

## Section 3: Survey Instruments

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# Miami-Dade County 2008 Community Survey



Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. **YOUR RESPONSES ARE CONFIDENTIAL.** When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

| <b>1. Organizational Goals</b>                                     |  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|--|--|----------------|-------|---------|----------|-------------------|------------|
| Please rate your level of agreement with the following statements: |  |                |       |         |          |                   |            |
| A.   | Miami-Dade County government is customer-focused   | 5              | 4     | 3       | 2        | 1                 | 9          |
| B.   | Miami-Dade County government continuously improves services  | 5              | 4     | 3       | 2        | 1                 | 9          |
| C.   | Miami-Dade County government uses your tax dollars wisely  | 5              | 4     | 3       | 2        | 1                 | 9          |
| D.   | Miami-Dade County government delivers excellent public services that address community needs & enhance quality of life | 5              | 4     | 3       | 2        | 1                 | 9          |

| <b>2. Miami-Dade County Water and Sewer Ratings</b> |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following:   |   |                |           |         |              |                   |            |
| A.  | Overall quality of drinking water provided by Miami-Dade County           | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Overall quality of sewer (wastewater) services provided Miami-Dade County | 5              | 4         | 3       | 2            | 1                 | 9          |

| <b>3. Public Safety Behavior and Perceptions</b>                   |  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|--|--|----------------|-------|---------|----------|-------------------|------------|
| Please rate your level of agreement with the following statements: |  |                |       |         |          |                   |            |
| A.   | My household is prepared with food, water, and other supplies for an emergency, such as a natural disaster or terrorist attack | 5              | 4     | 3       | 2        | 1                 | 9          |
| B.   | I know where to get information during an emergency  | 5              | 4     | 3       | 2        | 1                 | 9          |
| C.   | I feel safe walking alone during the day in my neighborhood  | 5              | 4     | 3       | 2        | 1                 | 9          |
| D.   | I feel safe walking alone during the evening in my neighborhood  | 5              | 4     | 3       | 2        | 1                 | 9          |

| <b>4. Transportation Ratings</b>                  |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following: |   |                |           |         |              |                   |            |
| A.  | Maintenance of County streets   | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Management of traffic flow on County streets                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | Traffic signal coordination during peak congestion times                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.  | Overall quality of Miami-Dade County's public transit system (buses and trains) | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Ease of finding out which trains and buses to take                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.  | Availability of sidewalks for pedestrians                                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.  | Miami International Airport (MIA) services                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| H.  | Miami Seaport (cruise lines, cargo) services                                    | 5              | 4         | 3       | 2            | 1                 | 9          |

## 5. Miami-Dade Social Services Ratings

Social Services include delinquency and substance abuse prevention, emergency assistance, homeless outreach, and other similar services.

Please rate your satisfaction with the following:

|    |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Availability of county social services to seniors                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Availability of county social services to children                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | Availability of county social services for persons with disabilities            | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | Availability of county social services to people on a low or fixed income       | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | Variety of social services that are provided by Miami-Dade County               | 5              | 4         | 3       | 2            | 1                 | 9          |
| F. | Ease of finding information about social services provided by Miami-Dade County | 5              | 4         | 3       | 2            | 1                 | 9          |
| G. | Overall quality of social services provided by Miami-Dade County                | 5              | 4         | 3       | 2            | 1                 | 9          |

## 6. Miami-Dade County Communications Ratings

Please rate your satisfaction with the following:

|    |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| A. | The availability of information about County programs and services              | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | The overall level of public involvement in Miami-Dade County government         | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | Information programming on the County Government's cable station, Miami-Dade TV | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | The overall quality of the County's website                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | The quality of video programming on the County website                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| F. | The County Answer Center / 311  | 5              | 4         | 3       | 2            | 1                 | 9          |
| G. | Overall effectiveness of County communication with the public                   | 5              | 4         | 3       | 2            | 1                 | 9          |

