfied	6.1%	5.2%	5.1%	5.4%	6.1%	4.6%	3.5%	6.2%	7.0%	5.3%	5.5%
9=Don't know	10.4%	9.8%	12.1%	19.6%	15.0%	12.2%	11.7%	9.9%	7.7%	13.5%	11.1%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q18a Overall appearance of Miami-Dade County

5=Very satisfied	9.5%	6.8%	6.2%	6.0%	13.0%	10.7%	7.5%	4.9%	4.9%	9.2%	7.5%
4=Satisfied	47.0%	47.9%	41.6%	42.0%	46.1%	48.2%	50.5%	45.9%	38.9%	32.8%	45.0%
3=Neutral	27.9%	28.0%	32.2%	26.0%	27.0%	27.8%	27.2%	30.1%	30.1%	40.6%	29.6%
2=Dissatisfied	11.7%	13.5%	15.7%	14.0%	9.4%	9.8%	12.7%	15.0%	19.6%	12.2%	13.8%
1=Very dissatisfied	3.9%	3.7%	4.3%	12.0%	4.5%	3.6%	2.0%	4.1%	6.5%	5.2%	4.1%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q18b Overall appearance of your neighborhood

5=Very satisfied	17.4%	12.5%	16.1%	12.2%	12.8%	14.0%	13.2%	16.5%	20.0%	15.9%	15.6%
4=Satisfied	49.8%	52.7%	47.1%	36.7%	45.1%	46.4%	53.8%	48.3%	52.5%	43.8%	49.2%
3=Neutral	17.3%	20.7%	21.2%	24.5%	22.0%	24.5%	17.6%	19.1%	14.8%	27.9%	19.8%
2=Dissatisfied	11.2%	10.8%	11.4%	12.2%	13.9%	10.7%	12.7%	11.2%	9.2%	9.0%	11.2%
1=Very dissatisfied	4.3%	3.3%	4.2%	14.3%	6.2%	4.4%	2.8%	4.9%	3.4%	3.4%	4.2%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q18c Maintenance of residential property in your neighborhood

5=Very satisfied	18.8%	12.2%	15.2%	7.8%	13.1%	14.3%	12.1%	16.2%	20.8%	17.0%	15.6%
4=Satisfied	47.6%	51.9%	48.4%	43.1%	43.0%	47.6%	53.1%	47.4%	52.7%	44.8%	48.9%
3=Neutral	17.5%	21.7%	21.1%	21.6%	24.5%	22.8%	20.7%	19.8%	13.2%	23.5%	20.0%
2=Dissatisfied	11.9%	11.4%	11.0%	15.7%	12.2%	11.0%	11.8%	12.0%	10.1%	12.2%	11.5%
1=Very dissatisfied	4.1%	2.8%	4.2%	11.8%	7.2%	4.4%	2.4%	4.5%	3.2%	2.6%	4.0%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q18d Maintenance of business property in your neighborhood

5=Very satisfied	13.6%	9.2%	10.3%	6.1%	13.1%	11.2%	8.4%	10.1%	14.0%	12.2%	11.1%
4=Satisfied	48.0%	48.5%	45.8%	40.8%	43.4%	47.1%	50.7%	45.5%	49.3%	43.9%	47.1%
3=Neutral	24.5%	28.6%	27.4%	28.6%	26.6%	27.2%	26.7%	27.7%	22.9%	31.2%	26.7%
2=Dissatisfied	9.6%	10.5%	12.0%	14.3%	10.3%	10.5%	11.1%	11.7%	10.6%	9.0%	10.9%
1=Very dissatisfied	4.2%	3.2%	4.5%	10.2%	6.6%	3.9%	3.1%	5.0%	3.2%	3.6%	4.2%

Q18. Community Appearance Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q18e Cleanliness of waterways near your home

5=Very satisfied	12.5%	10.1%	9.7%	11.1%	13.7%	10.8%	9.4%	9.7%	12.0%	11.8%	10.8%
4=Satisfied	40.5%	40.0%	37.3%	40.0%	40.4%	38.5%	40.9%	37.0%	41.2%	36.3%	39.1%
3=Neutral	25.8%	29.6%	30.1%	24.4%	27.4%	29.6%	29.7%	29.6%	23.4%	31.6%	28.4%
2=Dissatisfied	14.4%	14.6%	17.1%	17.8%	11.4%	15.9%	16.0%	16.9%	15.9%	14.2%	15.6%
1=Very dissatisfied	6.8%	5.7%	5.8%	6.7%	7.2%	5.3%	4.0%	6.9%	7.5%	6.1%	6.1%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19a Development & land use in the County

5=Very satisfied	4.7%	2.8%	3.8%	1.8%	6.1%	7.6%	4.5%	1.8%	2.1%	2.4%	3.8%
4=Satisfied	22.2%	22.7%	18.0%	21.4%	27.4%	20.7%	22.1%	19.9%	17.3%	16.7%	20.6%
3=Neutral	28.9%	32.8%	28.9%	28.6%	29.4%	33.8%	31.8%	31.0%	23.0%	29.4%	29.8%
2=Dissatisfied	17.7%	21.2%	20.9%	12.5%	7.5%	15.4%	20.4%	22.1%	27.3%	18.8%	19.8%
1=Very dissatisfied	12.5%	9.3%	14.6%	16.1%	7.2%	6.5%	8.1%	14.8%	22.5%	14.3%	12.6%
9=Don't know	14.0%	11.3%	13.7%	19.6%	22.4%	16.0%	13.1%	10.5%	7.7%	18.4%	13.3%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Yes- Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q19b Development & land use in your neighborhood

5=Very satisfied	6.2%	4.5%	4.9%	3.6%	6.6%	7.6%	5.5%	3.4%	5.5%	3.3%	5.2%
4=Satisfied	29.3%	30.5%	27.9%	26.8%	30.7%	26.2%	29.8%	28.0%	32.7%	24.5%	29.0%
3=Neutral	29.7%	31.3%	30.9%	26.8%	29.1%	32.1%	31.6%	33.2%	23.9%	32.2%	30.5%
2=Dissatisfied	13.9%	18.2%	15.9%	8.9%	7.2%	15.0%	16.4%	16.9%	18.8%	15.5%	15.7%
1=Very dissatisfied	8.7%	6.4%	8.8%	12.5%	5.5%	4.6%	6.1%	9.3%	13.4%	9.0%	8.2%
9=Don't know	12.3%	9.2%	11.6%	21.4%	20.8%	14.6%	10.4%	9.1%	5.7%	15.5%	11.4%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19c How well the County is managing growth

5=Very satisfied	4.1%	2.7%	3.4%	1.8%	6.4%	7.4%	4.0%	1.6%	1.3%	1.6%	3.5%
4=Satisfied	17.9%	16.4%	14.1%	14.3%	26.9%	19.4%	17.1%	14.4%	10.0%	9.4%	15.9%
3=Neutral	24.6%	30.4%	26.1%	23.2%	28.3%	27.8%	28.6%	26.5%	21.4%	28.2%	26.6%
2=Dissatisfied	22.1%	23.7%	24.2%	17.9%	10.2%	16.7%	25.3%	26.5%	30.7%	21.2%	23.3%
1=Very dissatisfied	19.2%	17.2%	19.6%	21.4%	8.3%	12.7%	13.7%	22.3%	30.4%	22.4%	18.9%
9=Don't know	12.2%	9.5%	12.5%	21.4%	19.9%	16.0%	11.4%	8.6%	6.3%	17.1%	11.8%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19d Opportunities for involvement in community economic development efforts

5=Very satisfied	3.5%	2.0%	2.6%	1.8%	4.2%	5.5%	3.4%	1.2%	1.6%	1.6%	2.7%
4=Satisfied	14.2%	14.7%	14.0%	12.5%	21.3%	17.5%	14.6%	11.8%	11.3%	11.4%	14.2%
3=Neutral	34.1%	37.0%	32.6%	30.4%	29.4%	31.2%	36.4%	37.5%	32.0%	33.9%	34.1%
2=Dissatisfied	14.5%	17.8%	13.1%	19.6%	9.4%	14.1%	14.7%	16.7%	17.1%	12.7%	14.9%
1=Very dissatisfied	11.0%	8.1%	8.6%	7.1%	7.2%	7.2%	7.1%	11.0%	13.6%	6.5%	9.3%
9=Don't know	22.7%	20.4%	29.1%	28.6%	28.5%	24.5%	23.8%	21.8%	24.5%	33.9%	24.8%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19e Effectiveness of revitalization efforts in low income areas

5=Very satisfied	3.2%	1.9%	2.2%	1.8%	4.2%	5.9%	2.8%	0.8%	1.1%	1.6%	2.5%
4=Satisfied	14.3%	11.4%	11.0%	5.4%	21.1%	13.3%	11.2%	10.7%	9.1%	11.0%	12.1%
3=Neutral	28.1%	32.0%	27.7%	26.8%	23.8%	31.9%	31.3%	29.1%	26.6%	28.2%	28.8%
2=Dissatisfied	17.6%	20.7%	17.7%	14.3%	13.0%	18.6%	19.7%	18.7%	22.0%	12.7%	18.4%
1=Very dissatisfied	13.1%	11.8%	12.2%	17.9%	11.9%	9.5%	10.9%	14.4%	14.6%	11.8%	12.5%
9=Don't know	23.8%	22.3%	29.1%	33.9%	26.0%	20.9%	24.1%	26.3%	26.6%	34.7%	25.7%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19f County process for getting building permits

5=Very satisfied	2.9%	1.6%	1.9%	3.6%	5.8%	5.1%	2.3%	0.6%	0.4%	1.2%	2.2%
4=Satisfied	12.9%	11.1%	11.4%	8.9%	15.8%	13.5%	14.3%	10.0%	7.9%	11.0%	11.8%
3=Neutral	24.0%	31.7%	24.1%	25.0%	23.5%	30.0%	29.2%	25.1%	23.0%	22.4%	25.9%
2=Dissatisfied	16.8%	13.4%	16.8%	17.9%	9.1%	11.4%	14.9%	19.3%	20.4%	16.3%	16.0%
1=Very dissatisfied	17.9%	13.3%	13.5%	19.6%	8.3%	9.1%	11.4%	18.5%	24.6%	12.7%	15.1%
9=Don't know	25.5%	28.9%	32.3%	25.0%	37.4%	31.0%	28.0%	26.5%	23.8%	36.3%	29.0%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19g County process for conducting building inspections

