

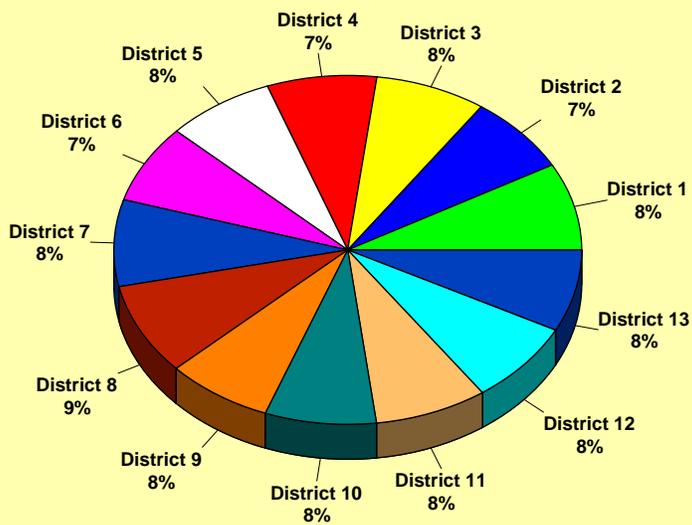
# Section 1: Charts and Graphs

---

# Data from BOTH Versions of the survey

## Overall Distribution of Respondents by District

by percentage of respondents  
(Does not equal 100% due to rounding)



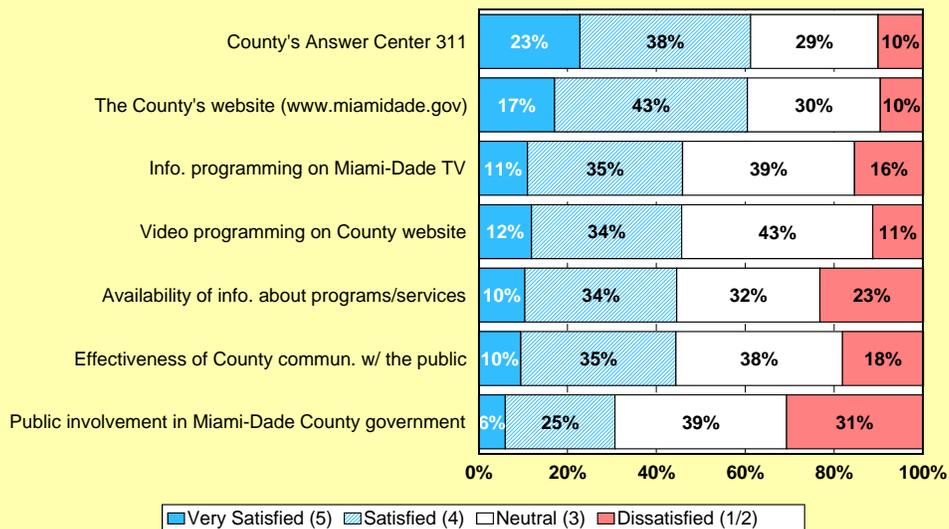
Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

# Communication Ratings

Q6 Version 1 and Q9 Version 2

## Satisfaction with Communication Services Provided by Miami-Dade County

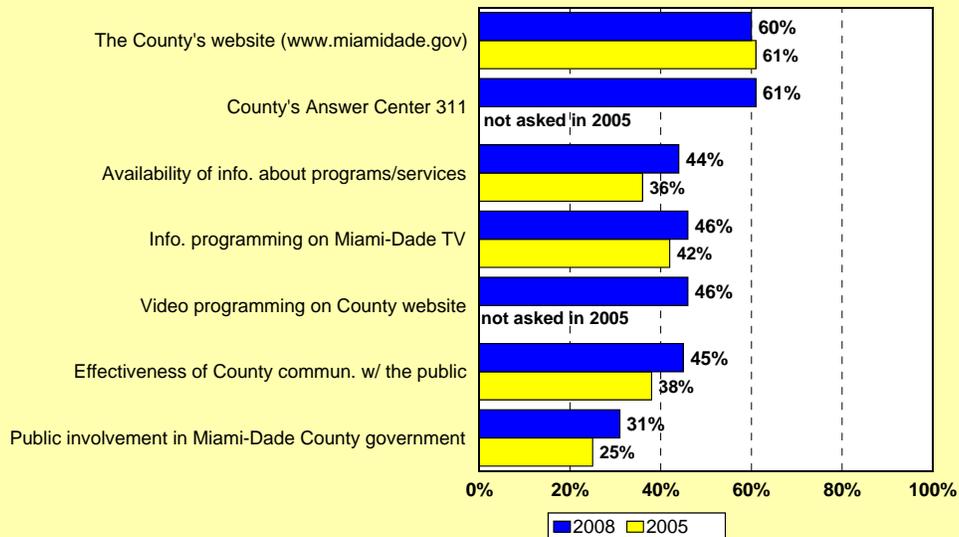
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

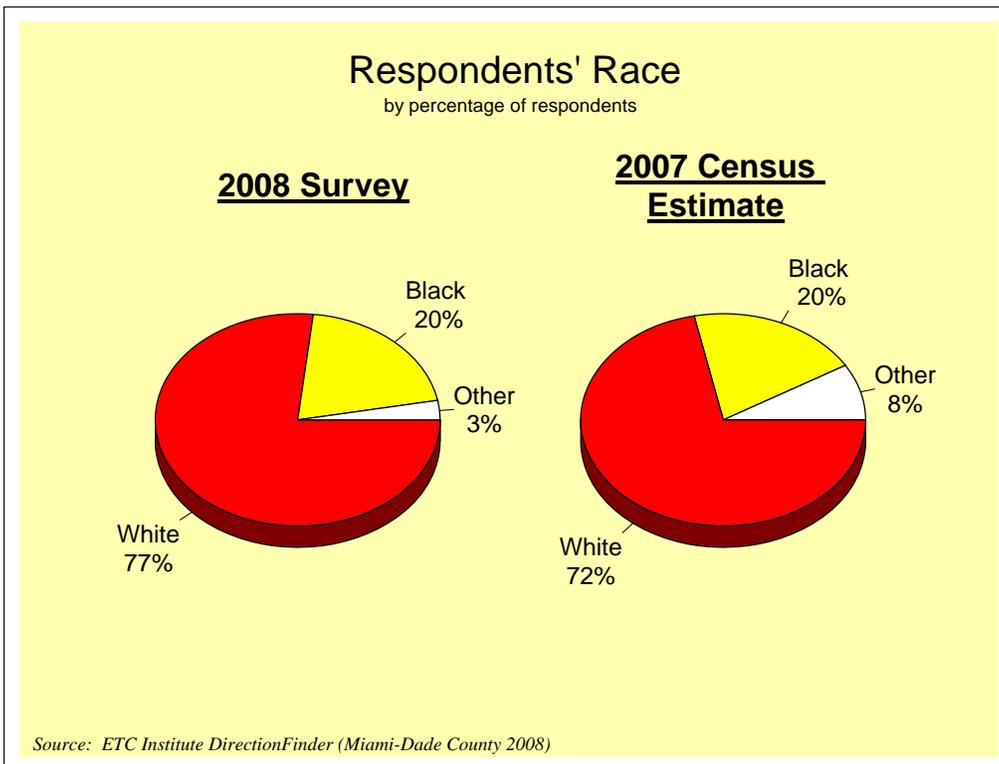
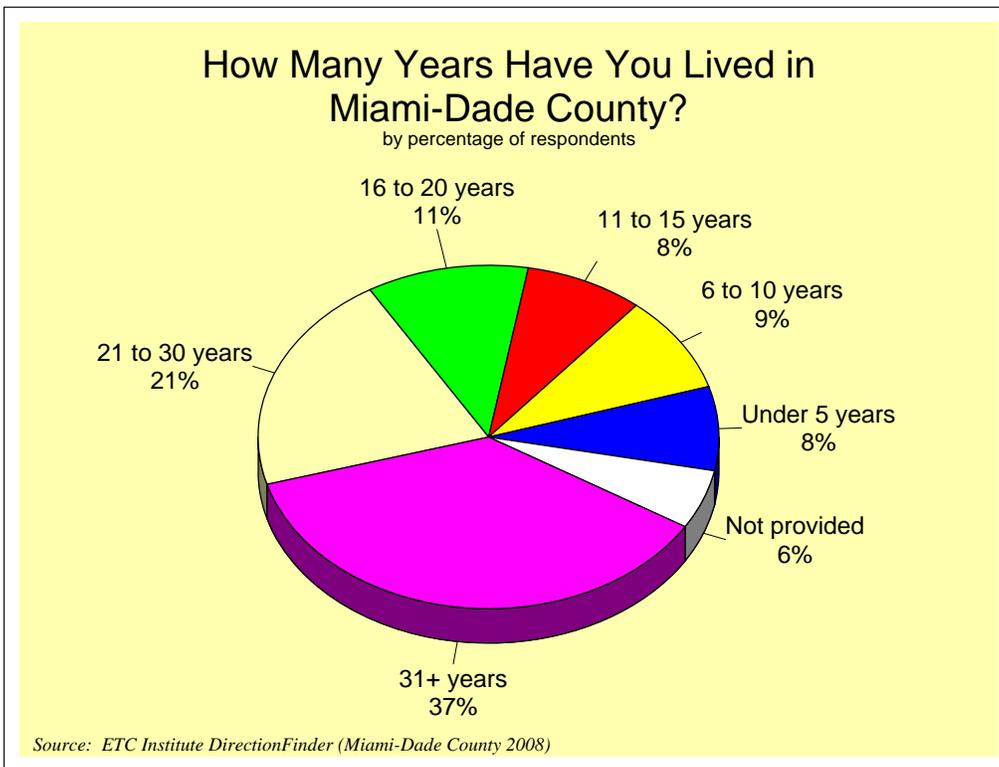
## TRENDS: Satisfaction with Various Aspects of Communication Services in Miami-Dade County

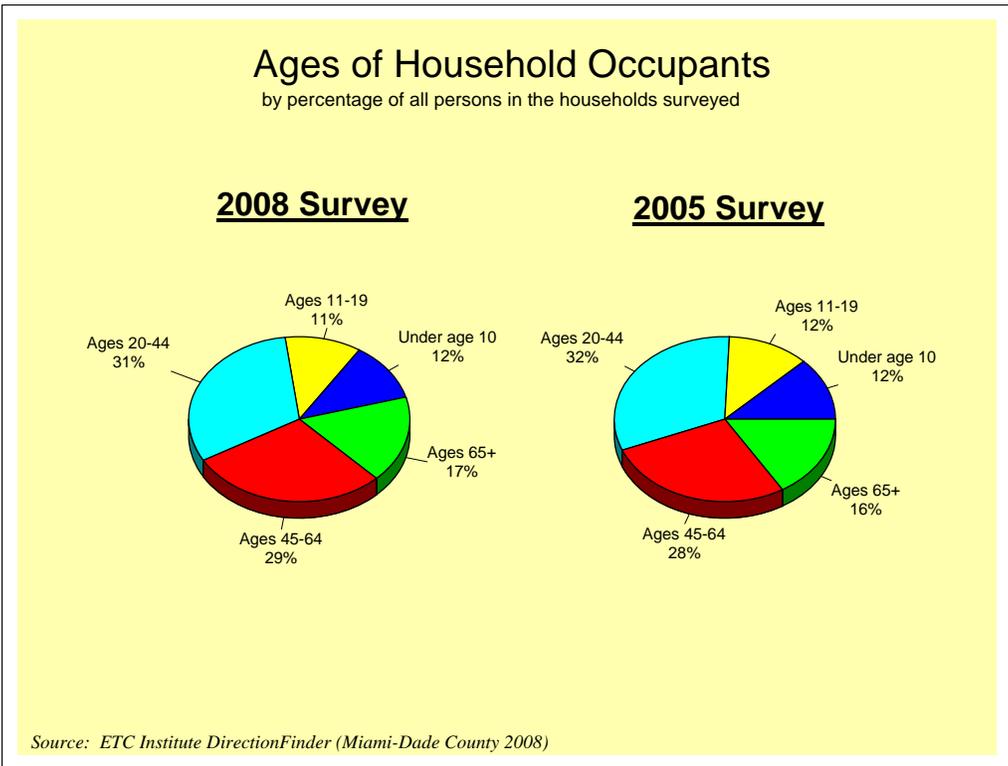
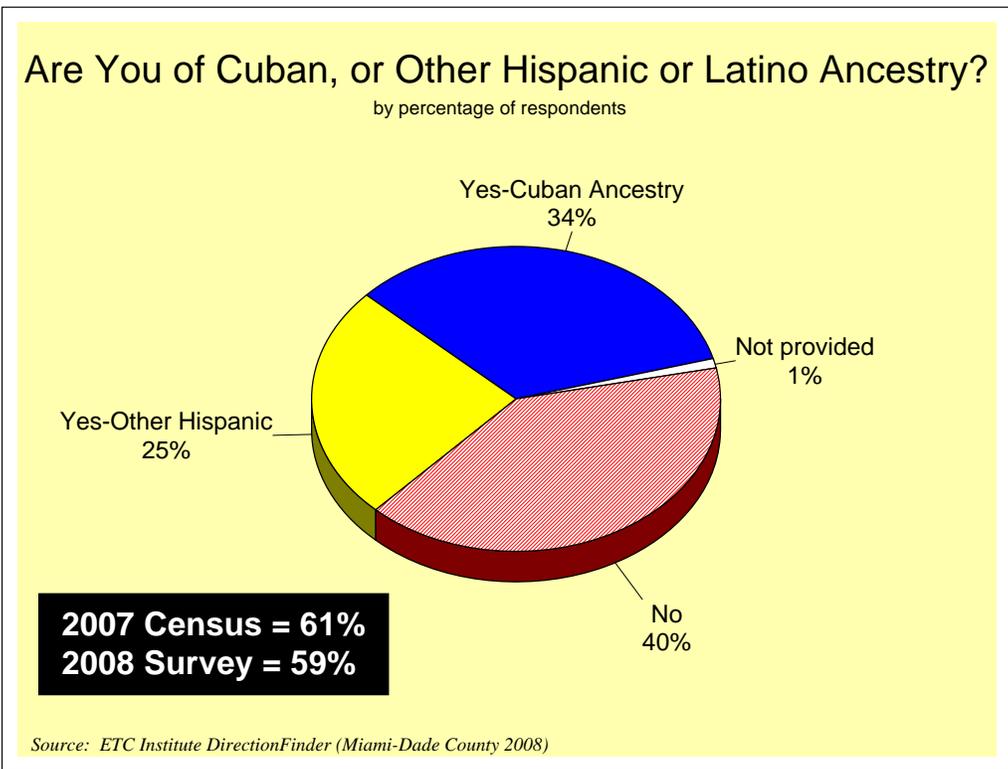
by percentage of respondents who were "Very Satisfied" or "Satisfied" (excluding don't knows)

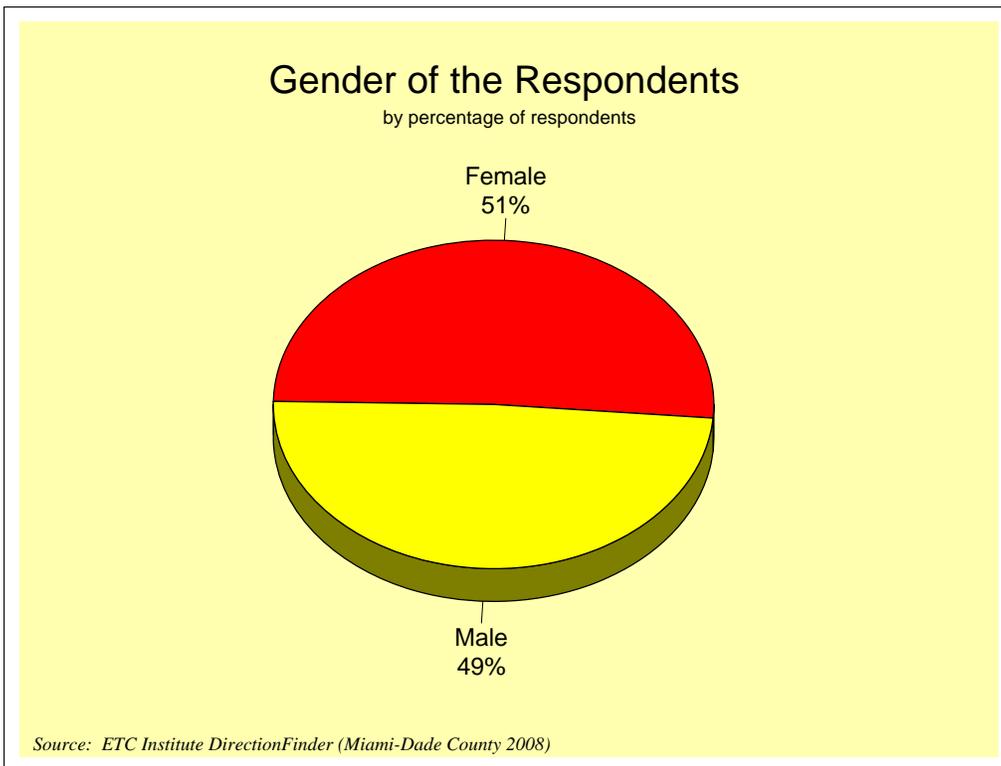
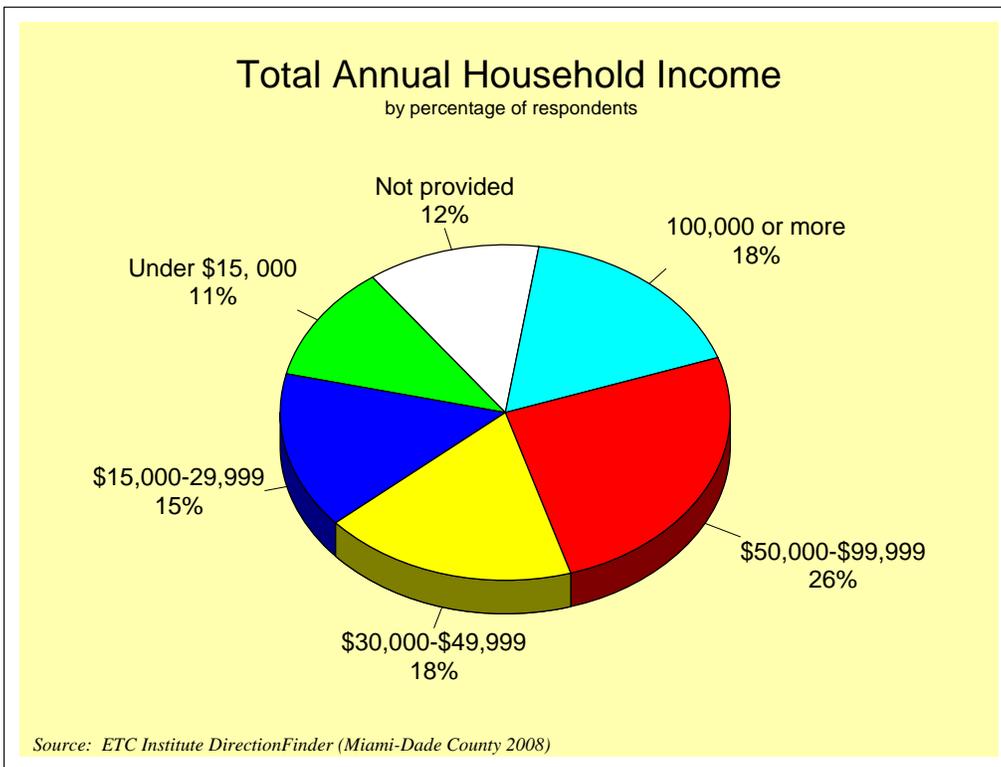


