



2026 Village of Key Biscayne Community Survey Findings Report

April 2026



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2026 Village of Key Biscayne Community Survey Executive Summary

Overview

ETC Institute administered a community survey to the Village of Key Biscayne in the winter of 2026. The results of this survey will be used to provide superior public safety, services, and infrastructure.

Methodology

ETC Institute mailed a survey packet to randomly selected households in Key Biscayne. Each survey packet contained a cover letter, a copy of the seven-page survey, and a postage-paid return envelope. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Ten days after the surveys were mailed, ETC Institute followed up with the households that received the survey to encourage participation. To prevent people who were not residents of Key Biscayne from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online to the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The sampling plan was designed to obtain a minimum of 500 completed surveys from randomly selected households in the Village, a target that was successfully achieved with a total of 501 completed surveys collected. For a community the size of the Village of Key Biscayne, a sample of approximately 500 responses is considered statistically robust and is sufficient to produce reliable and representative results Village-wide. The overall results for the sample of 501 surveys have a precision of at least +/- 4.3% at the 95% level of confidence, ensuring a high degree of accuracy for decision-making purposes.

This report contains the following:

- Charts showing the overall results of the survey (Section 1)
- Importance-Satisfaction analysis indicating investment priorities (Section 2)
- Trend charts comparing the survey data to results from 2024, 2022, and 2020 (Section 3)
- Benchmark charts comparing Key Biscayne to other Florida cities and national averages (Section 4)
- Tabular data showing the overall results for all questions on the survey (Section 5)
- Survey instrument (Section 6)

The major findings of the survey are summarized on the following pages.

Major Findings

Satisfaction with Specific Services

Respondents were asked to rate their level of satisfaction with various categories of services provided by the Village of Key Biscayne. The following section is each other categories that respondents were asked to assess along with the three highest rated items in each category, based on the sum of “very satisfied” and “satisfied” percentages.

Critical Services. The critical service items with the highest satisfaction percentages were:

- Fire and rescue services (94%)
- Police services (71%)
- Communication of Village information (65%)

A Safe and Secure Village. The safety services with the highest satisfaction percentages were:

- Fire and rescue response to 911 emergencies (92%)
- Fire Rescue emergency medical services (91%)
- Police response times to emergencies (76%)

A Thriving and Vibrant Community and Local Market Place. The quality-of-life services with the highest satisfaction percentages were:

- Overall quality of life (96%)
- Key Biscayne as a place to raise children (95%)
- Key Biscayne as a place to live (95%)

Engaging and Active Community Programs and Public Spaces. The parks and recreation services that received the highest satisfaction percentages were:

- Safety of parks and open spaces (82%)
- Appearance of parks and open spaces (80%)
- Holiday and special events (80%)

An Accessible, Connected and Mobile Village Transportation Network. The transportation services with the highest satisfaction percentages were:

- Pedestrian mobility and accessibility (68%)
- FreeBee services (65%)
- Bicycle mobility and accessibility (62%)

Resilient and Sustainable Environment and Infrastructure. The environmental services with the highest satisfaction percentages were:

- Periodic beach renourishments (65%)
- Beach dunes and ecosystem (62%)
- Village commitment to green and sustainable practices (82%)

Effective and Efficient Government Services. The government services with the highest satisfaction percentages were:

- Residential garbage, recycling and yard waste collection (64%)
- General maintenance and repair of Village facilities (62%)
- Overall government services (59%)

Communications. The communication services with the highest satisfaction percentages were:

- Timely emergency information (70%)
- Availability of information about Village programs and services (63%)
- Village email newsletters (60%)

Additional Findings

Capital Improvement Priorities. Respondents were asked to rate the level of priority for various improvement opportunities. The improvements with the highest priority, based on “very high priority” and “high priority” percentages, were:

- Enhancing stormwater drainage (86%)
- Protecting power and telecommunications lines (85%)
- Investing in Rickenbacker Causeway traffic solutions (85%)

Receiving Information. Respondents were asked to indicate all of the ways they currently get news and information about Village programs, services, and events. The most selected items were:

- Local newspapers (62%)
- Friends, family, neighbors (62%)
- Email newsletter (56%)

The ways that respondents would most prefer to receive news and information were:

- Email newsletter (49%)
- Village website (35%)
- Local newspapers (31%)

Agreement. Respondents were asked to rate your level of agreement with various statements. The statements with the highest levels of agreement, based on “strongly agree” and “agree” percentages, were:

- “I trust that our Fire Rescue Department has our best interest in mind” (93%)
- “I trust that our police department has our best interest in mind” (79%)
- “I support the Village creating new zoning codes to protect property from flooding and sea-level rise” (78%)

Trends

Notable Increase: There were 7 items that had notable increases in positive responses from 2024 to 2026.

- Police engagement with youth and public (+14%)
- Police presence in the community (+12%)
- Key Biscayne as a place to work (+10%)
- Overall sense of community (+9%)
- Police efforts to prevent crime (+8%)
- The Village's efforts to plan for the future (+7%)
- Communication of Village information (+5)

Notable Decreases: There were 4 items that had notable decreases in positive responses from 2024 to 2026.

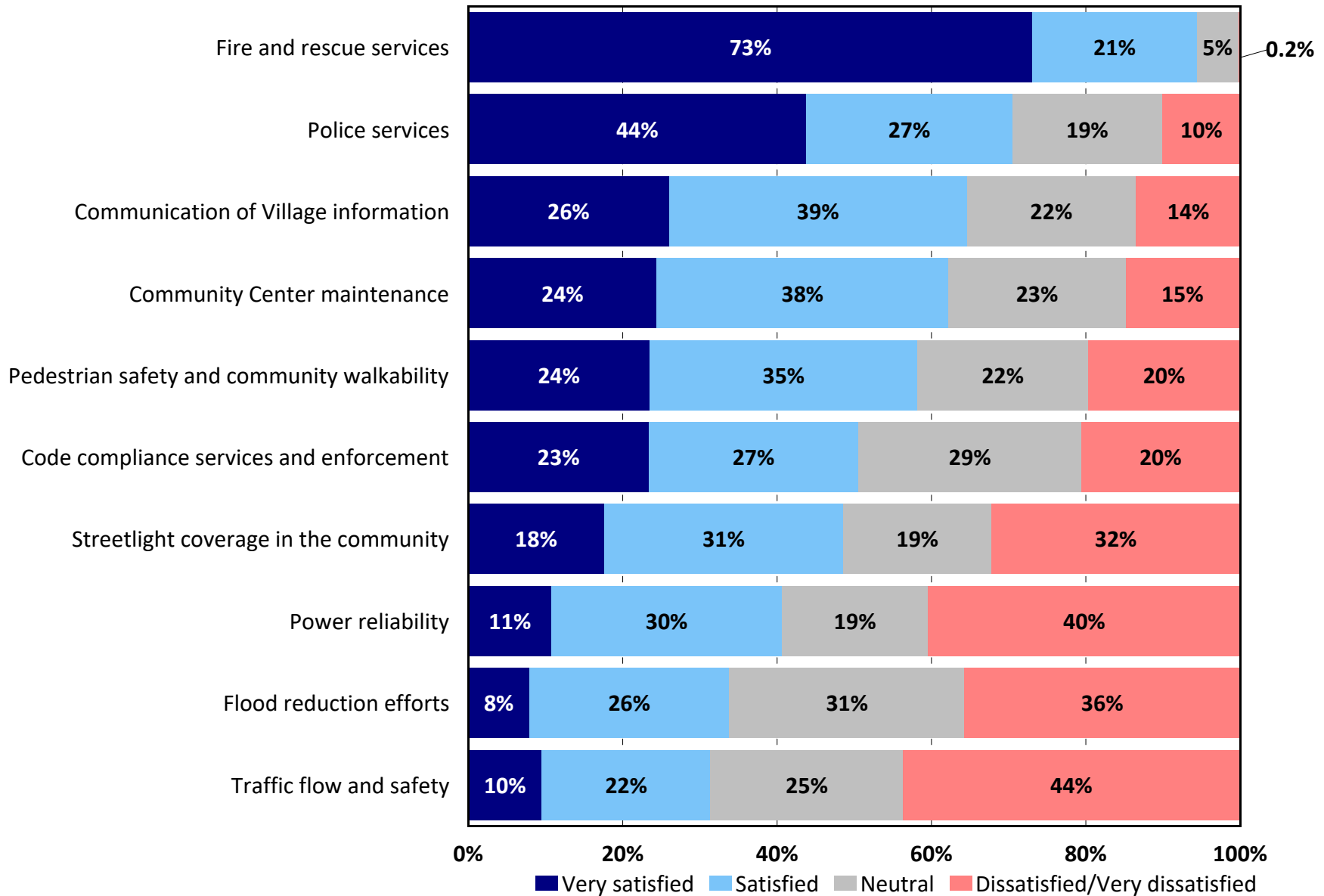
- Landscaping in parks, medians, and other public areas (-4%)
- Programs and events for seniors (-5%)
- Community Center maintenance (-15%)
- Programs and events for children (-15%)



Charts and Graphs

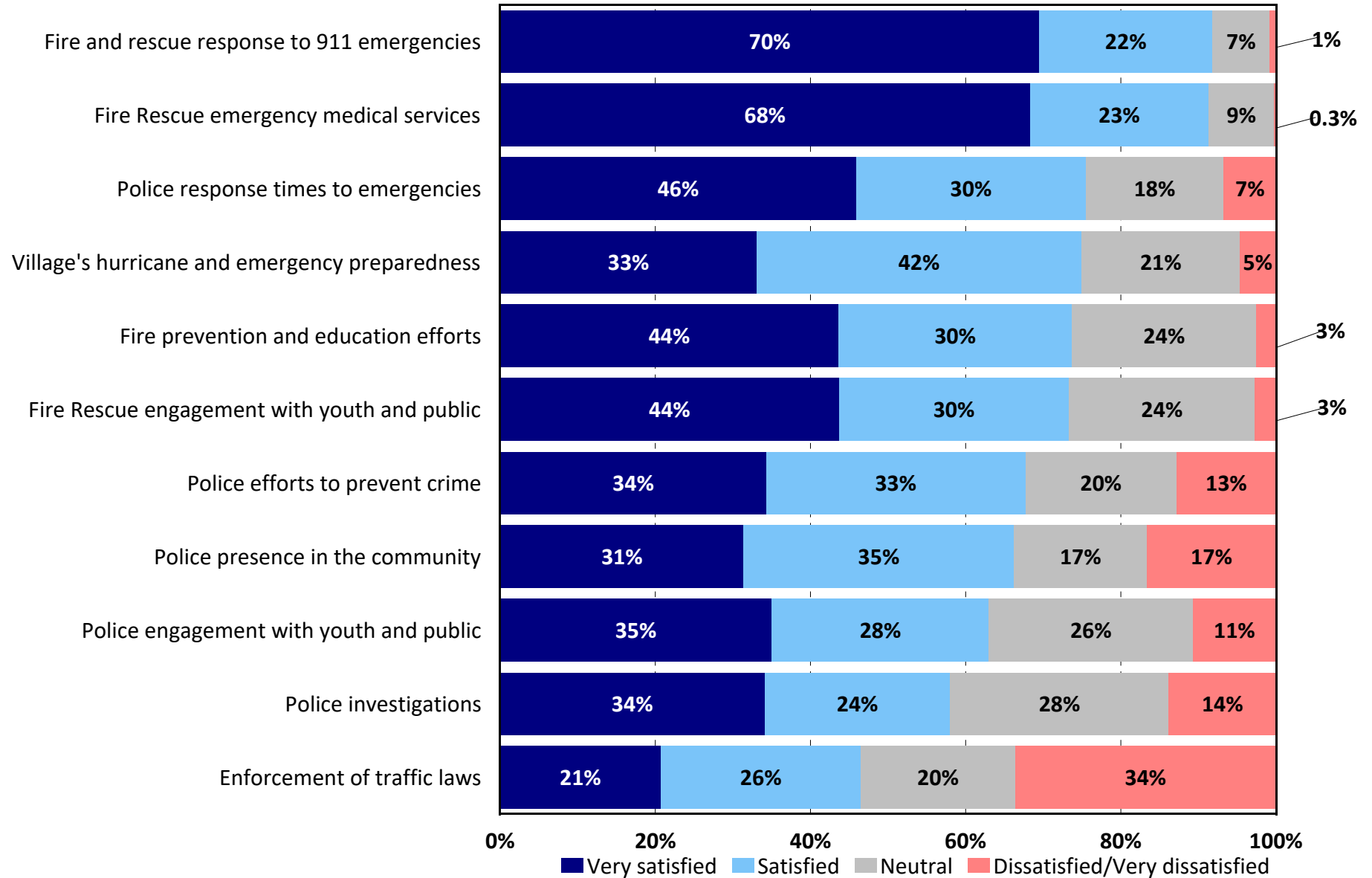
Q1. Please rate your level of satisfaction with the following services provided by the Village of Key Biscayne

by percentage of respondents (excluding "don't know")



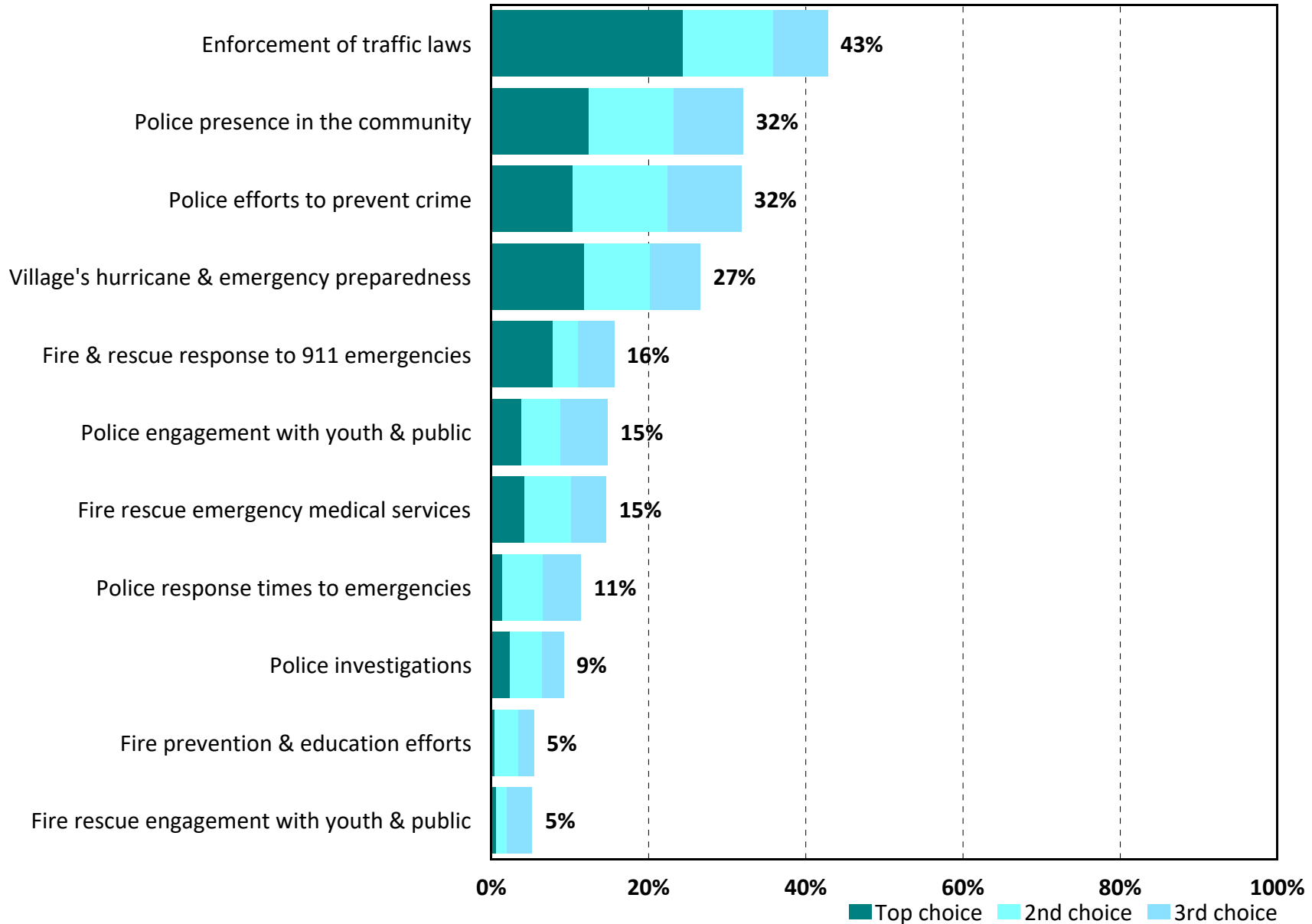
Q2. Please rate your level of satisfaction with the following services provided by the Village of Key Biscayne

by percentage of respondents (excluding "don't know")



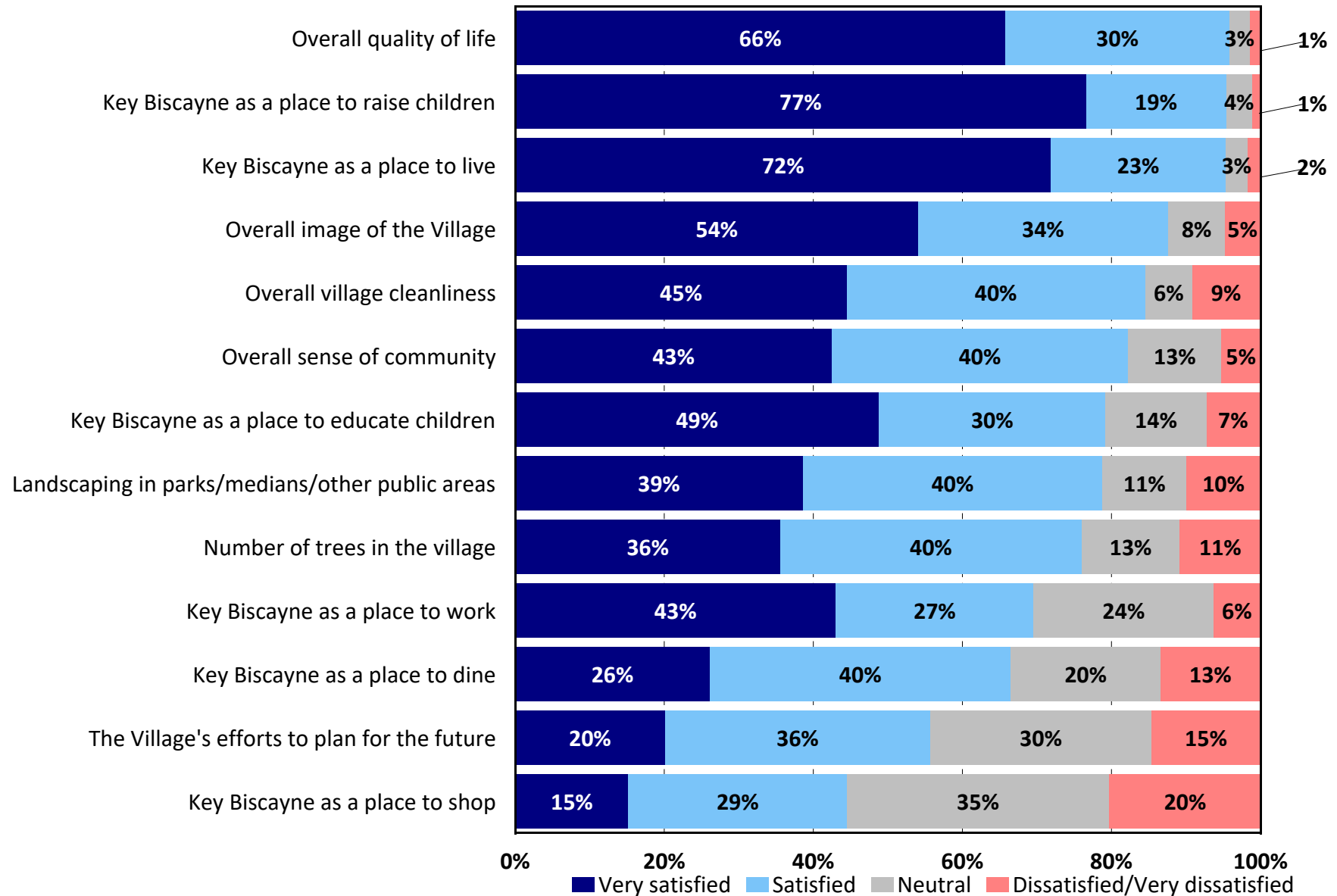
Q3. Which THREE of the items listed in Question 2 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

by percentage of respondents who selected the items as one of their top three choices