5=Very satisfied	3.2%	1.9%	2.1%	1.8%	6.1%	5.9%	2.0%	0.9%	0.5%	0.8%	2.4%
4=Satisfied	14.0%	11.4%	11.4%	14.3%	16.6%	13.1%	14.4%	10.4%	10.0%	11.0%	12.3%
3=Neutral	24.8%	32.2%	25.9%	26.8%	21.3%	30.6%	30.9%	26.2%	25.5%	24.9%	27.0%
2=Dissatisfied	16.1%	13.0%	16.0%	14.3%	9.4%	11.8%	13.5%	19.2%	18.8%	13.9%	15.3%
1=Very dissatisfied	16.0%	11.0%	11.9%	14.3%	9.1%	8.6%	10.0%	16.0%	20.2%	10.2%	13.2%
9=Don't know	25.9%	30.5%	32.8%	28.6%	37.4%	30.0%	29.2%	27.3%	25.0%	39.2%	29.8%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19h Property Appraisers Office

5=Very satisfied	3.3%	2.8%	3.0%	3.6%	5.8%	6.3%	2.5%	1.3%	1.8%	3.3%	3.0%
4=Satisfied	19.6%	20.3%	19.3%	19.6%	19.4%	18.6%	22.6%	18.1%	20.9%	16.7%	19.6%
3=Neutral	28.5%	35.3%	34.7%	25.0%	23.5%	30.0%	31.6%	36.6%	34.8%	33.5%	32.5%
2=Dissatisfied	14.5%	10.7%	10.3%	10.7%	8.3%	9.5%	12.6%	13.4%	13.9%	9.4%	11.9%
1=Very dissatisfied	17.4%	9.9%	7.6%	8.9%	12.5%	11.8%	9.5%	11.9%	14.6%	6.9%	11.6%
9=Don't know	16.8%	21.0%	25.2%	32.1%	30.5%	23.8%	21.2%	18.7%	13.9%	30.2%	21.4%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19i Tax Collectors Office

5=Very satisfied	3.9%	3.4%	3.9%	3.6%	7.8%	7.6%	3.5%	1.8%	1.6%	3.3%	3.8%
4=Satisfied	22.1%	21.5%	22.5%	25.0%	20.2%	23.4%	26.3%	20.4%	21.8%	18.4%	22.1%
3=Neutral	33.7%	38.6%	35.4%	17.9%	24.1%	31.2%	33.9%	40.8%	38.8%	35.9%	35.3%
2=Dissatisfied	10.6%	7.7%	7.8%	5.4%	7.2%	6.3%	9.8%	8.5%	12.0%	5.3%	8.7%
1=Very dissatisfied	11.5%	8.0%	5.8%	14.3%	8.3%	8.0%	5.8%	9.5%	11.6%	5.3%	8.4%
9=Don't know	18.2%	20.8%	24.7%	33.9%	32.4%	23.4%	20.6%	19.0%	14.3%	31.8%	21.7%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19a Development & land use in the County

5=Very satisfied	5.5%	3.1%	4.4%	2.2%	7.9%	9.0%	5.1%	2.0%	2.3%	3.0%	4.4%
4=Satisfied	25.8%	25.6%	20.9%	26.7%	35.4%	24.6%	25.4%	22.2%	18.8%	20.5%	23.8%
3=Neutral	33.6%	36.9%	33.5%	35.6%	37.9%	40.2%	36.6%	34.6%	25.0%	36.0%	34.4%
2=Dissatisfied	20.6%	23.9%	24.3%	15.6%	9.6%	18.3%	23.5%	24.7%	29.6%	23.0%	22.8%
1=Very dissatisfied	14.6%	10.5%	17.0%	20.0%	9.3%	7.8%	9.4%	16.6%	24.4%	17.5%	14.6%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19b Development & land use in your neighborhood

5=Very satisfied	7.0%	5.0%	5.5%	4.5%	8.4%	8.9%	6.2%	3.7%	5.9%	3.9%	5.9%
4=Satisfied	33.4%	33.6%	31.6%	34.1%	38.8%	30.6%	33.3%	30.8%	34.7%	29.0%	32.7%
3=Neutral	33.8%	34.5%	35.0%	34.1%	36.7%	37.5%	35.3%	36.5%	25.4%	38.2%	34.4%
2=Dissatisfied	15.9%	20.0%	18.0%	11.4%	9.1%	17.5%	18.4%	18.6%	19.9%	18.4%	17.7%
1=Very dissatisfied	9.9%	7.0%	9.9%	15.9%	7.0%	5.4%	6.9%	10.3%	14.2%	10.6%	9.3%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19c How well the County is managing growth

5=Very satisfied	4.7%	2.9%	3.9%	2.3%	8.0%	8.8%	4.5%	1.8%	1.3%	2.0%	3.9%
4=Satisfied	20.3%	18.2%	16.1%	18.2%	33.6%	23.1%	19.2%	15.7%	10.7%	11.3%	18.1%
3=Neutral	28.0%	33.6%	29.9%	29.5%	35.3%	33.2%	32.2%	29.0%	22.9%	34.0%	30.1%
2=Dissatisfied	25.2%	26.2%	27.7%	22.7%	12.8%	19.8%	28.6%	29.0%	32.8%	25.6%	26.4%
1=Very dissatisfied	21.8%	19.1%	22.4%	27.3%	10.4%	15.1%	15.4%	24.4%	32.4%	27.1%	21.4%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19d Opportunities for involvement in community economic development efforts

5=Very satisfied	4.5%	2.5%	3.6%	2.5%	5.8%	7.3%	4.4%	1.5%	2.1%	2.5%	3.6%
4=Satisfied	18.4%	18.5%	19.7%	17.5%	29.8%	23.2%	19.2%	15.1%	14.9%	17.3%	18.9%
3=Neutral	44.1%	46.5%	46.0%	42.5%	41.1%	41.3%	47.8%	48.0%	42.3%	51.2%	45.4%
2=Dissatisfied	18.8%	22.3%	18.5%	27.5%	13.2%	18.7%	19.4%	21.4%	22.7%	19.1%	19.8%
1=Very dissatisfied	14.2%	10.2%	12.2%	10.0%	10.1%	9.5%	9.3%	14.1%	18.0%	9.9%	12.3%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19e Effectiveness of revitalization efforts in low income areas

5=Very satisfied	4.2%	2.4%	3.2%	2.7%	5.6%	7.5%	3.6%	1.1%	1.5%	2.5%	3.3%
4=Satisfied	18.7%	14.7%	15.6%	8.1%	28.5%	16.8%	14.8%	14.6%	12.4%	16.9%	16.3%
3=Neutral	36.8%	41.1%	39.1%	40.5%	32.2%	40.3%	41.3%	39.5%	36.3%	43.1%	38.8%
2=Dissatisfied	23.1%	26.6%	25.0%	21.6%	17.6%	23.5%	25.9%	25.4%	29.9%	19.4%	24.7%
1=Very dissatisfied	17.1%	15.2%	17.1%	27.0%	16.1%	12.0%	14.4%	19.5%	20.0%	18.1%	16.8%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19f County process for getting building permits

5=Very satisfied	4.0%	2.2%	2.8%	4.8%	9.3%	7.3%	3.2%	0.8%	0.5%	1.9%	3.1%
4=Satisfied	17.3%	15.7%	16.8%	11.9%	25.2%	19.6%	19.8%	13.7%	10.3%	17.3%	16.6%
3=Neutral	32.3%	44.6%	35.7%	33.3%	37.6%	43.4%	40.5%	34.2%	30.2%	35.3%	36.5%
2=Dissatisfied	22.5%	18.8%	24.8%	23.8%	14.6%	16.5%	20.7%	26.2%	26.7%	25.6%	22.6%
1=Very dissatisfied	24.0%	18.7%	20.0%	26.2%	13.3%	13.1%	15.8%	25.1%	32.3%	19.9%	21.2%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q19g County process for conducting building inspections

5=Very satisfied	4.3%	2.7%	3.1%	2.5%	9.7%	8.4%	2.8%	1.3%	0.7%	1.3%	3.4%
4=Satisfied	18.9%	16.4%	16.9%	20.0%	26.5%	18.7%	20.4%	14.3%	13.3%	18.1%	17.5%
3=Neutral	33.4%	46.4%	38.5%	37.5%	34.1%	43.7%	43.6%	36.0%	34.0%	40.9%	38.5%
2=Dissatisfied	21.7%	18.7%	23.8%	20.0%	15.0%	16.9%	19.1%	26.4%	25.0%	22.8%	21.8%
1=Very dissatisfied	21.6%	15.8%	17.7%	20.0%	14.6%	12.3%	14.1%	22.0%	26.9%	16.8%	18.7%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19h Property Appraisers Office

5=Very satisfied	4.0%	3.5%	4.0%	5.3%	8.4%	8.3%	3.1%	1.6%	2.1%	4.7%	3.9%
4=Satisfied	23.6%	25.7%	25.7%	28.9%	27.9%	24.4%	28.7%	22.3%	24.3%	24.0%	25.0%
3=Neutral	34.2%	44.6%	46.4%	36.8%	33.9%	39.3%	40.2%	45.0%	40.5%	48.0%	41.3%
2=Dissatisfied	17.4%	13.6%	13.8%	15.8%	12.0%	12.5%	16.0%	16.5%	16.2%	13.5%	15.1%
1=Very dissatisfied	20.9%	12.6%	10.1%	13.2%	17.9%	15.5%	12.1%	14.7%	17.0%	9.9%	14.7%

Q19. Community Planning and Development Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q19i Tax Collectors Office

5=Very satisfied	4.7%	4.4%	5.2%	5.4%	11.5%	9.9%	4.4%	2.2%	1.9%	4.8%	4.8%
4=Satisfied	27.0%	27.1%	29.8%	37.8%	29.9%	30.6%	33.1%	25.3%	25.4%	26.9%	28.3%
3=Neutral	41.2%	48.7%	47.0%	27.0%	35.7%	40.8%	42.7%	50.4%	45.2%	52.7%	45.0%
2=Dissatisfied	13.0%	9.7%	10.3%	8.1%	10.7%	8.3%	12.4%	10.5%	14.0%	7.8%	11.1%
1=Very dissatisfied	14.1%	10.1%	7.6%	21.6%	12.3%	10.5%	7.4%	11.7%	13.5%	7.8%	10.8%

Q20. Have you had contact by phone or in-person with any Miami-Dade County department in the last twelve months?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q20 Contact by phone or in-person

1=Yes	54.4%	56.1%	53.4%	44.6%	39.6%	46.8%	52.7%	60.9%	63.8%	49.4%	54.2%
2=No	44.5%	43.5%	45.2%	50.0%	58.7%	51.3%	46.5%	38.2%	35.7%	49.0%	44.7%
9=No response	1.1%	0.4%	1.4%	5.4%	1.7%	1.9%	0.8%	0.9%	0.5%	1.6%	1.1%

Q20a. Which of the following Miami-Dade county services did you contact?

