

## **Section 2:**

# **Analysis of Trends**

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# 2008 Miami-Dade County Resident Satisfaction Survey Results

Sorted based on the total POSITIVE RATINGS of 4 and 5 (on a 5-point scale, where 5 is best)

Rank	Area Rated	Percent Positive Ratings (4 & 5)	Change (2008 vs. 2005)
1	Quality of fire services	84.0	2.0
2	Curbside garbage collection services	83.6	2.6
3	Quality of local emergency/ambulance services	82.0	3.0
4	Overall quality of drinking water	77.4	2.4
5	Quality of sewer (wastewater treatment) services	75.3	5.3
6	Quality of library facilities maintenance	75.0	4.0
7	Quality of the County's library system	75.0	3.0
8	Curbside bulky waste collection	74.1	17.1
9	Curbside recycling services	71.3	-0.7
10	Hours libraries are open	70.0	4.0
11	Quality of road signs on major streets	69.3	12.3
12	Quality of the County's emergency preparedness	69.0	9.0
13	Availability of the materials	69.0	3.0
14	Appearance of your neighborhood	67.5	4.5
15	Quality of road signs on side streets	67.2	13.2
16	Quality of park ground maintenance	67.0	6.0
17	Maintenance of residential property in your area	66.3	3.3
18	The County employees were courteous/professional	64.0	10.0
19	Quality of County park system	64.0	5.0
20	Landscaping along streets/in medians	63.7	15.7
21	Reliability of train services	63.0	6.0
22	Quality of police services	63.0	2.0
23	Quality of park facilities maintenance	62.0	5.0
24	Maintenance of business property in your area	61.5	5.5
25	Overall cleanliness of major streets	61.3	13.3
26	Frequency of train services	61.0	7.0
27	County's Answer Center 311	61.0	0.0
28	As a place to live	61.0	-6.0
29	Overall cleanliness of side streets	60.9	11.9
30	Cleanliness of waterways near your home	60.1	11.1
31	Quality of cultural/theaters/museums/art centers	60.0	6.0
32	Access to police during emergencies	60.0	6.0
33	The County's website (www.miamidade.gov)	60.0	-1.0
34	Tree canopy along major streets	58.9	18.9
35	Overall smoothness of major streets	57.8	6.8
36	Tree canopy along side streets	57.7	14.7
37	Overall smoothness of side streets	56.9	5.9
38	Appearance of Miami-Dade County	56.3	2.3
39	I was able to get my question/concern resolved	56.0	7.0
40	Availability of arts (dance, music, theater, etc.)	55.0	6.0

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Sorted based on the total POSITIVE RATINGS of 4 and 5 (on a 5-point scale, where 5 is best)

Rank	Area Rated	Percent Positive Ratings (4 & 5)	Change (2008 vs. 2005)
41	Miami Seaport Services	54.5	2.5
42	Availability of sidewalks for pedestrians	53.5	7.5
43	Maintenance of County streets	53.4	5.4
44	It was easy to find someone to address my request	53.0	9.0
45	Availability of green space near your home	53.0	4.0
46	Quality of animal care and control services	53.0	2.0
47	The response time was reasonable	52.0	8.0
48	Ease of access to train stops	52.0	7.0
49	Availability of cultural facilities	52.0	3.0
50	Quality of services provided by Miami-Dade County	51.3	3.3
51	I was satisfied with my experience	51.0	9.0
52	Courtesy of bus drivers	51.0	7.0
53	Courtesy, respectfulness, fairness of police	51.0	3.0
54	Police efforts to prevent violent crime	51.0	0.0
55	Miami International Airport (MIA) services	50.8	0.8
56	Quality of park programs	50.0	2.0
57	Cleanliness of train stops	49.0	3.0
58	Access to police during non-emergencies	49.0	3.0
59	Prevention of street flooding on major streets	48.9	9.9
60	Police efforts to prevent property crime	48.0	0.0
61	Prevention of street flooding on side streets	47.6	6.6
62	Availability of park programs	47.0	1.0
63	As a place to work	47.0	-5.0
64	Info. programming on Miami-Dade TV	46.0	4.0
65	Feeling of safety at the train stops	46.0	2.0
66	Enforcement of local traffic laws	46.0	2.0
67	Video programming on County website	46.0	0.0
68	Quality of customer service from County employees	45.2	2.2
69	Effectiveness of County commun. w/ the public	45.0	7.0
70	Cleanliness of buses	45.0	4.0
71	Availability of services for disabled persons	44.8	-0.2
72	Availability of info. about programs/services	44.0	8.0
73	Availability of services to seniors	44.0	1.0
74	Cleanliness of trains	44.0	0.0
75	As a place to retire	43.0	1.0
76	Availability of services to children	42.6	1.6
77	Miami-Dade continuously improves services	42.3	7.3
78	Ease of finding out which trains and buses to take	41.6	7.6
79	Bus routes go where I need to go	40.0	5.0
80	Development and land use in your neighborhood	39.6	1.4