## 7. Where do you currently obtain information about County Government issues, services, and events? (please check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> (01) Civic Association Newsletters/Websites | <input type="checkbox"/> (09) Radio-station - English _____                    |
| <input type="checkbox"/> (02) Community Newspapers                   | <input type="checkbox"/> (10) Radio-station - Spanish _____                    |
| <input type="checkbox"/> (03) County Answer Center/311               | <input type="checkbox"/> (11) Radio-station - Creole _____                     |
| <input type="checkbox"/> (04) County Cable Station, Miami-Dade TV    | <input type="checkbox"/> (12) The Miami Herald                                 |
| <input type="checkbox"/> (05) County Office/Phone Number (Not 311)   | <input type="checkbox"/> (13) The Miami Times                                  |
| <input type="checkbox"/> (06) County Website: www.miamidade.gov      | <input type="checkbox"/> (14) Social Networking sites (Blogs/Myspace/facebook) |
| <input type="checkbox"/> (07) El Nuevo Herald                        | <input type="checkbox"/> (15) Other websites: _____                            |
| <input type="checkbox"/> (08) Local TV/Cable News                    | <input type="checkbox"/> (99) Other: _____                                     |

## 8. Community Planning and Development Ratings

Please rate your satisfaction with the following:

|    |  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|--|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Development and land use in the County   | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Development and land use in your neighborhood  | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | How well the County is managing growth   | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | Opportunities for involvement in community economic development efforts  | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | Overall effectiveness of revitalization efforts in low income areas in the County  | 5              | 4         | 3       | 2            | 1                 | 9          |
| F. | The County process for getting building permits for construction/renovation  | 5              | 4         | 3       | 2            | 1                 | 9          |
| G. | The County process for conducting building inspections for construction/renovation   | 5              | 4         | 3       | 2            | 1                 | 9          |
| H. | Property Appraiser's Office (this office, among other duties, determines the value of homes, etc. for property tax purposes)           | 5              | 4         | 3       | 2            | 1                 | 9          |
| I. | Tax Collector's Office (this office, among other duties, collects local property taxes and issues occupational licenses in the County) | 5              | 4         | 3       | 2            | 1                 | 9          |

## 9. Community Relations Ratings

Please rate your level of agreement with the following statements:

|    |   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|----|---|----------------|-------|---------|----------|-------------------|------------|
| A. | Racial or ethnic tension is a problem in Miami-Dade County as a whole   | 5              | 4     | 3       | 2        | 1                 | 9          |
| B. | Racial or ethnic tension is a problem in my neighborhood  | 5              | 4     | 3       | 2        | 1                 | 9          |
| C. | Miami-Dade County Government does a good job of promoting positive relations between different groups who live here | 5              | 4     | 3       | 2        | 1                 | 9          |

## 10. Community Appearance Ratings

Please rate your satisfaction with the following:

|    |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| A. | Overall appearance of Miami-Dade County                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | Overall appearance of your neighborhood                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | Maintenance of residential property in your neighborhood          | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | Maintenance of business property in your neighborhood             | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | Cleanliness of waterways near your home (canals, beaches, rivers) | 5              | 4         | 3       | 2            | 1                 | 9          |

## 11. Street Maintenance Ratings

Please rate your satisfaction with the following:

|  |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| <i>Please rate the MAJOR STREETS near your home regarding the following:</i> |   |                |           |         |              |                   |            |
| A.   | Overall smoothness                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.   | Overall cleanliness (lack of litter/debris) | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.   | Tree canopy along streets                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.   | Landscaping along streets/in medians        | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.   | Quality of road signs                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.   | Prevention of street flooding               | 5              | 4         | 3       | 2            | 1                 | 9          |
| <i>Please rate the SIDE STREETS near your home regarding the following:</i>  |   |                |           |         |              |                   |            |
| G.   | Overall smoothness                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| H.   | Overall cleanliness (lack of litter/debris) | 5              | 4         | 3       | 2            | 1                 | 9          |
| I.   | Tree canopy along streets                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| J.   | Quality of road signs                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| K.   | Prevention of street flooding               | 5              | 4         | 3       | 2            | 1                 | 9          |
| <i>Please rate the following WASTE COLLECTION SERVICES near your home:</i>   |   |                |           |         |              |                   |            |
| L.   | Curbside garbage collection services        | 5              | 4         | 3       | 2            | 1                 | 9          |
| M.   | Curbside bulky waste collection             | 5              | 4         | 3       | 2            | 1                 | 9          |
| N.   | Neighborhood Trash and Recycling Center     | 5              | 4         | 3       | 2            | 1                 | 9          |