N=1707

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q20a County services contacted

01=311/County Answer Center	16.6%	20.6%	13.9%	16.0%	18.9%	22.1%	17.2%	15.5%	13.7%	14.0%	16.5%
02=911/Emergency Services	20.6%	17.5%	15.9%	28.0%	25.9%	23.0%	18.7%	17.1%	14.3%	14.0%	18.1%
03=Library services	22.8%	29.6%	27.1%	20.0%	23.1%	27.9%	26.5%	24.6%	25.8%	33.1%	26.1%
04=Parks and recreation programs	14.4%	21.7%	18.6%	16.0%	13.3%	17.1%	16.9%	19.4%	20.7%	12.4%	17.9%
05=Police (non-emergency)	33.2%	30.5%	31.4%	28.0%	28.7%	27.9%	31.8%	32.4%	36.1%	26.4%	31.8%
06=Property appraisal	16.8%	14.4%	16.3%	16.0%	7.7%	12.6%	16.0%	18.0%	19.9%	11.6%	16.0%
07=Property tax collection	22.3%	22.7%	20.1%	32.0%	21.0%	23.4%	20.1%	23.6%	21.3%	16.5%	21.7%
08=Street maintenance	18.6%	15.4%	19.0%	12.0%	14.7%	17.1%	16.9%	18.4%	19.9%	17.4%	17.9%

Q20a. Which of the following Miami-Dade county services did you contact?

N=1707

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q20a County services contacted (Cont.)

09=Transit services	11.0%	16.1%	11.4%	16.0%	26.6%	14.9%	13.1%	9.2%	9.0%	14.0%	12.5%
10=Garbage collection/ recycling	30.8%	25.3%	32.3%	24.0%	21.7%	24.8%	29.7%	33.6%	32.2%	27.3%	29.9%
11=Water & sewer services	22.3%	22.9%	17.4%	12.0%	21.0%	25.7%	20.4%	19.0%	20.2%	16.5%	20.4%
99=Other	17.3%	14.4%	18.0%	8.0%	6.3%	13.1%	14.9%	16.1%	24.4%	20.7%	16.7%
00=No response	0.3%	1.2%	0.9%	0.0%	1.4%	0.0%	1.5%	0.4%	0.6%	1.7%	0.8%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21a It was easy to find the person who could address my request

5=Strongly agree	8.3%	8.9%	7.4%	5.4%	9.4%	9.7%	9.2%	6.8%	7.3%	5.3%	8.0%
4=Agree	27.0%	31.6%	25.8%	17.9%	23.5%	25.7%	33.3%	28.5%	23.9%	25.3%	27.4%
3=Neutral	20.3%	20.7%	19.8%	21.4%	19.1%	21.5%	19.4%	21.8%	18.8%	19.2%	20.2%
2=Disagree	15.6%	14.2%	16.5%	14.3%	8.0%	10.1%	13.7%	19.4%	22.0%	14.7%	15.6%
1=Strongly disagree	9.6%	8.1%	8.2%	12.5%	7.8%	6.3%	4.6%	9.8%	14.8%	7.8%	8.7%
9=Don't know	19.3%	16.6%	22.3%	28.6%	32.1%	26.6%	19.8%	13.7%	13.2%	27.8%	20.0%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21b County employees that assisted me were courteous & professional

5=Strongly agree	10.8%	11.4%	11.7%	7.1%	12.2%	12.7%	12.4%	9.9%	10.9%	9.0%	11.2%
4=Agree	30.7%	34.9%	32.6%	17.9%	24.7%	28.5%	37.3%	33.3%	33.4%	30.6%	32.2%
3=Neutral	22.6%	23.7%	20.7%	23.2%	19.7%	21.1%	19.4%	25.1%	23.8%	20.8%	22.1%
2=Disagree	10.1%	8.1%	8.5%	10.7%	4.7%	6.5%	9.2%	11.2%	11.1%	6.9%	9.0%
1=Strongly disagree	7.1%	5.4%	4.6%	8.9%	6.9%	5.3%	2.3%	6.7%	7.9%	5.7%	5.7%
9=Don't know	18.8%	16.4%	22.0%	32.1%	31.9%	25.9%	19.4%	13.8%	13.0%	26.9%	19.7%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21c I was able to get my question or concern resolved

5=Strongly agree	9.4%	9.8%	8.6%	7.1%	10.5%	10.5%	10.3%	7.8%	9.3%	5.3%	9.1%
4=Agree	28.6%	33.8%	30.5%	19.6%	21.1%	27.0%	36.9%	33.4%	28.8%	27.8%	30.5%
3=Neutral	21.6%	21.4%	19.3%	23.2%	21.6%	20.7%	17.1%	21.4%	21.8%	23.7%	20.6%
2=Disagree	11.6%	11.0%	11.3%	10.7%	5.8%	9.3%	11.8%	13.3%	14.3%	8.2%	11.3%
1=Strongly disagree	9.5%	7.8%	7.9%	10.7%	7.8%	6.3%	4.8%	10.3%	13.0%	6.9%	8.5%
9=Don't know	19.2%	16.2%	22.5%	28.6%	33.2%	26.2%	19.2%	13.8%	12.9%	28.2%	19.9%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100,000 or more 5	Not provided 9	

Q21d Response time to address my request was reasonable

5=Strongly agree	8.7%	8.6%	7.9%	7.1%	9.7%	10.5%	9.1%	7.1%	7.9%	5.3%	8.3%
4=Agree	24.9%	29.7%	27.5%	23.2%	21.6%	22.6%	32.1%	29.0%	26.6%	24.5%	27.0%
3=Neutral	23.4%	21.6%	20.3%	17.9%	20.5%	23.4%	19.2%	23.7%	20.7%	21.2%	21.6%
2=Disagree	12.2%	13.5%	13.3%	12.5%	6.9%	9.3%	14.4%	13.3%	17.9%	12.7%	13.0%
1=Strongly disagree	11.0%	10.5%	8.2%	8.9%	9.1%	7.2%	5.2%	12.6%	13.8%	8.6%	9.8%
9=Don't know	19.8%	16.0%	22.8%	30.4%	32.1%	27.0%	20.0%	14.3%	13.2%	27.8%	20.3%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21e County employees went the extra mile to get my issue resolved

5=Strongly agree	6.4%	6.8%	6.2%	8.9%	8.3%	7.6%	6.8%	5.0%	6.4%	5.3%	6.4%
4=Agree	14.6%	16.2%	16.4%	7.1%	17.5%	14.6%	19.4%	13.3%	13.9%	16.3%	15.6%
3=Neutral	27.6%	29.8%	25.7%	25.0%	22.4%	26.8%	26.9%	31.3%	26.4%	24.9%	27.3%
2=Disagree	15.5%	15.3%	15.2%	8.9%	8.6%	11.2%	16.4%	17.9%	18.0%	13.5%	15.2%
1=Strongly disagree	14.7%	12.3%	11.3%	19.6%	9.4%	9.1%	7.2%	16.6%	20.2%	10.6%	12.9%
9=Don't know	21.2%	19.6%	25.3%	30.4%	33.8%	30.8%	23.3%	15.9%	15.0%	29.4%	22.6%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21f I was satisfied with my experience

5=Strongly agree	8.8%	9.5%	9.3%	12.5%	10.2%	10.5%	11.2%	8.4%	7.9%	6.1%	9.2%
4=Agree	23.6%	26.7%	22.9%	12.5%	20.8%	23.2%	28.1%	24.9%	21.8%	19.6%	23.9%
3=Neutral	23.8%	25.9%	23.7%	25.0%	24.1%	22.2%	21.2%	26.6%	24.6%	28.2%	24.3%
2=Disagree	12.3%	11.8%	12.5%	10.7%	4.4%	9.9%	13.2%	14.3%	16.4%	9.4%	12.3%
1=Strongly disagree	12.4%	9.9%	9.3%	10.7%	9.4%	8.2%	6.8%	12.3%	16.3%	7.8%	10.5%
9=Don't know	19.0%	16.2%	22.2%	28.6%	31.0%	25.9%	19.5%	13.6%	13.0%	29.0%	19.8%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21a It was easy to find the person who could address my request

5=Strongly agree	10.3%	10.7%	9.5%	7.5%	13.9%	13.2%	11.5%	7.8%	8.4%	7.3%	10.0%
4=Agree	33.4%	37.8%	33.2%	25.0%	34.7%	35.1%	41.6%	33.0%	27.6%	35.0%	34.3%
3=Neutral	25.1%	24.8%	25.5%	30.0%	28.2%	29.3%	24.1%	25.3%	21.6%	26.6%	25.3%
2=Disagree	19.3%	17.0%	21.3%	20.0%	11.8%	13.8%	17.0%	22.5%	25.3%	20.3%	19.5%
1=Strongly disagree	11.9%	9.7%	10.5%	17.5%	11.4%	8.6%	5.7%	11.4%	17.1%	10.7%	10.9%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21b County employees that assisted me were courteous & professional