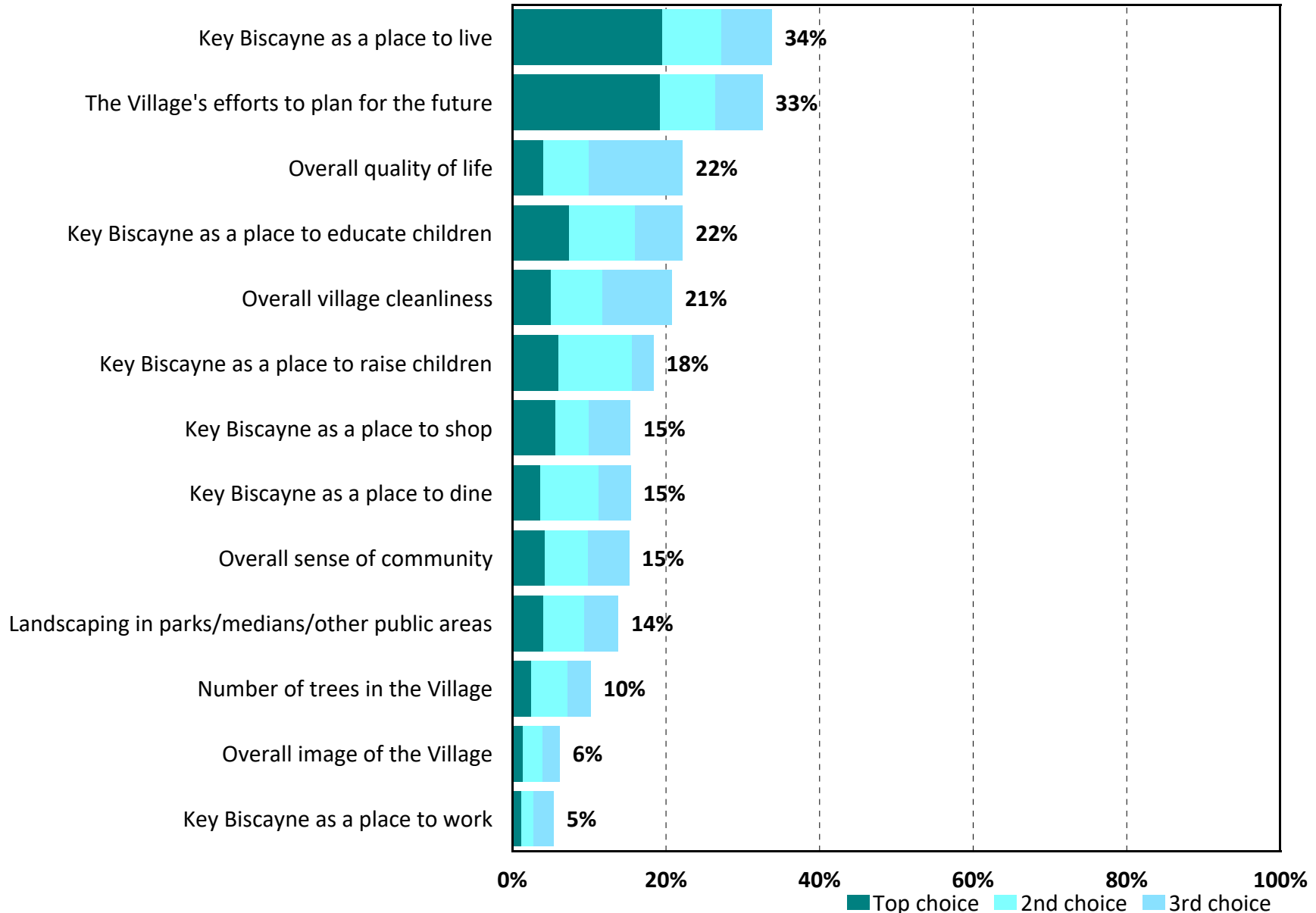
Q4. Please rate your level of satisfaction with the following services provided by the Village of Key Biscayne

by percentage of respondents (excluding "don't know")



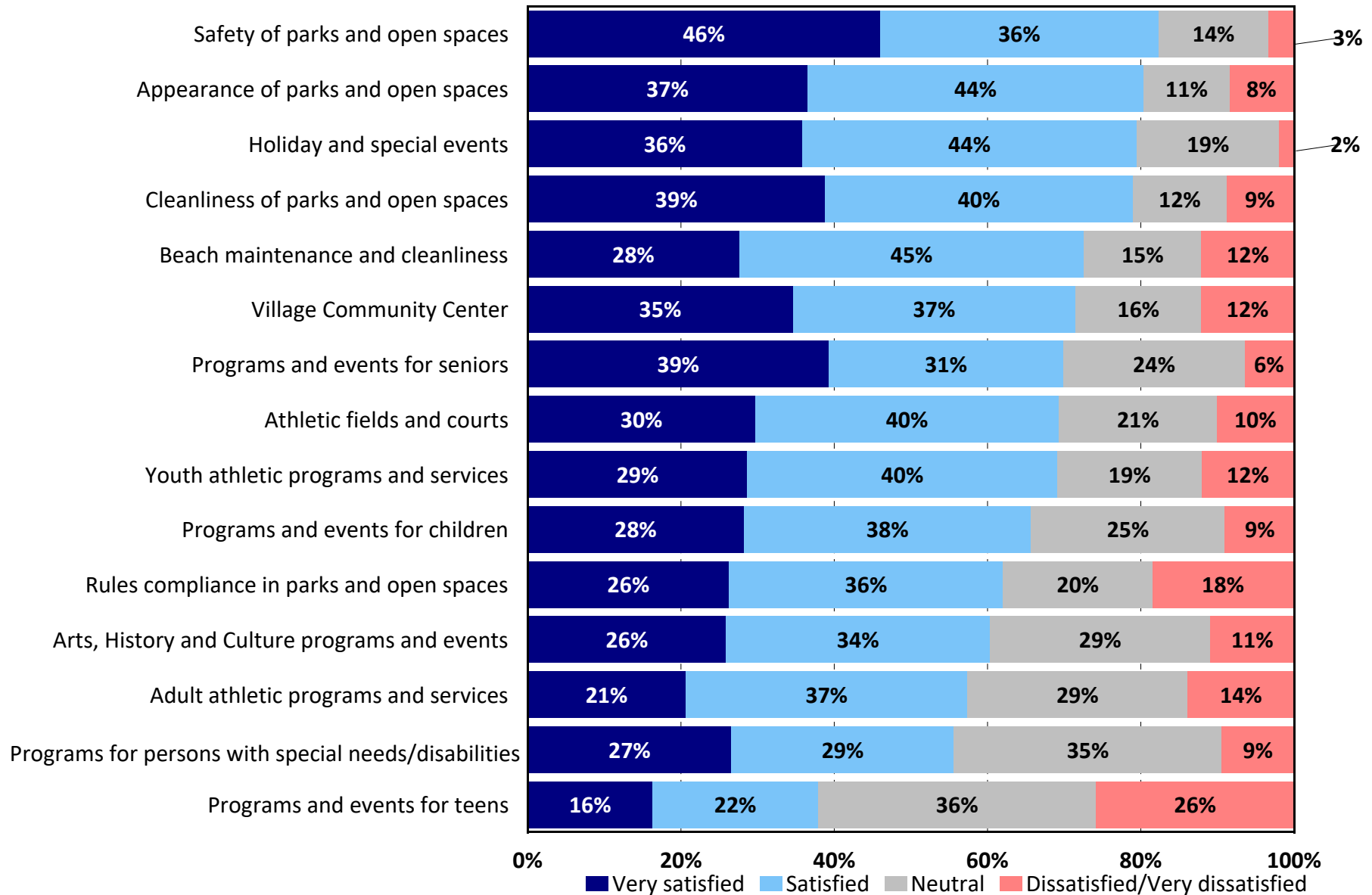
Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

by percentage of respondents who selected the items as one of their top three choices



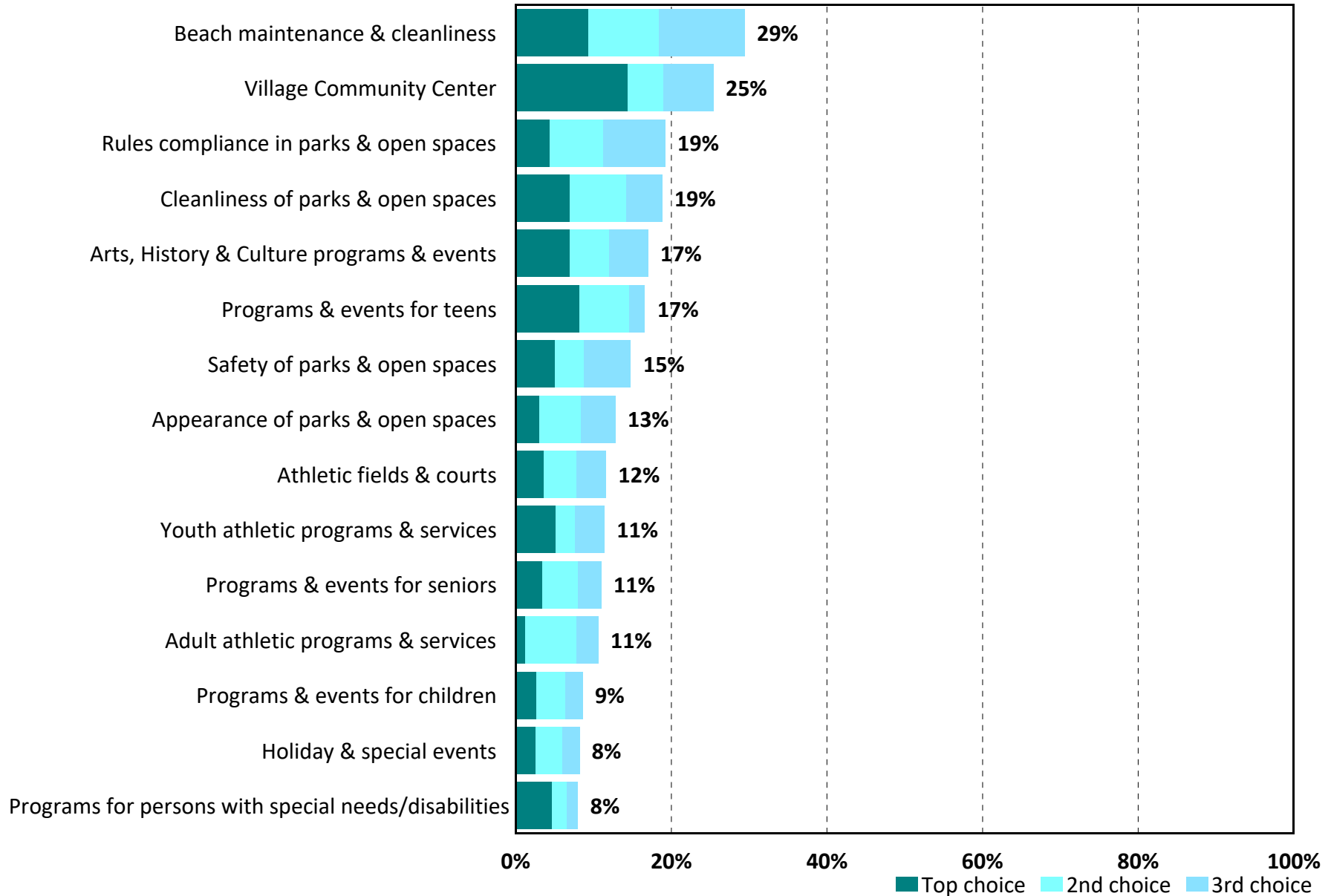
Q6. Please rate your level of satisfaction with the following services provided by the Village of Key Biscayne

by percentage of respondents (excluding "don't know")



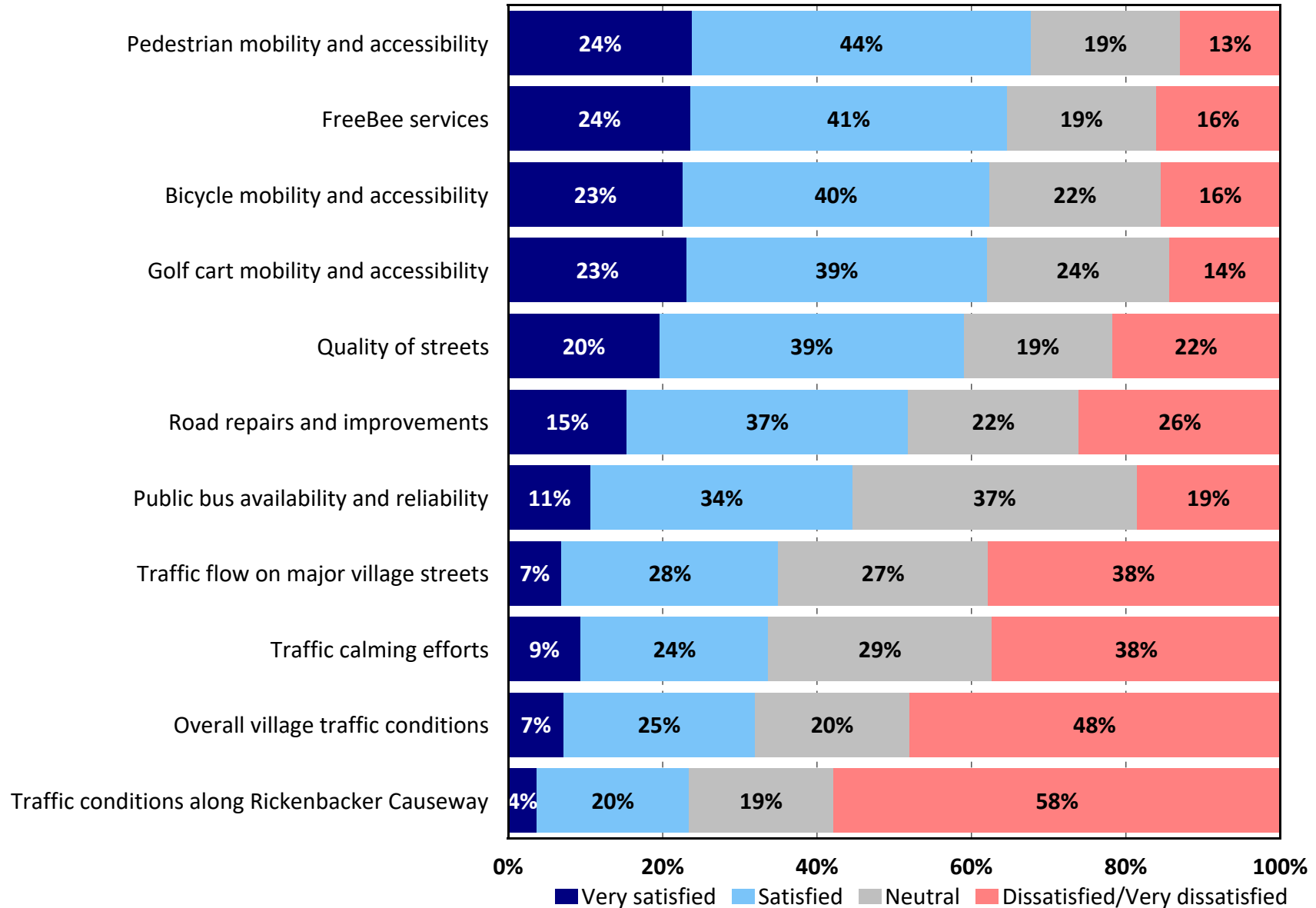
Q7. Which THREE of the items listed in Question 6 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

by percentage of respondents who selected the items as one of their top three choices



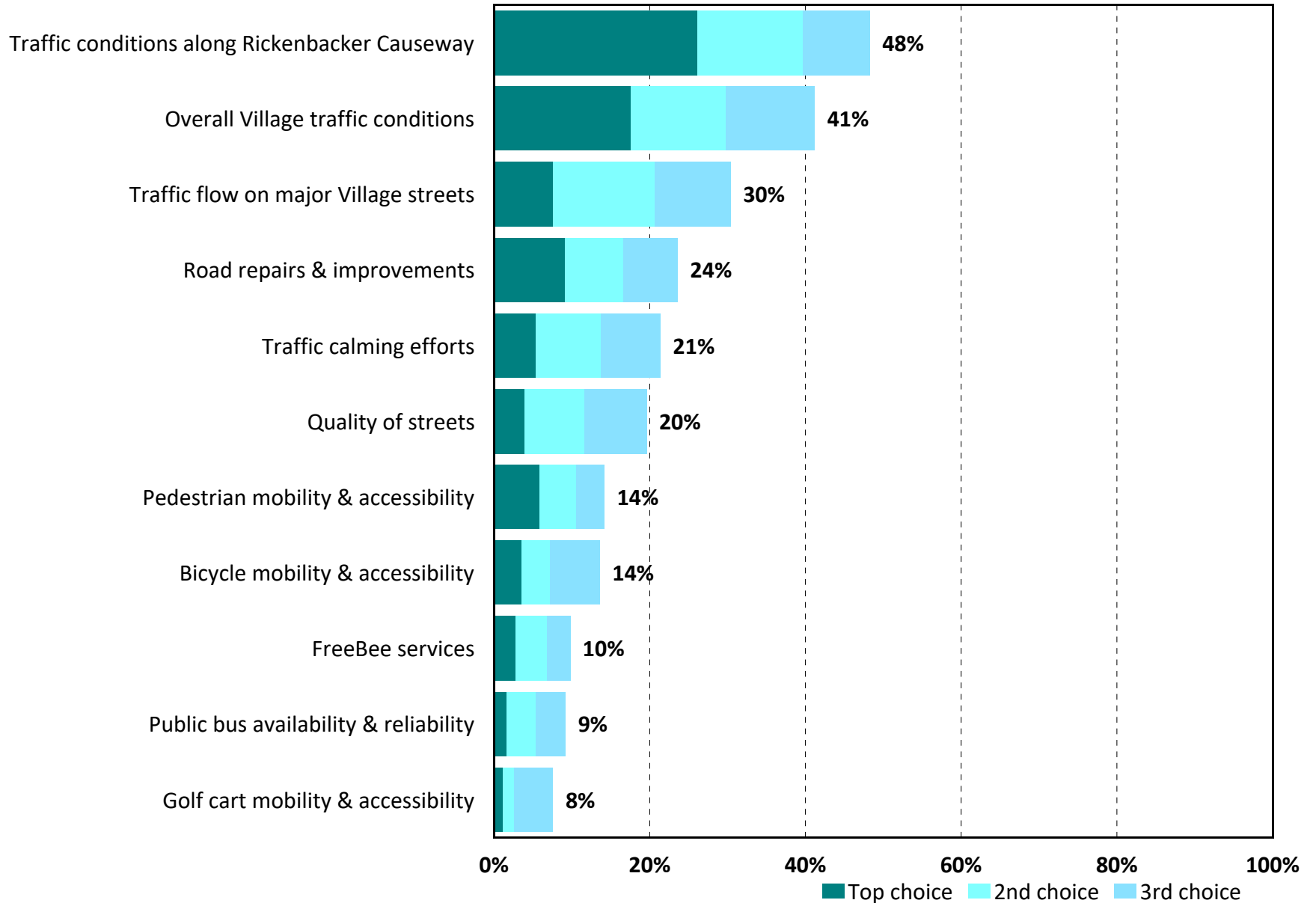
Q8. Please rate your level of satisfaction with the following services provided by the Village of Key Biscayne

by percentage of respondents (excluding "don't know")