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

## Demographics



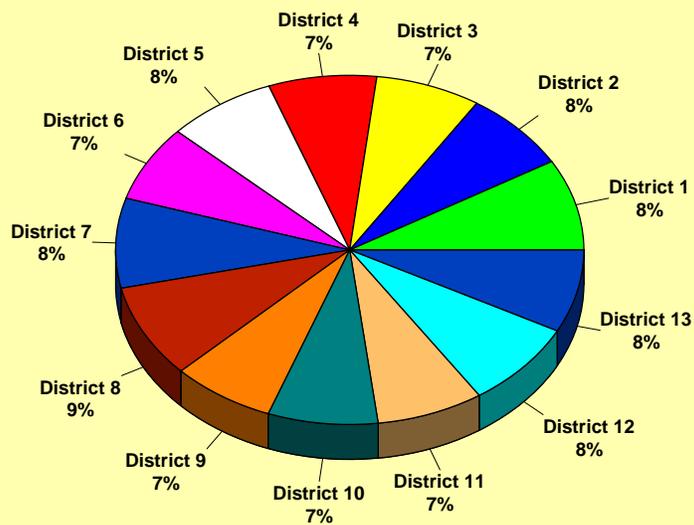




# Data from Version 1 Only

## Distribution of Respondents for Version 1

by percentage of respondents  
(Does not equal 100% due to rounding)

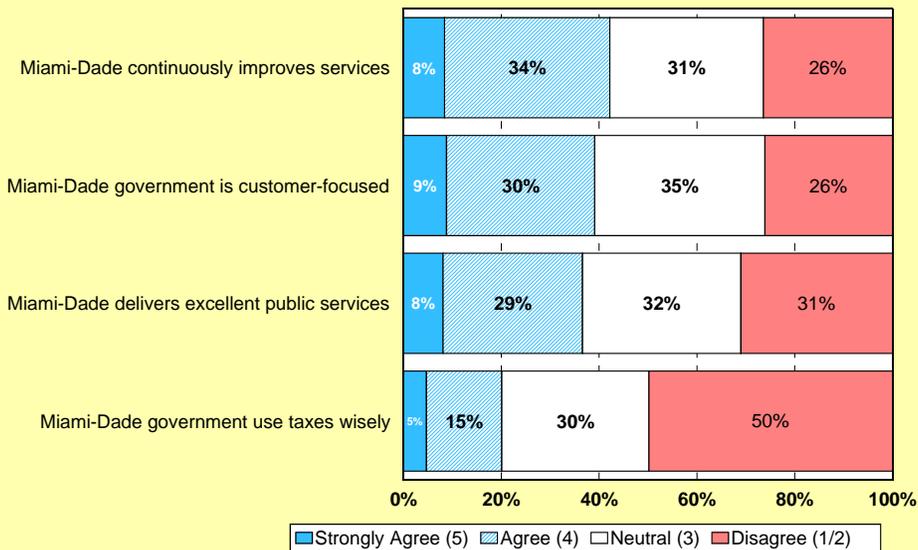


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

# Q1 Organizational Goals

## How Well Residents Think Miami-Dade County Government is Achieving Selected Organizational Goals

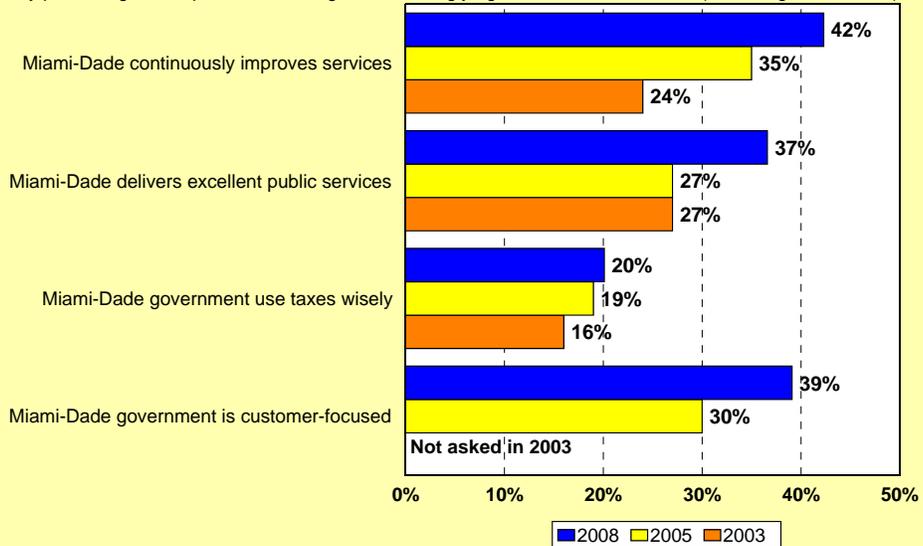
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

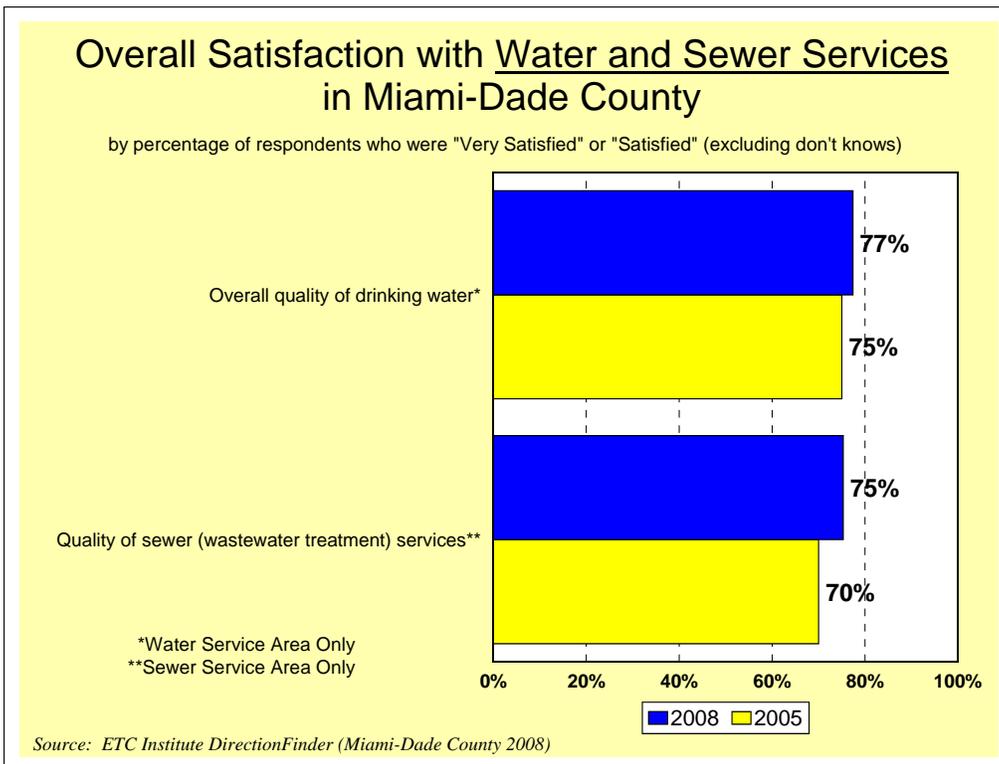
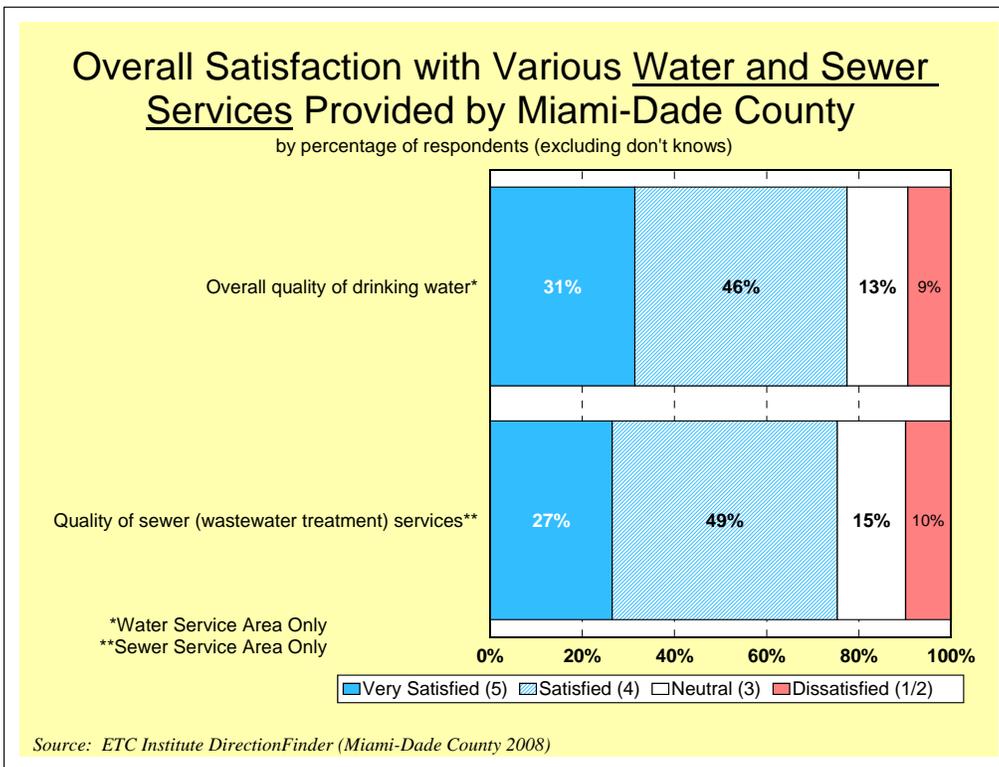
### TRENDS: How Well Residents Think Miami-Dade County Government is Achieving Selected Organizational Goals

by percentage of respondents who agreed or strongly agreed with the statement (excluding don't knows)



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

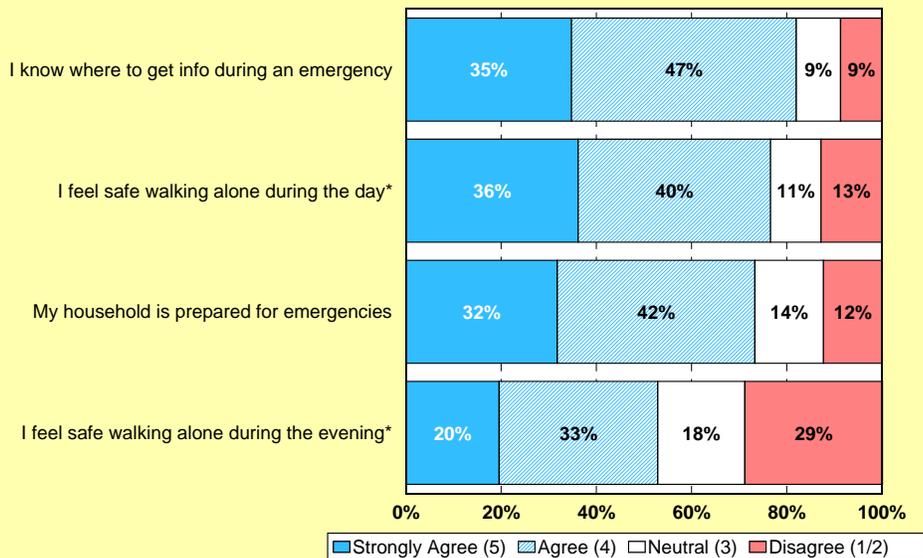
## Q2 Water/Sewer



# Q3 Public Safety

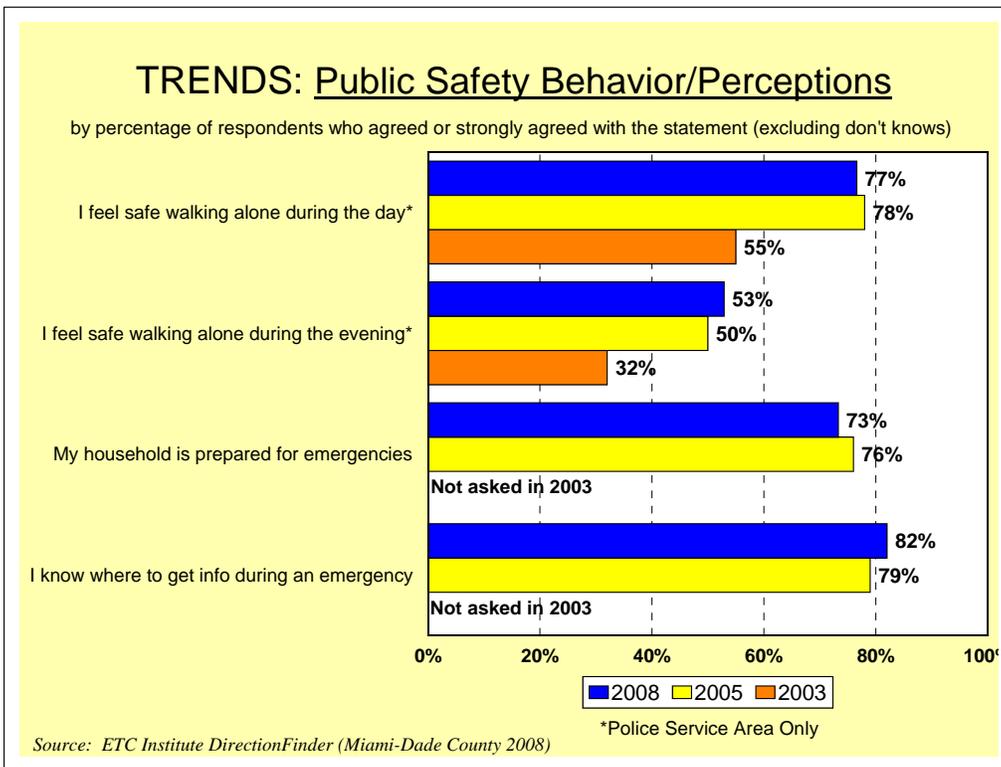
## Agreement with Various Statements About Public Safety Behavior/Perceptions in Miami-Dade County

by percentage of respondents (excluding don't knows)