5=Strongly agree	13.3%	13.7%	15.0%	10.5%	17.9%	17.1%	15.4%	11.5%	12.5%	12.3%	14.0%
4=Agree	37.8%	41.7%	41.8%	26.3%	36.2%	38.5%	46.3%	38.6%	38.4%	41.9%	40.1%
3=Neutral	27.8%	28.4%	26.5%	34.2%	28.9%	28.5%	24.0%	29.1%	27.3%	28.5%	27.5%
2=Disagree	12.5%	9.7%	10.9%	15.8%	6.9%	8.8%	11.4%	13.0%	12.7%	9.5%	11.2%
1=Strongly disagree	8.7%	6.5%	5.8%	13.2%	10.2%	7.1%	2.9%	7.7%	9.0%	7.8%	7.1%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21c I was able to get my question or concern resolved

5=Strongly agree	11.6%	11.7%	11.0%	10.0%	15.8%	14.3%	12.7%	9.1%	10.7%	7.4%	11.4%
4=Agree	35.5%	40.3%	39.4%	27.5%	31.5%	36.6%	45.6%	38.8%	33.0%	38.6%	38.1%
3=Neutral	26.8%	25.5%	24.8%	32.5%	32.4%	28.0%	21.1%	24.8%	25.0%	33.0%	25.8%
2=Disagree	14.4%	13.1%	14.5%	15.0%	8.7%	12.6%	14.6%	15.4%	16.4%	11.4%	14.2%
1=Strongly disagree	11.7%	9.3%	10.2%	15.0%	11.6%	8.6%	5.9%	11.9%	15.0%	9.7%	10.6%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21d Response time to address my request was reasonable

5=Strongly agree	10.8%	10.3%	10.2%	10.3%	14.3%	14.5%	11.3%	8.3%	9.1%	7.3%	10.4%
4=Agree	31.0%	35.4%	35.6%	33.3%	31.8%	30.9%	40.1%	33.8%	30.7%	33.9%	33.9%
3=Neutral	29.2%	25.8%	26.3%	25.6%	30.2%	32.1%	24.0%	27.7%	23.9%	29.4%	27.1%
2=Disagree	15.3%	16.1%	17.2%	17.9%	10.2%	12.7%	18.0%	15.5%	20.6%	17.5%	16.3%
1=Strongly disagree	13.8%	12.5%	10.7%	12.8%	13.5%	9.8%	6.5%	14.7%	15.8%	11.9%	12.2%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21e County employees went the extra mile to get my issue resolved

5=Strongly agree	8.1%	8.4%	8.2%	12.8%	12.6%	11.0%	8.8%	6.0%	7.6%	7.5%	8.3%
4=Agree	18.6%	20.1%	21.9%	10.3%	26.4%	21.0%	25.3%	15.8%	16.4%	23.1%	20.1%
3=Neutral	35.0%	37.1%	34.4%	35.9%	33.9%	38.7%	35.1%	37.2%	31.1%	35.3%	35.3%
2=Disagree	19.6%	19.0%	20.3%	12.8%	13.0%	16.2%	21.4%	21.3%	21.2%	19.1%	19.7%
1=Strongly disagree	18.7%	15.3%	15.1%	28.2%	14.2%	13.1%	9.4%	19.7%	23.7%	15.0%	16.6%

Q21. Customer Service Ratings. Thinking about your last customer experience with Miami-Dade County, please indicate your level of agreement with each of the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q21f I was satisfied with my experience

5=Strongly agree	10.9%	11.4%	11.9%	17.5%	14.9%	14.2%	13.9%	9.7%	9.0%	8.6%	11.5%
4=Agree	29.1%	31.8%	29.5%	17.5%	30.1%	31.3%	34.9%	28.8%	25.1%	27.6%	29.7%
3=Neutral	29.4%	30.9%	30.5%	35.0%	34.9%	29.9%	26.3%	30.8%	28.3%	39.7%	30.3%
2=Disagree	15.2%	14.1%	16.1%	15.0%	6.4%	13.4%	16.4%	16.5%	18.9%	13.2%	15.3%
1=Strongly disagree	15.3%	11.9%	11.9%	15.0%	13.7%	11.1%	8.4%	14.2%	18.7%	10.9%	13.1%

Q22. Which TWO areas of customer service listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q22 Customer service

A=Easy to find person who can address request	23.5%	25.5%	29.2%	17.9%	17.2%	22.6%	24.0%	30.4%	33.0%	21.2%	26.1%
B=Courtesy & professional	15.7%	15.9%	11.1%	21.4%	11.9%	9.5%	14.0%	18.0%	14.3%	11.8%	14.0%
C=Able to get question/concern resolved	16.9%	19.0%	18.8%	8.9%	11.4%	17.9%	19.2%	19.6%	21.1%	12.2%	18.0%
D=Response time is reasonable	18.0%	22.7%	18.0%	14.3%	15.0%	17.9%	21.7%	19.7%	19.8%	15.9%	19.1%
E=Will go extra mile	19.6%	26.8%	18.4%	14.3%	14.4%	16.9%	19.0%	25.8%	25.7%	13.1%	20.8%
F=Satisfied with my experience	5.5%	4.1%	3.3%	5.4%	5.0%	5.5%	5.4%	3.3%	2.7%	5.3%	4.3%
Z=No response	47.4%	40.2%	47.6%	57.1%	60.4%	52.5%	45.0%	38.2%	38.9%	57.1%	45.9%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23a Availability of information regarding programs & services

5=Very satisfied	11.8%	9.7%	10.0%	7.1%	15.0%	12.2%	10.6%	9.6%	7.5%	10.2%	10.5%
4=Satisfied	36.8%	37.9%	35.3%	30.4%	33.2%	36.3%	39.3%	38.2%	35.2%	29.5%	36.4%
3=Neutral	24.6%	26.3%	25.2%	37.5%	18.3%	24.7%	24.9%	27.7%	26.6%	28.7%	25.5%
2=Dissatisfied	8.0%	10.9%	7.9%	5.4%	5.0%	6.3%	8.4%	9.0%	12.1%	9.4%	8.6%
1=Very dissatisfied	2.8%	3.4%	2.1%	1.8%	2.2%	2.1%	1.8%	2.3%	4.8%	2.5%	2.6%
9=Don't know	16.0%	11.8%	19.5%	17.9%	26.3%	18.4%	14.9%	13.2%	13.8%	19.7%	16.5%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23b Quality of cultural facilities, theaters, museums & arts centers

5=Very satisfied	11.2%	8.9%	9.0%	5.4%	13.0%	11.4%	9.5%	9.1%	7.3%	9.0%	9.7%
4=Satisfied	37.0%	35.9%	35.9%	30.4%	33.0%	35.4%	40.1%	37.4%	34.6%	31.4%	36.2%
3=Neutral	24.2%	29.7%	25.4%	25.0%	20.8%	26.2%	26.6%	27.2%	26.3%	27.3%	26.0%
2=Dissatisfied	9.2%	9.7%	8.9%	10.7%	3.3%	7.0%	7.7%	10.7%	14.6%	8.6%	9.2%
1=Very dissatisfied	4.0%	4.5%	2.8%	8.9%	3.3%	1.7%	2.2%	4.3%	6.4%	4.1%	3.7%
9=Don't know	14.4%	11.3%	18.1%	19.6%	26.6%	18.4%	14.0%	11.2%	10.7%	19.6%	15.2%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23c Availability of cultural facilities

5=Very satisfied	9.1%	7.4%	7.0%	7.1%	10.8%	8.9%	8.1%	6.5%	6.3%	8.6%	7.8%
4=Satisfied	34.8%	34.1%	33.7%	28.6%	34.3%	34.8%	37.3%	34.9%	30.7%	28.6%	34.1%
3=Neutral	25.6%	29.4%	27.0%	26.8%	20.8%	27.8%	28.0%	28.9%	26.4%	28.2%	27.1%
2=Dissatisfied	10.9%	12.5%	10.6%	8.9%	3.6%	6.8%	9.8%	12.7%	18.4%	11.4%	11.1%
1=Very dissatisfied	5.0%	5.0%	3.4%	7.1%	3.9%	3.8%	2.2%	4.3%	8.0%	4.1%	4.4%
9=Don't know	14.6%	11.5%	18.4%	21.4%	26.6%	17.9%	14.6%	12.6%	10.2%	19.2%	15.5%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23d Availability of arts activities

5=Very satisfied	9.6%	7.7%	8.3%	5.4%	11.1%	9.1%	9.2%	7.4%	7.3%	9.0%	8.5%
4=Satisfied	33.3%	31.3%	34.3%	26.8%	32.4%	31.9%	34.1%	35.6%	31.1%	29.8%	33.1%
3=Neutral	25.8%	32.5%	26.1%	28.6%	21.6%	26.6%	28.9%	29.0%	28.0%	28.6%	27.5%
2=Dissatisfied	11.9%	12.6%	9.0%	10.7%	3.9%	9.3%	10.8%	12.6%	15.5%	8.2%	10.9%
1=Very dissatisfied	4.3%	5.4%	3.7%	7.1%	3.6%	3.6%	3.1%	4.1%	7.5%	4.5%	4.4%
9=Don't know	15.1%	10.5%	18.6%	21.4%	27.4%	19.6%	14.0%	11.3%	10.5%	20.0%	15.5%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23e Quality of County park system

5=Very satisfied	10.7%	9.3%	8.0%	8.9%	12.5%	10.3%	9.7%	9.0%	7.3%	6.5%	9.2%
4=Satisfied	42.1%	40.7%	39.0%	30.4%	37.4%	39.9%	43.6%	42.5%	39.6%	30.6%	40.3%
3=Neutral	26.0%	27.6%	24.6%	21.4%	21.9%	24.1%	26.9%	25.8%	27.1%	28.2%	25.7%
2=Dissatisfied	6.7%	8.6%	9.8%	10.7%	3.3%	7.6%	8.4%	9.8%	10.2%	9.4%	8.5%
1=Very dissatisfied	3.5%	3.3%	3.2%	8.9%	2.5%	2.3%	1.7%	4.3%	5.5%	3.7%	3.4%
9=Don't know	11.0%	10.5%	15.3%	19.6%	22.4%	15.8%	9.7%	8.5%	10.2%	21.6%	12.8%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23f Quality of park ground maintenance