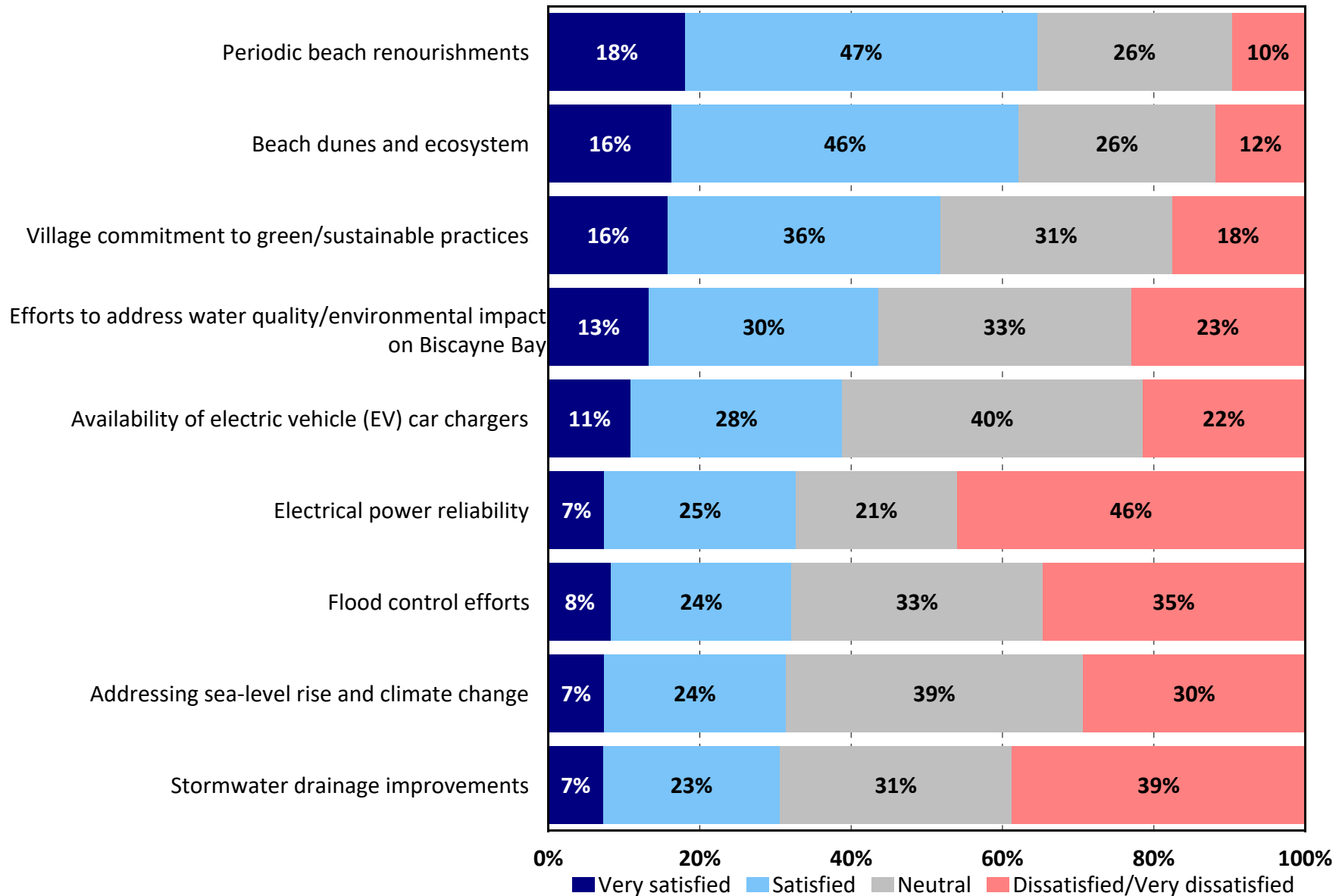
Q9. Which THREE of the items listed in Question 8 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

by percentage of respondents who selected the items as one of their top three choices



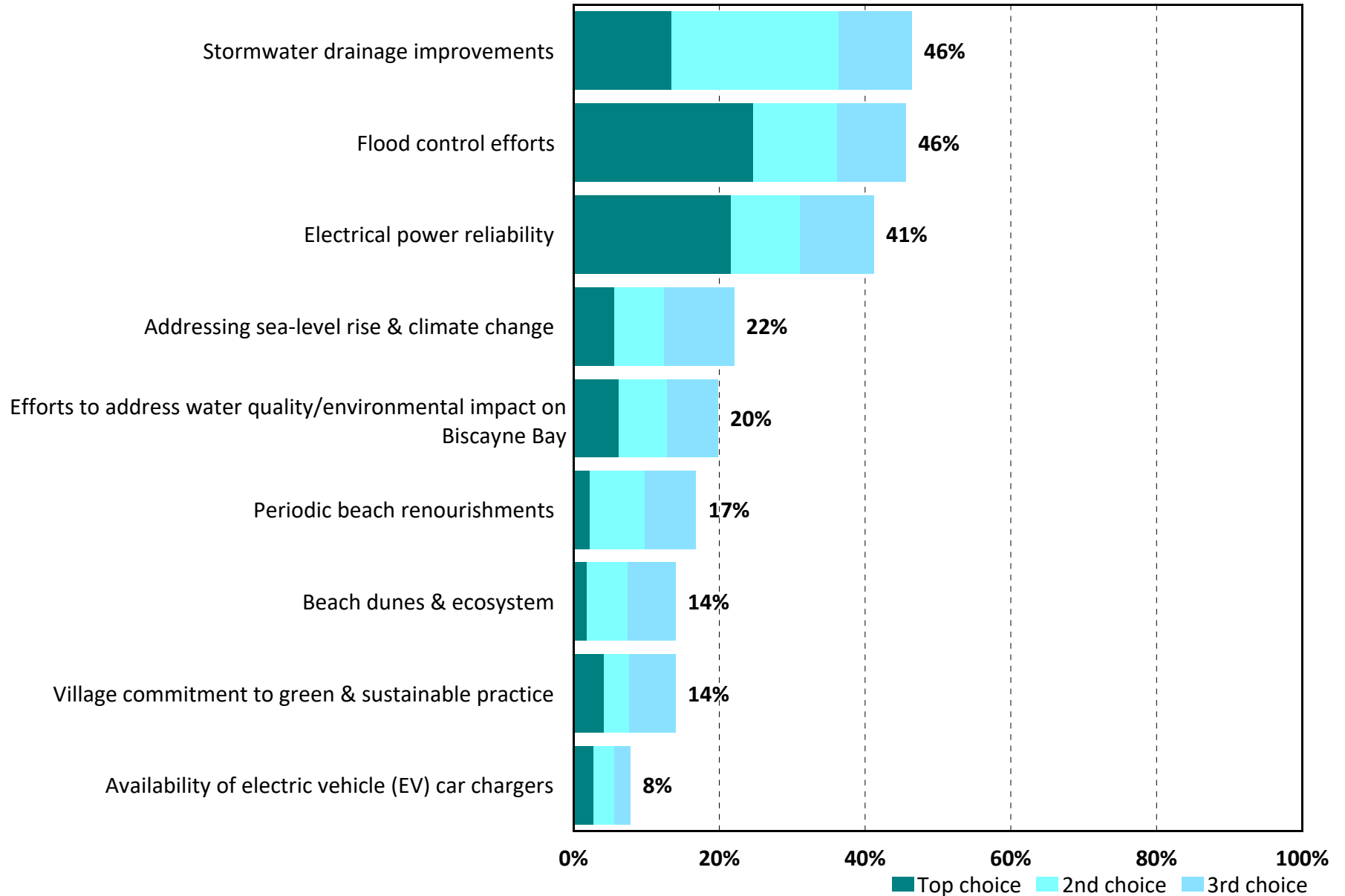
Q10. Please rate your level of satisfaction with the following services provided by the Village of Key Biscayne

by percentage of respondents (excluding "don't know")



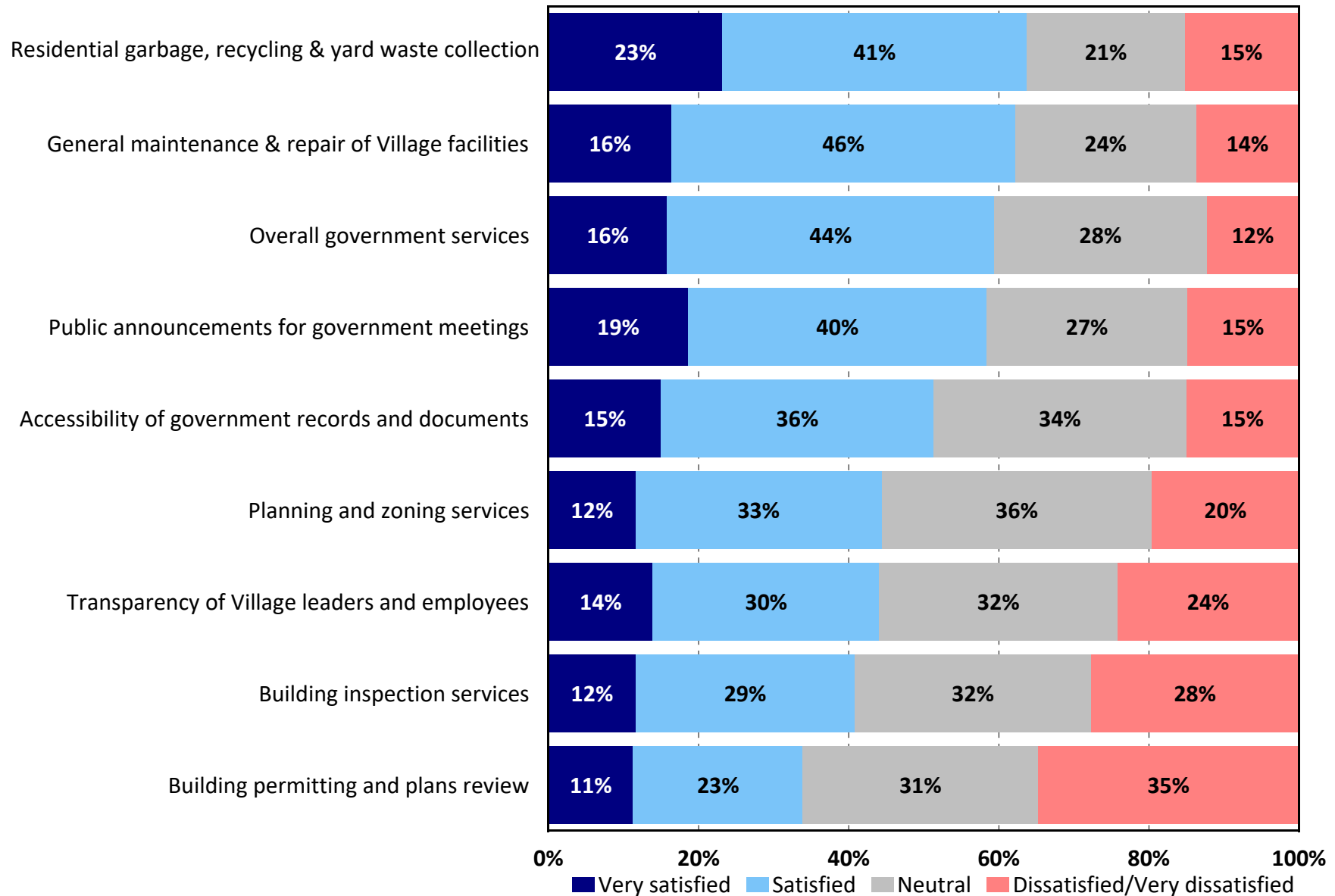
Q11. Which THREE of the items listed in Question 10 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

by percentage of respondents who selected the items as one of their top three choices



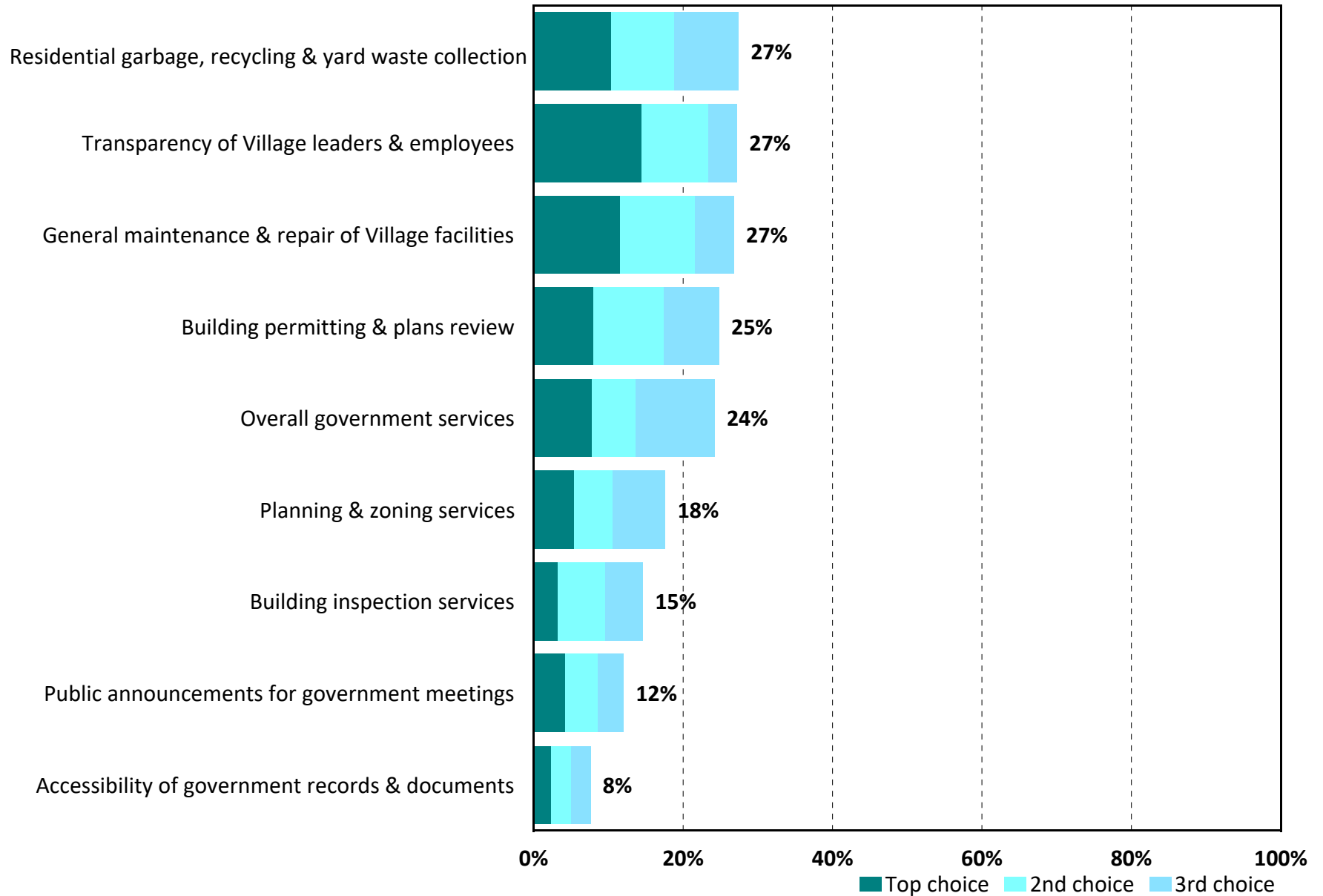
Q12. Please rate your level of satisfaction with the following services provided by the Village of Key Biscayne

by percentage of respondents (excluding "don't know")



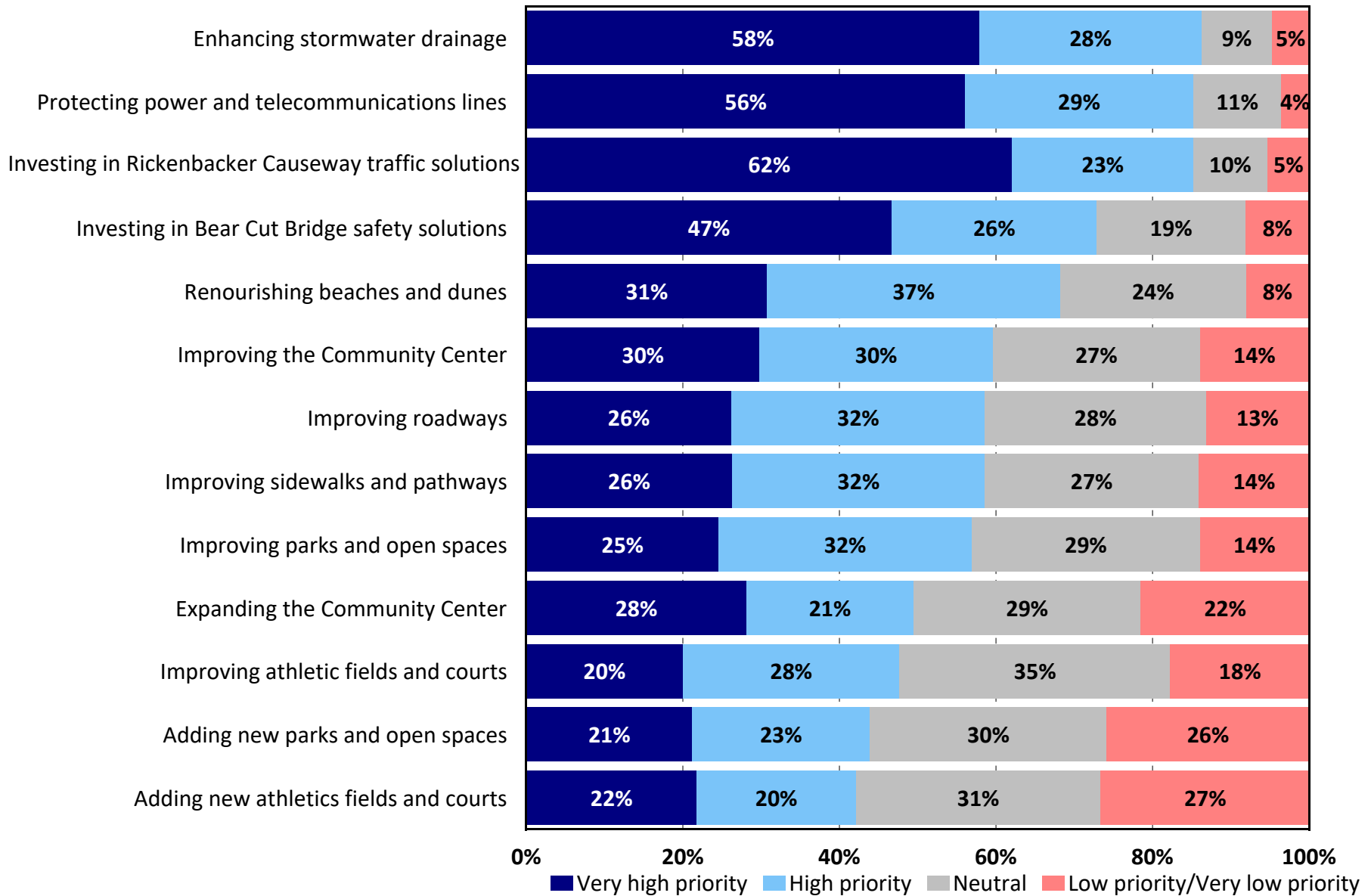
Q13. Which THREE of the items listed in Question 12 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

by percentage of respondents who selected the items as one of their top three choices



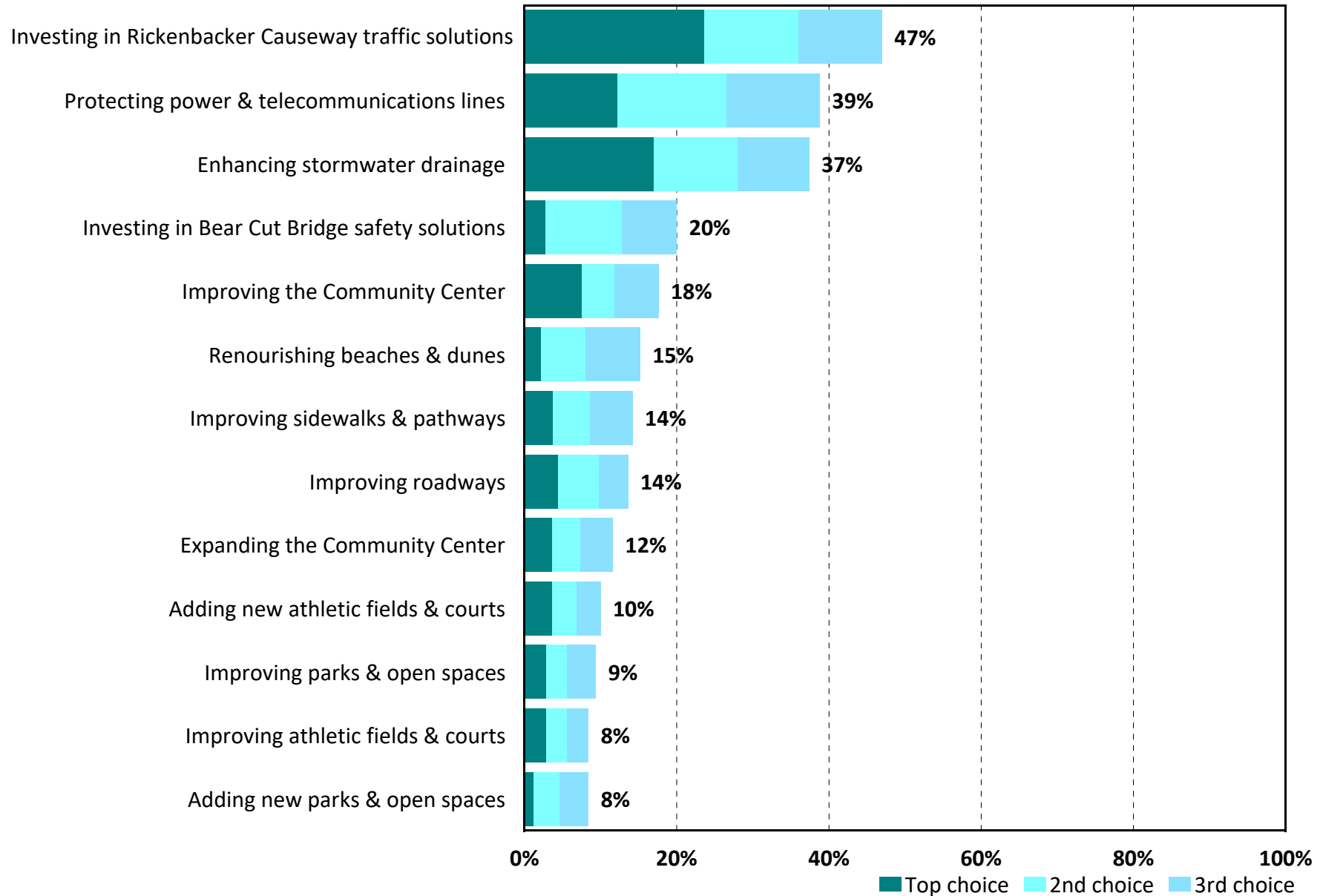
Q14. Please rate the priority of each of the following items

by percentage of respondents (excluding "don't know")