12. Which TWO areas of **street maintenance** listed above do you think Miami-Dade County needs to improve the MOST? [Please write in the letters below using the letters from Question 12 above]

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

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

\_\_\_(1) none \_\_\_(2) 1-2 times \_\_\_(3) 3-5 times \_\_\_(4) 6 or more

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

\_\_\_(1) none \_\_\_(2) 1-2 times \_\_\_(3) 3-5 times \_\_\_(4) 6 or more

15. **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?**  
 (1) Yes       (2) Maybe       (3) No       (9) Don't Know
16. **How often do you recycle in your home?**  
 (1) Always     (2) Usually     (3) Sometimes     (4) Rarely     (5) Never
17. **Which curbside recycling program is currently being used in your neighborhood?**  
 (1) The Two-Bin Curbside Recycling Program (blue and green bins)  
 (2) NEW "single-stream" Curbside Recycling Program (the blue cart with wheels)  
 (3) Don't Know
18. **Please rate your satisfaction with your current Curbside recycling services:**  
 (1) very satisfied     (2) satisfied     (3) neutral (neither satisfied or dissatisfied)  
 (4) dissatisfied     (5) very dissatisfied     (9) don't know
19. **Have you been threatened with foreclosure on your home during the past two years?**  
 (1) yes                       (2) no
20. **Approximately how many years have you lived in Miami-Dade County?** \_\_\_\_\_ years
21. **Which of the following best describes your race/ethnicity (check all that apply)?**  
 (1) Far East Asian (ex. - Chinese, Korean)                       (2) South Asian (ex. - Indian, Pakistani)  
 (3) Black - African American                       (4) Black - Hispanic  
 (5) Black - Other (ex - Haitian, Other West Indies)                       (6) White - Non Hispanic  
 (7) White - Hispanic                       (8) American Indian/Eskimo
22. **Are you of Cuban or Other Hispanic or Latin ancestry?**  
 (1) Yes - Cuban Ancestry     (2) Yes - Other Hispanic or Latin Ancestry     (3) No
23. **How many persons, including yourself, are currently living in your household?**  
 (write the number of people in each age group in the space provided)  
 Under age 10: \_\_\_\_\_    Ages 11-19: \_\_\_\_\_    Ages 20-44: \_\_\_\_\_    Ages 45-64: \_\_\_\_\_    Ages 65+: \_\_\_\_\_
24. **Which of the following best describes your home?**  
 (1) Single family/Townhome/Duplex/Triplex                       (2) Multi family (apartment/condo)                       (3) Other
25. **Would you say your total annual household income is:**  
 (1) Under \$14,999                       (2) \$15,000 to \$29,999                       (3) \$30,000 to \$49,999  
 (4) \$50,000 to \$99,999                       (5) \$100,000 or more
26. **Do you own or rent your home?**  
 (1) Own  
 (2) Rent
27. **Your gender:**  
 (1) Male  
 (2) Female

**This concludes the survey. Thank you for your time!**  
**Please return your survey in the postage-paid envelope addressed to ETC Institute**

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the County are having problems with county services. If your address is not correct, please provide the correct information.

# Miami-Dade County 2008 Community Survey



Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. **YOUR RESPONSES ARE CONFIDENTIAL.** When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

| <b>1. Overall Quality of Life Ratings</b> |                              | Excellent | Good | Neutral | Below Average | Poor | Don't Know |
|---|------------------------------|-----------|------|---------|---------------|------|------------|
| Please rate Miami-Dade County:            |                              |           |      |         |               |      |            |
| A.  | As a place to live           | 5         | 4    | 3       | 2             | 1    | 9          |
| B.  | As a place to raise children | 5         | 4    | 3       | 2             | 1    | 9          |
| C.  | As a place to work           | 5         | 4    | 3       | 2             | 1    | 9          |
| D.  | As a place to retire         | 5         | 4    | 3       | 2             | 1    | 9          |