## 2008 Miami-Dade County Resident Satisfaction Survey Results

Sorted based on the total POSITIVE RATINGS of 4 and 5 (on a 5-point scale, where 5 is best)

Rank	Area Rated	Percent Positive Ratings (4 & 5)	Change (2008 vs. 2005)
81	Variety of Social Services provided	39.2	0.0
82	Miami-Dade government is customer-focused	39.1	9.1
83	Ease of finding info. on Social Services	39.0	8.0
84	As a place to raise children	39.0	-4.0
85	Quality of Social Services provided	38.1	8.1
86	Traffic signal coordination during peak congestion	38.0	10.0
87	The County employees went the extra mile	38.0	10.0
88	Cleanliness of bus stops	38.0	2.0
89	Miami-Dade delivers excellent public services	36.6	9.6
90	Tax Collector's Office	36.6	3.6
91	Reliability of bus services	35.0	5.0
92	Feeling of safety at the bus stops	35.0	2.0
93	Management of traffic flow on County streets	34.4	8.4
94	Quality of Miami-Dade County's public transit	34.1	2.1
95	Services for people on a low/fixed income	33.0	3.0
96	Frequency of bus services	32.0	8.0
97	Public involvement in Miami-Dade County government	31.0	6.0
98	Value received from Miami-Dade County taxes/fees	31.0	2.0
99	Development and land use in the County	29.8	2.8
100	Property Appraiser's Office	29.0	0.0
101	How well the County is managing growth	27.7	6.7
102	Process for conducting building inspections	27.5	7.5
103	Effectiveness of revitalizing low income areas	24.4	5.4
104	Process for getting permits for construction	23.8	4.8
105	Opportunities for involvement in economic devlp.	23.6	2.6
106	Miami-Dade government use taxes wisely	20.1	1.1

# Analysis of Trends: 2008 Miami-Dade County Resident Satisfaction Survey Results

Sorted in descending order based on the change in POSITIVE RATINGS of 4 and 5 from 2005 to 2008

Rank	Area Rated	Percent Positive Ratings (4 & 5)	Change (2008 vs. 2005)
1	Tree canopy along major streets	58.9	18.9
2	Curbside bulky waste collection	74.1	17.1
3	Landscaping along streets/in medians	63.7	15.7
4	Tree canopy along side streets	57.7	14.7
5	Overall cleanliness of major streets	61.3	13.3
6	Quality of road signs on side streets	67.2	13.2
7	Quality of road signs on major streets	69.3	12.3
8	Overall cleanliness of side streets	60.9	11.9
9	Cleanliness of waterways near your home	60.1	11.1
10	The County employees were courteous/professional	64.0	10.0
11	Traffic signal coordination during peak congestion	38.0	10.0
12	The County employees went the extra mile	38.0	10.0
13	Prevention of street flooding on major streets	48.9	9.9
14	Miami-Dade delivers excellent public services	36.6	9.6
15	Miami-Dade government is customer-focused	39.1	9.1
16	Quality of the County's emergency preparedness	69.0	9.0
17	It was easy to find someone to address my request	53.0	9.0
18	I was satisfied with my experience	51.0	9.0
19	Management of traffic flow on County streets	34.4	8.4
20	Quality of Social Services provided	38.1	8.1
21	The response time was reasonable	52.0	8.0
22	Availability of info. about programs/services	44.0	8.0
23	Ease of finding info. on Social Services	39.0	8.0
24	Frequency of bus services	32.0	8.0
25	Ease of finding out which trains and buses to take	41.6	7.6
26	Availability of sidewalks for pedestrians	53.5	7.5
27	Process for conducting building inspections	27.5	7.5
28	Miami-Dade continuously improves services	42.3	7.3
29	Frequency of train services	61.0	7.0
30	I was able to get my question/concern resolved	56.0	7.0
31	Ease of access to train stops	52.0	7.0
32	Courtesy of bus drivers	51.0	7.0
33	Effectiveness of County commun. w/ the public	45.0	7.0
34	Overall smoothness of major streets	57.8	6.8
35	How well the County is managing growth	27.7	6.7
36	Prevention of street flooding on side streets	47.6	6.6
37	Quality of park ground maintenance	67.0	6.0
38	Reliability of train services	63.0	6.0
39	Quality of cultural/theaters/museums/art centers	60.0	6.0
40	Access to police during emergencies	60.0	6.0