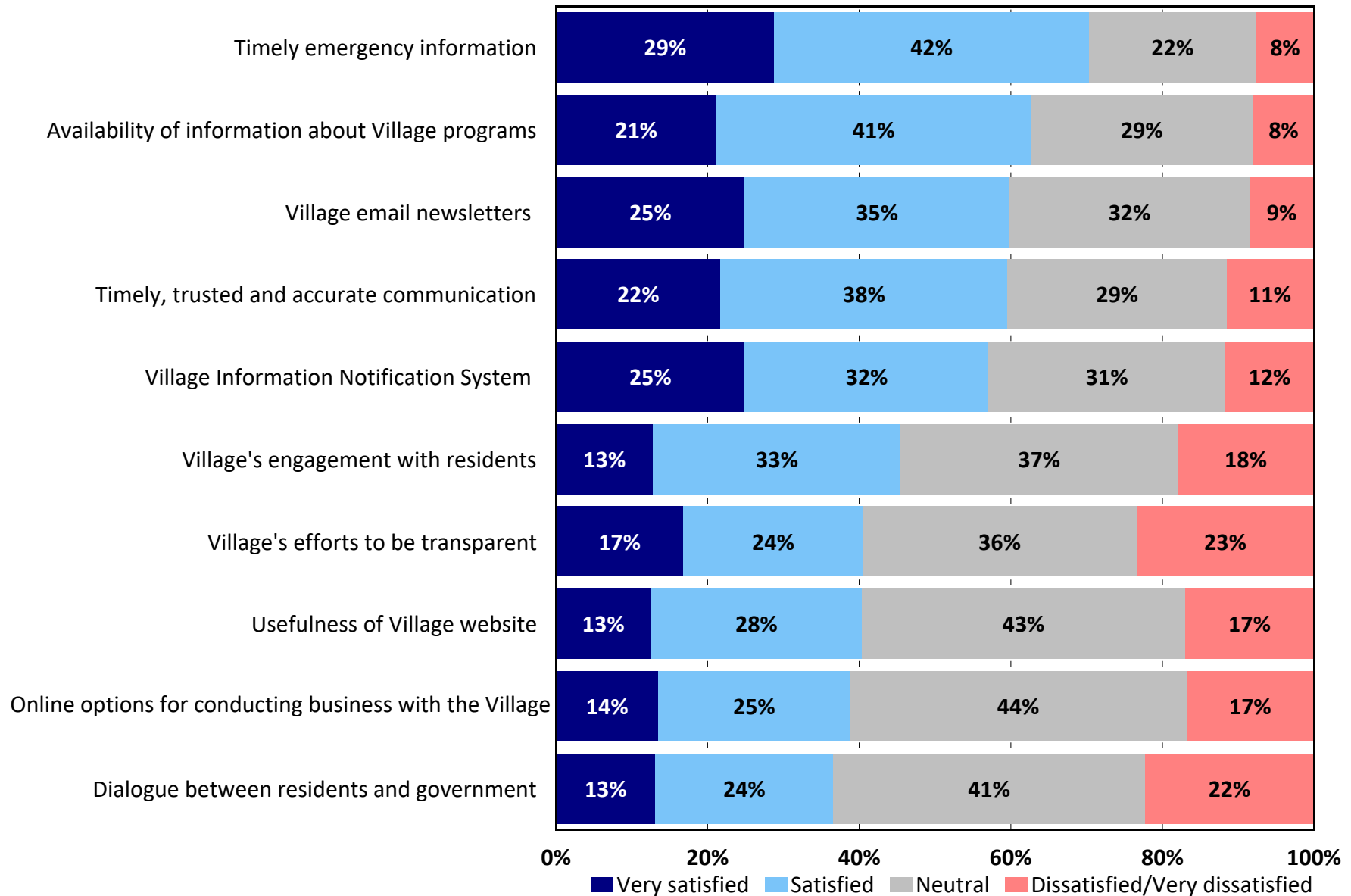
Q15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

by percentage of respondents who selected the items as one of their top three choices



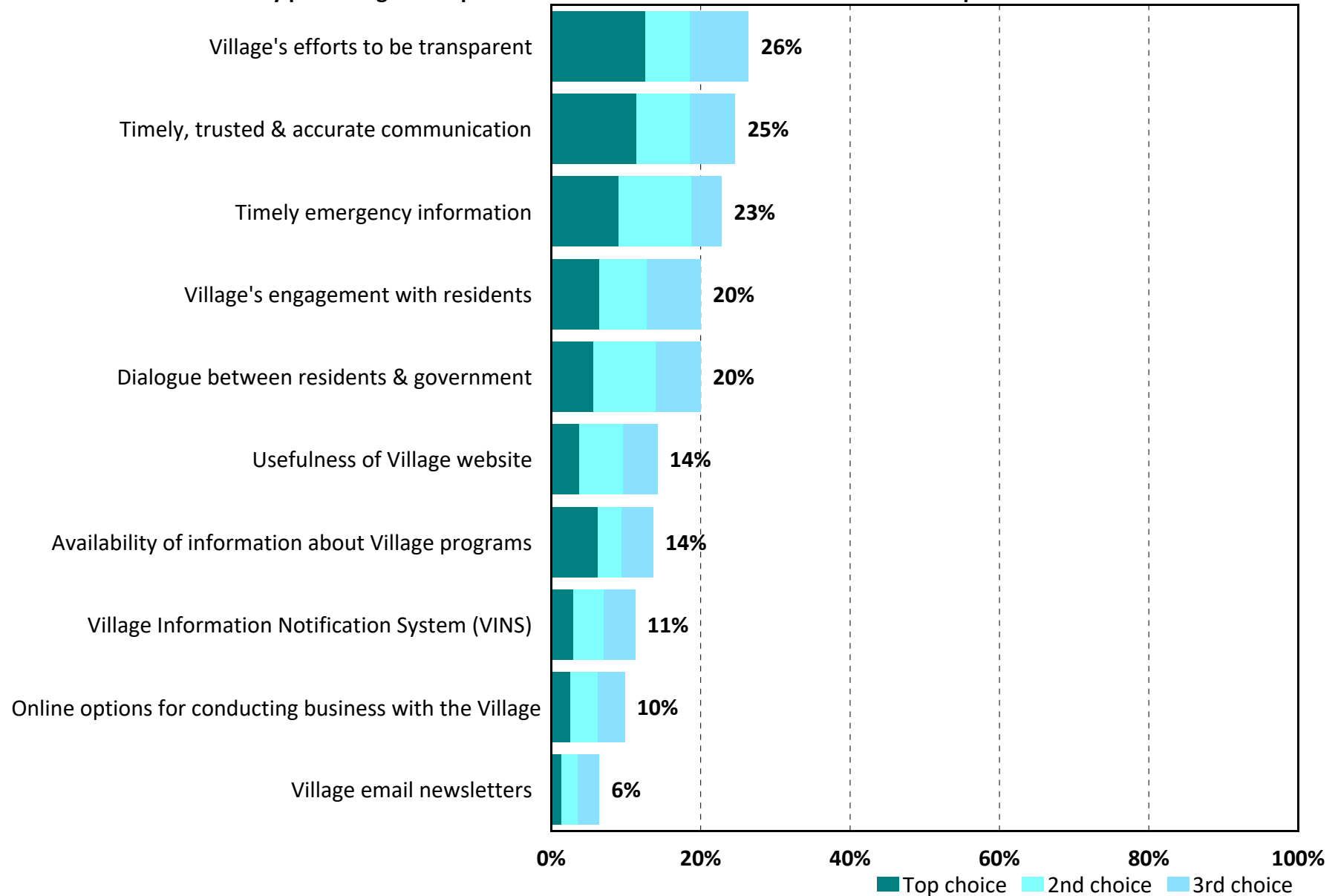
Q16. Please rate your level of satisfaction with the following services provided by the Village of Key Biscayne

by percentage of respondents (excluding "don't know")



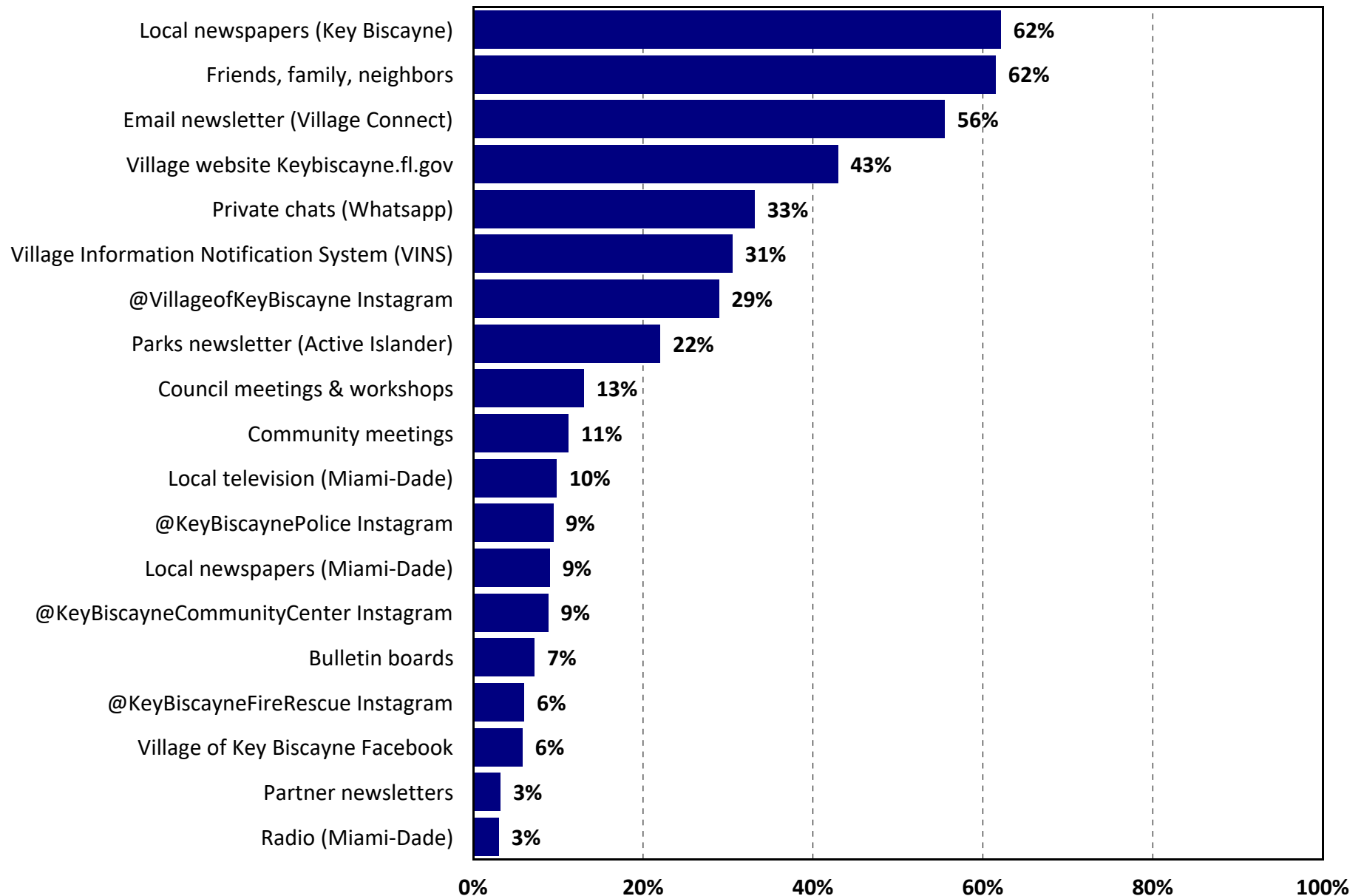
Q17. Which THREE of the items listed in Question 16 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

by percentage of respondents who selected the items as one of their top three choices



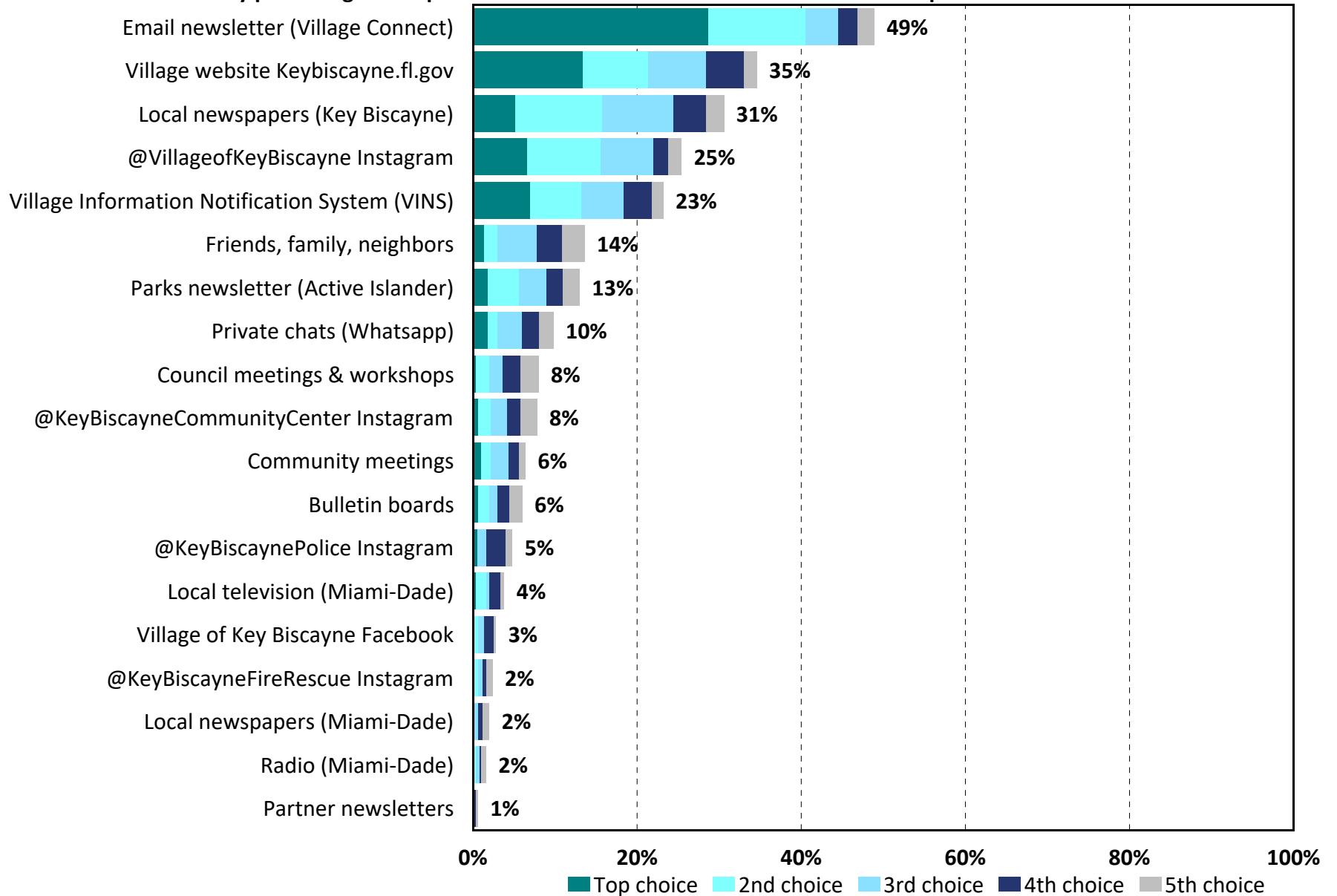
Q18. Receiving Information. Please CHECK ALL of the ways you currently get news and information about Village programs, services, and events.

by percentage of respondents (multiple selections allowed)



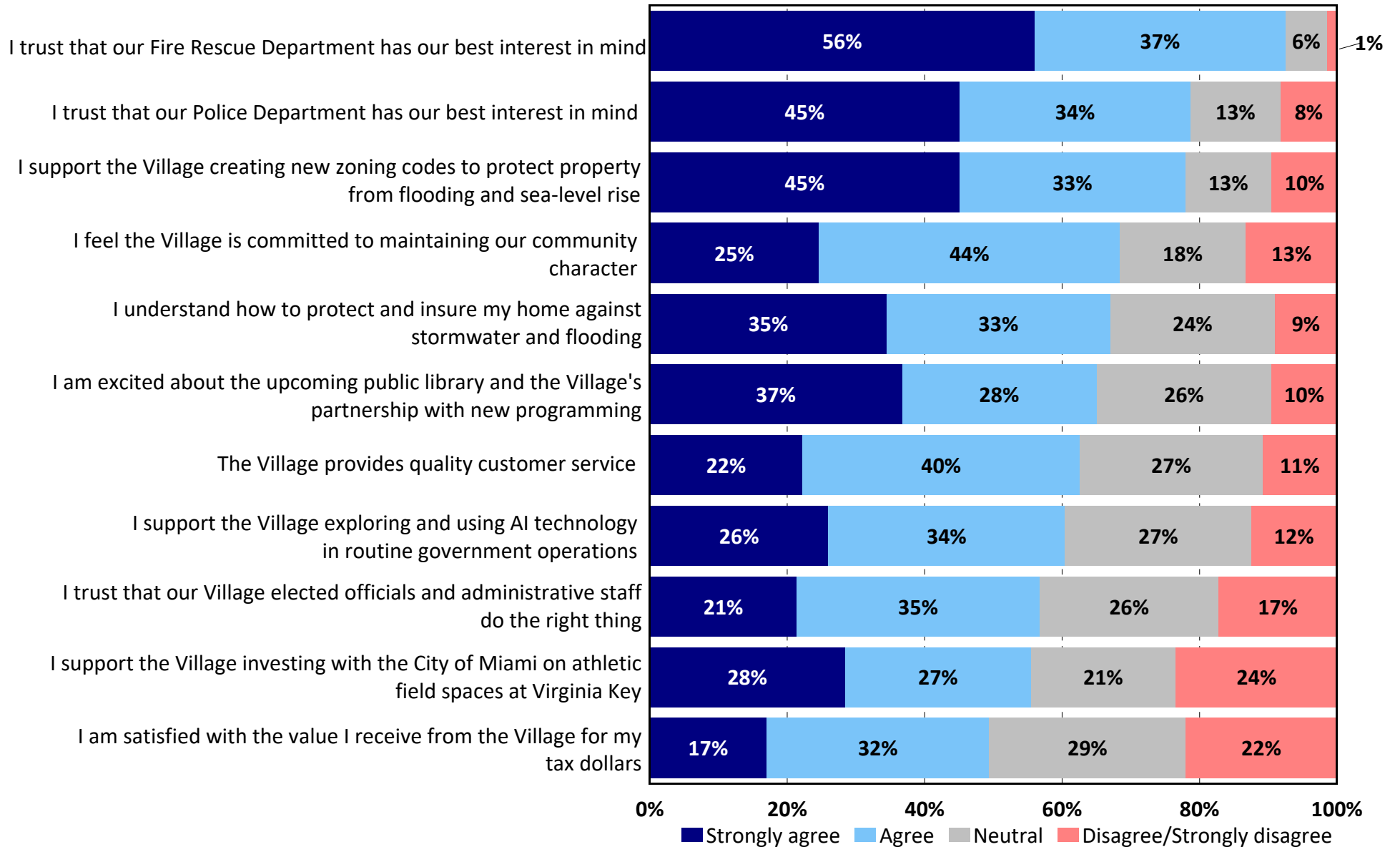
Q19. From which FIVE sources of information listed in Question 18 would you MOST PREFER to get information about Village programs, services, and events?