5=Very satisfied	11.0%	9.4%	8.0%	10.7%	12.2%	11.4%	10.6%	8.9%	7.1%	5.7%	9.4%
4=Satisfied	42.9%	42.6%	38.7%	25.0%	38.2%	40.1%	43.8%	41.9%	41.6%	32.7%	40.8%
3=Neutral	24.2%	26.3%	25.3%	26.8%	21.9%	21.9%	24.7%	26.2%	27.5%	29.0%	25.2%
2=Dissatisfied	7.1%	8.0%	9.8%	10.7%	3.6%	8.9%	8.4%	9.9%	8.9%	8.2%	8.4%
1=Very dissatisfied	3.2%	3.7%	2.8%	10.7%	1.9%	2.3%	2.0%	4.1%	5.2%	3.7%	3.3%
9=Don't know	11.5%	10.1%	15.4%	16.1%	22.2%	15.4%	10.4%	9.0%	9.6%	20.8%	12.8%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23g Quality of park facilities maintenance

5=Very satisfied	9.9%	8.6%	7.7%	7.1%	11.4%	11.2%	9.4%	8.3%	6.1%	5.3%	8.7%
4=Satisfied	39.5%	40.7%	36.4%	26.8%	37.7%	39.0%	40.7%	39.4%	37.7%	29.4%	38.3%
3=Neutral	26.5%	25.7%	26.3%	26.8%	22.2%	24.1%	26.9%	26.3%	29.5%	27.3%	26.2%
2=Dissatisfied	8.7%	9.4%	10.7%	10.7%	4.4%	8.4%	9.7%	11.4%	11.4%	10.2%	9.7%
1=Very dissatisfied	3.3%	4.0%	2.7%	10.7%	1.9%	1.5%	2.0%	4.8%	4.8%	4.5%	3.4%
9=Don't know	12.0%	11.5%	16.2%	17.9%	22.4%	15.8%	11.4%	9.8%	10.5%	23.3%	13.7%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23h Quality of park programs

5=Very satisfied	8.3%	7.8%	6.5%	8.9%	10.5%	10.3%	7.2%	6.9%	5.0%	5.7%	7.5%
4=Satisfied	31.6%	27.2%	29.0%	23.2%	32.4%	27.2%	29.2%	31.2%	28.9%	24.1%	29.4%
3=Neutral	29.3%	32.8%	27.5%	23.2%	23.3%	27.4%	29.8%	30.8%	32.5%	27.8%	29.3%
2=Dissatisfied	8.1%	8.2%	8.7%	14.3%	3.6%	7.8%	9.8%	10.2%	9.5%	5.3%	8.5%
1=Very dissatisfied	3.6%	4.0%	2.2%	5.4%	2.5%	2.1%	1.5%	4.1%	4.6%	3.7%	3.1%
9=Don't know	19.2%	20.0%	26.1%	25.0%	27.7%	25.1%	22.4%	16.8%	19.5%	33.5%	22.3%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23i Availability of park programs

5=Very satisfied	8.5%	7.7%	5.9%	7.1%	10.2%	9.5%	7.2%	6.5%	4.8%	6.5%	7.2%
4=Satisfied	30.4%	24.9%	27.7%	19.6%	30.2%	26.8%	28.1%	29.0%	27.5%	22.0%	27.8%
3=Neutral	28.2%	32.8%	27.3%	25.0%	24.4%	26.4%	29.8%	30.1%	31.3%	27.8%	28.8%
2=Dissatisfied	9.0%	10.7%	9.4%	17.9%	3.3%	9.1%	10.3%	11.9%	11.8%	6.9%	9.8%
1=Very dissatisfied	4.0%	4.2%	2.8%	7.1%	2.5%	3.2%	2.2%	4.6%	4.5%	4.9%	3.6%
9=Don't know	20.0%	19.6%	26.9%	23.2%	29.4%	25.1%	22.4%	17.9%	20.2%	31.8%	22.7%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23j Availability of green space near your home

5=Very satisfied	9.7%	10.3%	8.6%	8.9%	10.5%	10.5%	9.4%	9.5%	7.9%	8.6%	9.4%
4=Satisfied	35.3%	31.8%	32.1%	28.6%	30.7%	31.4%	32.0%	34.7%	35.5%	31.0%	33.0%
3=Neutral	22.5%	26.1%	21.7%	19.6%	23.3%	24.3%	26.9%	20.8%	20.0%	24.5%	23.0%
2=Dissatisfied	12.8%	13.7%	14.1%	10.7%	7.5%	11.4%	14.6%	15.8%	16.3%	9.0%	13.5%
1=Very dissatisfied	9.1%	9.0%	7.9%	12.5%	6.1%	5.5%	6.8%	11.2%	12.3%	6.5%	8.7%
9=Don't know	10.7%	9.0%	15.7%	19.6%	21.9%	16.9%	10.4%	8.1%	8.0%	20.4%	12.5%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23k Quality of the County's library system

5=Very satisfied	19.0%	17.1%	16.9%	10.7%	16.9%	21.3%	18.7%	18.8%	13.6%	13.1%	17.6%
4=Satisfied	41.5%	41.1%	36.5%	32.1%	35.5%	38.0%	42.2%	40.8%	37.9%	37.1%	39.2%
3=Neutral	17.8%	17.6%	16.7%	28.6%	15.2%	16.7%	16.3%	18.6%	18.4%	20.0%	17.5%
2=Dissatisfied	1.9%	4.1%	4.6%	1.8%	2.5%	3.4%	3.2%	3.6%	4.5%	3.7%	3.5%
1=Very dissatisfied	1.3%	1.2%	1.4%	1.8%	1.9%	0.8%	0.8%	1.8%	1.6%	0.8%	1.3%
9=Don't know	18.5%	18.8%	23.8%	25.0%	28.0%	19.8%	18.7%	16.5%	24.1%	25.3%	20.8%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q231 Quality of library facilities maintenance

5=Very satisfied	16.5%	17.0%	14.9%	10.7%	14.7%	20.3%	17.2%	16.9%	11.4%	11.8%	15.9%
4=Satisfied	43.0%	40.7%	36.4%	28.6%	38.5%	36.9%	43.6%	41.1%	36.6%	36.7%	39.5%
3=Neutral	17.1%	18.3%	17.6%	30.4%	15.0%	17.3%	15.4%	19.7%	19.1%	20.0%	17.8%
2=Dissatisfied	2.9%	3.7%	4.8%	0.0%	1.7%	2.7%	3.4%	3.6%	6.6%	4.1%	3.8%
1=Very dissatisfied	0.9%	0.9%	1.4%	1.8%	1.4%	0.6%	0.5%	1.5%	1.3%	2.0%	1.1%
9=Don't know	19.6%	19.4%	24.9%	28.6%	28.8%	22.2%	20.0%	17.1%	25.0%	25.3%	21.9%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23m Availability of the materials you need

5=Very satisfied	17.1%	13.9%	14.8%	8.9%	15.2%	19.2%	16.1%	16.0%	11.1%	12.7%	15.3%
4=Satisfied	39.3%	39.4%	33.9%	26.8%	35.7%	35.7%	37.3%	42.2%	31.4%	34.7%	36.9%
3=Neutral	18.9%	20.3%	17.9%	35.7%	16.3%	17.9%	18.6%	18.3%	23.2%	20.4%	19.1%
2=Dissatisfied	4.0%	5.3%	6.6%	0.0%	2.5%	5.5%	6.3%	4.8%	6.4%	5.3%	5.3%
1=Very dissatisfied	1.0%	2.0%	2.2%	1.8%	1.7%	1.1%	1.7%	2.0%	2.1%	1.6%	1.7%
9=Don't know	19.7%	19.1%	24.5%	26.8%	28.5%	20.7%	20.0%	16.7%	25.7%	25.3%	21.6%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23n Hours libraries are open

5=Very satisfied	15.6%	12.7%	12.9%	10.7%	14.1%	18.4%	12.9%	15.1%	10.4%	9.8%	13.8%
4=Satisfied	40.4%	39.7%	35.9%	26.8%	36.8%	36.7%	42.7%	42.2%	30.4%	35.1%	38.2%
3=Neutral	18.4%	19.8%	18.6%	30.4%	15.2%	18.1%	19.0%	17.2%	23.4%	22.9%	19.0%
2=Dissatisfied	4.8%	6.9%	5.8%	1.8%	3.3%	3.4%	5.1%	6.8%	8.2%	4.9%	5.6%
1=Very dissatisfied	1.7%	2.0%	2.6%	1.8%	1.9%	2.3%	1.7%	2.5%	2.1%	1.6%	2.1%
9=Don't know	19.2%	19.0%	24.2%	28.6%	28.5%	21.1%	18.6%	16.4%	25.5%	25.7%	21.3%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Yes- Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q23a Availability of information regarding programs & services

5=Very satisfied	14.0%	11.0%	12.4%	8.7%	20.3%	15.0%	12.5%	11.0%	8.7%	12.8%	12.6%
4=Satisfied	43.9%	43.0%	43.8%	37.0%	45.1%	44.4%	46.2%	44.0%	40.8%	36.7%	43.5%
3=Neutral	29.3%	29.8%	31.3%	45.7%	24.8%	30.2%	29.2%	31.9%	30.8%	35.7%	30.5%
2=Dissatisfied	9.5%	12.3%	9.8%	6.5%	6.8%	7.8%	9.9%	10.4%	14.1%	11.7%	10.3%
1=Very dissatisfied	3.3%	3.9%	2.6%	2.2%	3.0%	2.6%	2.2%	2.7%	5.6%	3.1%	3.2%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23b Quality of cultural facilities, theaters, museums & arts centers

5=Very satisfied	13.1%	10.0%	10.9%	6.7%	17.7%	14.0%	11.1%	10.3%	8.2%	11.2%	11.4%
4=Satisfied	43.2%	40.5%	43.8%	37.8%	44.9%	43.4%	46.6%	42.1%	38.8%	39.1%	42.7%
3=Neutral	28.3%	33.5%	31.0%	31.1%	28.3%	32.0%	30.9%	30.7%	29.4%	34.0%	30.7%
2=Dissatisfied	10.8%	10.9%	10.8%	13.3%	4.5%	8.5%	8.9%	12.1%	16.4%	10.7%	10.9%
1=Very dissatisfied	4.6%	5.1%	3.4%	11.1%	4.5%	2.1%	2.5%	4.9%	7.2%	5.1%	4.4%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23c Availability of cultural facilities