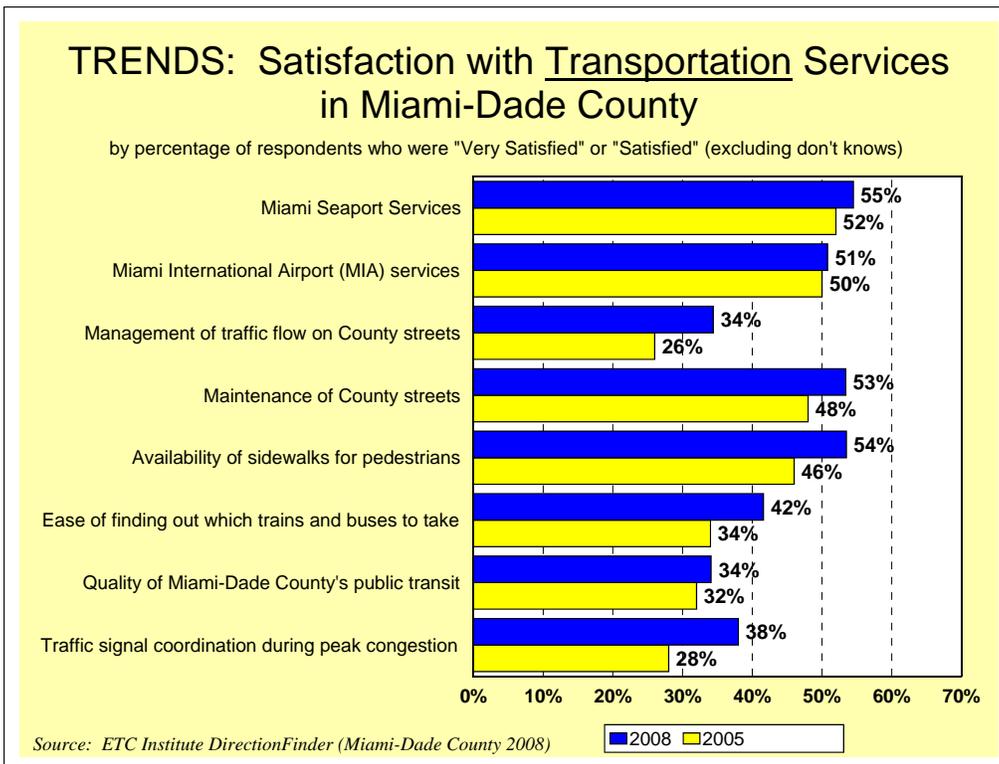
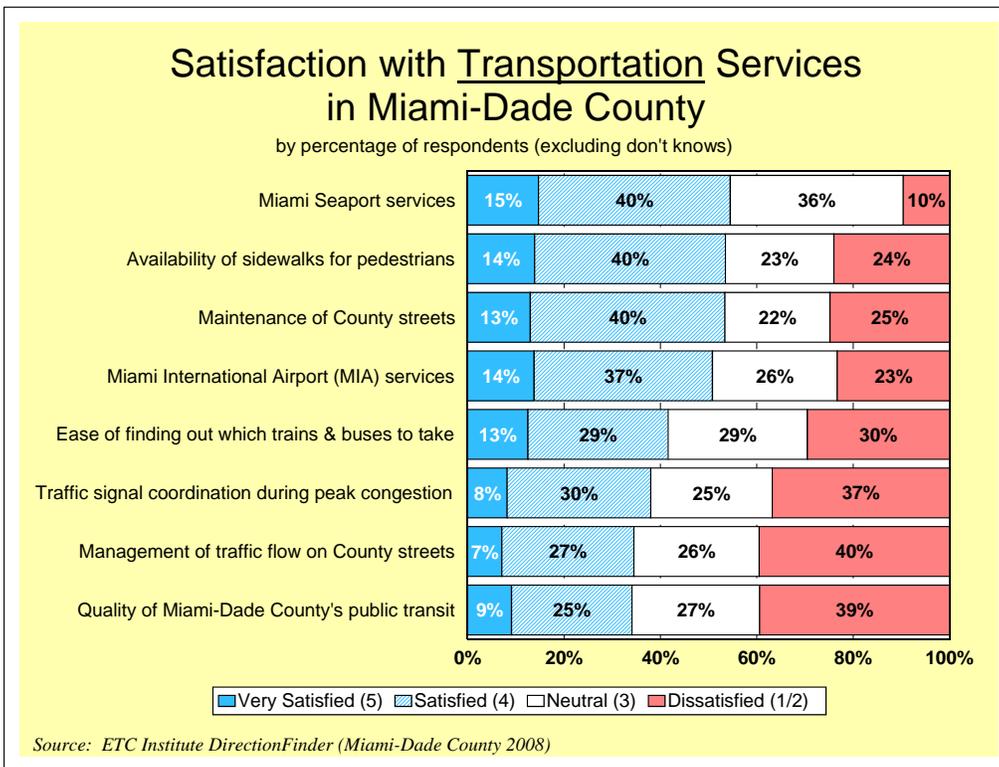


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

\*Police Service Area Only



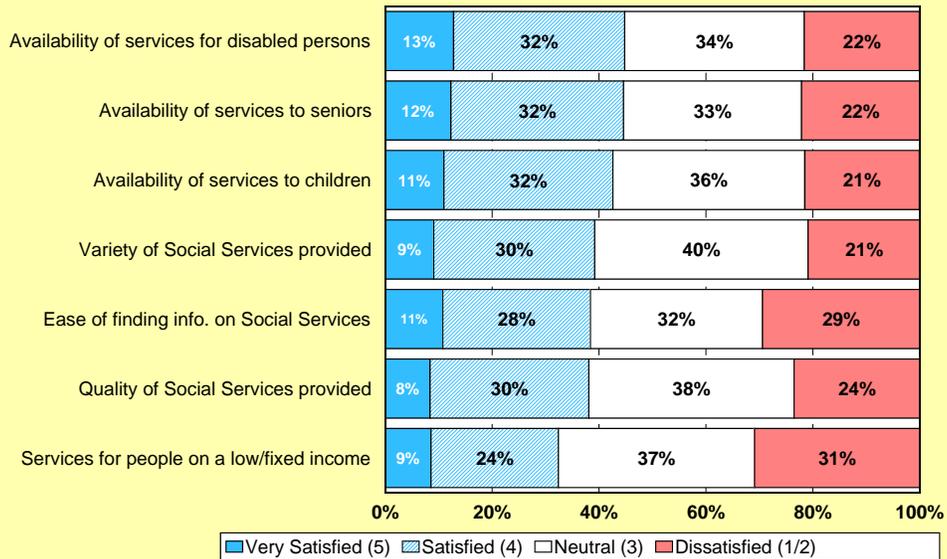
# Q4 Transportation



# Q5 Social Services

## Satisfaction with Social Services in Miami-Dade County

by percentage of respondents (excluding don't knows)

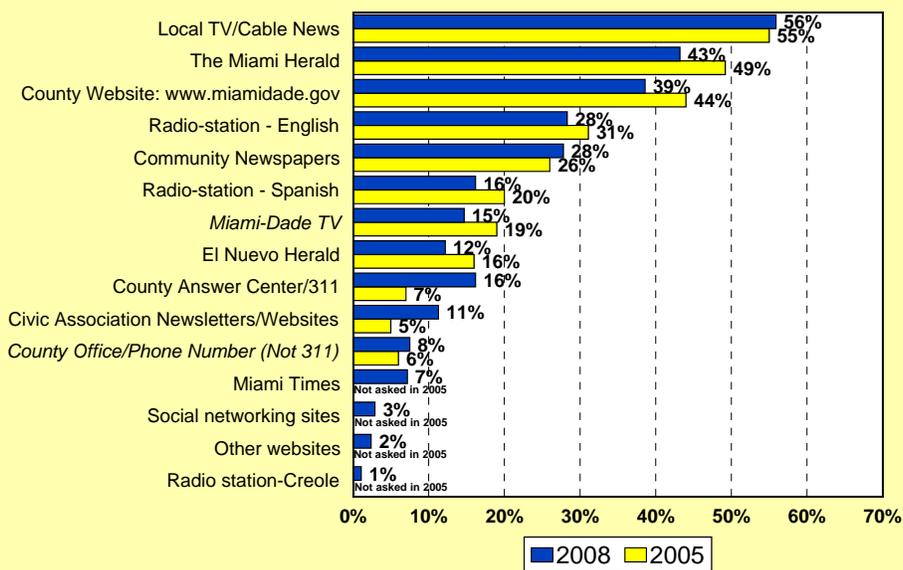


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

## Q7 Where people get information

### Where Residents Obtain Information About County Government Issues, Services, and Events

by percentage of respondents (multiple choices could be made)

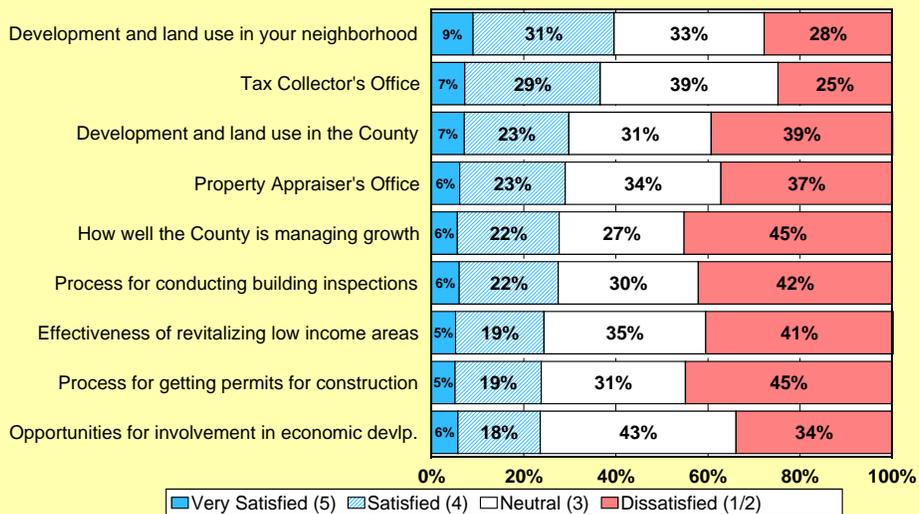


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

# Q8 Community Planning

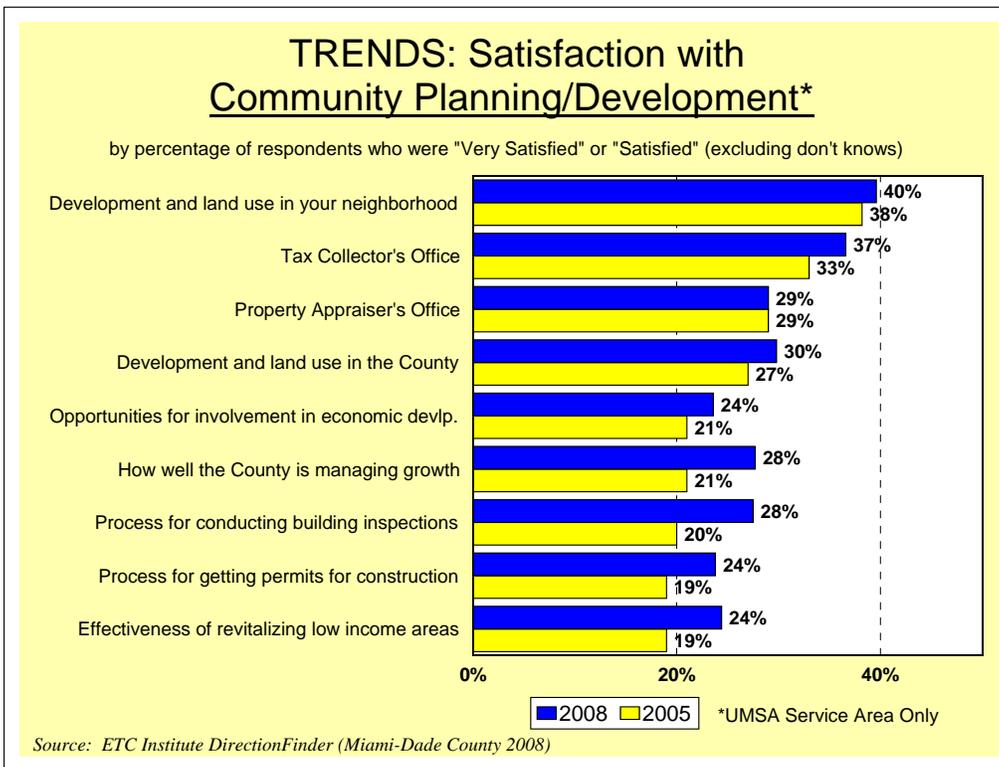
## Satisfaction with Various Aspects of Community Planning/Development in Miami-Dade County\*

by percentage of respondents (excluding don't knows)

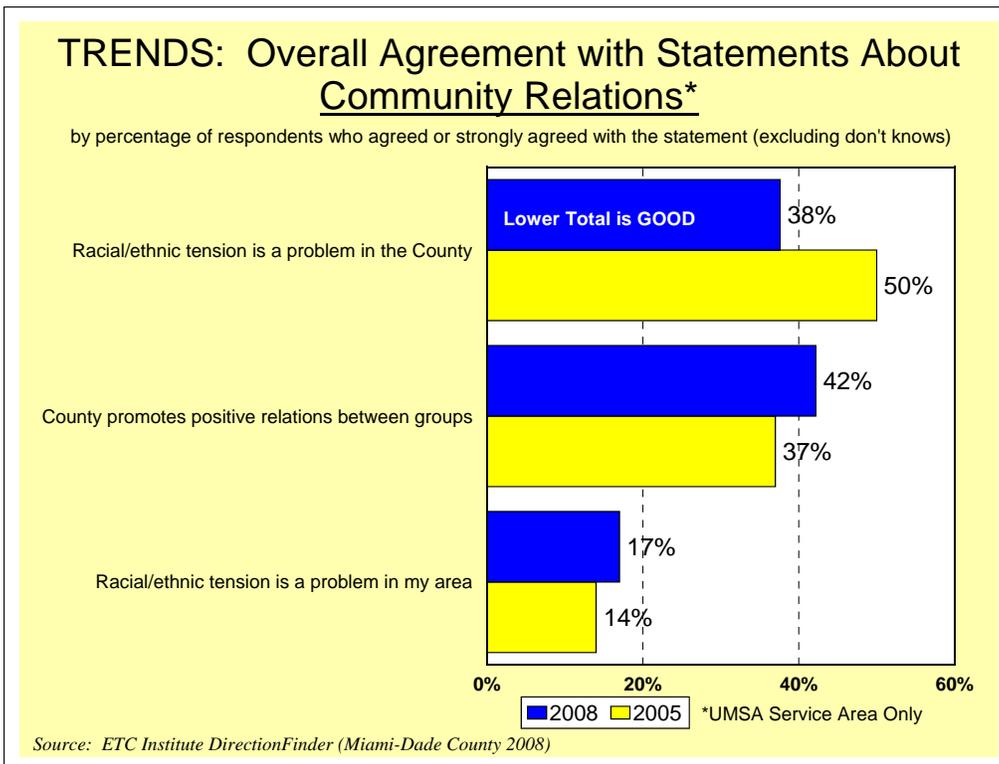
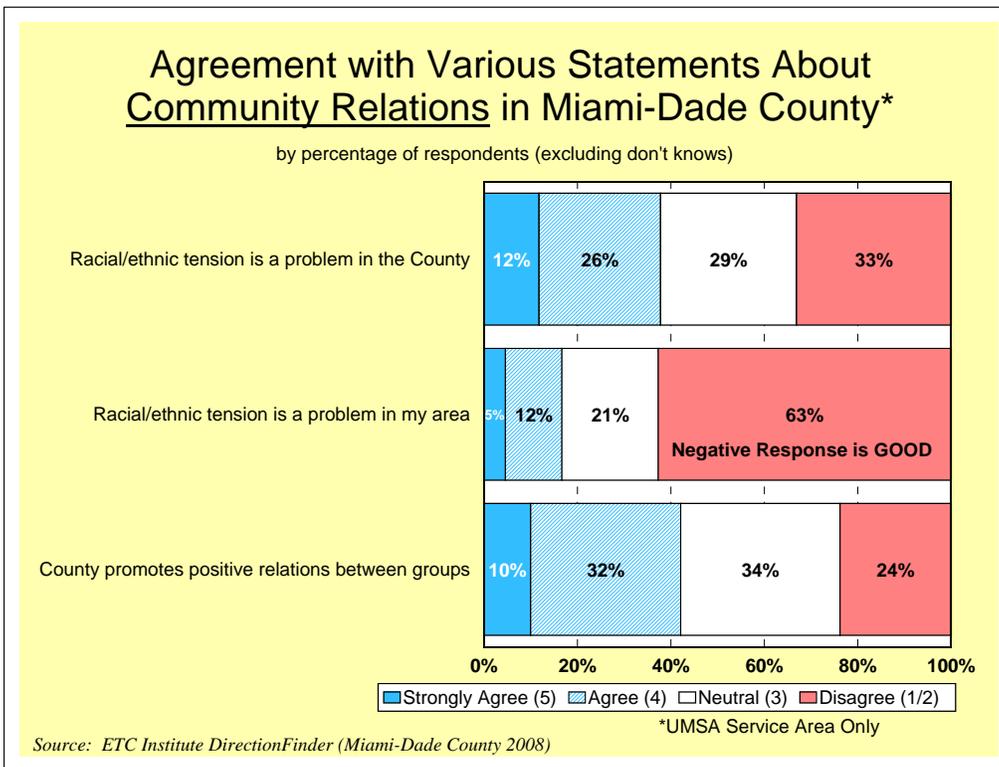