by percentage of respondents who selected the items as one of their top five choices



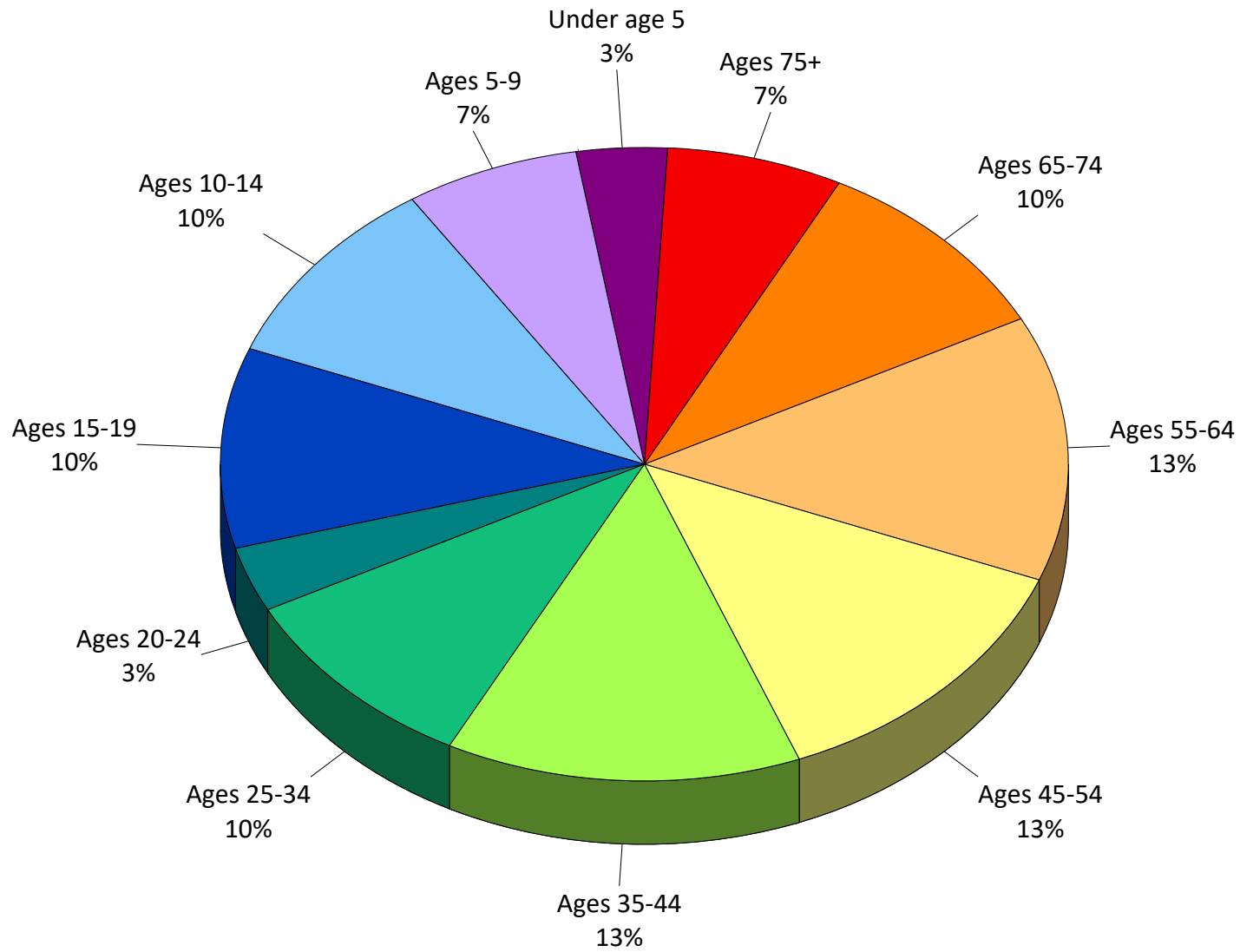
Q20. Please rate your level of agreement with the following statements

by percentage of respondents (excluding "don't know")

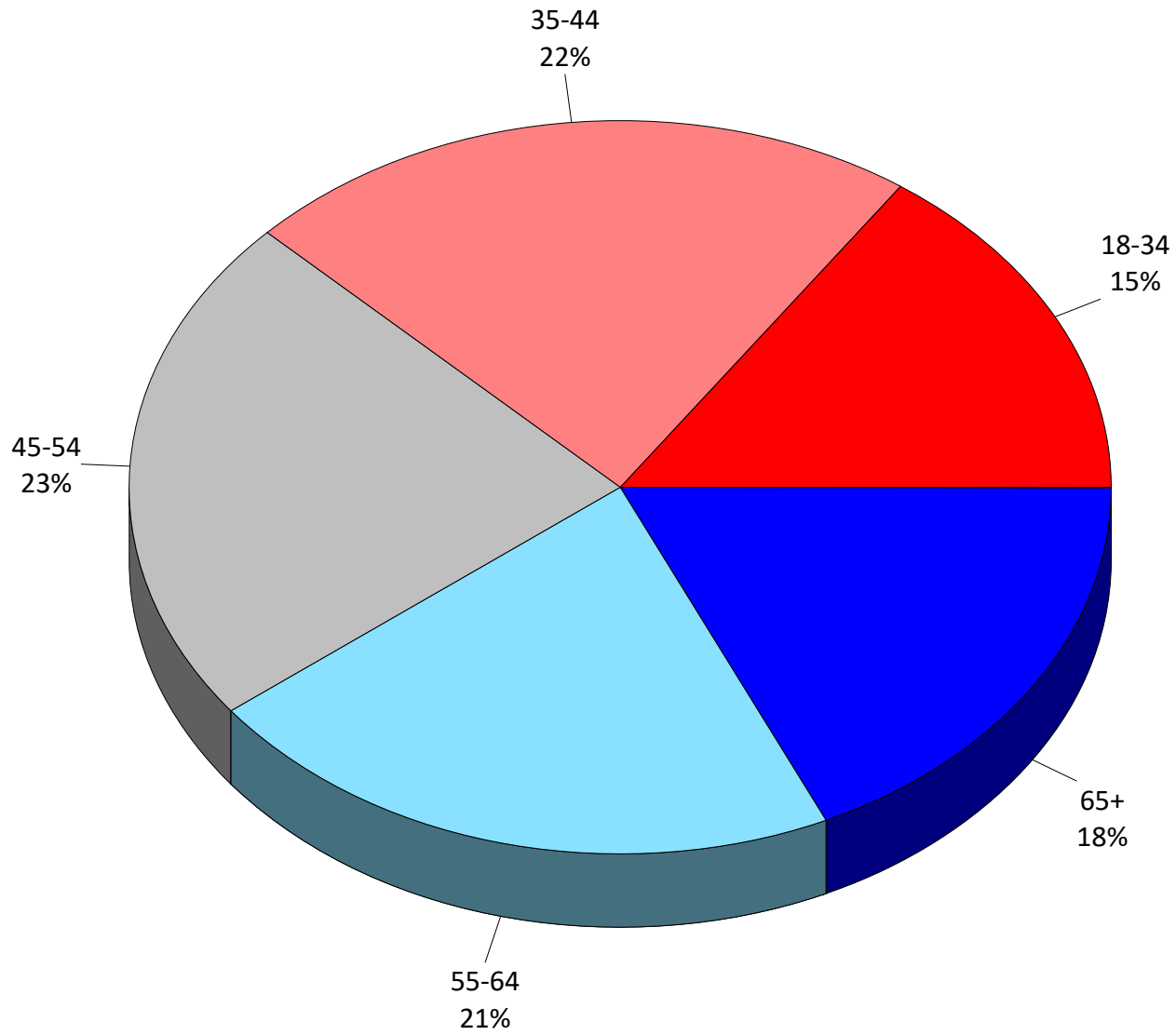


Q21. Including yourself, how many people in your household are...

by percentage of persons in household

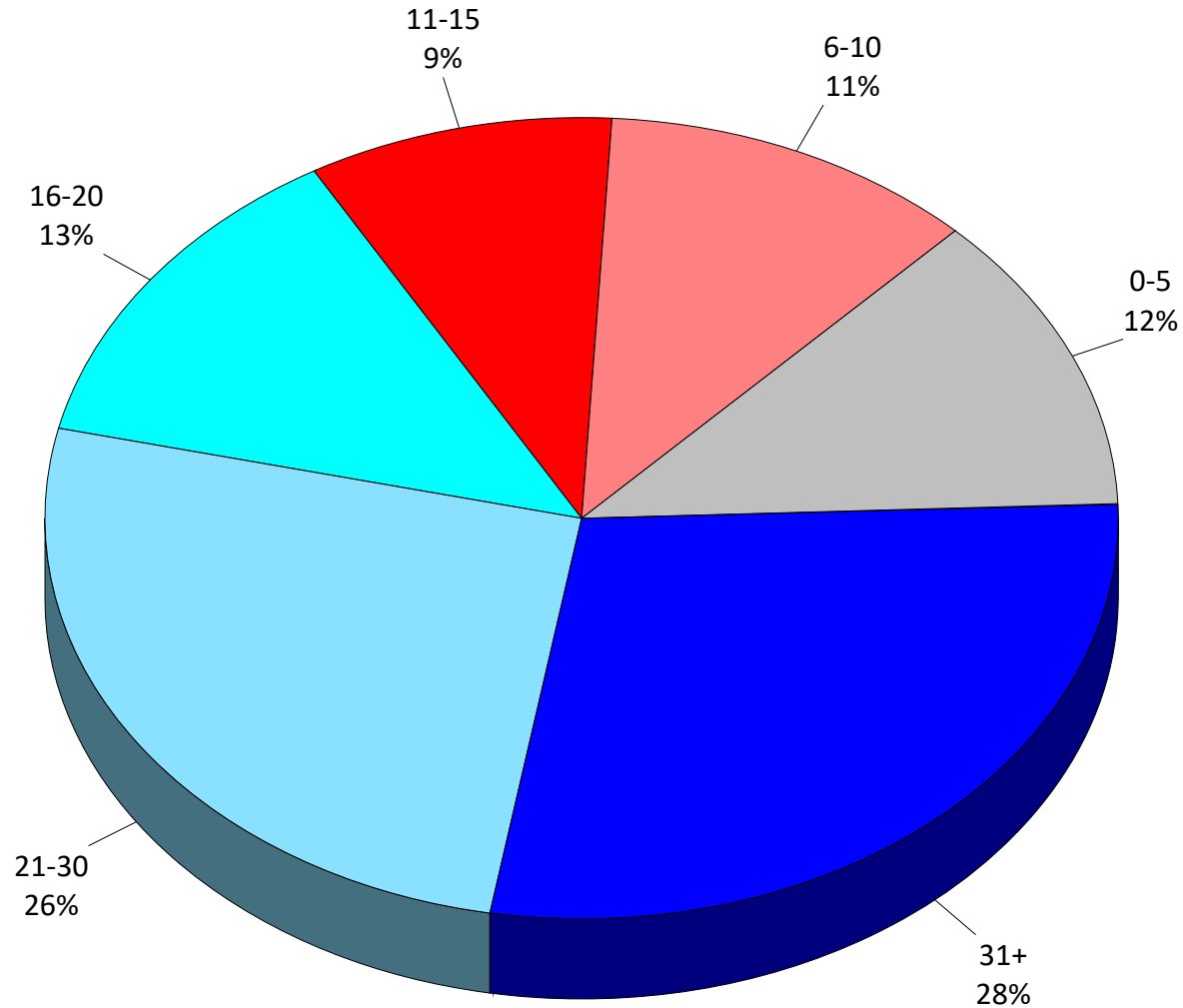


Q22. What is your age? by percentage of respondents (excluding "not provided")

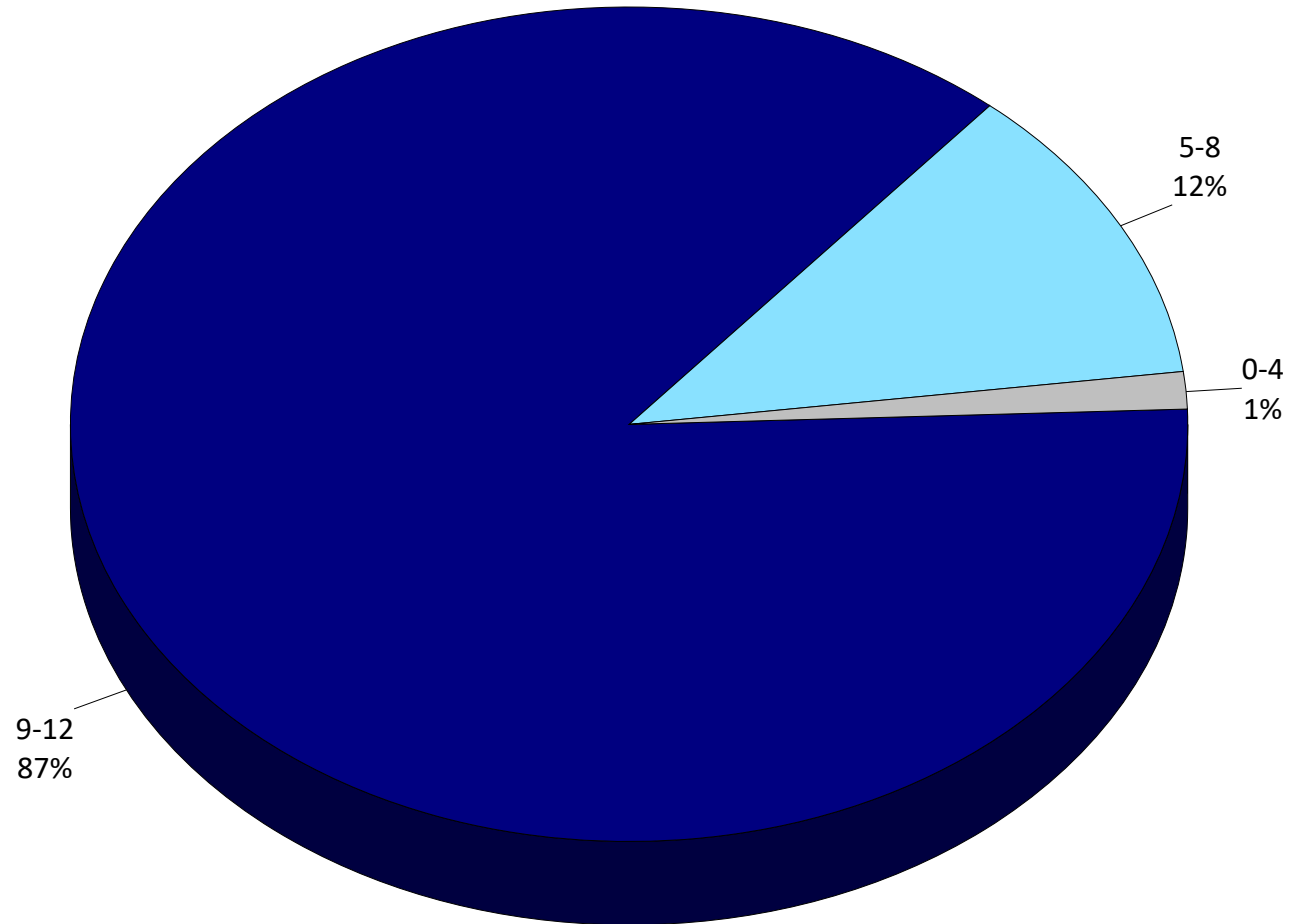


Q23. How many years have you lived in the Village of Key Biscayne?

by percentage of respondents (excluding "not provided")

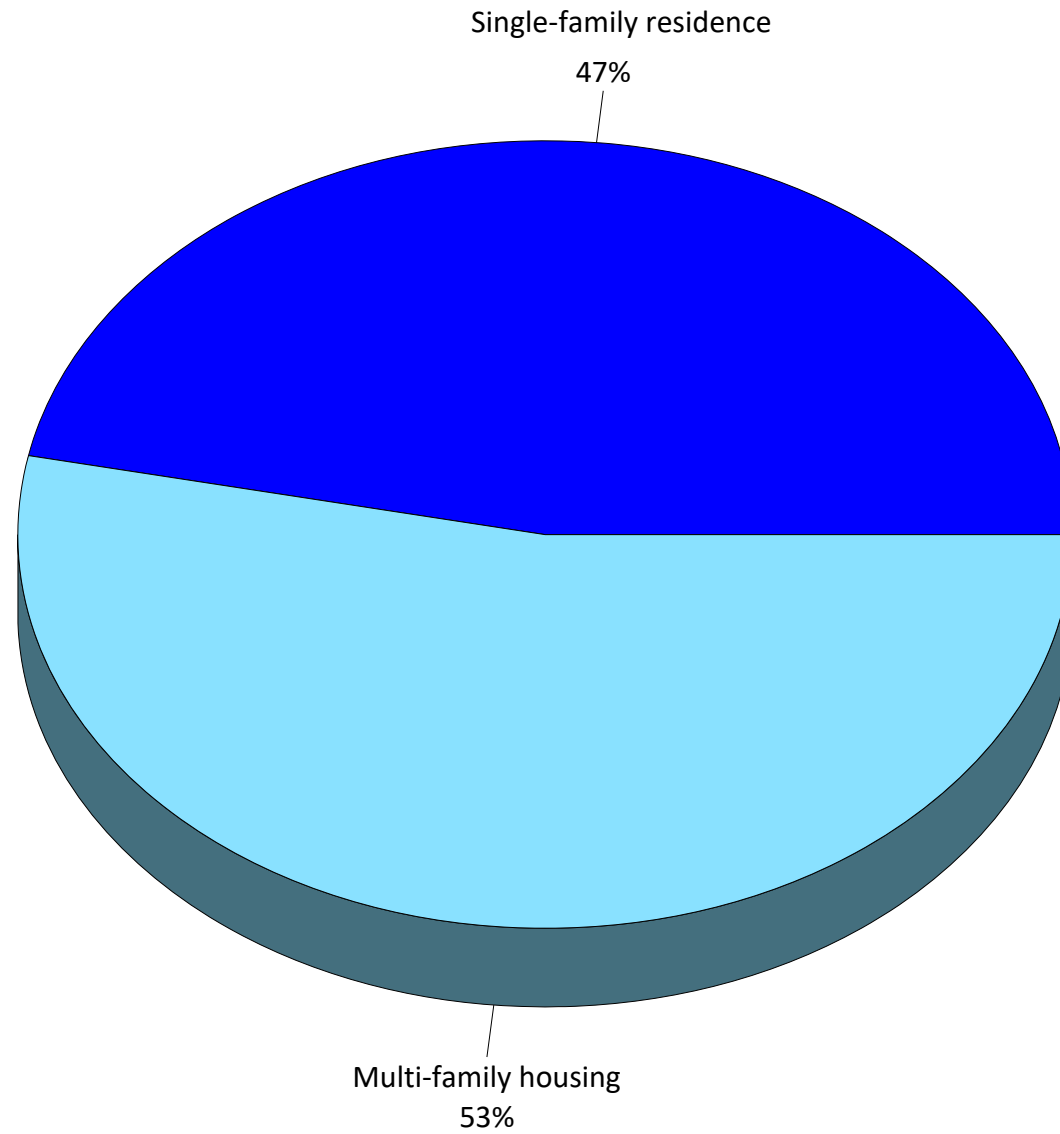


Q24. How many months per-year do you live in the Village of Key Biscayne? by percentage of respondents (excluding "not provided")