5=Very satisfied	10.7%	8.4%	8.5%	9.1%	14.7%	10.8%	9.5%	7.5%	7.0%	10.6%	9.3%
4=Satisfied	40.8%	38.5%	41.3%	36.4%	46.8%	42.4%	43.7%	40.0%	34.2%	35.4%	40.4%
3=Neutral	30.0%	33.3%	33.1%	34.1%	28.3%	33.9%	32.7%	33.0%	29.4%	34.8%	32.1%
2=Dissatisfied	12.7%	14.1%	12.9%	11.4%	4.9%	8.2%	11.5%	14.6%	20.5%	14.1%	13.1%
1=Very dissatisfied	5.8%	5.7%	4.1%	9.1%	5.3%	4.6%	2.5%	4.9%	8.9%	5.1%	5.2%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23d Availability of arts activities

5=Very satisfied	11.3%	8.6%	10.2%	6.8%	15.3%	11.3%	10.7%	8.3%	8.2%	11.2%	10.1%
4=Satisfied	39.3%	35.0%	42.1%	34.1%	44.7%	39.6%	39.6%	40.2%	34.7%	37.2%	39.2%
3=Neutral	30.4%	36.3%	32.0%	36.4%	29.8%	33.1%	33.6%	32.7%	31.3%	35.7%	32.6%
2=Dissatisfied	14.0%	14.1%	11.1%	13.6%	5.3%	11.5%	12.5%	14.2%	17.4%	10.2%	12.9%
1=Very dissatisfied	5.1%	6.1%	4.5%	9.1%	5.0%	4.5%	3.6%	4.6%	8.4%	5.6%	5.2%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23e Quality of County park system

5=Very satisfied	12.0%	10.4%	9.4%	11.1%	16.1%	12.3%	10.7%	9.8%	8.2%	8.3%	10.6%
4=Satisfied	47.3%	45.5%	46.1%	37.8%	48.2%	47.4%	48.3%	46.5%	44.1%	39.1%	46.2%
3=Neutral	29.2%	30.8%	29.1%	26.7%	28.2%	28.6%	29.8%	28.2%	30.2%	35.9%	29.5%
2=Dissatisfied	7.6%	9.6%	11.6%	13.3%	4.3%	9.0%	9.4%	10.7%	11.3%	12.0%	9.7%
1=Very dissatisfied	3.9%	3.7%	3.8%	11.1%	3.2%	2.8%	1.9%	4.7%	6.2%	4.7%	3.9%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23f Quality of park ground maintenance

5=Very satisfied	12.5%	10.5%	9.5%	12.8%	15.7%	13.5%	11.8%	9.8%	7.9%	7.2%	10.8%
4=Satisfied	48.5%	47.3%	45.7%	29.8%	49.1%	47.4%	48.9%	46.1%	46.0%	41.2%	46.8%
3=Neutral	27.4%	29.2%	30.0%	31.9%	28.1%	25.9%	27.6%	28.8%	30.4%	36.6%	28.9%
2=Dissatisfied	8.0%	8.8%	11.5%	12.8%	4.6%	10.5%	9.4%	10.9%	9.9%	10.3%	9.7%
1=Very dissatisfied	3.6%	4.1%	3.3%	12.8%	2.5%	2.7%	2.2%	4.5%	5.7%	4.6%	3.8%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23g Quality of park facilities maintenance

5=Very satisfied	11.3%	9.7%	9.2%	8.7%	14.6%	13.3%	10.6%	9.2%	6.8%	6.9%	10.0%
4=Satisfied	44.9%	46.0%	43.4%	32.6%	48.6%	46.4%	45.9%	43.7%	42.1%	38.3%	44.4%
3=Neutral	30.1%	29.1%	31.4%	32.6%	28.6%	28.6%	30.3%	29.1%	32.9%	35.6%	30.4%
2=Dissatisfied	9.9%	10.6%	12.8%	13.0%	5.7%	10.0%	10.9%	12.7%	12.8%	13.3%	11.3%
1=Very dissatisfied	3.8%	4.5%	3.2%	13.0%	2.5%	1.8%	2.3%	5.3%	5.4%	5.9%	3.9%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23h Quality of park programs

5=Very satisfied	10.3%	9.8%	8.8%	11.9%	14.6%	13.8%	9.3%	8.3%	6.2%	8.6%	9.6%
4=Satisfied	39.1%	34.0%	39.3%	31.0%	44.8%	36.3%	37.6%	37.5%	35.9%	36.2%	37.8%
3=Neutral	36.2%	41.0%	37.2%	31.0%	32.2%	36.6%	38.4%	37.1%	40.4%	41.7%	37.7%
2=Dissatisfied	10.0%	10.3%	11.8%	19.0%	5.0%	10.4%	12.7%	12.2%	11.8%	8.0%	10.9%
1=Very dissatisfied	4.4%	5.0%	2.9%	7.1%	3.4%	2.8%	2.0%	4.9%	5.8%	5.5%	4.0%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23i Availability of park programs

5=Very satisfied	10.6%	9.6%	8.1%	9.3%	14.5%	12.7%	9.3%	8.0%	6.0%	9.6%	9.4%
4=Satisfied	38.0%	31.0%	37.9%	25.6%	42.7%	35.8%	36.2%	35.3%	34.5%	32.3%	36.0%
3=Neutral	35.2%	40.8%	37.3%	32.6%	34.5%	35.2%	38.4%	36.7%	39.1%	40.7%	37.3%
2=Dissatisfied	11.3%	13.4%	12.9%	23.3%	4.7%	12.1%	13.3%	14.5%	14.8%	10.2%	12.6%
1=Very dissatisfied	4.9%	5.3%	3.8%	9.3%	3.5%	4.2%	2.8%	5.5%	5.6%	7.2%	4.7%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23j Availability of green space near your home

5=Very satisfied	10.8%	11.4%	10.1%	11.1%	13.5%	12.7%	10.5%	10.3%	8.5%	10.8%	10.7%
4=Satisfied	39.5%	35.0%	38.0%	35.6%	39.4%	37.8%	35.7%	37.7%	38.6%	39.0%	37.7%
3=Neutral	25.2%	28.7%	25.8%	24.4%	29.8%	29.2%	30.0%	22.6%	21.7%	30.8%	26.3%
2=Dissatisfied	14.3%	15.0%	16.7%	13.3%	9.6%	13.7%	16.3%	17.2%	17.7%	11.3%	15.4%
1=Very dissatisfied	10.2%	9.9%	9.4%	15.6%	7.8%	6.6%	7.5%	12.2%	13.4%	8.2%	9.9%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes- Cuban 1	Yes- Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q23k Quality of the County's library system

5=Very satisfied	23.3%	21.1%	22.2%	14.3%	23.5%	26.6%	23.1%	22.5%	17.9%	17.5%	22.2%
4=Satisfied	51.0%	50.7%	47.8%	42.9%	49.2%	47.4%	52.0%	48.8%	49.9%	49.7%	49.6%
3=Neutral	21.8%	21.7%	21.9%	38.1%	21.2%	20.8%	20.0%	22.2%	24.2%	26.8%	22.1%
2=Dissatisfied	2.4%	5.1%	6.1%	2.4%	3.5%	4.2%	4.0%	4.3%	5.9%	4.9%	4.5%
1=Very dissatisfied	1.6%	1.5%	1.9%	2.4%	2.7%	1.1%	0.9%	2.1%	2.1%	1.1%	1.7%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q231 Quality of library facilities maintenance

5=Very satisfied	20.5%	21.1%	19.8%	15.0%	20.6%	26.0%	21.5%	20.4%	15.2%	15.8%	20.3%
4=Satisfied	53.5%	50.5%	48.5%	40.0%	54.1%	47.4%	54.5%	49.6%	48.8%	49.2%	50.6%
3=Neutral	21.3%	22.7%	23.4%	42.5%	21.0%	22.2%	19.2%	23.8%	25.5%	26.8%	22.8%
2=Dissatisfied	3.6%	4.6%	6.4%	0.0%	2.3%	3.5%	4.2%	4.4%	8.8%	5.5%	4.8%
1=Very dissatisfied	1.1%	1.2%	1.9%	2.5%	1.9%	0.8%	0.6%	1.8%	1.7%	2.7%	1.5%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23m Availability of the materials you need

5=Very satisfied	21.3%	17.2%	19.6%	12.2%	21.3%	24.2%	20.2%	19.2%	14.9%	16.9%	19.5%
4=Satisfied	49.0%	48.7%	44.9%	36.6%	50.0%	44.9%	46.6%	50.6%	42.3%	46.4%	47.1%
3=Neutral	23.5%	25.1%	23.7%	48.8%	22.9%	22.6%	23.2%	22.0%	31.3%	27.3%	24.4%
2=Dissatisfied	4.9%	6.6%	8.8%	0.0%	3.5%	6.9%	7.9%	5.8%	8.7%	7.1%	6.7%
1=Very dissatisfied	1.3%	2.5%	3.0%	2.4%	2.3%	1.3%	2.1%	2.4%	2.9%	2.2%	2.2%

Q23. Miami-Dade County Culture, Park and Library Ratings. Please rate your satisfaction with the following: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q23n Hours libraries are open

5=Very satisfied	19.2%	15.7%	17.1%	15.0%	19.8%	23.3%	15.8%	18.0%	13.9%	13.2%	17.5%
4=Satisfied	50.0%	48.9%	47.4%	37.5%	51.6%	46.5%	52.5%	50.4%	40.8%	47.3%	48.5%
3=Neutral	22.8%	24.4%	24.6%	42.5%	21.3%	23.0%	23.4%	20.5%	31.4%	30.8%	24.2%
2=Dissatisfied	5.9%	8.5%	7.6%	2.5%	4.7%	4.3%	6.2%	8.1%	11.0%	6.6%	7.1%
1=Very dissatisfied	2.1%	2.5%	3.4%	2.5%	2.7%	2.9%	2.1%	2.9%	2.9%	2.2%	2.7%

Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q24 Library services

A=Availability of information	3.2%	4.2%	3.8%	0.0%	3.6%	4.6%	2.5%	4.1%	4.5%	1.2%	3.6%
B=Quality of cultural facilities	3.7%	2.3%	2.6%	1.8%	5.0%	3.2%	1.1%	2.7%	3.0%	4.1%	2.9%
C=Availability of cultural facilities	3.1%	4.8%	2.8%	0.0%	2.2%	2.7%	4.0%	3.7%	3.9%	1.6%	3.3%
D=Availability of arts activities	3.7%	4.9%	3.6%	3.6%	2.5%	3.8%	4.0%	4.6%	3.8%	4.5%	3.9%
E=Quality of County park system	3.5%	2.7%	2.6%	5.4%	4.2%	3.6%	1.4%	3.4%	2.1%	4.5%	3.0%
F=Quality of park ground maintenance	1.8%	2.0%	3.3%	1.8%	4.4%	2.1%	1.7%	2.7%	2.5%	1.2%	2.4%
G=Quality of park facilities maintenance	2.9%	2.8%	3.6%	0.0%	3.3%	3.4%	2.5%	3.7%	2.3%	3.3%	3.1%

Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q24 Library services (Cont.)