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

\*UMSA Service Area Only



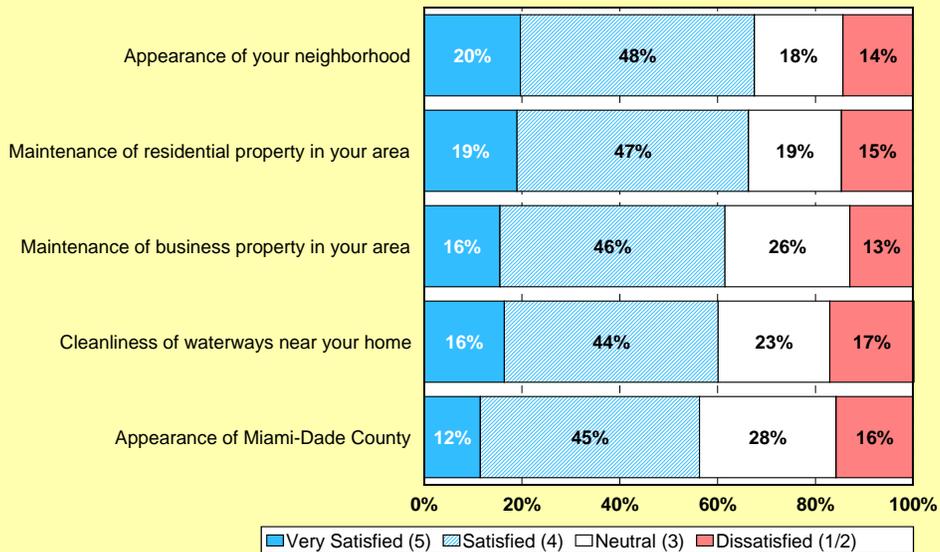
## Q9 Community Relations



# Q10 Appearance

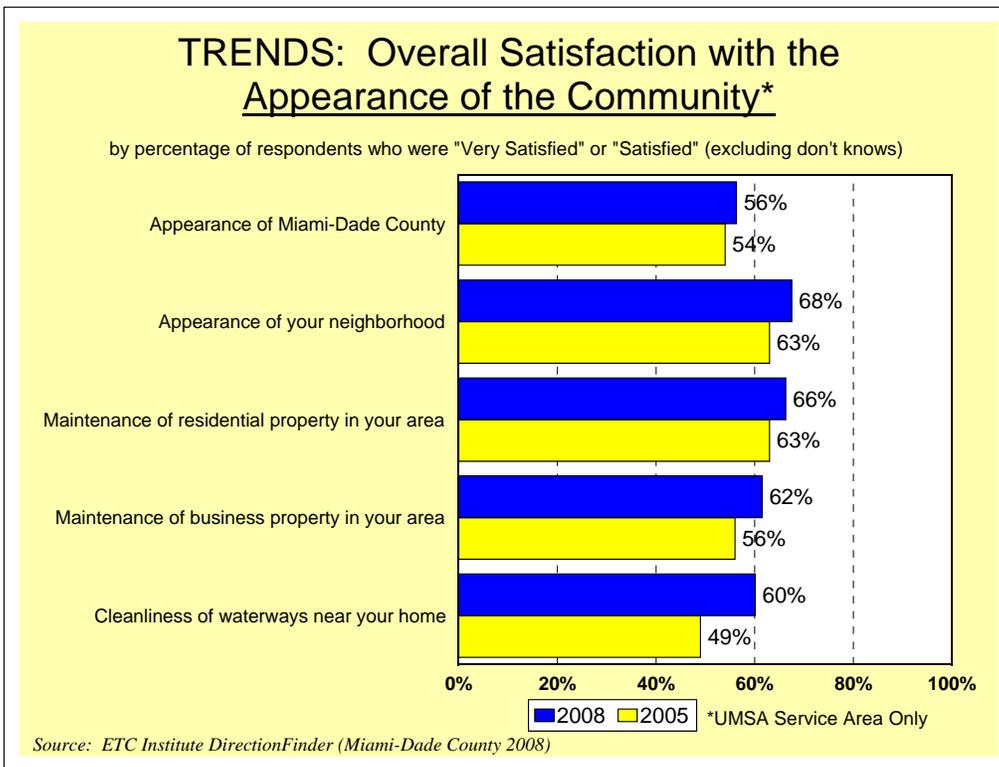
## Satisfaction with the Appearance of the Community\*

by percentage of respondents (excluding don't knows)

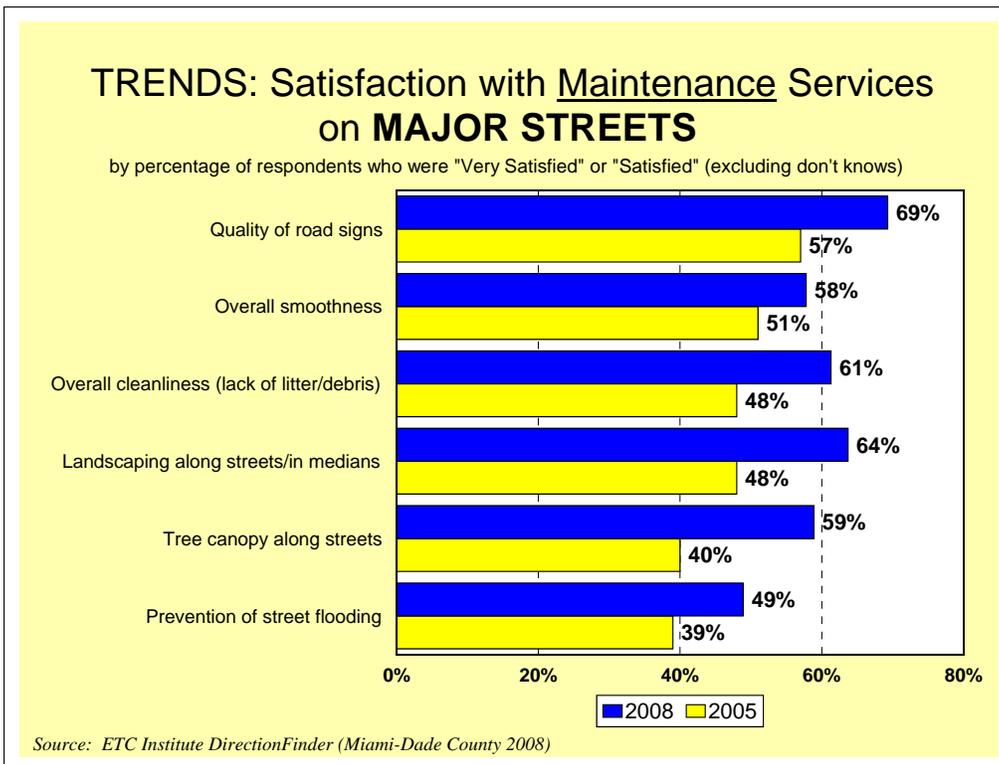
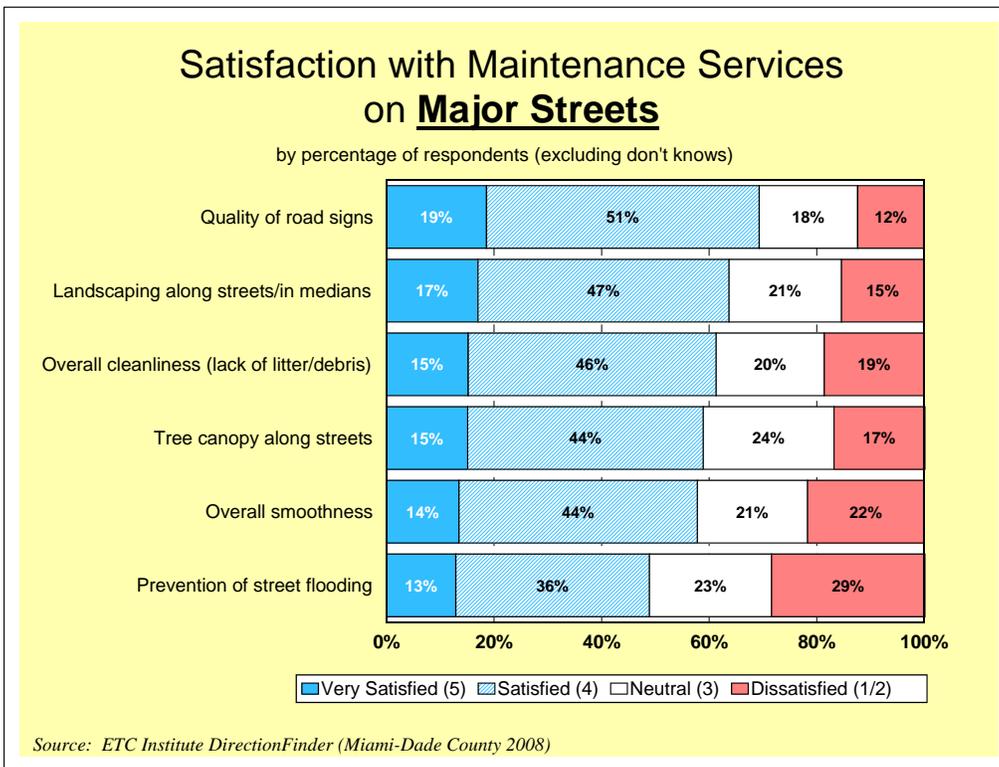


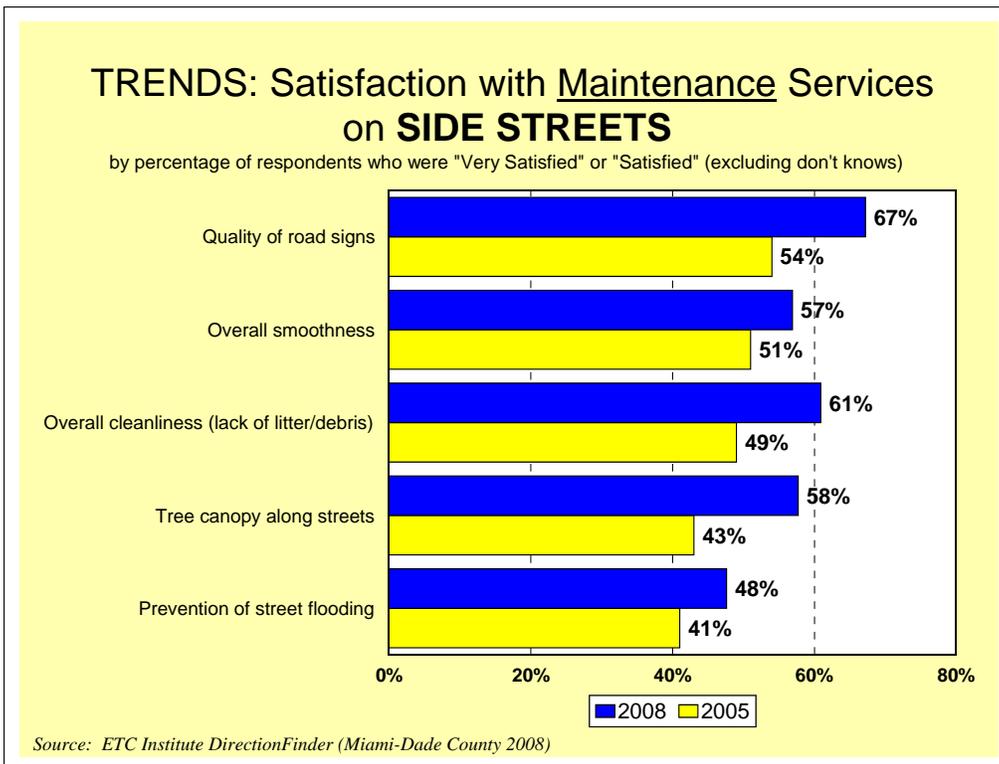
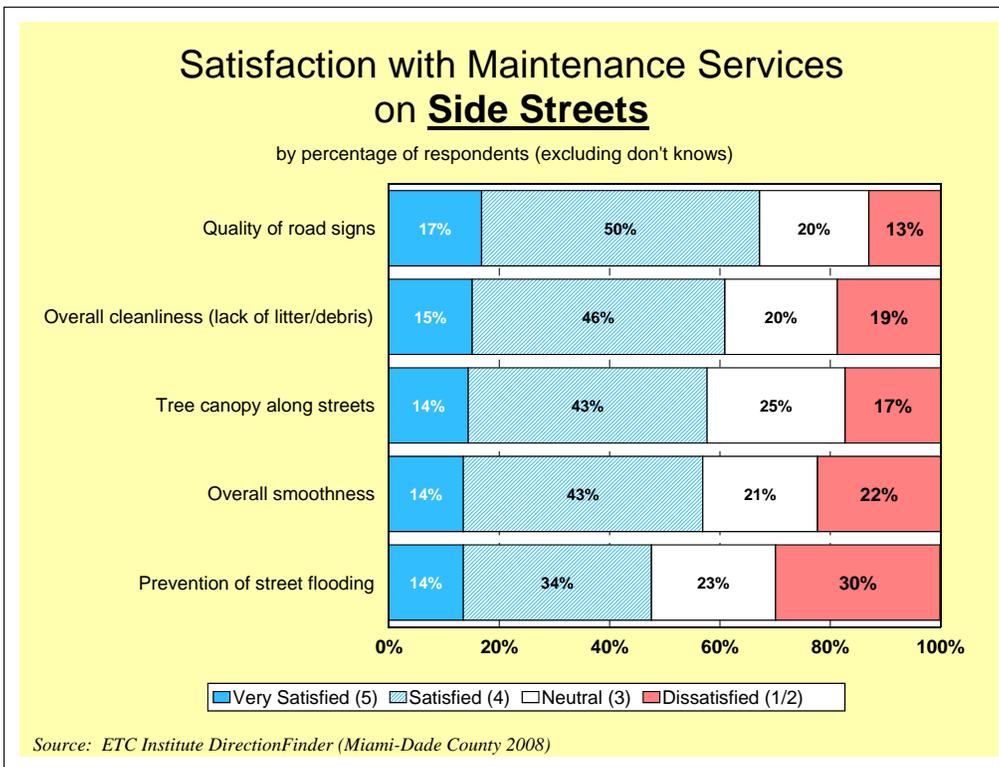
\*UMSA Service Area Only

Source: ETC Institute DirectionFinder (Miami-Dade County 2008)



# Q11 Street Maintenance

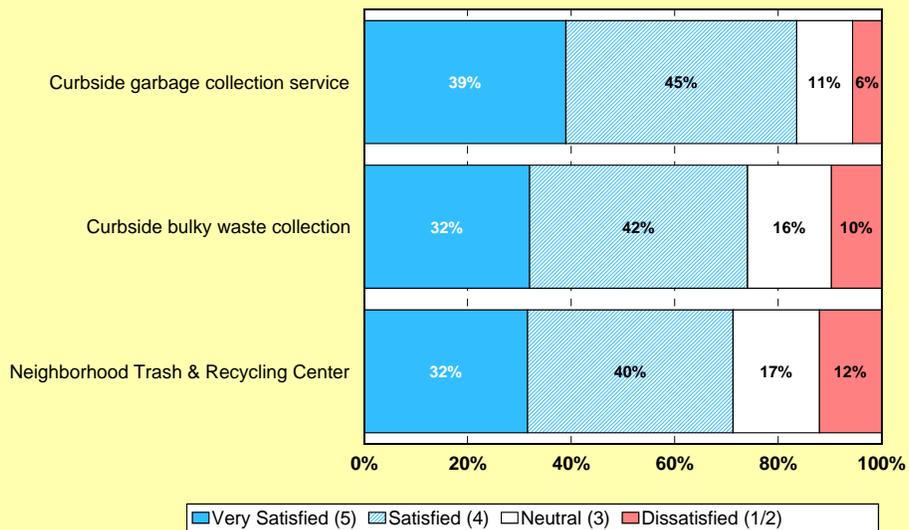




# Waste Collection

## Satisfaction with Waste Collection Services

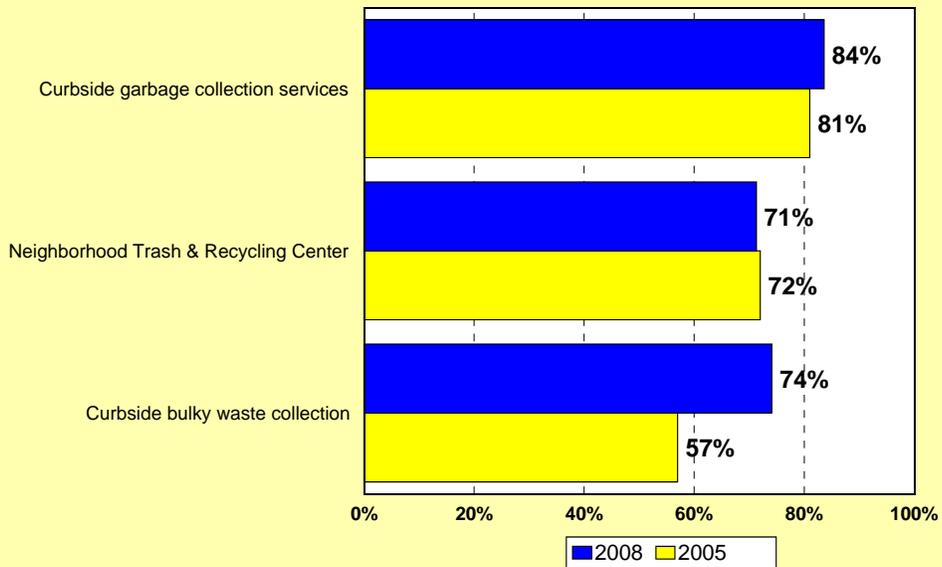
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

### TRENDS: Satisfaction with Waste Collection Services

by percentage of respondents who were "Very Satisfied" or "Satisfied" (excluding don't knows)

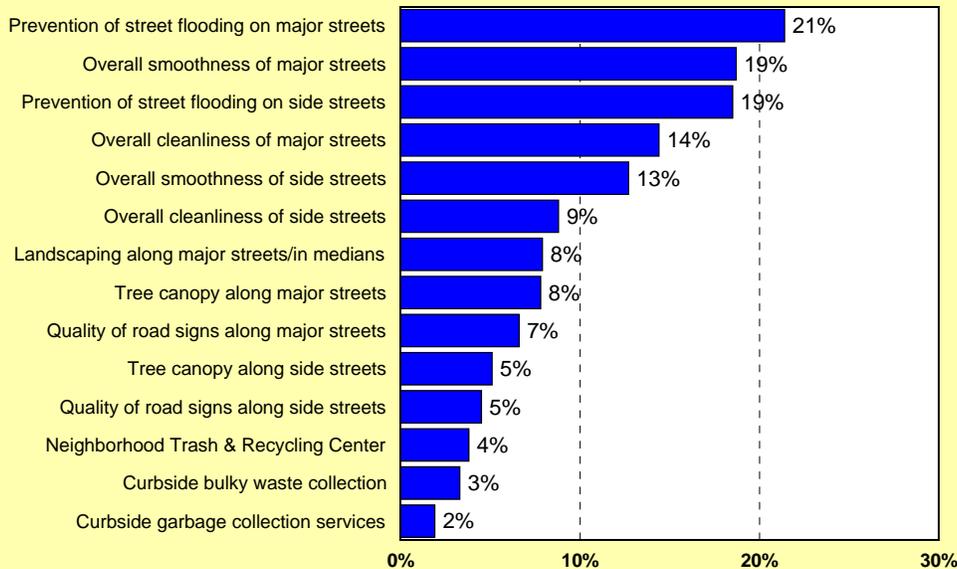


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

## Q12 Maintenance Priorities

### Maintenance Services that Residents Thought Miami-Dade County Needs to Improve Most

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

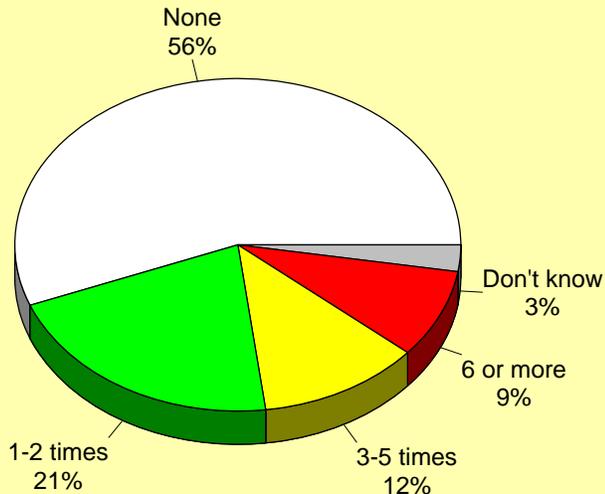


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

## Q13-Q14 Use of Neighborhood Trash/ Recycling Centers and Bulky Trash Service

During the past 12 months, approximately how many times have you taken trash to a County neighborhood trash and recycling center?