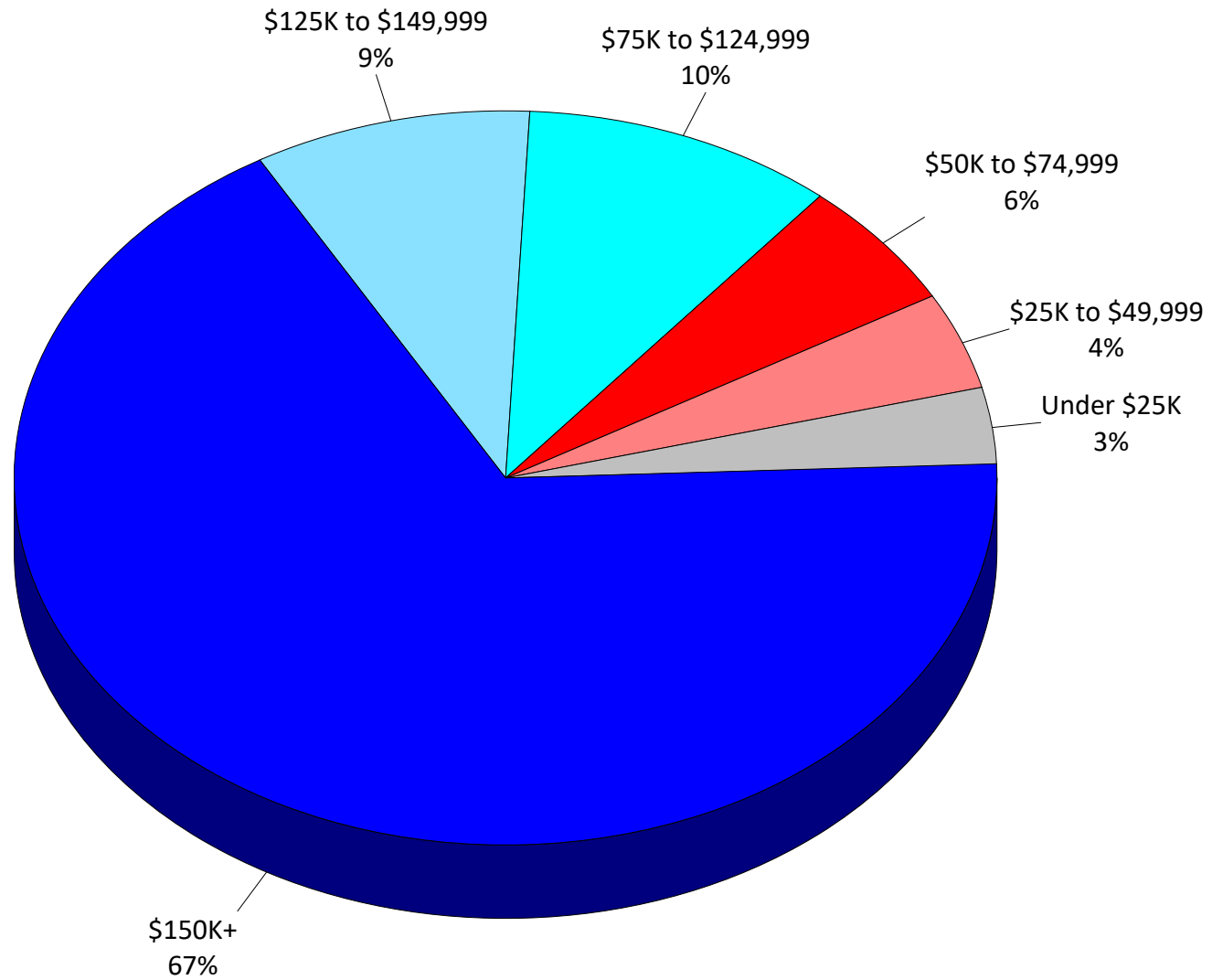
Q25. Do you live in a single-family home or an apartment/condominium?

by percentage of respondents (excluding "not provided")



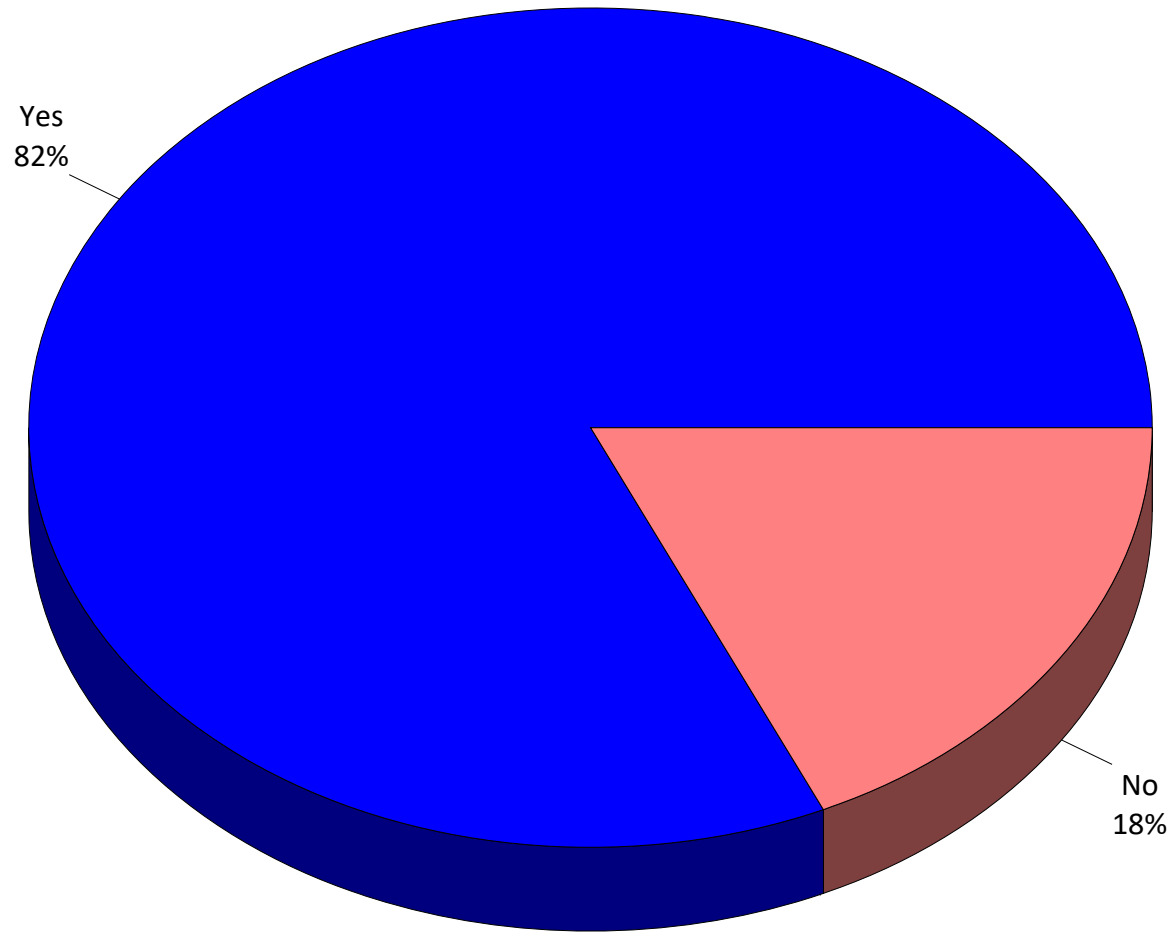
Q26. Which of the following BEST describes your annual household income?

by percentage of respondents (excluding "not provided")



Q27. Did you complete the 2020 census?

by percentage of respondents (excluding "not provided")





2 Importance-Satisfaction Analysis

Village of Key Biscayne Community Survey Importance-Satisfaction Analysis

Overview

Today, Village officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Village to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the Village's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

[IS=Importance x (1-Satisfaction)].

Example of the Calculation: Respondents were asked to identify which safety services should receive the most emphasis over the next two years. Forty-three percent (42.8%) of respondents selected the enforcement of traffic laws.

Regarding satisfaction, 36.5% of respondents surveyed rated the enforcement of traffic laws, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for enforcement of traffic laws was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages.

In this example 42.8% was multiplied by 53.5% (1-0.465). This calculation yielded an I-S rating of 0.2290 which ranked first out of 11 safety services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the Village to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Key Biscayne are provided on the following pages.

2026 Importance-Satisfaction Rating

Key Biscayne, Florida

A Safe and Secure Village

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcement of traffic laws	43%	1	47%	11	0.2290	1
<u>High Priority (IS .10-.20)</u>						
Police presence in the community	32%	2	66%	8	0.1082	2
Police efforts to prevent crime	32%	3	68%	7	0.1027	3
<u>Medium Priority (IS <.10)</u>						
Village's hurricane & emergency preparedness	27%	4	75%	4	0.0668	4
Police engagement with youth & public	15%	6	63%	9	0.0548	5
Police investigations	9%	9	58%	10	0.0386	6
Police response times to emergencies	11%	8	76%	3	0.0279	7
Fire prevention & education efforts	5%	10	74%	5	0.0142	8
Fire rescue engagement with youth & public	5%	11	73%	6	0.0139	9
Fire & rescue response to 911 emergencies	16%	5	92%	1	0.0128	10
Fire rescue emergency medical services	15%	7	91%	2	0.0127	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2026 Importance-Satisfaction Rating

Key Biscayne, Florida

A Thriving and Vibrant Community and Local Market Place

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
The Village's efforts to plan for the future	33%	2	56%	12	0.1444	1
Medium Priority (IS <.10)						
Key Biscayne as a place to shop	15%	7	45%	13	0.0855	2
Key Biscayne as a place to dine	15%	8	67%	11	0.0516	3
Key Biscayne as a place to educate children	22%	4	79%	7	0.0462	4
Overall village cleanliness	21%	5	85%	5	0.0322	5
Landscaping in parks, medians, & other public areas	14%	10	79%	8	0.0293	6
Overall sense of community	15%	9	82%	6	0.0271	7
Number of trees in the Village	10%	11	76%	9	0.0245	8
Key Biscayne as a place to work	5%	13	70%	10	0.0164	9
Key Biscayne as a place to live	34%	1	95%	3	0.0159	10
Overall quality of life	22%	3	96%	1	0.0093	11
Key Biscayne as a place to raise children	18%	6	95%	2	0.0085	12
Overall image of the Village	6%	12	88%	4	0.0077	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2026 Importance-Satisfaction Rating

Key Biscayne, Florida

Engaging and Active Community Programs and Public Spaces

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Programs and events for teens	17%	6	38%	15	0.1031	1
Medium Priority (IS <.10)						
Beach maintenance and cleanliness	29%	1	73%	5	0.0806	2
Rules compliance in parks and open spaces	19%	3	62%	11	0.0730	3
Village Community Center	25%	2	72%	6	0.0724	4
Arts, History and Culture programs and events	17%	5	60%	12	0.0675	5
Adult athletic programs and services	11%	12	57%	13	0.0452	6
Cleanliness of parks and open spaces	19%	4	79%	4	0.0395	7
Athletic fields and courts	12%	9	69%	8	0.0356	8
Programs and events for persons with special needs and disabilities	8%	15	56%	14	0.0355	9
Youth athletic programs and services	11%	10	69%	9	0.0352	10
Programs and events for seniors	11%	11	70%	7	0.0331	11
Programs and events for children	9%	13	66%	10	0.0295	12
Safety of parks and open spaces	15%	7	82%	1	0.0262	13
Appearance of parks and open spaces	13%	8	80%	2	0.0251	14
Holiday and special events	8%	14	80%	3	0.0168	15

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2026 Importance-Satisfaction Rating

Key Biscayne, Florida

An Accessible, Connected and Mobile Village Transportation Network

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Traffic conditions along Rickenbacker Causeway	48%	1	23%	2	0.3700	1
Overall Village traffic conditions	41%	2	32%	1	0.2806	2
<u>High Priority (IS .10-.20)</u>						
Traffic flow on major Village streets	30%	3	35%	3	0.1976	3
Traffic calming efforts	21%	5	34%	9	0.1419	4
Road repairs & improvements	24%	4	52%	11	0.1138	5
<u>Medium Priority (IS <.10)</u>						
Quality of streets	20%	6	59%	10	0.0804	6
Bicycle mobility & accessibility	14%	8	62%	7	0.0513	7
Public bus availability & reliability	9%	10	45%	4	0.0510	8
Pedestrian mobility & accessibility	14%	7	68%	6	0.0459	9
FreeBee services	10%	9	65%	5	0.0347	10
Golf cart mobility & accessibility	8%	11	62%	8	0.0289	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2026 Importance-Satisfaction Rating

Key Biscayne, Florida

Resilient and Sustainable Environment and Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Stormwater drainage improvements	46%	1	31%	9	0.3220	1
Flood control efforts	46%	2	32%	7	0.3096	2
Electrical power reliability	41%	3	33%	6	0.2773	3
<u>High Priority (IS .10-.20)</u>						
Addressing sea-level rise & climate change	22%	4	31%	8	0.1509	4
Efforts to address water quality and environmental impact on Biscayne Bay	20%	5	44%	4	0.1117	5
<u>Medium Priority (IS <.10)</u>						
Village commitment to green & sustainable practices	14%	8	52%	3	0.0675	6
Periodic beach renourishments	17%	6	65%	1	0.0595	7
Beach dunes & ecosystem	14%	7	62%	2	0.0531	8
Availability of electric vehicle (EV) car chargers in the Village	8%	9	39%	5	0.0477	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2026 Importance-Satisfaction Rating

Key Biscayne, Florida

Effective & Efficient Government Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Building permitting & plans review	25%	4	34%	9	0.1639	1
Transparency of Village leaders & employees	27%	2	44%	7	0.1520	2
General maintenance & repair of Village facilities	27%	3	62%	2	0.1013	3
Medium Priority (IS <.10)						
Residential garbage, recycling & yard waste collection	27%	1	64%	1	0.0995	4
Overall government services	24%	5	59%	3	0.0983	5
Planning & zoning services	18%	6	44%	6	0.0979	6
Building inspection services	15%	7	41%	8	0.0864	7
Public awareness announcements for government meetings	12%	8	58%	4	0.0499	8
Accessibility of government records & documents	8%	9	51%	5	0.0370	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2026 Importance-Satisfaction Rating

Key Biscayne, Florida

Communications

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Village's efforts to be transparent	26%	1	41%	7	0.1571	1
Dialogue between residents & government	20%	5	37%	10	0.1268	2
Village's engagement with residents	20%	4	46%	6	0.1090	3
<u>Medium Priority (IS <.10)</u>						
Timely, trusted & accurate communication	25%	2	60%	4	0.0994	4
Usefulness of Village website	14%	6	40%	8	0.0846	5
Timely emergency information	23%	3	70%	1	0.0677	6
Online options for conducting business with the Village	10%	9	39%	9	0.0600	7
Availability of information about Village programs & services	14%	7	63%	2	0.0509	8
Village Information Notification System (VINS)	11%	8	57%	5	0.0480	9
Village email newsletters (Village Connect, Active Islander)	6%	10	60%	3	0.0257	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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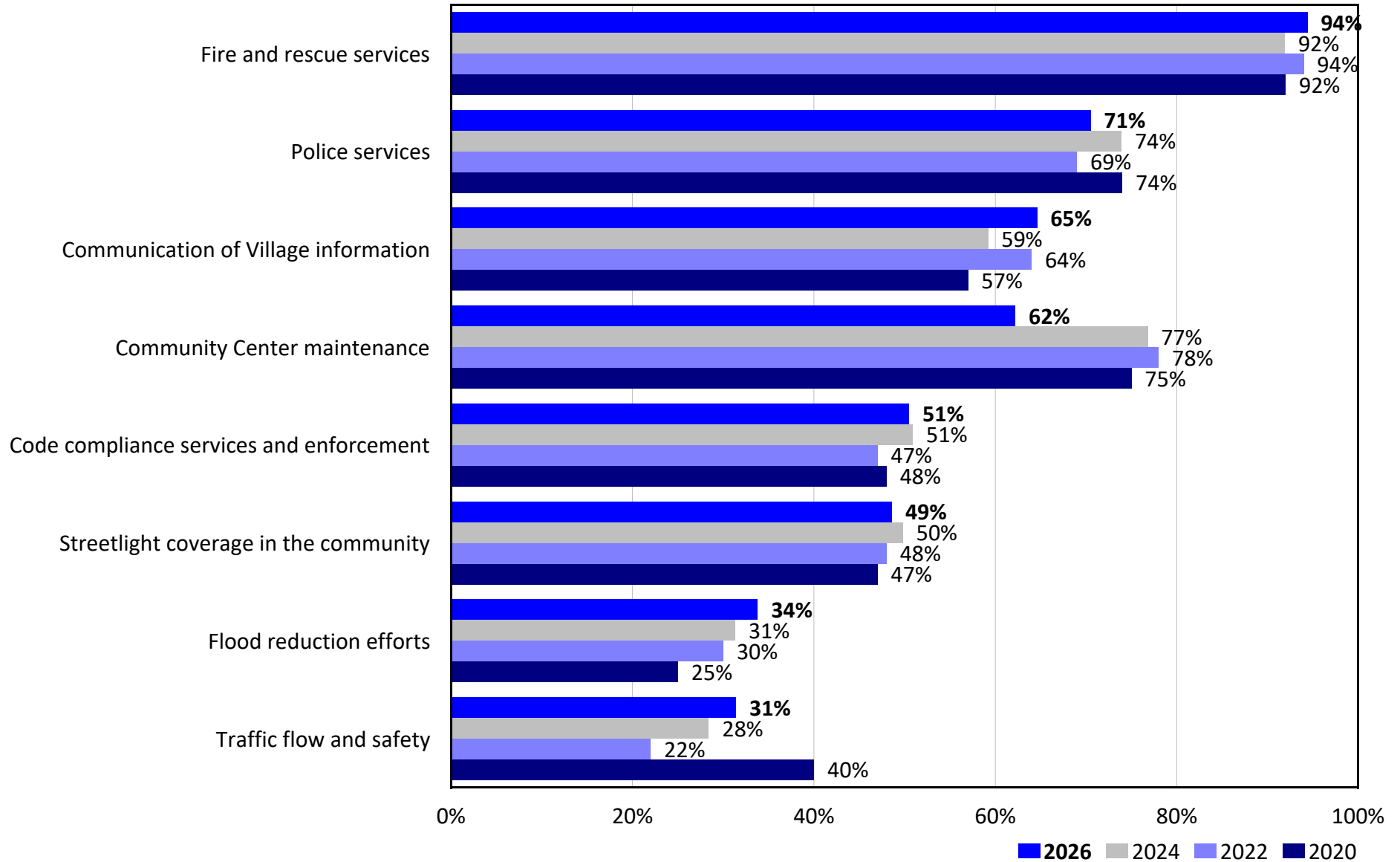


3

Trends

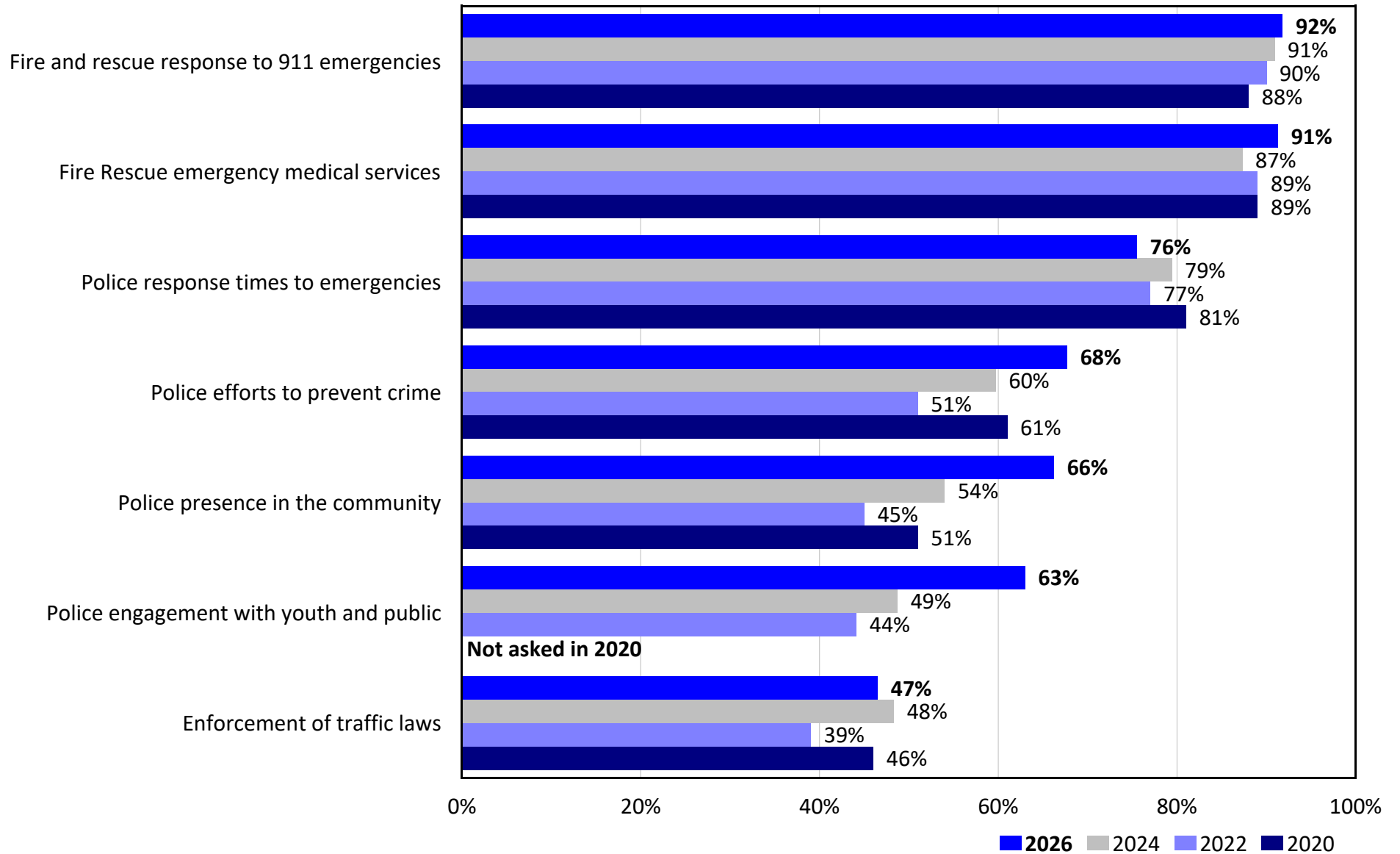
Satisfaction With Critical Services Trends: 2026, 2024, 2022, and 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