H=Quality of park programs	1.6%	2.4%	2.2%	0.0%	2.5%	1.7%	2.0%	2.6%	1.6%	0.8%	2.0%
I=Availability of park programs	2.3%	2.9%	2.9%	3.6%	1.7%	3.0%	1.5%	4.2%	2.5%	2.0%	2.7%
J=Availability of green space near your home	4.8%	5.0%	3.9%	0.0%	4.2%	4.0%	4.1%	5.5%	4.3%	2.9%	4.4%
K=Quality of the County's library system	7.3%	11.8%	10.2%	5.4%	7.5%	9.1%	11.1%	9.2%	8.9%	11.0%	9.5%
L=Quality of library facilities maintenance	5.1%	7.8%	7.4%	1.8%	4.7%	4.6%	6.8%	7.9%	8.4%	4.1%	6.6%
M=Availability of the materials you need	14.5%	19.6%	20.1%	14.3%	10.2%	15.6%	23.7%	17.8%	19.3%	16.7%	18.0%

Q24. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? (both selections)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q24 Library services (Cont.)

N=Hours libraries are open	13.3%	19.8%	17.0%	10.7%	10.5%	15.8%	19.2%	17.9%	16.4%	11.8%	16.3%
Z=None chosen	61.2%	49.9%	54.0%	73.2%	64.5%	57.8%	53.8%	52.0%	54.6%	60.8%	55.8%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q25a Racial tension is a problem in County as a whole

5=Strongly agree	11.2%	14.5%	18.2%	17.9%	17.7%	15.4%	12.3%	15.0%	15.9%	14.3%	14.9%
4=Agree	29.7%	26.1%	31.3%	25.0%	21.6%	25.5%	26.9%	33.8%	34.6%	27.8%	29.4%
3=Neutral	25.6%	27.1%	20.5%	17.9%	23.5%	24.7%	27.6%	22.7%	23.6%	16.7%	23.8%
2=Disagree	19.3%	20.4%	14.5%	14.3%	13.3%	16.9%	20.9%	17.3%	16.8%	19.6%	17.6%
1=Strongly disagree	6.6%	5.2%	5.2%	5.4%	9.1%	6.5%	4.6%	5.6%	3.9%	6.1%	5.7%
9=Don't know	7.6%	6.8%	10.2%	19.6%	14.7%	11.0%	7.7%	5.7%	5.2%	15.5%	8.6%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q25b Racial tension is problem in neighborhood

5=Strongly agree	4.8%	2.9%	5.0%	5.4%	10.0%	6.5%	2.9%	3.5%	2.3%	4.1%	4.4%
4=Agree	8.0%	10.7%	10.3%	14.3%	13.6%	11.8%	10.1%	9.1%	7.0%	6.9%	9.7%
3=Neutral	19.4%	27.2%	24.3%	17.9%	23.5%	26.2%	24.3%	24.2%	19.8%	18.4%	23.2%
2=Disagree	39.4%	39.8%	34.3%	26.8%	23.8%	32.9%	39.0%	41.5%	41.4%	36.3%	37.2%
1=Strongly disagree	20.5%	13.4%	15.7%	12.5%	12.7%	12.0%	15.4%	16.0%	25.7%	18.0%	16.8%
9=Don't know	7.8%	6.0%	10.4%	23.2%	16.3%	10.5%	8.3%	5.7%	3.8%	16.3%	8.7%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q25c Good job of promoting positive relations between different groups

5=Strongly agree	9.4%	5.6%	6.3%	10.7%	15.0%	10.8%	5.7%	5.5%	5.2%	4.5%	7.3%
4=Agree	31.3%	23.9%	21.6%	14.3%	30.2%	26.6%	26.7%	23.6%	23.2%	23.3%	25.3%
3=Neutral	29.7%	33.3%	29.3%	19.6%	21.9%	31.9%	31.8%	32.1%	32.3%	23.7%	30.2%
2=Disagree	12.5%	14.2%	17.0%	17.9%	7.8%	9.5%	15.5%	17.2%	18.8%	16.3%	14.8%
1=Strongly disagree	5.5%	9.3%	10.6%	17.9%	9.4%	6.5%	6.5%	9.8%	10.2%	9.8%	8.7%
9=Don't know	11.5%	13.8%	15.3%	19.6%	15.8%	14.8%	13.8%	11.8%	10.4%	22.4%	13.7%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q25a Racial tension is a problem in County as a whole

5=Strongly agree	12.2%	15.5%	20.3%	22.2%	20.8%	17.3%	13.3%	15.9%	16.8%	16.9%	16.3%
4=Agree	32.1%	28.0%	34.9%	31.1%	25.3%	28.7%	29.1%	35.8%	36.5%	32.9%	32.2%
3=Neutral	27.7%	29.0%	22.9%	22.2%	27.6%	27.7%	30.0%	24.0%	24.9%	19.8%	26.1%
2=Disagree	20.9%	21.9%	16.2%	17.8%	15.6%	19.0%	22.6%	18.3%	17.7%	23.2%	19.3%
1=Strongly disagree	7.2%	5.5%	5.8%	6.7%	10.7%	7.3%	5.0%	5.9%	4.1%	7.2%	6.2%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q25b Racial tension is problem in neighborhood

5=Strongly agree	5.2%	3.1%	5.5%	7.0%	11.9%	7.3%	3.2%	3.7%	2.4%	4.9%	4.8%
4=Agree	8.7%	11.4%	11.5%	18.6%	16.2%	13.2%	11.1%	9.7%	7.2%	8.3%	10.6%
3=Neutral	21.1%	28.9%	27.1%	23.3%	28.1%	29.2%	26.5%	25.7%	20.6%	22.0%	25.4%
2=Disagree	42.8%	42.3%	38.3%	34.9%	28.5%	36.8%	42.5%	44.0%	43.0%	43.4%	40.8%
1=Strongly disagree	22.3%	14.2%	17.6%	16.3%	15.2%	13.4%	16.8%	17.0%	26.7%	21.5%	18.4%

Q25. Community Relations Ratings. Please rate your level of agreement with the following statements: (excluding don't know)

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q25c Good job of promoting positive relations between different groups

5=Strongly agree	10.6%	6.5%	7.5%	13.3%	17.8%	12.6%	6.6%	6.2%	5.8%	5.8%	8.4%
4=Agree	35.4%	27.7%	25.5%	17.8%	35.9%	31.2%	31.0%	26.8%	25.9%	30.0%	29.4%
3=Neutral	33.6%	38.6%	34.5%	24.4%	26.0%	37.4%	36.9%	36.4%	36.1%	30.5%	35.0%
2=Disagree	14.2%	16.5%	20.1%	22.2%	9.2%	11.1%	18.0%	19.5%	20.9%	21.1%	17.2%
1=Strongly disagree	6.2%	10.8%	12.5%	22.2%	11.2%	7.7%	7.5%	11.1%	11.4%	12.6%	10.0%

Q26. In the last 12 months, did you renew your auto tag in Miami-Dade County?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Other Hispani- c or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000- \$29,999 2	\$30,000- \$49,999 3	\$50,000- \$99,999 4	\$100, 000 or more 5	Not provided 9	

Q26 Did you renew your auto tag

1=Yes	89.4%	88.3%	83.6%	78.6%	63.7%	86.3%	90.0%	92.4%	92.9%	78.0%	86.6%
2=No	9.9%	11.1%	15.6%	16.1%	35.2%	12.7%	9.4%	7.2%	6.6%	19.6%	12.6%
9=No response	0.7%	0.5%	0.8%	5.4%	1.1%	1.1%	0.6%	0.4%	0.5%	2.4%	0.8%

Q26a. If you renewed your auto tag (license plate) in the last 12 months, how do you rate that experience?

N=2727

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q26a How do you rate that experience

5=Very satisfied	43.9%	42.8%	46.2%	34.1%	42.2%	47.2%	42.7%	44.4%	47.5%	37.2%	44.3%
4=Satisfied	41.0%	41.0%	38.9%	45.5%	41.7%	38.4%	43.3%	40.2%	35.8%	45.5%	40.3%
3=Neutral	8.0%	7.2%	7.0%	4.5%	7.4%	6.8%	7.0%	7.3%	8.5%	6.8%	7.4%
2=Dissatisfied	3.2%	4.4%	3.3%	6.8%	3.0%	3.7%	2.9%	3.9%	3.3%	5.2%	3.6%
1=Very dissatisfied	1.6%	2.9%	1.5%	4.5%	3.0%	1.0%	1.7%	2.1%	1.9%	2.6%	1.9%
9=Don't know	2.3%	1.8%	3.2%	4.5%	2.6%	2.9%	2.4%	2.0%	3.1%	2.6%	2.5%

Q26b. What method did you use to renew your auto tag?