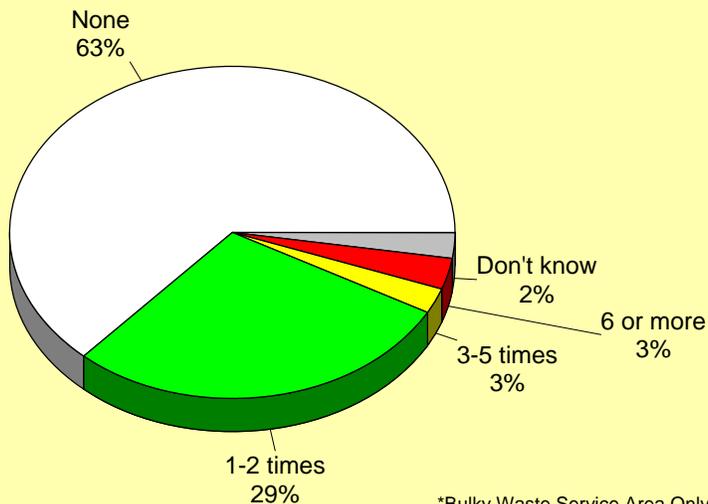
by percentage of respondents



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

During the past 12 months, approximately how many times have you set out bulky trash for a pick-up?\*

by percentage of respondents



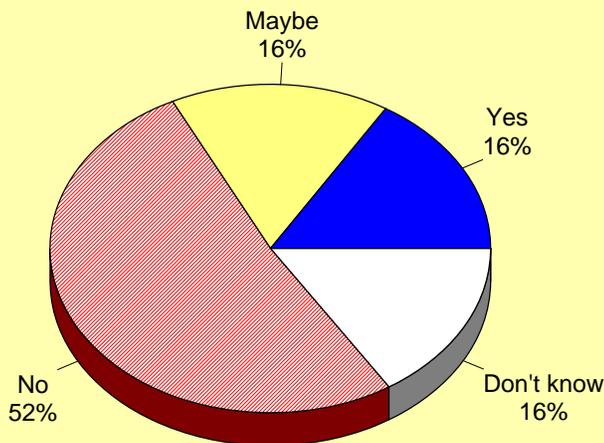
\*Bulky Waste Service Area Only

Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

## Q15 Willingness to Pay to Use Neighborhood Trash and Recycling Centers

Would you be willing to pay a nominal fee for each visit to a County neighborhood trash and recycling center in order to keep the annual waste fee at its current level longer?\*

by percentage of respondents



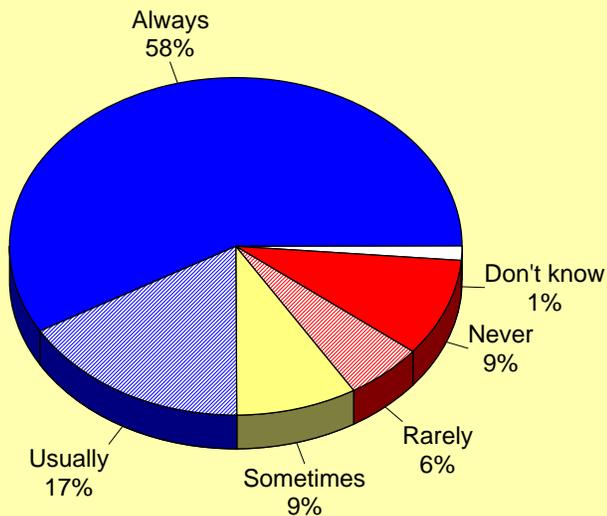
Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

\*UMSA Service Area Only

## Q16-Q18 Recycling

### How often do you recycle in your home?\*

by percentage of respondents

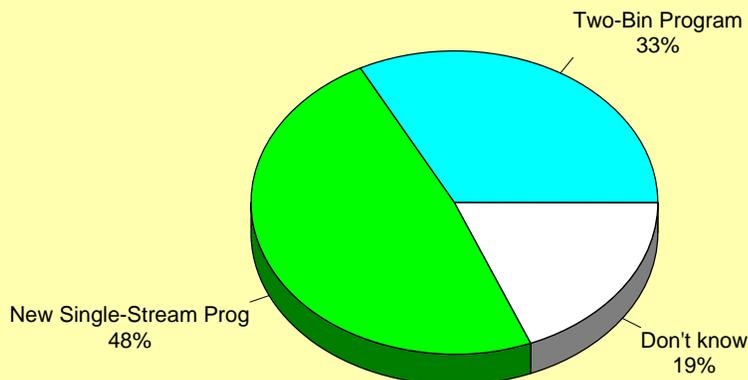


\*Recycling Service Area Only

Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

### Which curbside recycling program is currently being used in your neighborhood?\*

by percentage of respondents

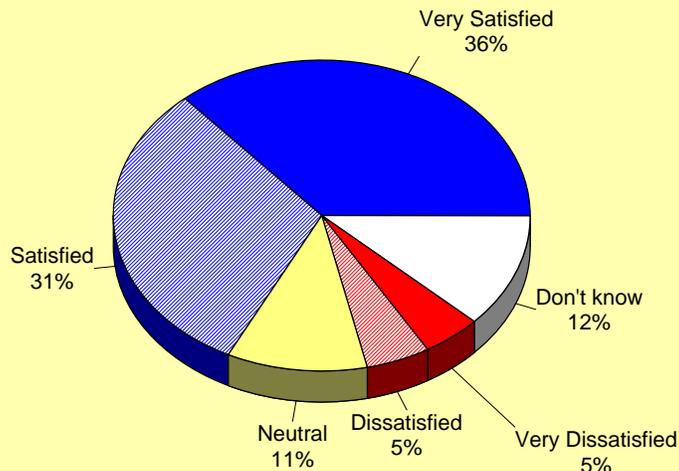


\*Recycling Service Area Only

Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

### Overall Satisfaction with Current Curbside Recycling Services\*

by percentage of respondents



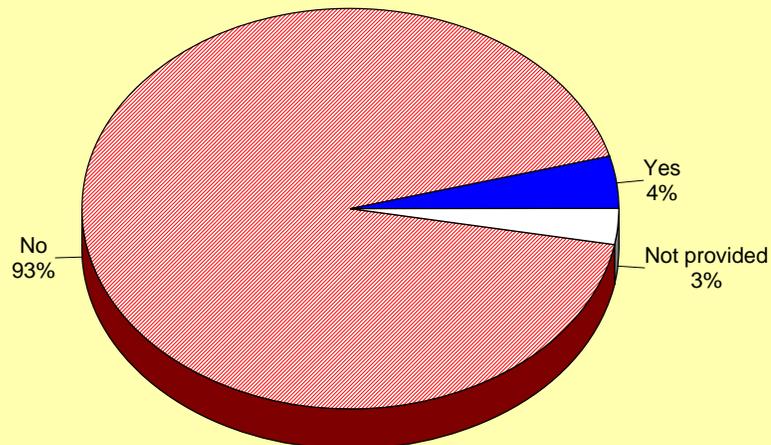
\*Recycling Service Area Only

Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

## Q19 Foreclosure

Have you been threatened with foreclosure on your home during the past two years?

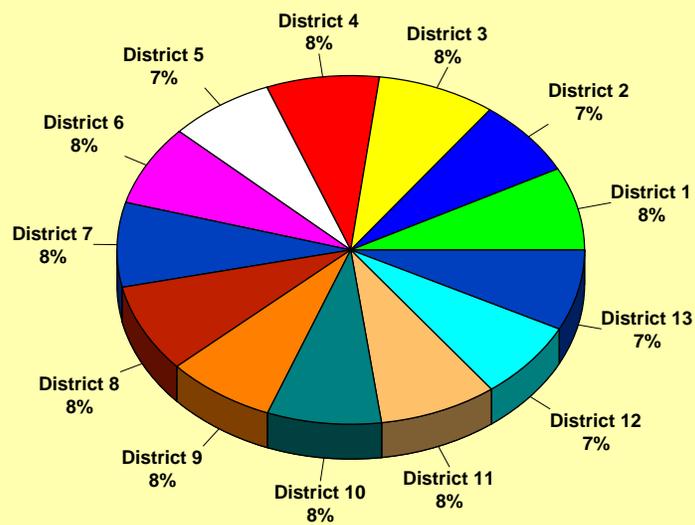
by percentage of respondents



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

## Data from Version 2 Only

Distribution of Respondents for Version 2  
by percentage of respondents

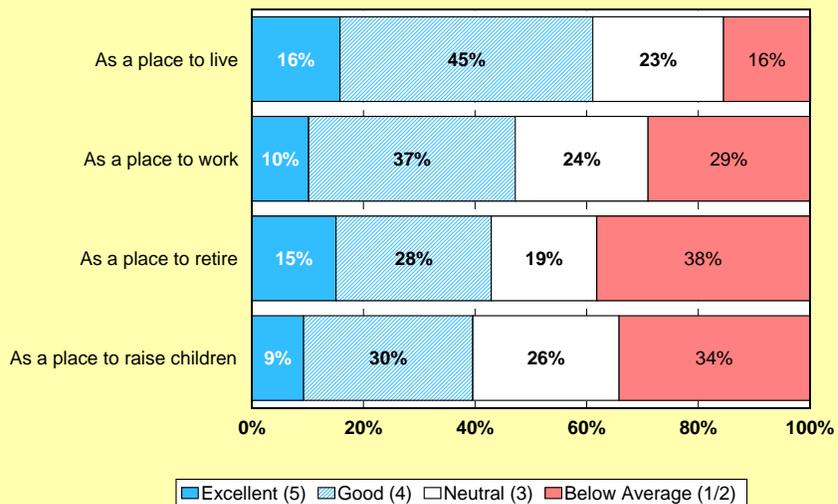


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

# Q 1 Overall Ratings

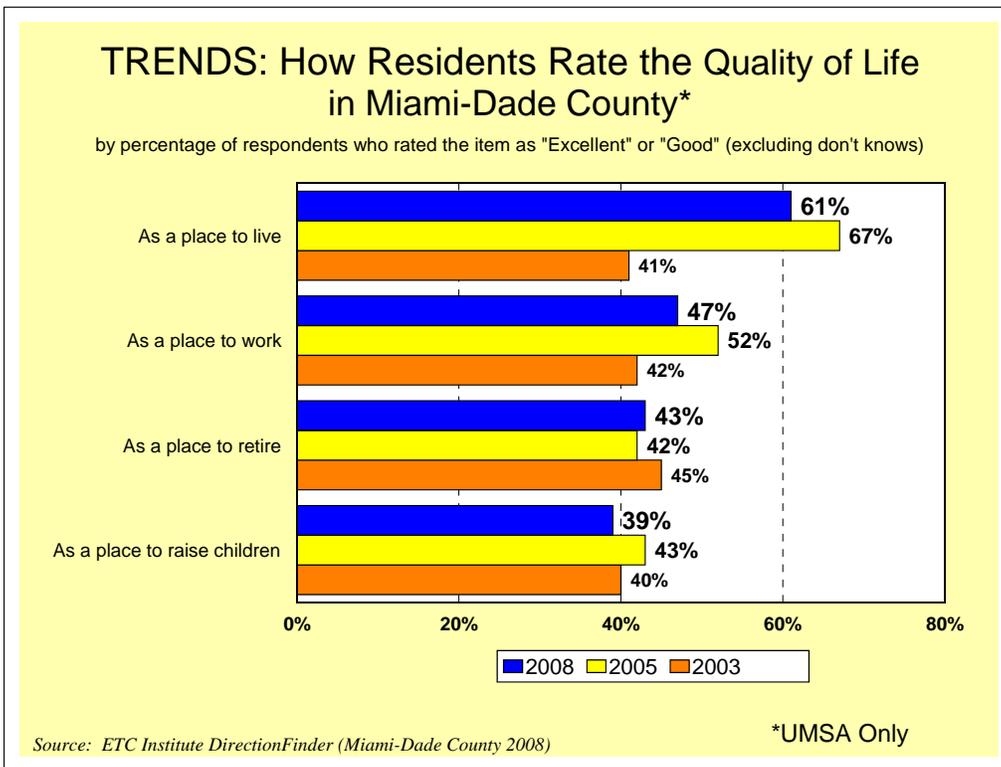
## How Residents Rate the Quality of Life in Miami-Dade County\*

by percentage of respondents (excluding don't knows)

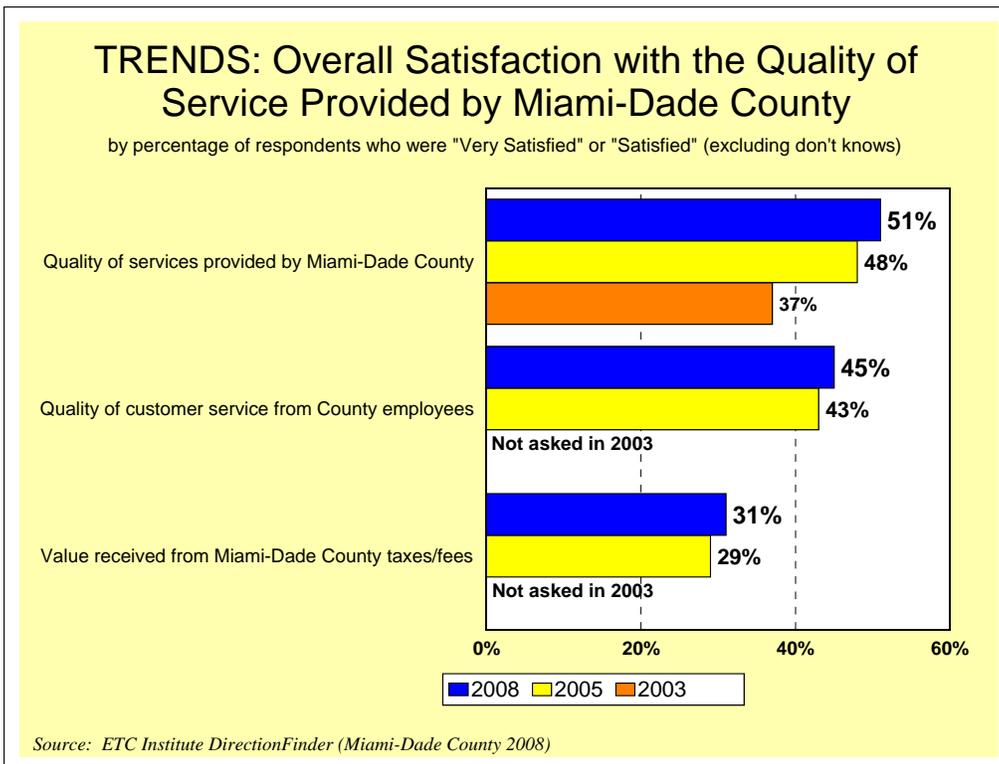
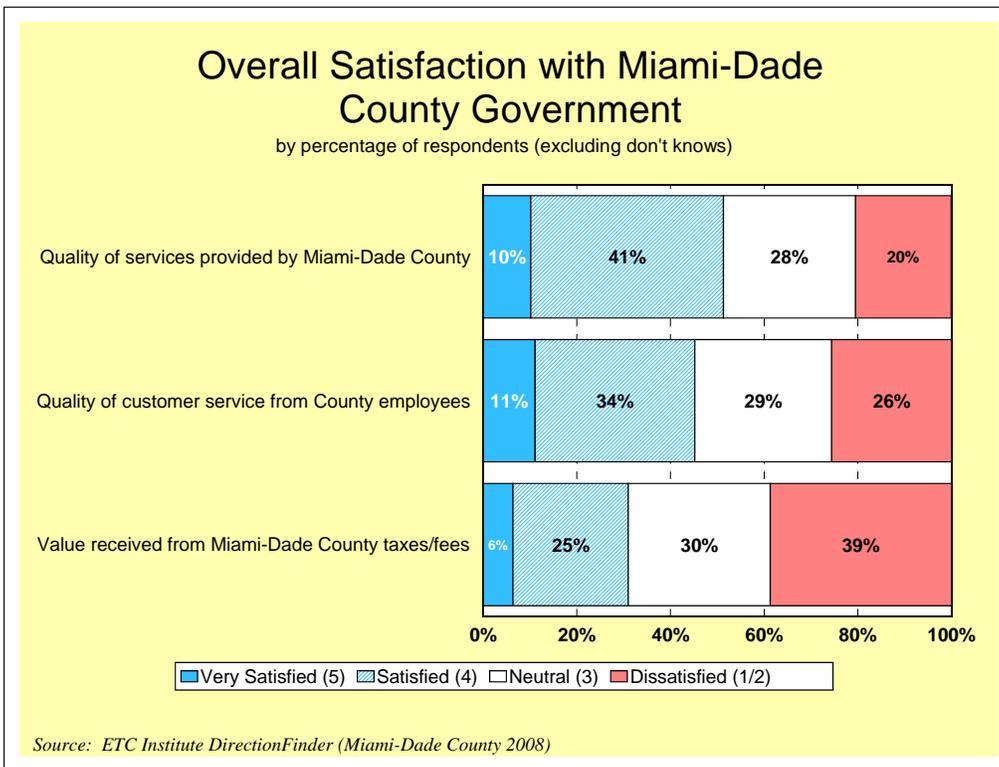