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Rank	Area Rated	Percent Positive Ratings (4 & 5)	Change (2008 vs. 2005)
41	Availability of arts (dance, music, theater, etc.)	55.0	6.0
42	Public involvement in Miami-Dade County government	31.0	6.0
43	Overall smoothness of side streets	56.9	5.9
44	Maintenance of business property in your area	61.5	5.5
45	Maintenance of County streets	53.4	5.4
46	Effectiveness of revitalizing low income areas	24.4	5.4
47	Quality of sewer (wastewater treatment) services	75.3	5.3
48	Quality of County park system	64.0	5.0
49	Quality of park facilities maintenance	62.0	5.0
50	Bus routes go where I need to go	40.0	5.0
51	Reliability of bus services	35.0	5.0
52	Process for getting permits for construction	23.8	4.8
53	Appearance of your neighborhood	67.5	4.5
54	Quality of library facilities maintenance	75.0	4.0
55	Hours libraries are open	70.0	4.0
56	Availability of green space near your home	53.0	4.0
57	Info. programming on Miami-Dade TV	46.0	4.0
58	Cleanliness of buses	45.0	4.0
59	Tax Collector's Office	36.6	3.6
60	Maintenance of residential property in your area	66.3	3.3
61	Quality of services provided by Miami-Dade County	51.3	3.3
62	Quality of local emergency/ambulance services	82.0	3.0
63	Quality of the County's library system	75.0	3.0
64	Availability of the materials	69.0	3.0
65	Availability of cultural facilities	52.0	3.0
66	Courtesy, respectfulness, fairness of police	51.0	3.0
67	Cleanliness of train stops	49.0	3.0
68	Access to police during non-emergencies	49.0	3.0
69	Services for people on a low/fixed income	33.0	3.0
70	Development and land use in the County	29.8	2.8
71	Opportunities for involvement in economic devlp.	23.6	2.6
72	Curbside garbage collection services	83.6	2.6
73	Miami Seaport Services	54.5	2.5
74	Overall quality of drinking water	77.4	2.4
75	Appearance of Miami-Dade County	56.3	2.3
76	Quality of customer service from County employees	45.2	2.2
77	Quality of Miami-Dade County's public transit	34.1	2.1
78	Quality of fire services	84.0	2.0
79	Quality of police services	63.0	2.0
80	Quality of animal care and control services	53.0	2.0

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Rank	Area Rated	Percent Positive Ratings (4 & 5)	Change (2008 vs. 2005)
81	Quality of park programs	50.0	2.0
82	Feeling of safety at the train stops	46.0	2.0
83	Enforcement of local traffic laws	46.0	2.0
84	Cleanliness of bus stops	38.0	2.0
85	Feeling of safety at the bus stops	35.0	2.0
86	Value received from Miami-Dade County taxes/fees	31.0	2.0
87	Availability of services to children	42.6	1.6
88	Development and land use in your neighborhood	39.6	1.4
89	Miami-Dade government use taxes wisely	20.1	1.1
90	Availability of park programs	47.0	1.0
91	Availability of services to seniors	44.0	1.0
92	As a place to retire	43.0	1.0
93	Miami International Airport (MIA) services	50.8	0.8
94	County's Answer Center 311	61.0	0.0
95	Police efforts to prevent violent crime	51.0	0.0
96	Police efforts to prevent property crime	48.0	0.0
97	Video programming on County website	46.0	0.0
98	Cleanliness of trains	44.0	0.0
99	Variety of Social Services provided	39.2	0.0
100	Property Appraiser's Office	29.0	0.0
101	Availability of services for disabled persons	44.8	-0.2
102	Curbside recycling services	71.3	-0.7
103	The County's website (www.miamidade.gov)	60.0	-1.0
104	As a place to raise children	39.0	-4.0
105	As a place to work	47.0	-5.0
106	As a place to live	61.0	-6.0