N=2727

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q26b What method did you use to renew

1=In person at County Government Auto Tag Office	10.4%	16.8%	14.4%	13.6%	22.2%	20.0%	15.5%	9.6%	5.6%	21.5%	13.6%
2=In person at privately run auto tag office	27.0%	29.0%	27.7%	36.4%	42.6%	34.2%	31.6%	25.4%	15.4%	29.8%	27.9%
3=By mail	44.5%	33.3%	39.5%	31.8%	29.6%	35.2%	37.4%	40.7%	51.2%	32.5%	39.6%
4=Via the Internet	17.1%	20.0%	16.4%	15.9%	3.0%	8.6%	14.8%	22.8%	26.9%	15.2%	17.5%
9=Don't know	1.0%	0.9%	1.9%	2.3%	2.6%	2.0%	0.7%	1.5%	1.0%	1.0%	1.4%

Q27. Have you heard of Team Metro?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q27 Have you heard of Team Metro

1=Yes	49.4%	43.9%	48.0%	44.6%	36.0%	43.2%	48.5%	51.3%	51.6%	46.1%	47.4%
2=No	49.4%	55.4%	51.0%	44.6%	61.2%	55.3%	51.0%	48.0%	47.9%	50.2%	51.4%
9=No response	1.3%	0.7%	1.0%	10.7%	2.8%	1.5%	0.5%	0.7%	0.5%	3.7%	1.2%

Q27a. How did you learn about Team Metro?

N=1492

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q27a How did you learn about Team Metro

1=Team Metro Office Visit	26.7%	26.0%	17.8%	32.0%	20.0%	26.8%	21.8%	26.7%	19.4%	18.6%	23.1%
2=Team Metro Bus	10.8%	15.1%	9.0%	12.0%	25.4%	15.6%	12.7%	5.7%	5.5%	16.8%	11.1%
3=Code enforcement	15.1%	9.7%	10.7%	4.0%	5.4%	7.8%	8.9%	15.0%	18.3%	7.1%	11.9%
4=Team Metro Outreach Meeting	1.7%	3.6%	4.3%	8.0%	3.8%	2.0%	4.1%	2.3%	4.5%	3.5%	3.3%
5=Team Metro Worker	10.4%	8.8%	9.2%	16.0%	10.8%	10.7%	10.1%	9.1%	7.6%	12.4%	9.7%
6=Other	31.5%	31.7%	43.7%	24.0%	28.5%	32.7%	38.3%	37.1%	38.4%	38.1%	36.3%
9=No response	3.7%	5.1%	5.3%	4.0%	6.2%	4.4%	4.1%	4.1%	6.2%	3.5%	4.7%

Q27b. How do you rate Team Metro services?

N=1492

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q27b How do you rate Team Metro services

5=Very satisfied	15.1%	14.5%	13.5%	12.0%	18.5%	20.5%	12.0%	14.2%	12.5%	9.7%	14.3%
4=Satisfied	32.1%	32.6%	27.4%	36.0%	30.8%	32.7%	32.6%	30.8%	26.0%	29.2%	30.4%
3=Neutral	17.5%	18.1%	21.5%	24.0%	24.6%	18.0%	19.6%	15.5%	22.5%	22.1%	19.4%
2=Dissatisfied	9.7%	6.3%	5.5%	4.0%	2.3%	5.4%	7.0%	8.9%	8.3%	7.1%	7.2%
1=Very dissatisfied	6.0%	4.8%	3.8%	8.0%	5.4%	3.4%	1.9%	5.9%	7.3%	5.3%	4.9%
9=Don't know	19.6%	23.6%	28.2%	16.0%	18.5%	20.0%	26.9%	24.7%	23.5%	26.5%	23.9%

Q29. Approximately how many years have you lived in Miami-Dade County?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q29 How many years lived in County

2=Under 3	1.4%	3.2%	4.0%	8.3%	2.9%	1.9%	2.8%	3.2%	3.5%	3.6%	3.0%
5=3 to 5	4.2%	12.0%	6.7%	8.3%	3.5%	9.0%	6.7%	8.7%	7.0%	4.7%	7.2%
10=6 to 10	7.9%	14.8%	9.4%	8.3%	6.7%	10.0%	11.7%	11.0%	10.9%	6.3%	10.2%
15=11 to 15	10.5%	17.6%	7.7%	8.3%	12.4%	11.4%	11.7%	11.4%	9.3%	9.4%	11.1%
20=16 to 20	9.0%	15.4%	10.3%	12.5%	11.1%	10.7%	13.0%	10.5%	9.3%	13.5%	11.1%
30=21 to 30	21.6%	19.4%	18.0%	20.8%	17.5%	17.6%	21.0%	19.0%	21.4%	20.8%	19.6%
31=31+	45.4%	17.5%	43.8%	33.3%	46.0%	39.3%	33.2%	36.2%	38.6%	41.7%	37.9%

Q30. Which of the following best describes your race/ethnicity?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q30 Race/ethnicity

1=Far East Asian	0.3%	0.7%	3.4%	1.8%	0.8%	1.1%	1.2%	2.0%	3.0%	0.8%	1.7%
2=South Asian	0.2%	0.1%	1.5%	0.0%	0.3%	1.1%	0.6%	0.8%	0.7%	0.4%	0.7%
3=Black-African American	0.8%	1.6%	21.7%	5.4%	16.1%	15.4%	11.1%	6.8%	2.1%	9.0%	9.4%
4=Black-Hispanic	2.6%	4.2%	1.4%	1.8%	4.7%	4.2%	1.7%	2.1%	1.3%	2.4%	2.5%
5=Black-Other	0.8%	1.1%	8.4%	3.6%	5.5%	4.9%	4.3%	3.4%	2.0%	5.3%	3.9%
6=White-Non Hispanic	5.6%	11.9%	54.8%	5.4%	10.5%	15.4%	22.1%	29.0%	44.6%	35.1%	26.7%
7=White-Hispanic	89.1%	78.9%	7.2%	16.1%	59.6%	56.5%	57.6%	55.0%	45.4%	32.2%	52.8%
8=American Indian/Eskimo	0.0%	0.4%	0.4%	0.0%	0.6%	0.2%	0.2%	0.4%	0.2%	0.0%	0.3%
9=Not provided	0.6%	1.1%	1.2%	66.1%	1.9%	1.3%	1.2%	0.6%	0.7%	14.7%	2.1%

Q31. Are you or other members of your household of Cuban or Other Hispanic or Latin ancestry?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or Latin 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q31 Cuban or Other Hispanic or Latin

1=Yes-Cuban	100.0%	0.0%	0.0%	0.0%	45.4%	32.5%	33.5%	34.8%	36.3%	20.0%	34.5%
2=Yes-Other Hispanic or Latin	0.0%	100.0%	0.0%	0.0%	17.2%	28.1%	28.7%	25.8%	19.6%	16.7%	24.0%
3=No	0.0%	0.0%	100.0%	0.0%	36.0%	38.6%	37.2%	38.3%	43.6%	50.6%	39.8%
9=Not provided	0.0%	0.0%	0.0%	100.0%	1.4%	0.8%	0.6%	1.1%	0.5%	12.7%	1.8%

Q33. Which of the following best describes your home?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or Latin 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q33 Which best describes your home

1=Single family/Townhome/ Duplex/Triplex	78.8%	72.7%	75.1%	33.9%	59.6%	69.8%	73.0%	81.8%	84.5%	69.0%	75.1%
2=Multi family	17.9%	25.3%	21.3%	14.3%	31.6%	26.2%	24.3%	16.7%	14.3%	16.3%	20.9%
3=Other	1.7%	0.5%	1.9%	0.0%	5.3%	1.7%	1.7%	0.4%	0.4%	1.2%	1.5%
9=Not provided	1.7%	1.5%	1.7%	51.8%	3.6%	2.3%	1.1%	1.2%	0.9%	13.5%	2.5%

Q34. Do you live in a gated community or a multi-family building with security?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q34 Do you live in a gated community

1=Yes	20.0%	31.4%	24.3%	16.1%	26.9%	21.7%	22.1%	26.1%	28.9%	15.5%	24.4%
2=No	77.7%	67.0%	73.6%	33.9%	67.6%	75.5%	75.3%	73.4%	70.7%	70.6%	72.7%
9=Not provided	2.3%	1.6%	2.1%	50.0%	5.5%	2.7%	2.6%	0.6%	0.4%	13.9%	2.9%

Q35. Would you say your total annual household income is:

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q35 Total annual household

1=Under \$14,999	15.1%	8.2%	10.4%	8.9%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.5%
2=\$15,000-\$29,999	14.2%	17.6%	14.6%	7.1%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	15.1%
3=\$30,000-\$49,999	20.1%	24.8%	19.3%	7.1%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	20.7%
4=\$50,000-\$99,999	27.4%	29.3%	26.2%	16.1%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	27.2%
5=\$100,000 or more	18.7%	14.6%	19.5%	5.4%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	17.8%
9=Not provided	4.5%	5.4%	9.9%	55.4%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	7.8%

Q36. Do you own or rent your home?

N=3148

	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q36 Do you own or rent your home

1=Own	85.7%	82.2%	81.0%	41.1%	56.2%	73.0%	82.8%	91.4%	95.4%	74.7%	82.2%
2=Rent	13.4%	17.1%	18.1%	8.9%	42.7%	26.6%	16.9%	7.8%	4.1%	10.6%	16.1%
9=Not provided	0.8%	0.7%	1.0%	50.0%	1.1%	0.4%	0.3%	0.8%	0.5%	14.7%	1.7%

Q37. Your gender.

N=3148	Q31 Cuban or Other Hispanic or Latin				Q35 Total annual household						Total
	Yes-Cuban 1	Yes-Other Hispanic or L... 2	No 3	Not provided 9	Under \$14,999 1	\$15,000-\$29,999 2	\$30,000-\$49,999 3	\$50,000-\$99,999 4	\$100,000 or more 5	Not provided 9	

Q37 Your gender

1=Male	54.9%	54.6%	45.3%	78.6%	42.4%	47.7%	48.7%	52.9%	59.6%	55.5%	51.4%
2=Female	45.1%	45.4%	54.7%	21.4%	57.6%	52.3%	51.3%	47.1%	40.4%	44.5%	48.6%