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

\*UMSA Only



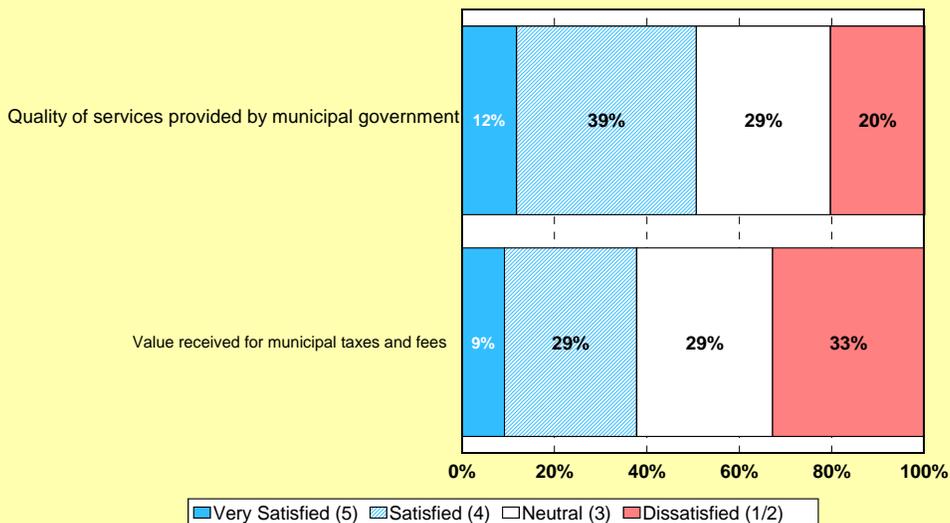
## Q 2 Government Ratings



# Q 3 Municipal Government Ratings

## Overall Satisfaction With Municipal Government Services\*

by percentage of respondents (excluding don't knows)



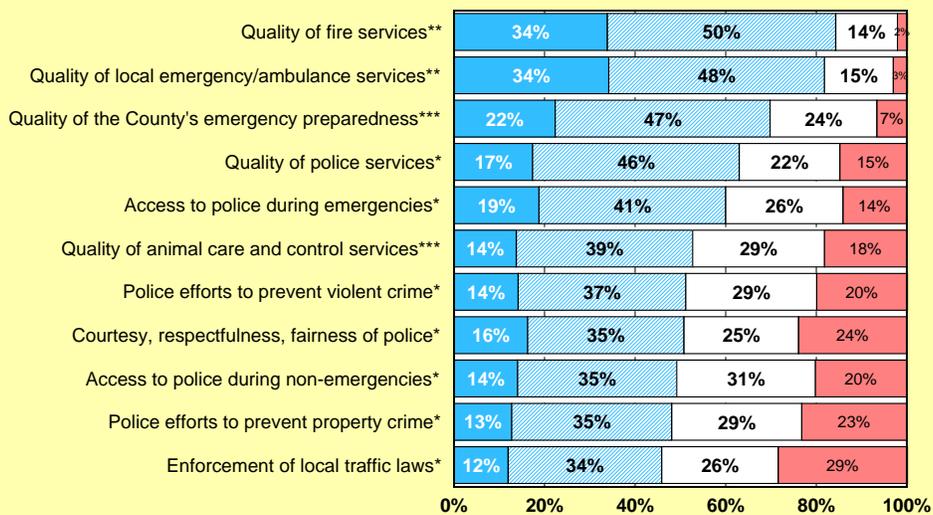
Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

\*Outside UMMA Only

# Q 4 Public Safety Ratings

## Satisfaction with Public Safety Services

by percentage of respondents (excluding don't knows)



\*Police Service Area Only

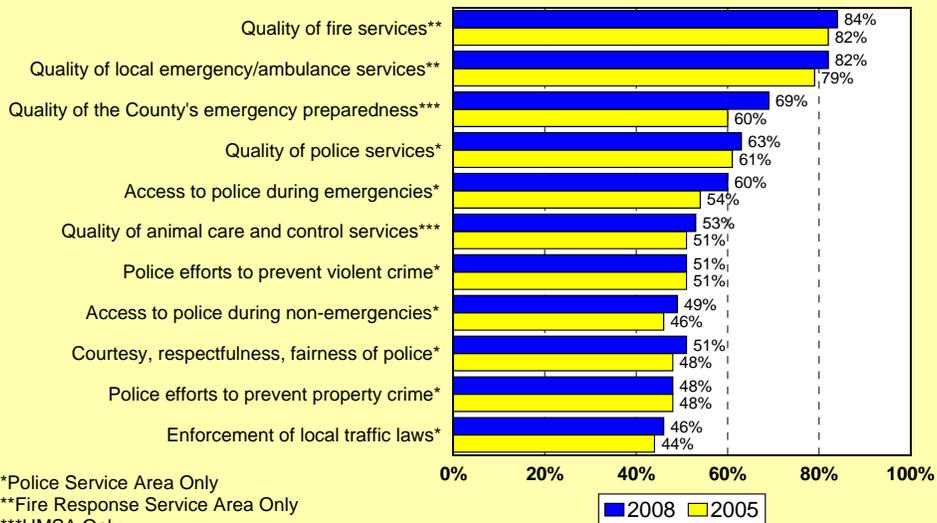
\*\*Fire Response Service Area Only

\*\*\*UMSA Only

Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

## TRENDS: Satisfaction with Public Safety Services in Miami-Dade County

by percentage of respondents who were "Very Satisfied" or "Satisfied" (excluding don't knows)

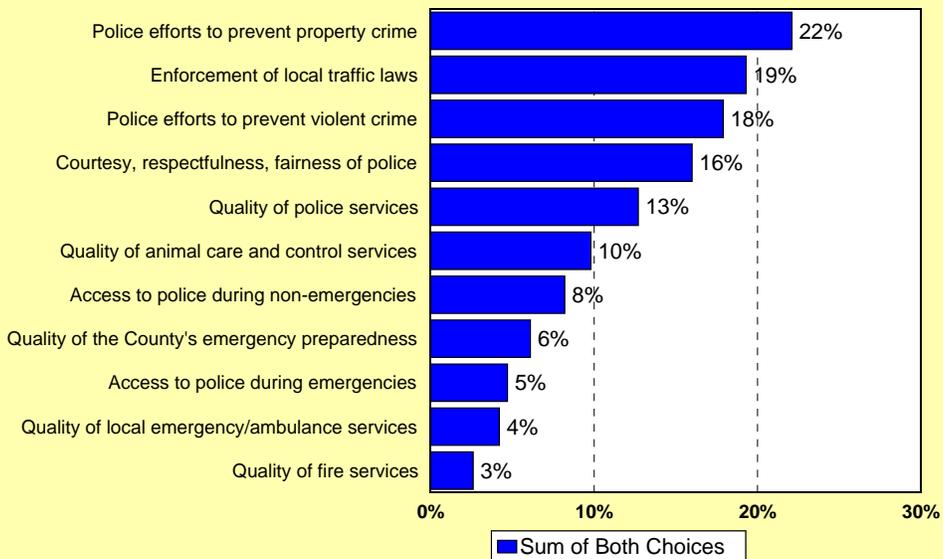


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

## Q 5 Public Safety Priorities

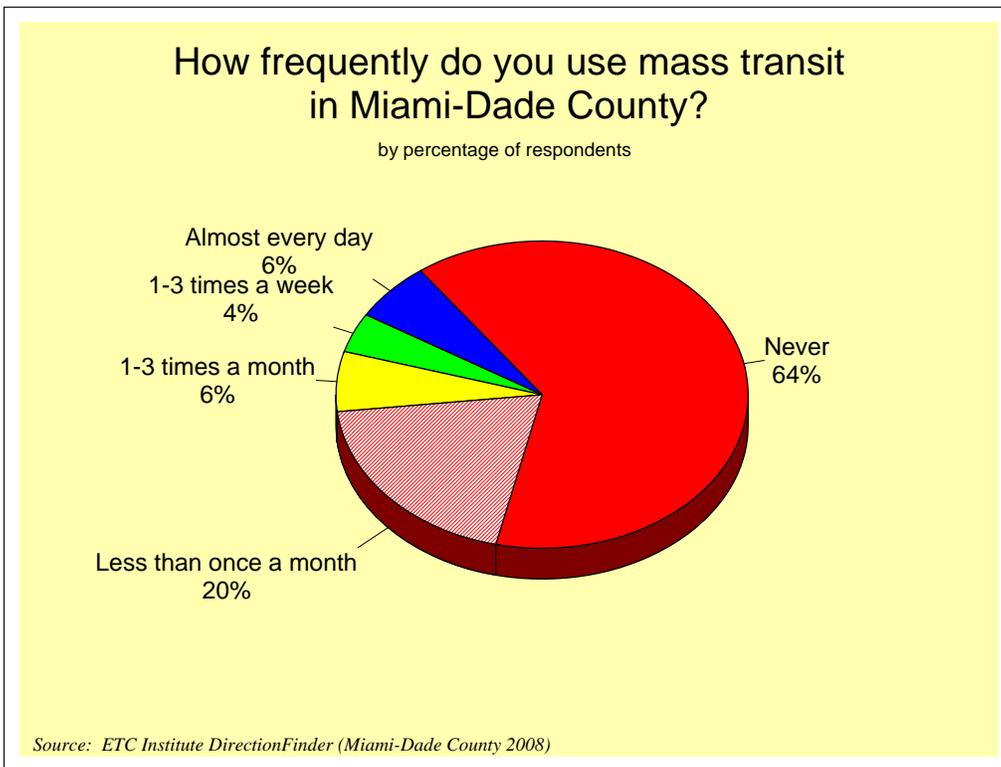
### Public Safety Services That Residents Thought Miami-Dade County Should Improve Most

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



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

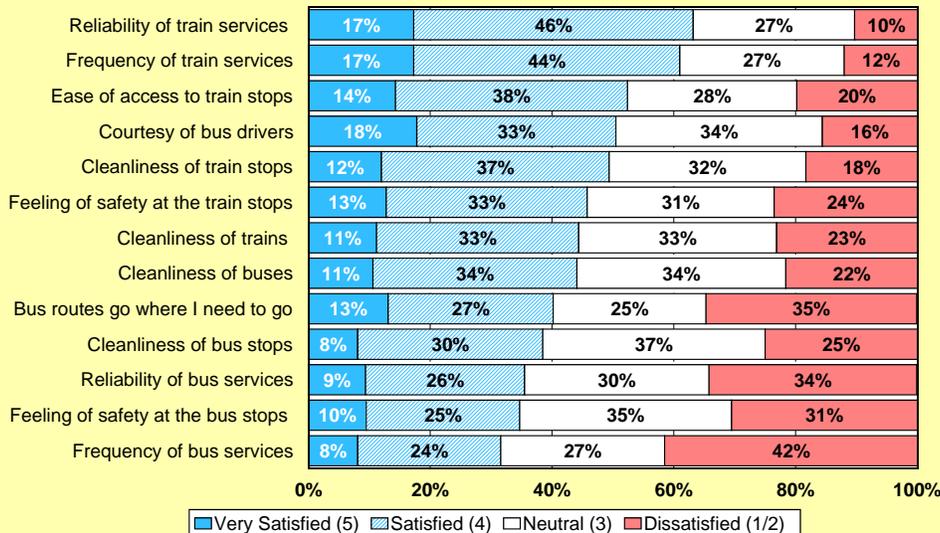
## Q 6 Mass Transit Use



## Q 7 Mass Transit Ratings

### Satisfaction with Various Aspects of Mass Transit Services in Miami-Dade County

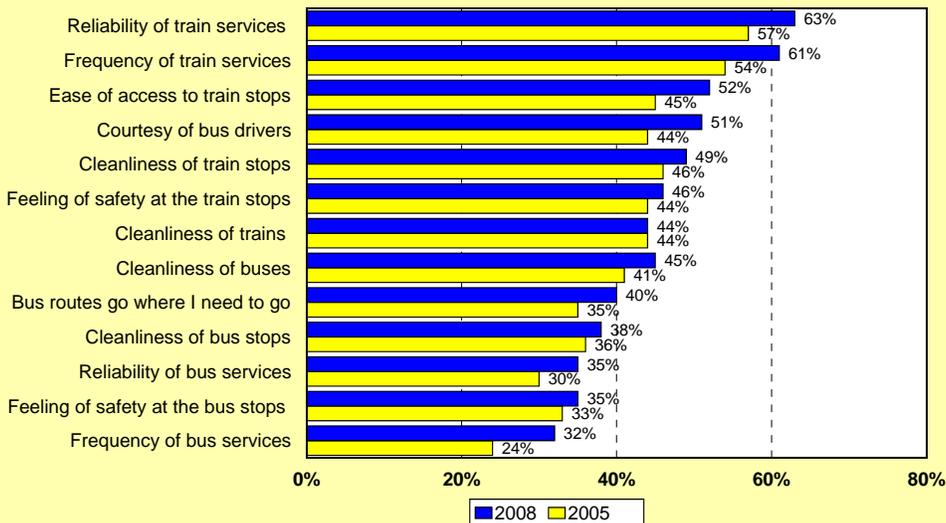
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

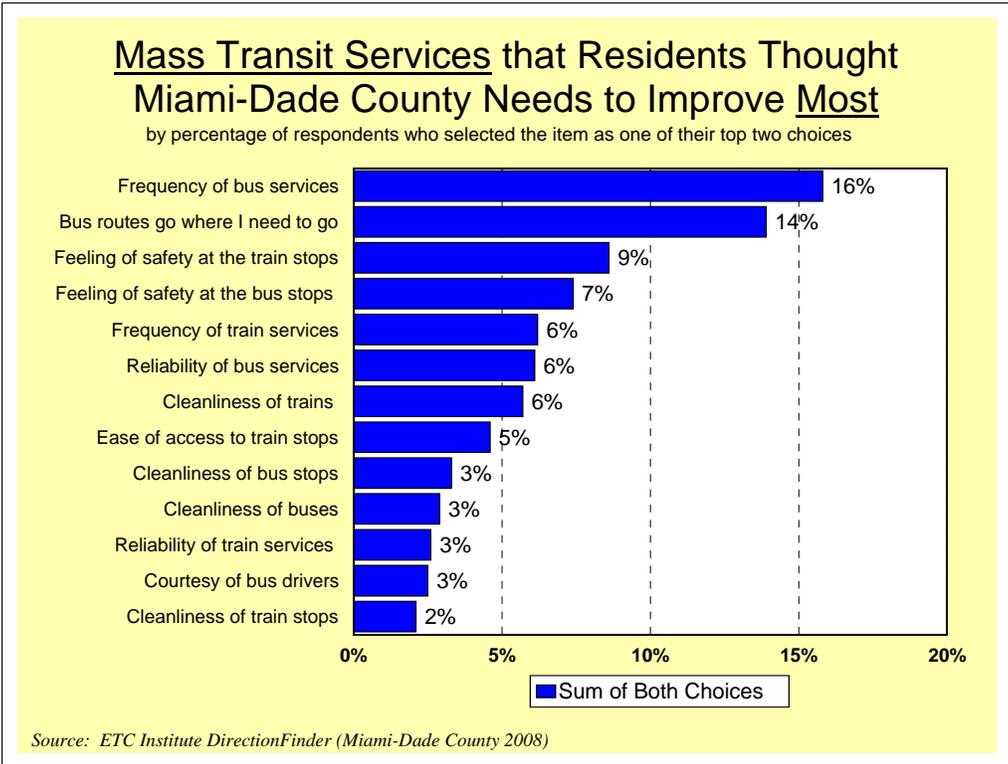
### TRENDS: Satisfaction with Various Aspects of Mass Transit Services in Miami-Dade County

by percentage of respondents who were "Very Satisfied" or "Satisfied" (excluding don't knows)