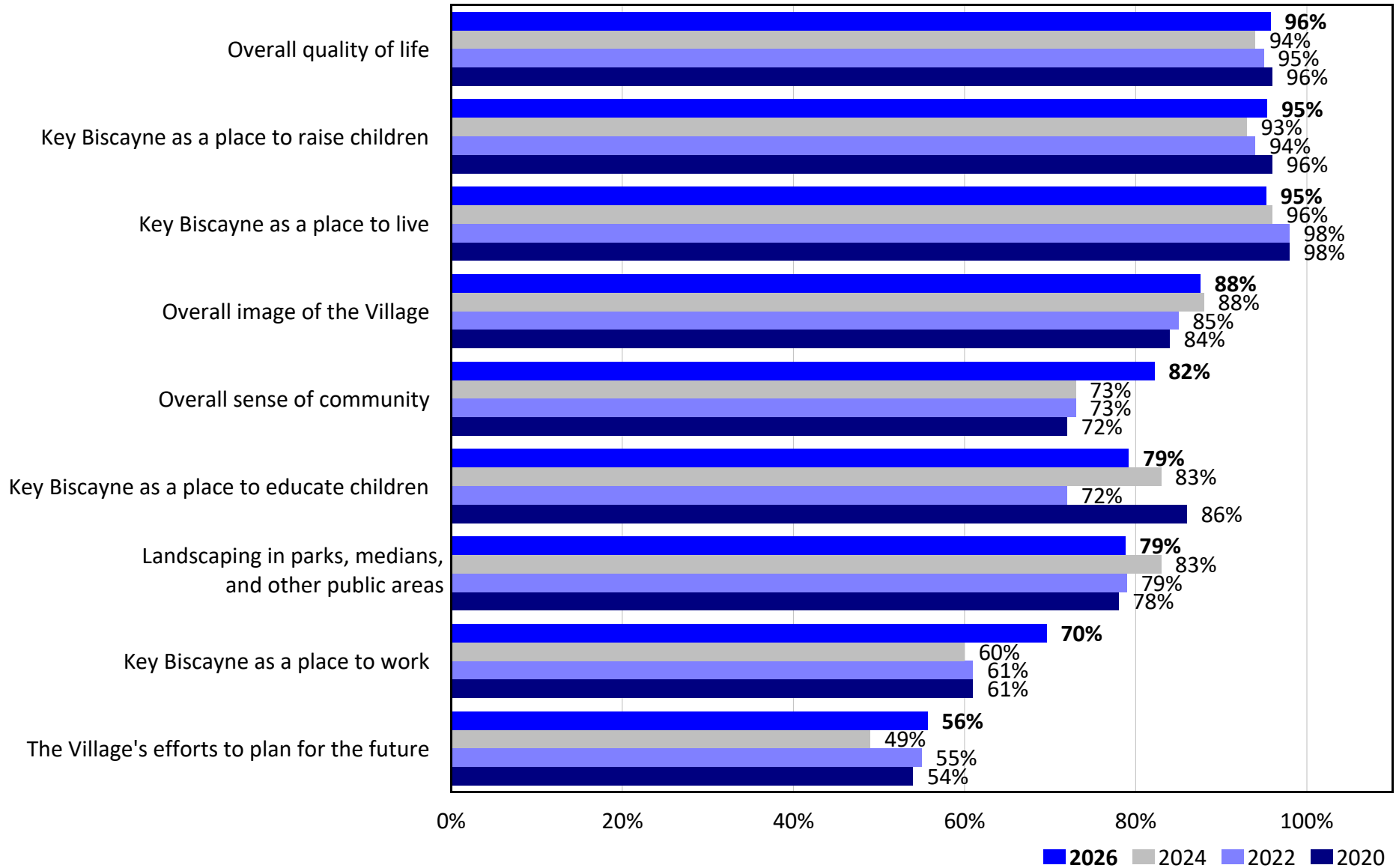
Satisfaction With A Safe and Secure Village Trends: 2026, 2024, 2022, and 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Satisfaction With A Thriving and Vibrant Community and Local Market Place Trends: 2026, 2024, 2022, and 2020

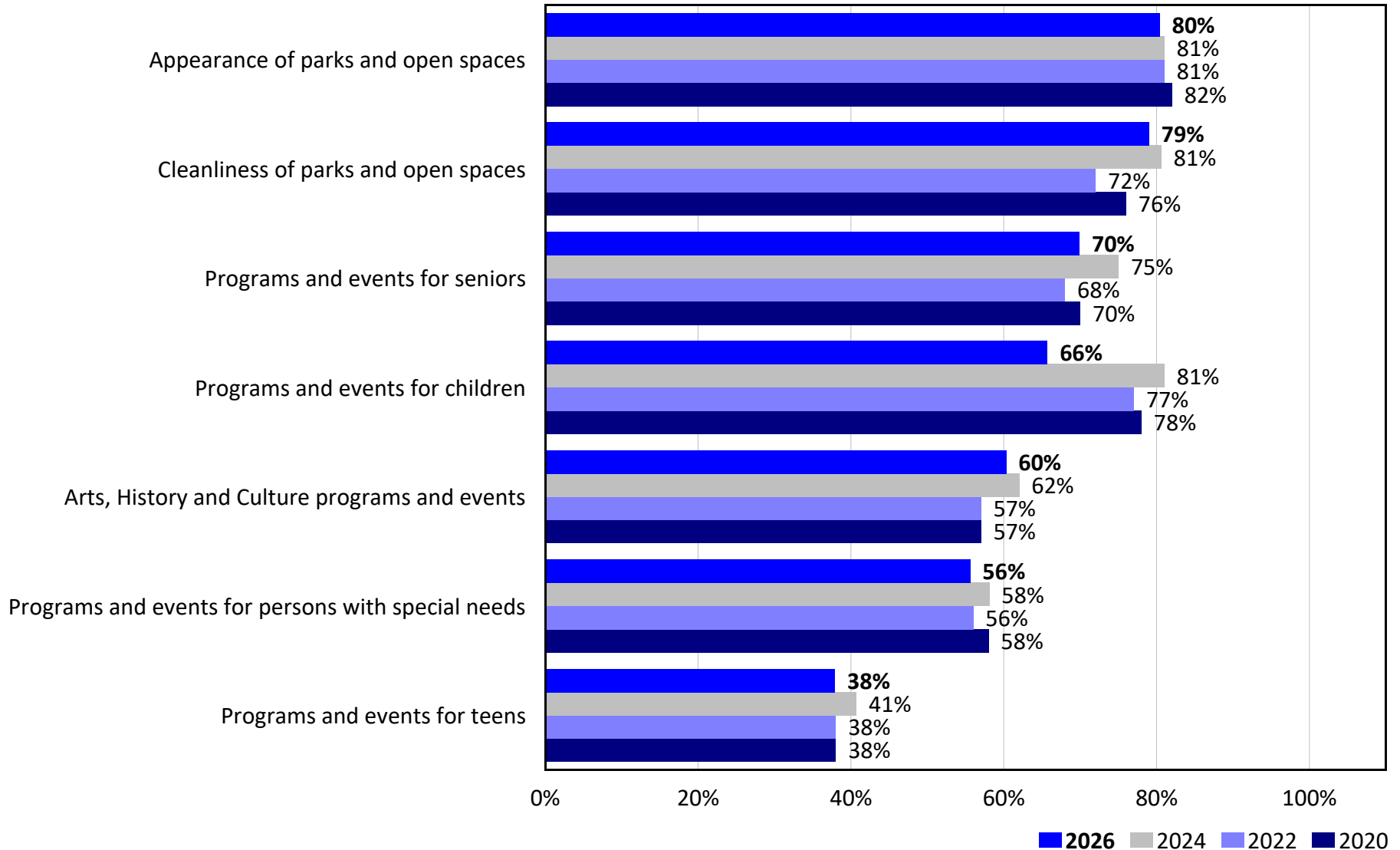
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Satisfaction With Engaging and Active Community Programs and Public Spaces

Trends: 2026, 2024, 2022, and 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



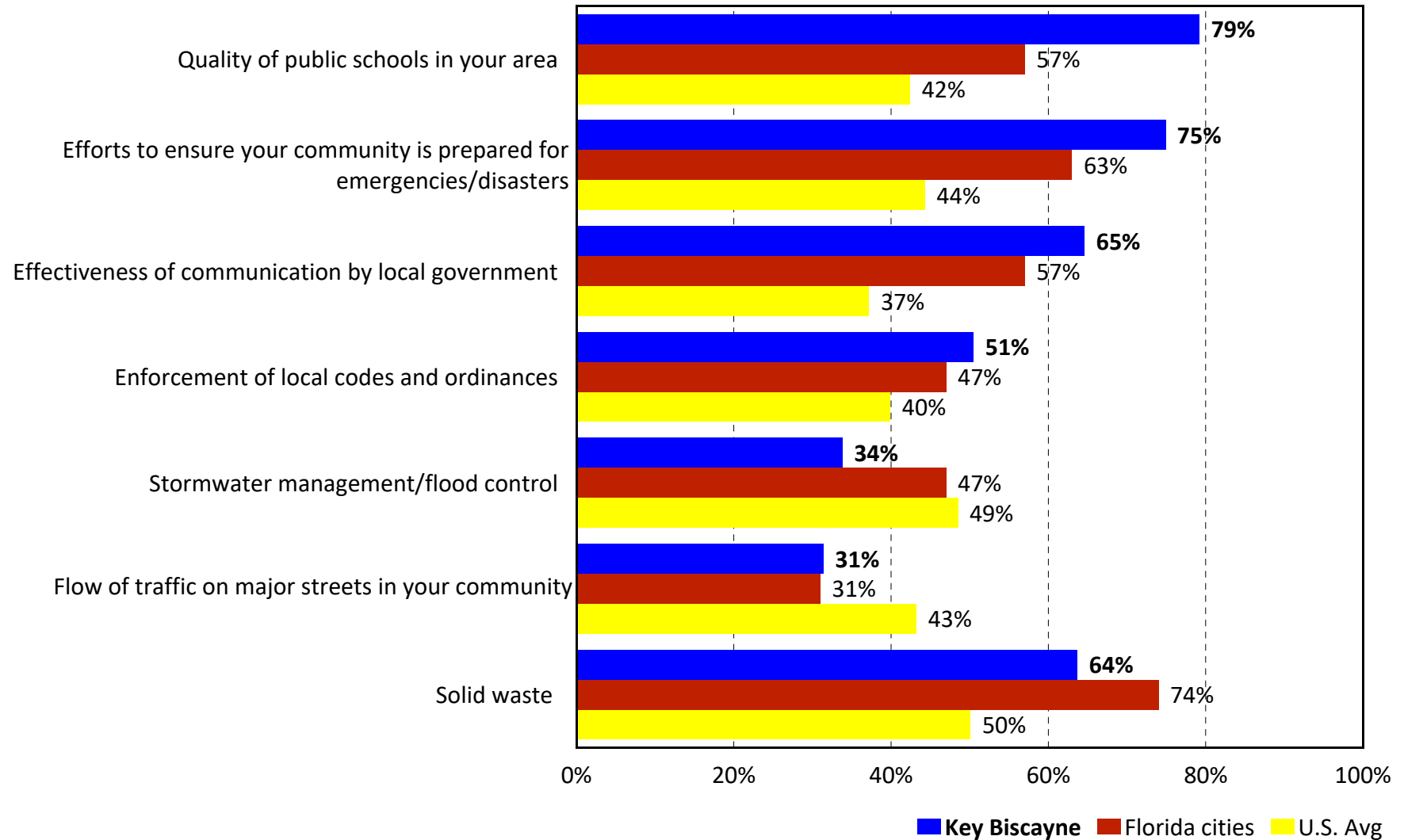


4

Benchmarks

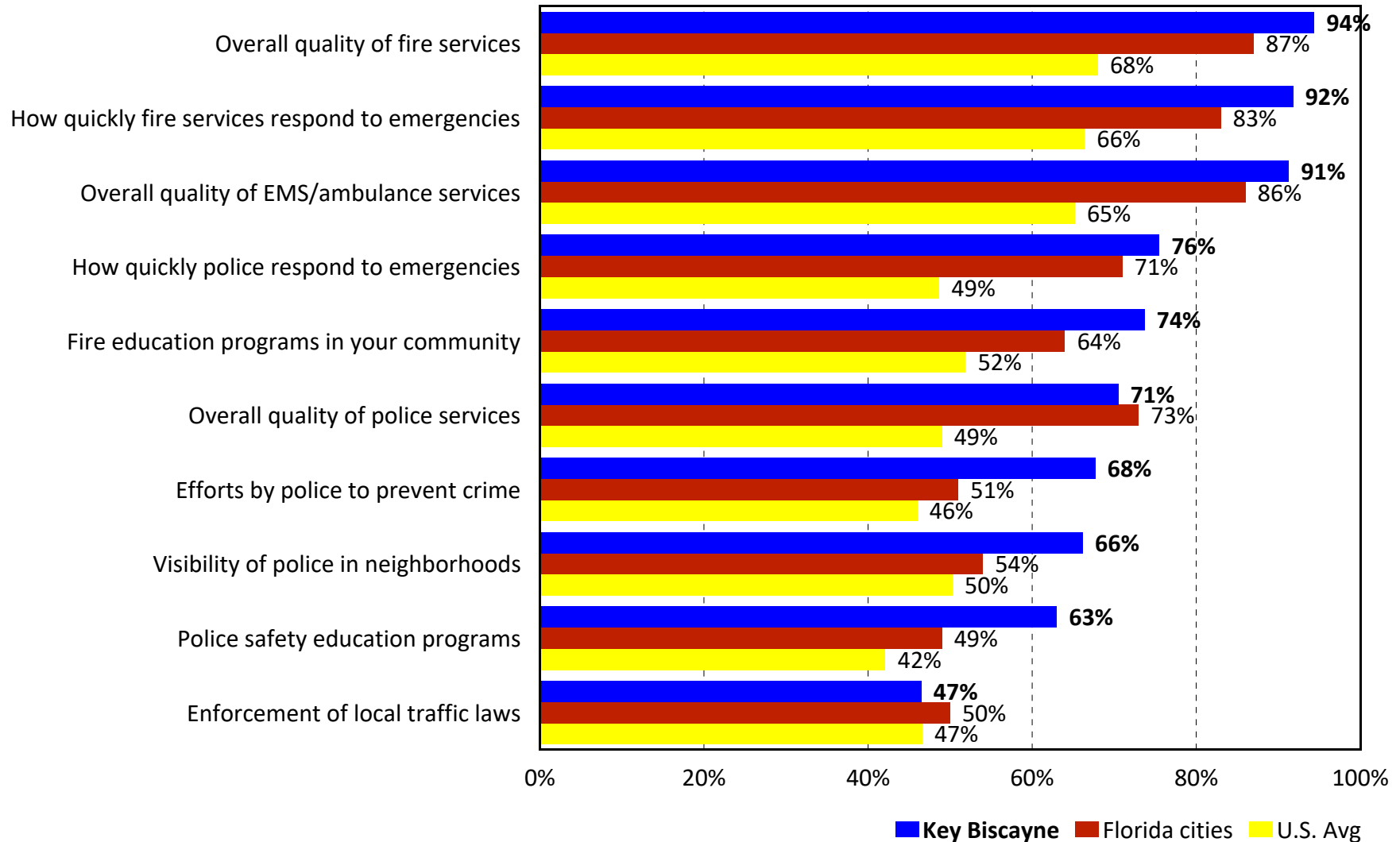
Critical Services: Key Biscayne vs. Florida Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



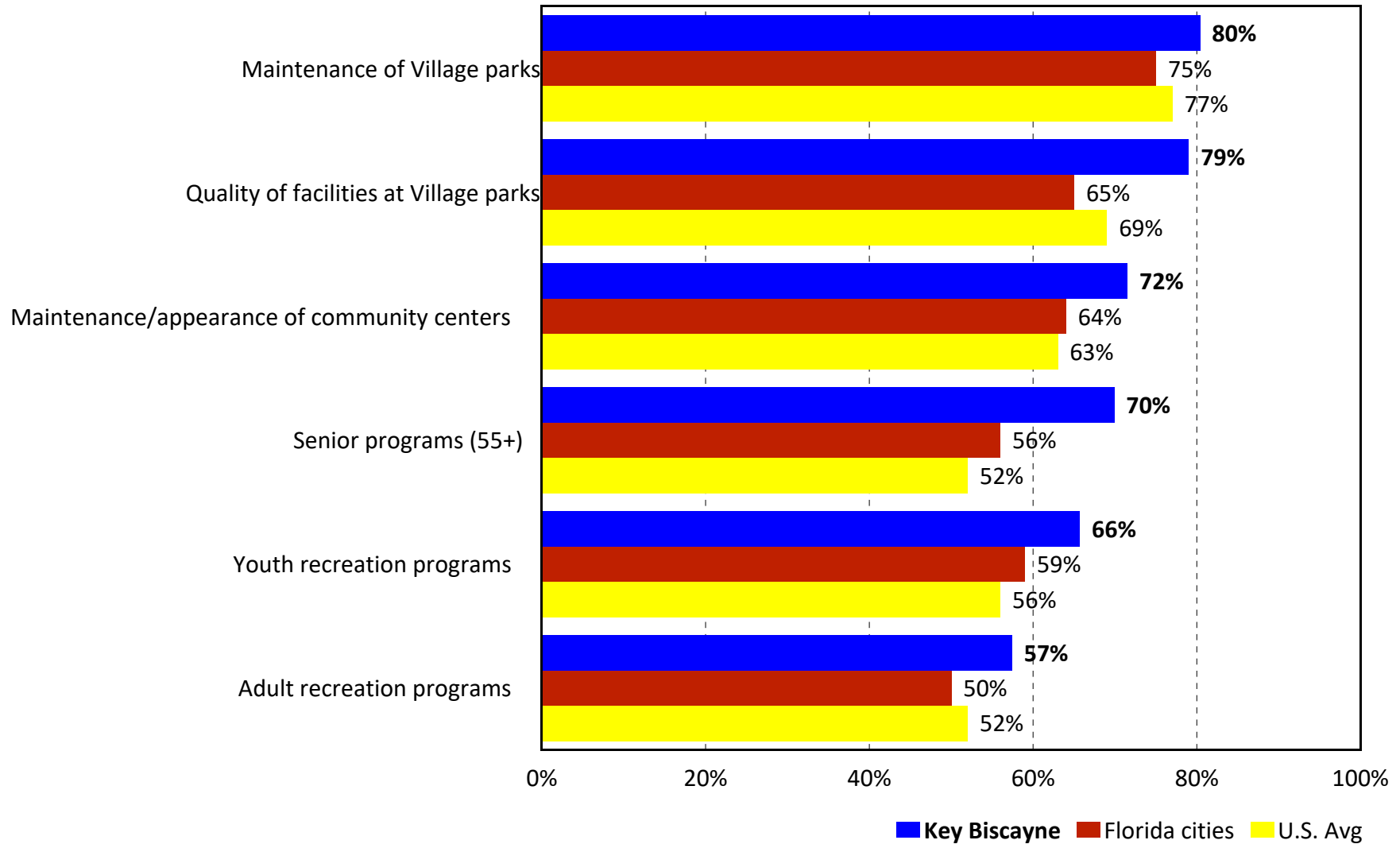
Safety Services: Key Biscayne vs. Florida Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