| <b>2. Overall Miami-Dade County Government Ratings</b> |  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|--|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following:      |  |                |           |         |              |                   |            |
| A.   | Overall quality of services provided by Miami-Dade County government             | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.   | Overall quality of customer service you receive from Miami-Dade County employees | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.   | Overall value you receive for your Miami-Dade County taxes and fees              | 5              | 4         | 3       | 2            | 1                 | 9          |

| <b>3. Overall Municipal Government Ratings</b>  |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following:<br>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) |   |                |           |         |              |                   |            |
| A.  | Overall quality of services provided by your municipal government | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Overall value you receive for your municipal taxes and fees       | 5              | 4         | 3       | 2            | 1                 | 9          |

| <b>4. Public Safety Ratings</b>                   |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|---|----------------|-----------|---------|--------------|-------------------|------------|
| Please rate your satisfaction with the following: |   |                |           |         |              |                   |            |
| A.  | Overall quality of police services                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.  | Overall quality of fire services                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.  | Overall quality of local emergency/medical ambulance services   | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.  | Overall quality of animal care and control services             | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.  | Overall quality of the County's emergency preparedness services | 5              | 4         | 3       | 2            | 1                 | 9          |
| <b>POLICE SERVICES</b>                            |   |                |           |         |              |                   |            |
| F.  | Police efforts to prevent property crime                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.  | Police efforts to prevent violent crime                         | 5              | 4         | 3       | 2            | 1                 | 9          |
| H.  | Courtesy, respectfulness, fairness of police officers           | 5              | 4         | 3       | 2            | 1                 | 9          |
| I.  | Enforcement of local traffic laws                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| J.  | Access to police during emergencies                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| K.  | Access to police during non-emergencies                         | 5              | 4         | 3       | 2            | 1                 | 9          |

5. Which **TWO** of the public safety and police services listed above do you think Miami-Dade County needs to improve the **MOST**? [Please write in the letters below using the letters from Question 4 above]

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

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

- (1) Almost every day                       (3) 1-3 times a month                       (9) Never  
 (2) 1-3 times a week                       (4) Less than once a month

**7. Mass Transit Ratings**

Please rate your satisfaction with the following:

|                  |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|------------------|---|----------------|-----------|---------|--------------|-------------------|------------|
| <b>MetroBus</b>  |   |                |           |         |              |                   |            |
| A.               | Bus routes (they go where I need to go) | 5              | 4         | 3       | 2            | 1                 | 9          |
| B.               | Frequency of bus service                | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.               | Reliability of bus service              | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.               | Feeling of safety at the bus stops      | 5              | 4         | 3       | 2            | 1                 | 9          |
| E.               | Cleanliness of buses                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.               | Cleanliness of bus stops                | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.               | Courtesy of bus drivers                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| <b>MetroRail</b> |   |                |           |         |              |                   |            |
| H.               | Frequency of train service              | 5              | 4         | 3       | 2            | 1                 | 9          |
| I.               | Reliability of train service            | 5              | 4         | 3       | 2            | 1                 | 9          |
| J.               | Feeling of safety at the train stops    | 5              | 4         | 3       | 2            | 1                 | 9          |
| K.               | Cleanliness of trains                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| L.               | Cleanliness of train stops              | 5              | 4         | 3       | 2            | 1                 | 9          |
| M.               | Ease of access to train stops           | 5              | 4         | 3       | 2            | 1                 | 9          |

**8. Which TWO of the mass transit services listed above do you think Miami-Dade County needs to improve the MOST? [Please write in the letters below using the letters from Question 7 above]**

1<sup>st</sup>.: \_\_\_\_\_ 2<sup>nd</sup>.: \_\_\_\_\_

**9. Miami-Dade County Communications Ratings**

Please rate your satisfaction with the following:

|    |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| A. | The availability of information about County programs and services              | 5              | 4         | 3       | 2            | 1                 | 9          |
| B. | The overall level of public involvement in Miami-Dade County government         | 5              | 4         | 3       | 2            | 1                 | 9          |
| C. | Information programming on the County Government's cable station, Miami-Dade TV | 5              | 4         | 3       | 2            | 1                 | 9          |
| D. | The overall quality of the County's website                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| E. | The quality of video programming on the County website                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| F. | The County Answer Center / 311  | 5              | 4         | 3       | 2            | 1                 | 9          |
| G. | Overall effectiveness of County communication with the public                   | 5              | 4         | 3       | 2            | 1                 | 9          |