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

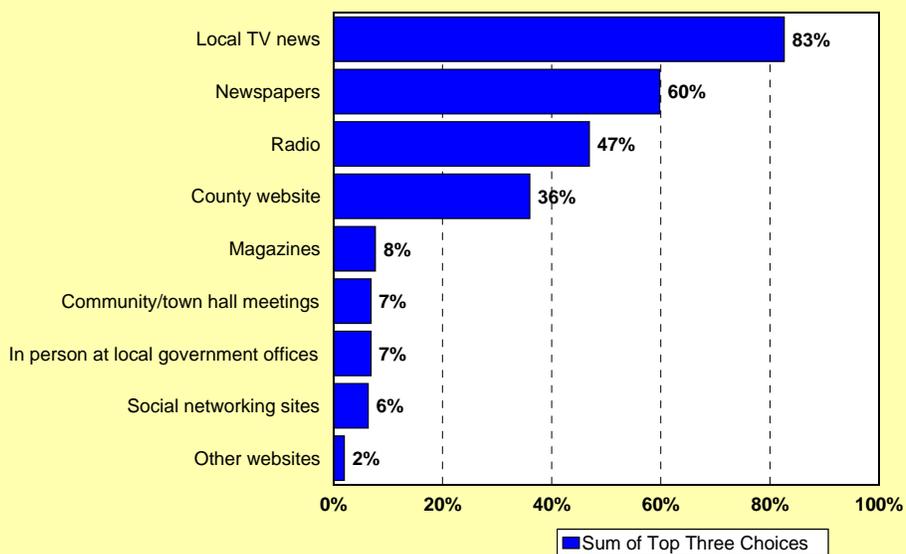
# Q 8 Mass Transit Priorities



# Q 10 Indirect Communication

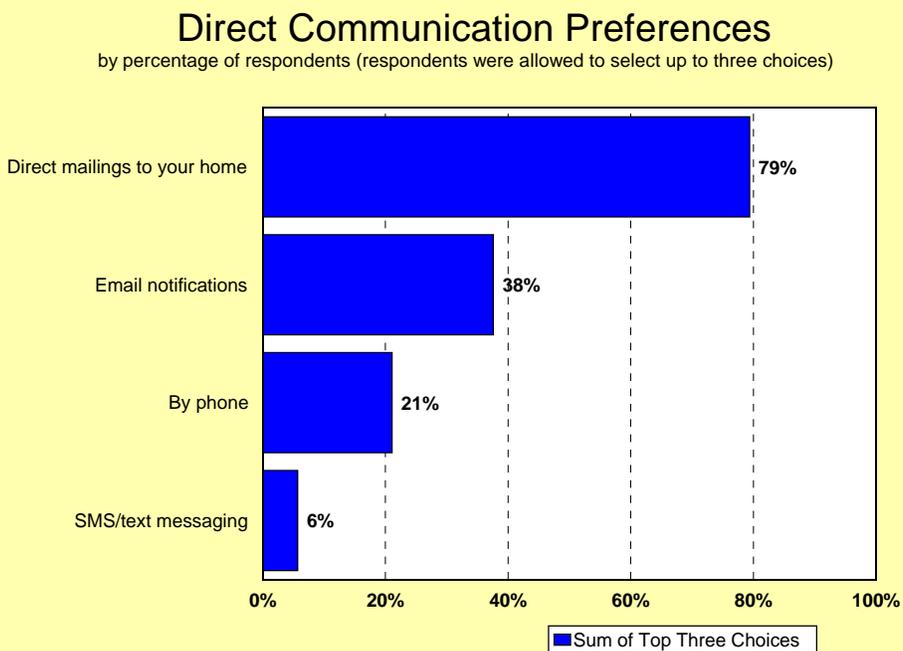
## Indirect Communication Preferences

by percentage of respondents (respondents were allowed to select up to three choices)



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

## Q 11 Direct Communication

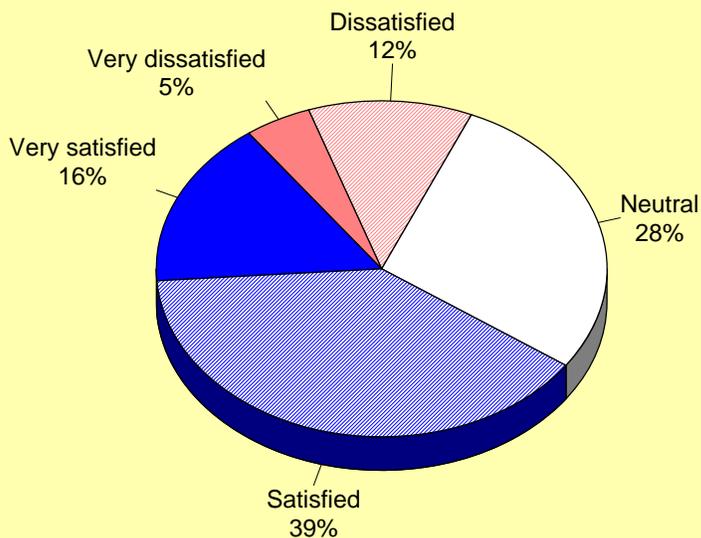


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

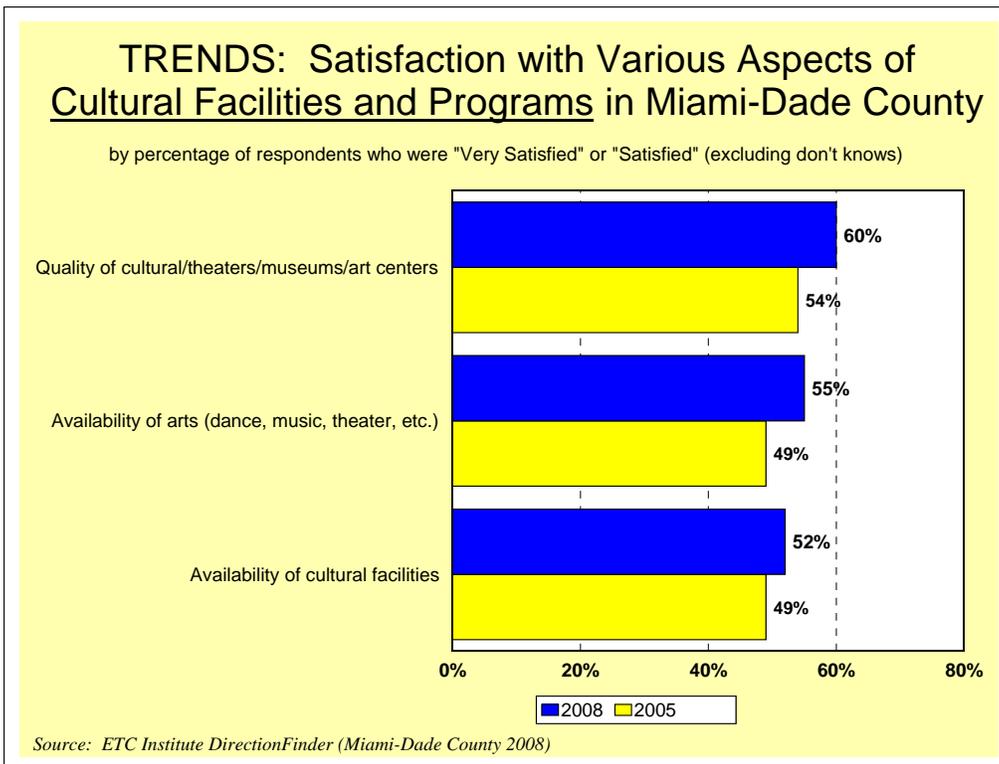
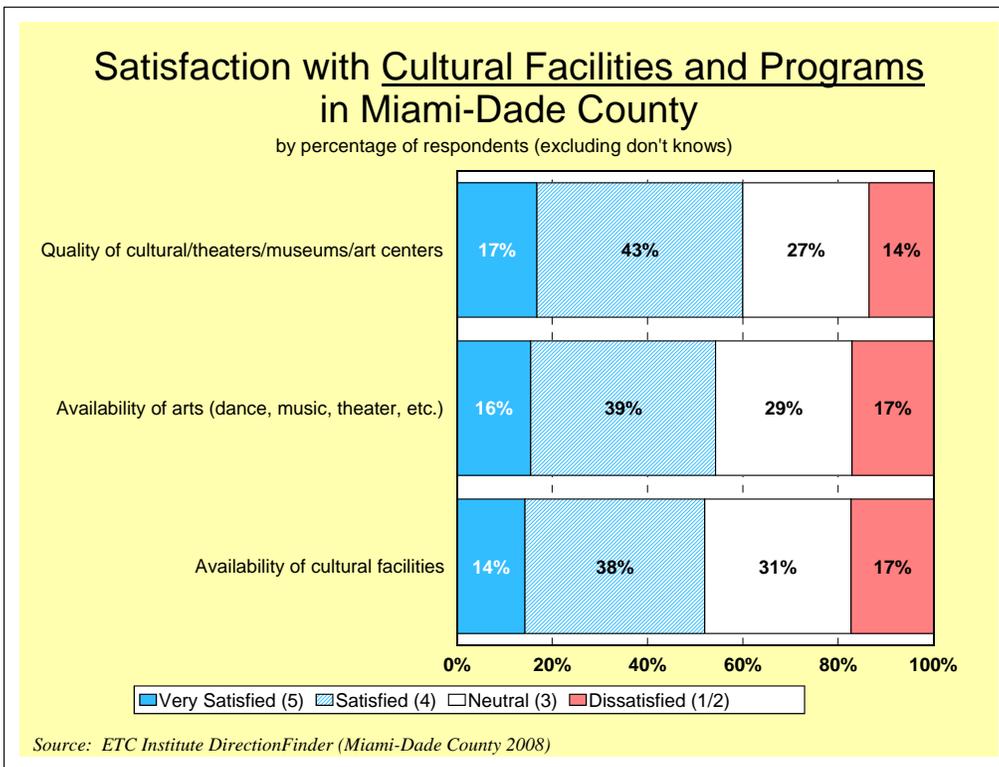
## Q 12 Culture/library/parks Ratings

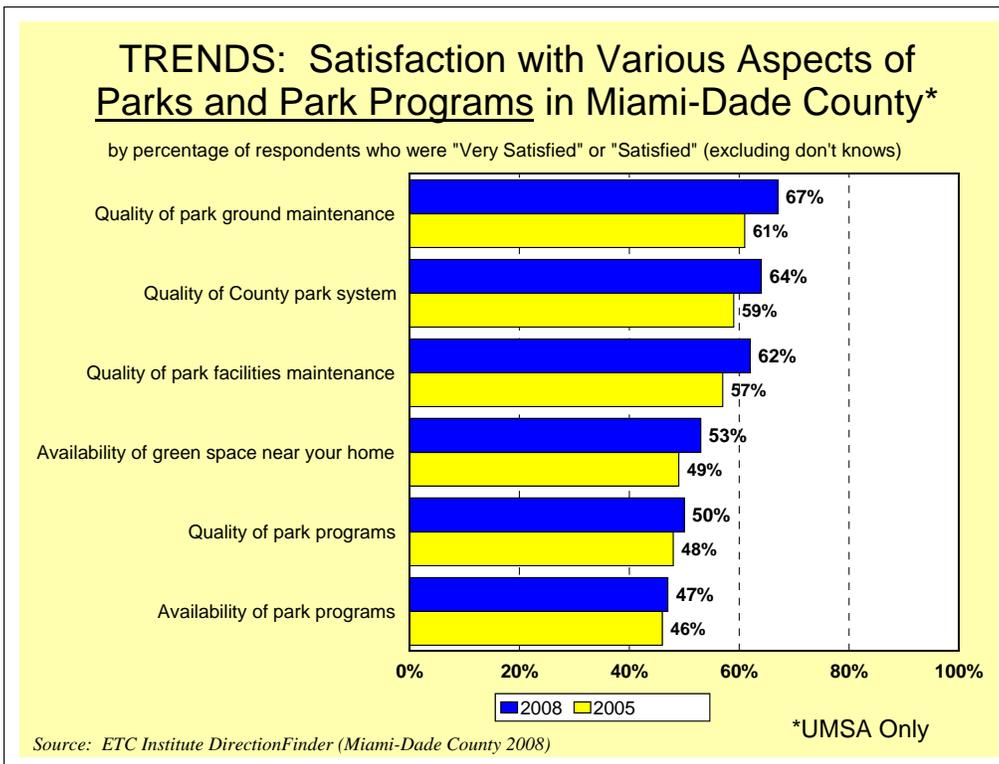
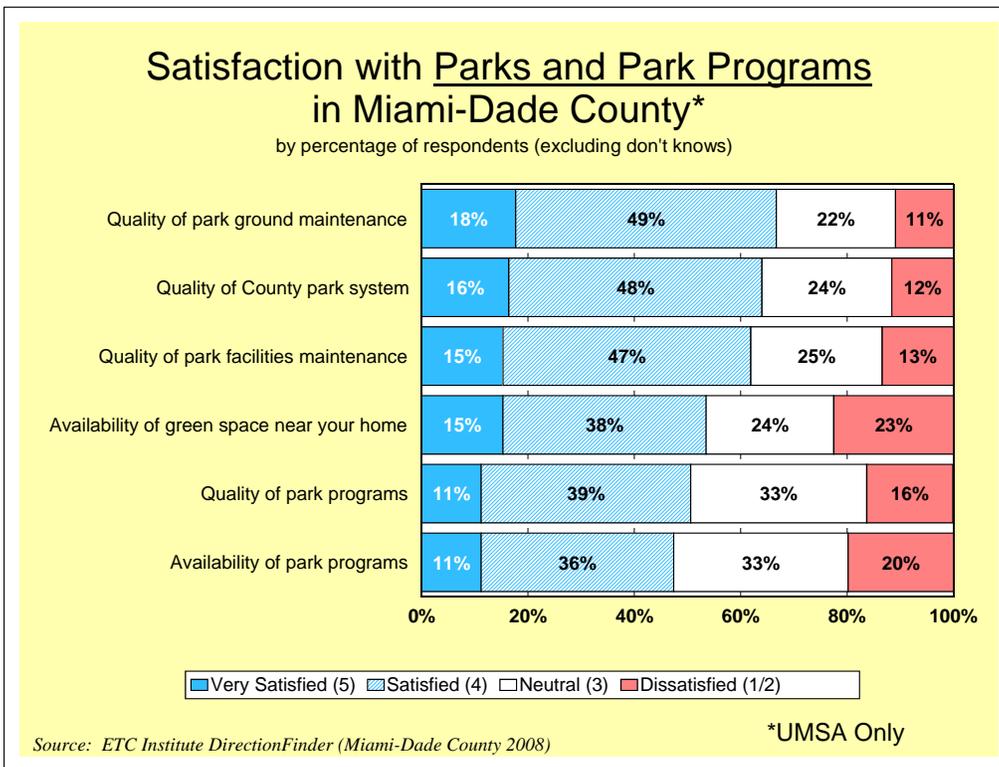
### Satisfaction with Information about Culture, Parks and Libraries in Miami-Dade County