**10. Indirect Communication Preferences: Which THREE of the sources of information listed below would be the best ways to provide you with information about Miami-Dade County.**

(check up to 3 items)

- (01) Newspapers                       (06) Magazines  
 (02) Local TV News                       (07) Radio  
 (03) County website                       (08) In person, at local government offices  
 (04) Social Networking sites                       (09) Community/Town Hall meetings  
     (Blogs/Myspace/facebook)                       (10) Other \_\_\_\_\_  
 (05) Other websites: \_\_\_\_\_

**11. Direct Communication Preferences: If Miami-Dade County were going to send you information directly, which of the following would be the best ways to communicate with you? (check all that apply)**

- (01) E-mail notifications                       (04) Direct mailings to your home  
 (02) By phone                       (05) Other: \_\_\_\_\_  
 (03) SMS/Text Messaging

## 12. Miami-Dade County Culture, Park and And Library Ratings

Please rate your satisfaction with the following:

|  |   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| <b>Information Availability</b>                  |   |                |           |         |              |                   |            |
| A.   | Availability of information regarding cultural, park, & library programs and services     | 5              | 4         | 3       | 2            | 1                 | 9          |
| <b>Cultural Facilities and Activities</b>        |   |                |           |         |              |                   |            |
| B.   | Overall quality of cultural facilities, theaters, museums and arts centers                | 5              | 4         | 3       | 2            | 1                 | 9          |
| C.   | Availability of cultural facilities   | 5              | 4         | 3       | 2            | 1                 | 9          |
| D.   | Availability of arts activities like dance, theater, music, art exhibitions and festivals | 5              | 4         | 3       | 2            | 1                 | 9          |
| <b>Miami-Dade County Parks and Park Programs</b> |   |                |           |         |              |                   |            |
| E.   | Overall quality of County park system   | 5              | 4         | 3       | 2            | 1                 | 9          |
| F.   | Quality of park ground maintenance  | 5              | 4         | 3       | 2            | 1                 | 9          |
| G.   | Quality of park facilities maintenance  | 5              | 4         | 3       | 2            | 1                 | 9          |
| H.   | Quality of park programs  | 5              | 4         | 3       | 2            | 1                 | 9          |
| I.   | Availability of park programs   | 5              | 4         | 3       | 2            | 1                 | 9          |
| J.   | Availability of green space near your home  | 5              | 4         | 3       | 2            | 1                 | 9          |
| <b>Miami-Dade County Libraries</b>               |   |                |           |         |              |                   |            |
| K.   | Overall quality of the County's library system  | 5              | 4         | 3       | 2            | 1                 | 9          |
| L.   | Quality of library facilities maintenance   | 5              | 4         | 3       | 2            | 1                 | 9          |
| M.   | Availability of the materials you need  | 5              | 4         | 3       | 2            | 1                 | 9          |
| N.   | Hours libraries are open  | 5              | 4         | 3       | 2            | 1                 | 9          |

13. Which TWO of the library services listed above do you think Miami-Dade County needs to improve the MOST? [Please write in the letters below using the letters from Question 12 above]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

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

\_\_\_(1) Yes – answer 14a      \_\_\_(2) No – go to 17 (next page)

14a. Which of the following Miami-Dade County services did you contact? (check all that apply)

- |                                       |   |
|---------------------------------------|---|
| ___(01) 311/County Answer Center      | ___(07) Property tax collection                     |
| ___(02) 911/Emergency services        | ___(08) Street maintenance (pothole, street lights) |
| ___(03) Library services              | ___(09) Transit services                            |
| ___(04) Parks and recreation programs | ___(10) Garbage collection/recycling                |
| ___(05) Police (non-emergency)        | ___(11) Water and sewer services                    |
| ___(06) Property appraisal            | ___(99) Other: _____                                |