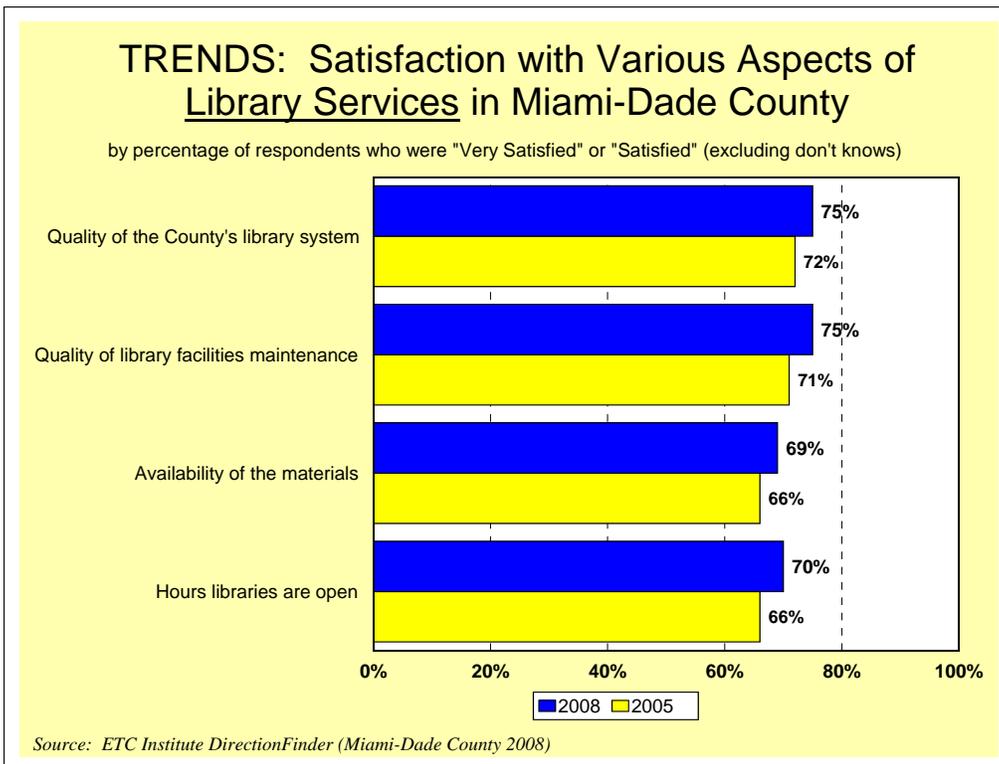
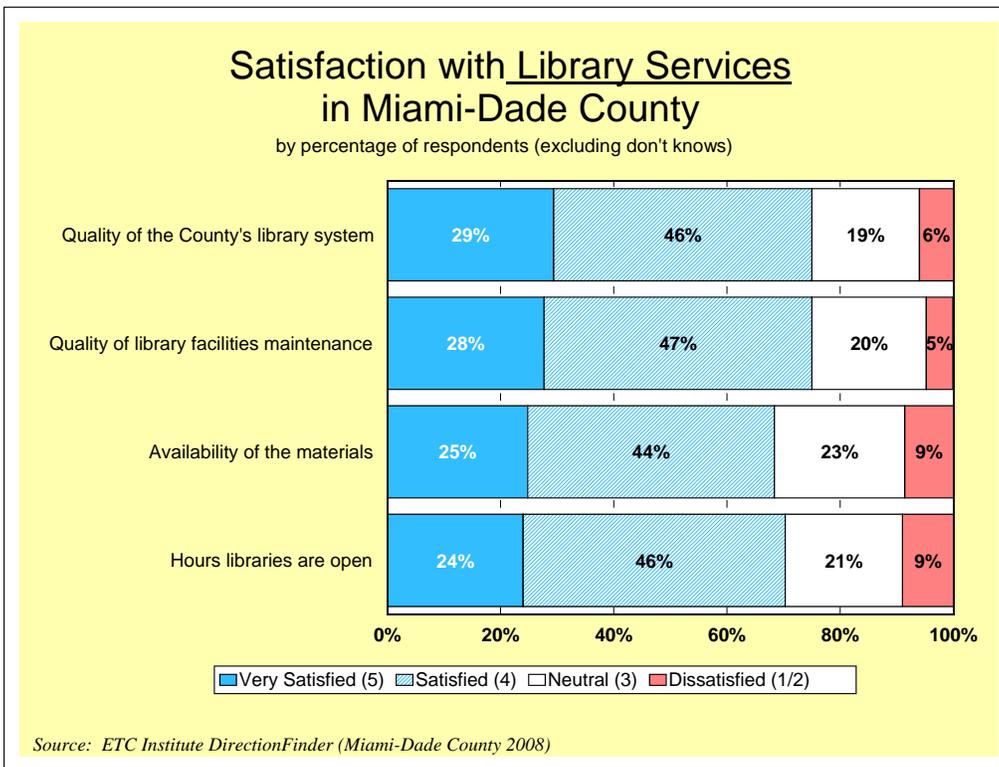
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)



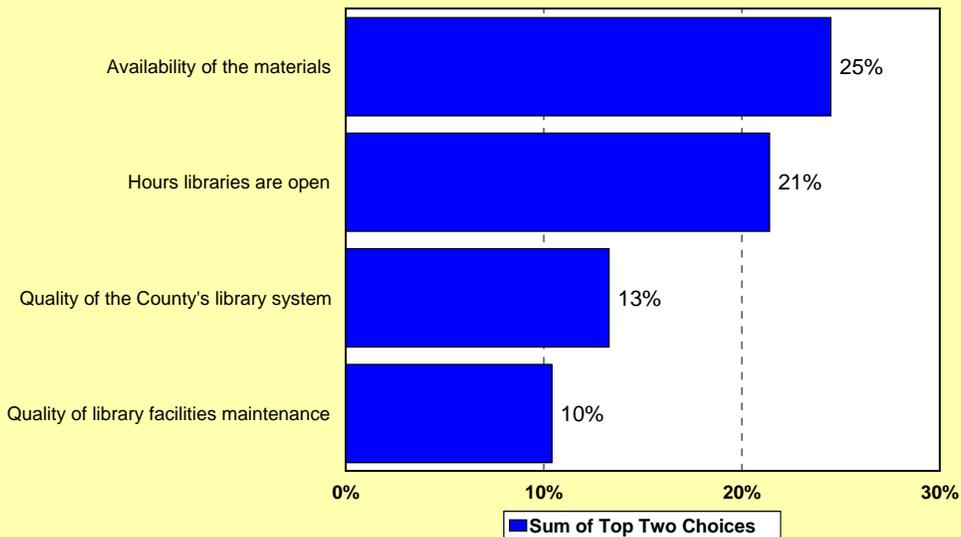




## Q 13 Library Service Priorities

### Library Services That Residents Thought Miami-Dade County Needs to Improve Most

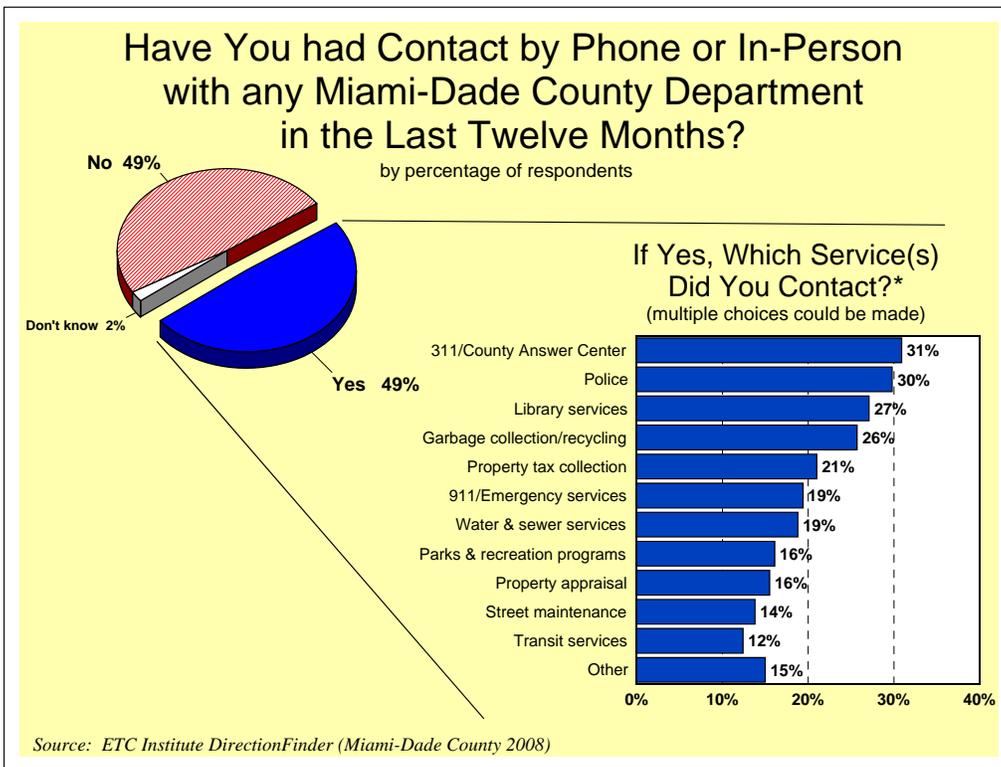
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

**Q 14 and 14a  
Contact with the County**

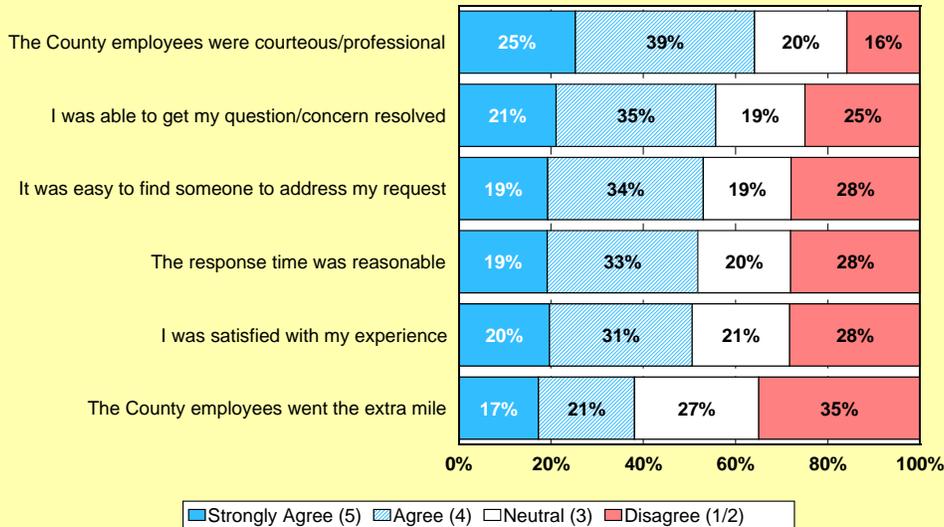
**Q 14 and 14a  
Contact with the County**



# Q 15 Customer Service Ratings

### Agreement with Statements About the Quality of Customer Service Provided by Miami-Dade County

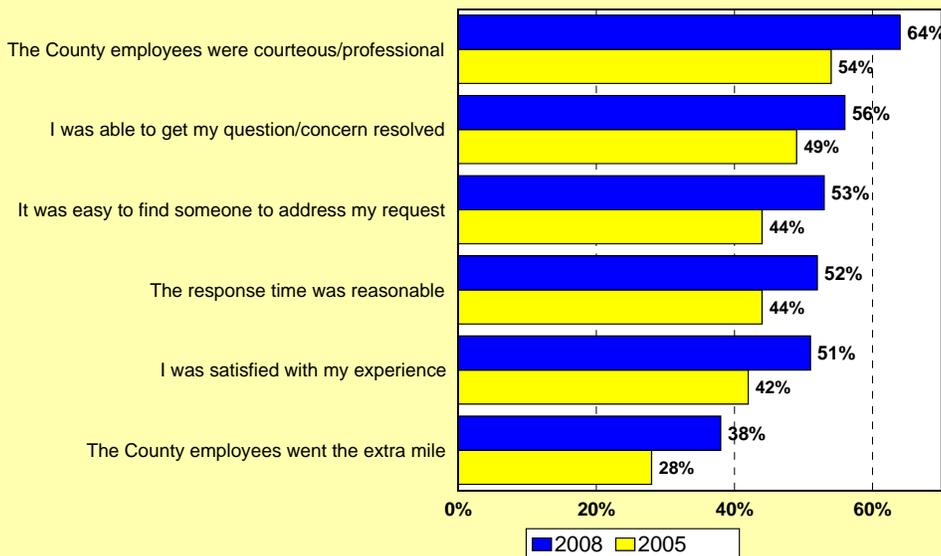
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

### TRENDS: Agreement with Statements About the Quality of Customer Service Provided by Miami-Dade County

by percentage of respondents who agreed or strongly agreed with the statement (excluding don't knows)

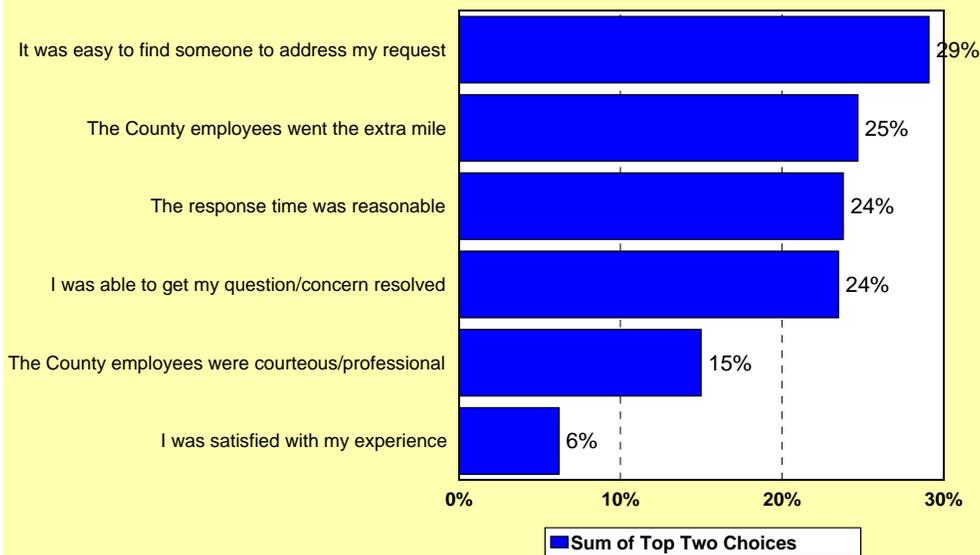


Source: ETC Institute DirectionFinder (Miami-Dade County 2008)

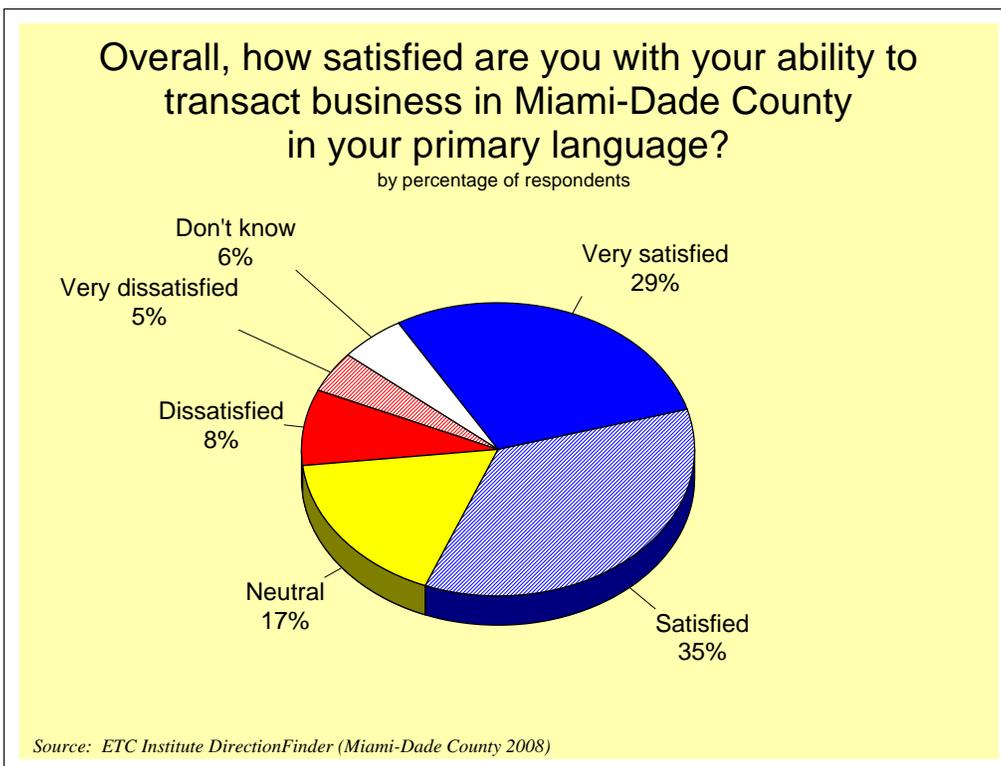
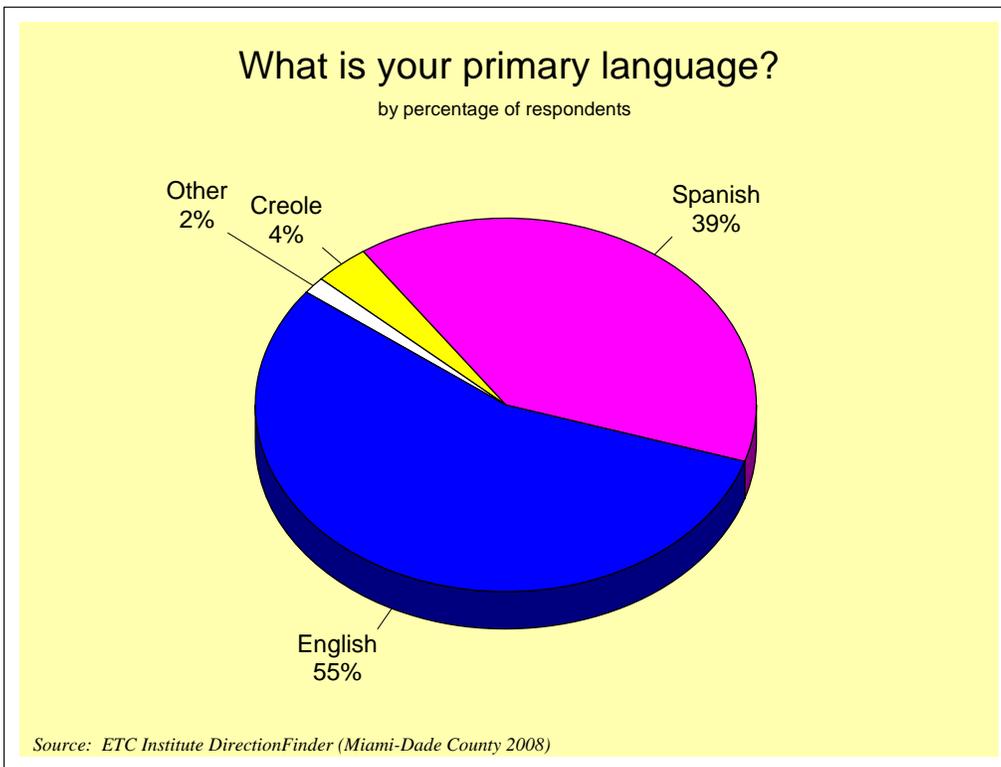
## Q 16 Customer Service Priorities

### Areas of Customer Service That Residents Thought Miami-Dade County Needs to Improve Most

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



Source: ETC Institute DirectionFinder (Miami-Dade County 2008)



# Insurance