## 15. 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:

|    |   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|----|---|----------------|-------|---------|----------|-------------------|------------|
| A. | It was easy to find the person who could address my request               | 5              | 4     | 3       | 2        | 1                 | 9          |
| B. | The County employees that assisted me were courteous and professional     | 5              | 4     | 3       | 2        | 1                 | 9          |
| C. | I was able to get my question or concern resolved                         | 5              | 4     | 3       | 2        | 1                 | 9          |
| D. | The response time to address my request was reasonable                    | 5              | 4     | 3       | 2        | 1                 | 9          |
| E. | The County employees went the extra mile to get my issue heard & resolved | 5              | 4     | 3       | 2        | 1                 | 9          |
| F. | I was satisfied with my experience  | 5              | 4     | 3       | 2        | 1                 | 9          |

16. Which TWO areas of customer service listed above do you think Miami-Dade County needs to improve the MOST? [Please write in the letters below using the letters from Question 15 above]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

17. **What is your primary language?**  
 (01) English       (02) Spanish       (03) Creole       (99) Other: \_\_\_\_\_
18. **Overall, how satisfied are you with your ability to transact business with Miami-Dade County in your primary language?**  
 (5) very satisfied       (4) satisfied       (3) neutral (neither satisfied or dissatisfied)  
 (2) dissatisfied       (1) very dissatisfied       (9) don't know (not familiar with what's available)
19. **Optional: What one area is the most important to you regarding quality of life in Miami-Dade County?** Write your ideas in the space provided below.  
 \_\_\_\_\_
20. **Approximately how many years have you lived in Miami-Dade County?** \_\_\_\_\_ years
21. **Which of the following best describes your race/ethnicity (check all that apply)?**  
 (1) Far East Asian (ex. - Chinese, Korean)       (2) South Asian (ex. - Indian, Pakistani)  
 (3) Black - African American       (4) Black - Hispanic  
 (5) Black - Other (ex - Haitian, Other West Indies)       (6) White - Non Hispanic  
 (7) White - Hispanic       (8) American Indian/Eskimo
22. **Are you of Cuban or Other Hispanic or Latin ancestry?**  
 (1) Yes - Cuban Ancestry       (2) Yes - Other Hispanic or Latin Ancestry       (3) No
23. **How many persons, including yourself, are currently living in your household?**  
 (write the number of people in each age group in the space provided)  
 Under age 10: \_\_\_\_\_ Ages 11-19: \_\_\_\_\_ Ages 20-44: \_\_\_\_\_ Ages 45-64: \_\_\_\_\_ Ages 65+: \_\_\_\_\_
24. **Which of the following best describes your home?**  
 (1) Single family/Townhome/Duplex/Triplex       (2) Multi family (apartment/condo)       (3) Other
25. **Do you currently have any form of health insurance or health plan?**  
 (1) Yes - answer 25a       (2) No - answer 25b
- 25a. **What type of health insurance do you currently have?** (check all that apply)  
 (1) Medicare       (2) Employer provided       (3) Private provider (purchase yourself)  
 (4) Medicaid       (5) Other: \_\_\_\_\_
- 25b. **What is the main reason you don't have insurance?** (check all that apply)  
 (01) It is too expensive  
 (02) Employer offers plan, but you are not eligible because of waiting periods or part-time work  
 (03) You don't think you need insurance  
 (04) Can't get it due to poor health, illness, or age  
 (05) Other family member has insurance, but it doesn't cover you  
 (06) You don't know how to get insurance  
 (99) Other: \_\_\_\_\_
26. **Would you say your total annual household income is:**  
 (1) Under \$14,999       (2) \$15,000 to \$29,999       (3) \$30,000 to \$49,999  
 (4) \$50,000 to \$99,999       (5) \$100,000 or more
27. **Do you own or rent your home?**       (1) Own       (2) Rent
28. **Your gender:**       (1) Male       (2) Female

**This concludes the survey. Thank you for your time!**  
**Please return your survey in the postage-paid envelope addressed to ETC Institute**

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the County are having problems with county services. If your address is not correct, please provide the correct information.