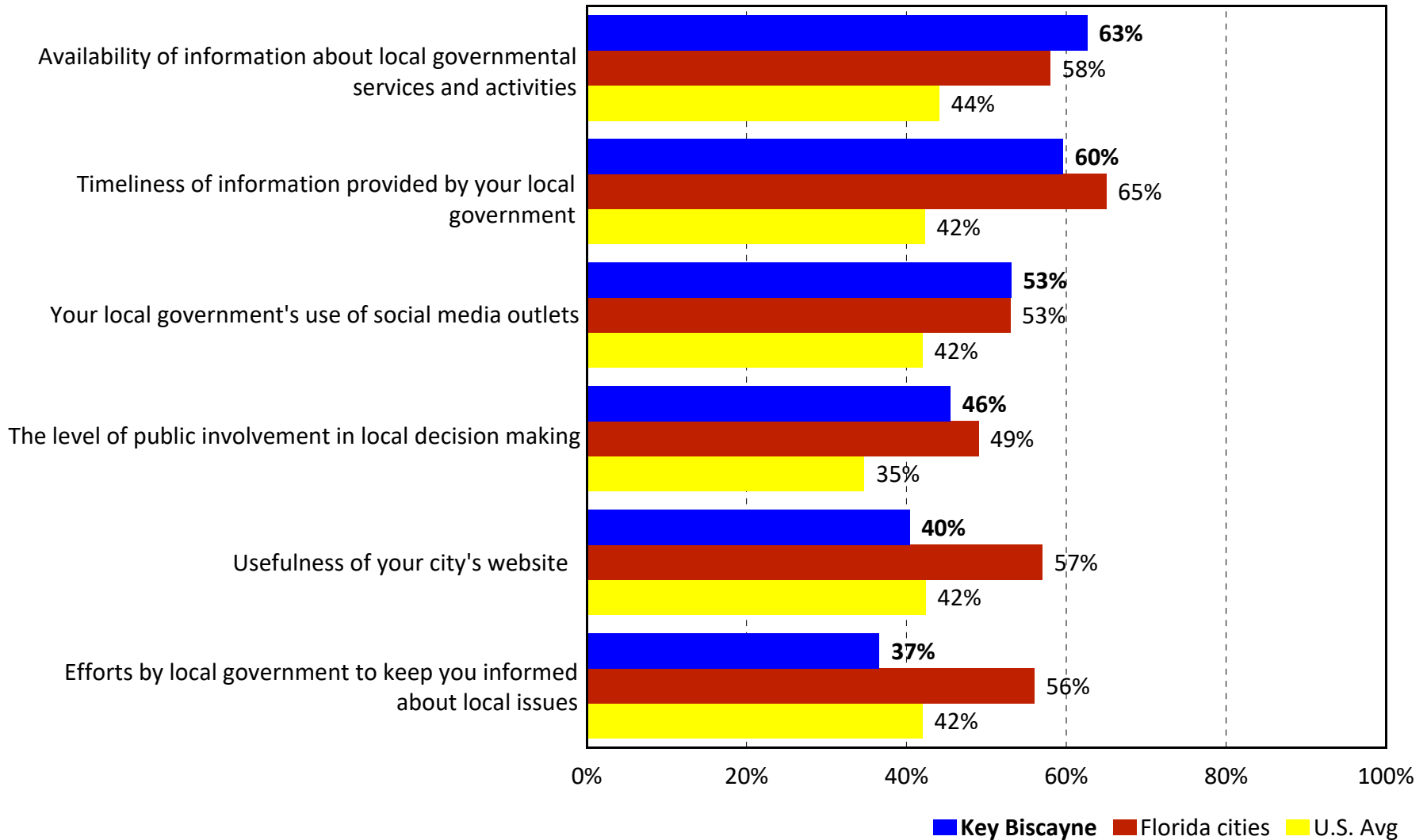
Parks and Recreation: Key Biscayne vs. Florida Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



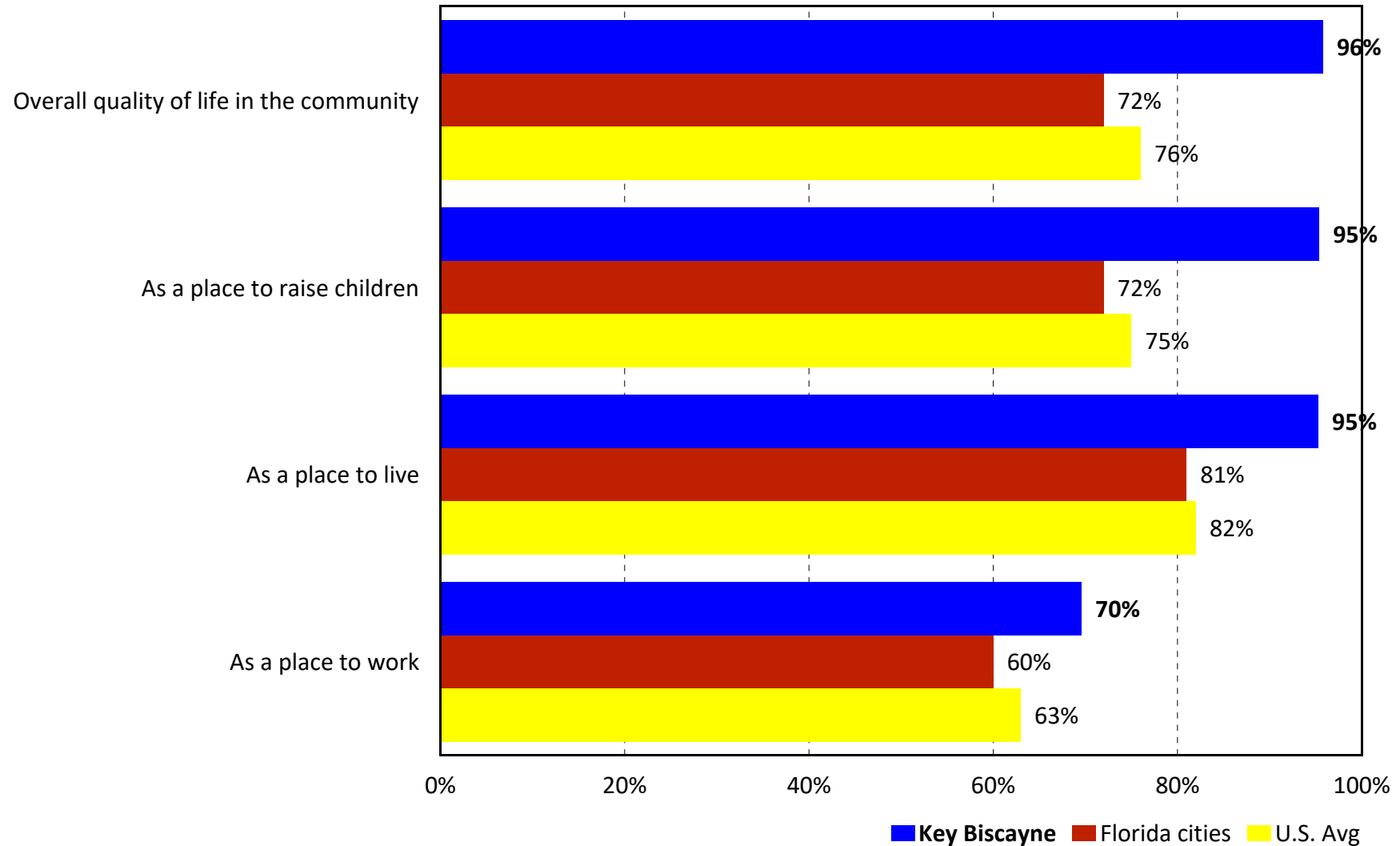
Communications: Key Biscayne vs. Florida Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Perceptions: Key Biscayne vs. Florida Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"





5

Tabular Data

Q1. Critical Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Fire & rescue services	67.7%	19.8%	5.0%	0.0%	0.2%	7.4%
Q1-2. Police services	41.9%	25.5%	18.6%	7.4%	2.4%	4.2%
Q1-3. Code compliance services & enforcement	20.2%	23.4%	25.0%	11.4%	6.2%	14.0%
Q1-4. Traffic flow & safety	9.4%	21.8%	24.8%	29.7%	13.6%	0.8%
Q1-5. Pedestrian safety & community walkability	23.4%	34.5%	22.0%	14.0%	5.6%	0.6%
Q1-6. Streetlight coverage in the community	17.4%	30.5%	19.0%	20.6%	11.2%	1.4%
Q1-7. Community Center maintenance	21.2%	32.7%	20.0%	8.0%	4.8%	13.4%
Q1-8. Flood reduction efforts	7.2%	23.6%	27.7%	20.2%	12.4%	9.0%
Q1-9. Power reliability	10.4%	28.7%	18.4%	22.4%	16.6%	3.6%
Q1-10. Communication of Village information	25.1%	37.3%	21.2%	9.0%	4.2%	3.2%

WITHOUT "DON'T KNOW"

Q1. Critical Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne. (without "don't know")

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Fire & rescue services	73.1%	21.3%	5.4%	0.0%	0.2%
Q1-2. Police services	43.8%	26.7%	19.4%	7.7%	2.5%
Q1-3. Code compliance services & enforcement	23.4%	27.1%	29.0%	13.2%	7.2%
Q1-4. Traffic flow & safety	9.5%	21.9%	24.9%	30.0%	13.7%
Q1-5. Pedestrian safety & community walkability	23.5%	34.7%	22.1%	14.1%	5.6%
Q1-6. Streetlight coverage in the community	17.6%	31.0%	19.2%	20.9%	11.3%
Q1-7. Community Center maintenance	24.4%	37.8%	23.0%	9.2%	5.5%
Q1-8. Flood reduction efforts	7.9%	25.9%	30.5%	22.1%	13.6%
Q1-9. Power reliability	10.8%	29.8%	19.0%	23.2%	17.2%
Q1-10. Communication of Village information	26.0%	38.6%	21.9%	9.3%	4.3%

Q2. A Safe and Secure Village: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Fire & rescue response to 911 emergencies	52.3%	16.8%	5.6%	0.2%	0.4%	24.8%
Q2-2. Fire rescue emergency medical services	49.9%	16.8%	6.2%	0.0%	0.2%	26.9%
Q2-3. Fire prevention & education efforts	30.3%	21.0%	16.6%	1.2%	0.6%	30.3%
Q2-4. Fire rescue engagement with youth & public	29.1%	19.8%	16.0%	1.2%	0.6%	33.3%
Q2-5. Police presence in the community	30.9%	34.3%	17.0%	12.2%	4.2%	1.4%
Q2-6. Police efforts to prevent crime	30.9%	30.1%	17.6%	7.4%	4.2%	9.8%
Q2-7. Police response times to emergencies	34.7%	22.4%	13.4%	4.0%	1.2%	24.4%
Q2-8. Police investigations	20.8%	14.6%	17.2%	4.2%	4.2%	39.1%
Q2-9. Police engagement with youth & public	24.8%	19.8%	18.6%	5.6%	2.0%	29.3%
Q2-10. Enforcement of traffic laws	19.6%	24.4%	18.8%	17.6%	14.2%	5.6%
Q2-11. Village's hurricane & emergency preparedness	28.7%	36.3%	17.8%	3.0%	1.0%	13.2%

WITHOUT "DON'T KNOW"

Q2. A Safe and Secure Village: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne. (without "don't know")

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Fire & rescue response to 911 emergencies	69.5%	22.3%	7.4%	0.3%	0.5%
Q2-2. Fire rescue emergency medical services	68.3%	23.0%	8.5%	0.0%	0.3%
Q2-3. Fire prevention & education efforts	43.6%	30.1%	23.8%	1.7%	0.9%
Q2-4. Fire rescue engagement with youth & public	43.7%	29.6%	24.0%	1.8%	0.9%
Q2-5. Police presence in the community	31.4%	34.8%	17.2%	12.3%	4.3%
Q2-6. Police efforts to prevent crime	34.3%	33.4%	19.5%	8.2%	4.6%
Q2-7. Police response times to emergencies	45.9%	29.6%	17.7%	5.3%	1.6%
Q2-8. Police investigations	34.1%	23.9%	28.2%	6.9%	6.9%
Q2-9. Police engagement with youth & public	35.0%	28.0%	26.3%	7.9%	2.8%
Q2-10. Enforcement of traffic laws	20.7%	25.8%	19.9%	18.6%	15.0%
Q2-11. Village's hurricane & emergency preparedness	33.1%	41.8%	20.5%	3.4%	1.1%

Q3. Which THREE of the items listed in Question 2 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Fire & rescue response to 911 emergencies	39	7.8 %
Fire rescue emergency medical services	21	4.2 %
Fire prevention & education efforts	2	0.4 %
Fire rescue engagement with youth & public	3	0.6 %
Police presence in the community	62	12.4 %
Police efforts to prevent crime	52	10.4 %
Police response times to emergencies	7	1.4 %
Police investigations	12	2.4 %
Police engagement with youth & public	19	3.8 %
Enforcement of traffic laws	122	24.4 %
Village's hurricane & emergency preparedness	59	11.8 %
None chosen	103	20.6 %
Total	501	100.0 %

Q3. Which THREE of the items listed in Question 2 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Fire & rescue response to 911 emergencies	16	3.2 %
Fire rescue emergency medical services	30	6.0 %
Fire prevention & education efforts	15	3.0 %
Fire rescue engagement with youth & public	7	1.4 %
Police presence in the community	54	10.8 %
Police efforts to prevent crime	60	12.0 %
Police response times to emergencies	26	5.2 %
Police investigations	20	4.0 %
Police engagement with youth & public	25	5.0 %
Enforcement of traffic laws	57	11.4 %
Village's hurricane & emergency preparedness	42	8.4 %
None chosen	149	29.7 %
Total	501	100.0 %

Q3. Which THREE of the items listed in Question 2 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Fire & rescue response to 911 emergencies	23	4.6 %
Fire rescue emergency medical services	22	4.4 %
Fire prevention & education efforts	10	2.0 %
Fire rescue engagement with youth & public	16	3.2 %
Police presence in the community	44	8.8 %
Police efforts to prevent crime	47	9.4 %
Police response times to emergencies	24	4.8 %
Police investigations	14	2.8 %
Police engagement with youth & public	30	6.0 %
Enforcement of traffic laws	35	7.0 %
Village's hurricane & emergency preparedness	32	6.4 %
None chosen	204	40.7 %
Total	501	100.0 %

TOP THREE

Q3. Which THREE of the items listed in Question 2 should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Fire & rescue response to 911 emergencies	78	15.6 %
Fire rescue emergency medical services	73	14.6 %
Fire prevention & education efforts	27	5.4 %
Fire rescue engagement with youth & public	26	5.2 %
Police presence in the community	160	31.9 %
Police efforts to prevent crime	159	31.7 %
Police response times to emergencies	57	11.4 %
Police investigations	46	9.2 %
Police engagement with youth & public	74	14.8 %
Enforcement of traffic laws	214	42.7 %
Village's hurricane & emergency preparedness	133	26.5 %
None chosen	103	20.6 %
Total	1150	

Q4. A Thriving and Vibrant Community and Local Market Place: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Key Biscayne as a place to live	71.9%	23.4%	3.0%	1.2%	0.6%	0.0%
Q4-2. Key Biscayne as a place to work	29.9%	18.6%	16.8%	2.4%	2.0%	30.3%
Q4-3. Key Biscayne as a place to shop	15.0%	28.9%	34.7%	14.6%	5.6%	1.2%
Q4-4. Key Biscayne as a place to dine	25.9%	40.1%	20.0%	10.4%	3.0%	0.6%
Q4-5. Key Biscayne as a place to raise children	69.3%	17.0%	3.2%	0.6%	0.4%	9.6%
Q4-6. Key Biscayne as a place to educate children	42.3%	26.3%	11.8%	4.2%	2.0%	13.4%
Q4-7. Number of trees in the village	34.9%	39.7%	13.0%	9.6%	1.0%	1.8%
Q4-8. Landscaping in parks, medians, & other public areas	38.1%	39.7%	11.2%	6.6%	3.2%	1.2%
Q4-9. Overall village cleanliness	44.1%	39.7%	6.4%	6.6%	2.4%	0.8%
Q4-10. Overall sense of community	41.9%	39.1%	12.4%	3.0%	2.2%	1.4%
Q4-11. Overall quality of life	65.3%	29.7%	2.8%	1.2%	0.2%	0.8%
Q4-12. Overall image of the Village	53.5%	33.1%	7.6%	3.2%	1.4%	1.2%
Q4-13. The Village's efforts to plan for the future	17.6%	31.1%	25.9%	8.6%	4.2%	12.6%

WITHOUT "DON'T KNOW"

Q4. A Thriving and Vibrant Community and Local Market Place: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne. (without "don't know")

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Key Biscayne as a place to live	71.9%	23.4%	3.0%	1.2%	0.6%
Q4-2. Key Biscayne as a place to work	43.0%	26.6%	24.1%	3.4%	2.9%
Q4-3. Key Biscayne as a place to shop	15.2%	29.3%	35.2%	14.7%	5.7%
Q4-4. Key Biscayne as a place to dine	26.1%	40.4%	20.1%	10.4%	3.0%
Q4-5. Key Biscayne as a place to raise children	76.6%	18.8%	3.5%	0.7%	0.4%
Q4-6. Key Biscayne as a place to educate children	48.8%	30.4%	13.6%	4.8%	2.3%
Q4-7. Number of trees in the village	35.6%	40.4%	13.2%	9.8%	1.0%
Q4-8. Landscaping in parks, medians, & other public areas	38.6%	40.2%	11.3%	6.7%	3.2%
Q4-9. Overall village cleanliness	44.5%	40.0%	6.4%	6.6%	2.4%
Q4-10. Overall sense of community	42.5%	39.7%	12.6%	3.0%	2.2%
Q4-11. Overall quality of life	65.8%	30.0%	2.8%	1.2%	0.2%
Q4-12. Overall image of the Village	54.1%	33.5%	7.7%	3.2%	1.4%
Q4-13. The Village's efforts to plan for the future	20.1%	35.6%	29.7%	9.8%	4.8%

Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q5. Top choice	Number	Percent
Key Biscayne as a place to live	98	19.6 %
Key Biscayne as a place to work	6	1.2 %
Key Biscayne as a place to shop	28	5.6 %
Key Biscayne as a place to dine	18	3.6 %
Key Biscayne as a place to raise children	30	6.0 %
Key Biscayne as a place to educate children	37	7.4 %
Number of trees in the Village	12	2.4 %
Landscaping in parks, medians, & other public areas	20	4.0 %
Overall village cleanliness	25	5.0 %
Overall sense of community	21	4.2 %
Overall quality of life	20	4.0 %
Overall image of the Village	7	1.4 %
The Village's efforts to plan for the future	96	19.2 %
None chosen	83	16.6 %
Total	501	100.0 %

Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
Key Biscayne as a place to live	38	7.6 %
Key Biscayne as a place to work	8	1.6 %
Key Biscayne as a place to shop	22	4.4 %
Key Biscayne as a place to dine	38	7.6 %
Key Biscayne as a place to raise children	48	9.6 %
Key Biscayne as a place to educate children	43	8.6 %
Number of trees in the Village	24	4.8 %
Landscaping in parks, medians, & other public areas	27	5.4 %
Overall village cleanliness	34	6.8 %
Overall sense of community	28	5.6 %
Overall quality of life	30	6.0 %
Overall image of the Village	13	2.6 %
The Village's efforts to plan for the future	36	7.2 %
None chosen	112	22.4 %
Total	501	100.0 %

Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q5. 3rd choice	Number	Percent
Key Biscayne as a place to live	33	6.6 %
Key Biscayne as a place to work	13	2.6 %
Key Biscayne as a place to shop	27	5.4 %
Key Biscayne as a place to dine	21	4.2 %
Key Biscayne as a place to raise children	14	2.8 %
Key Biscayne as a place to educate children	31	6.2 %
Number of trees in the Village	15	3.0 %
Landscaping in parks, medians, & other public areas	22	4.4 %
Overall village cleanliness	45	9.0 %
Overall sense of community	27	5.4 %
Overall quality of life	61	12.2 %
Overall image of the Village	11	2.2 %
The Village's efforts to plan for the future	31	6.2 %
None chosen	150	29.9 %
Total	501	100.0 %

TOP THREE

Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q5. Top choice	Number	Percent
Key Biscayne as a place to live	169	33.7 %
Key Biscayne as a place to work	27	5.4 %
Key Biscayne as a place to shop	77	15.4 %
Key Biscayne as a place to dine	77	15.4 %
Key Biscayne as a place to raise children	92	18.4 %
Key Biscayne as a place to educate children	111	22.2 %
Number of trees in the Village	51	10.2 %
Landscaping in parks, medians, & other public areas	69	13.8 %
Overall village cleanliness	104	20.8 %
Overall sense of community	76	15.2 %
Overall quality of life	111	22.2 %
Overall image of the Village	31	6.2 %
The Village's efforts to plan for the future	163	32.5 %
None chosen	83	16.6 %
Total	1241	

Q6. Engaging and Active Community Programs and Public Spaces: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Arts, History & Culture programs & events	21.2%	28.1%	23.6%	7.0%	2.0%	18.2%
Q6-2. Holiday & special events	33.3%	40.7%	17.4%	1.2%	0.6%	6.8%
Q6-3. Programs & events for persons with special needs & disabilities	15.2%	16.6%	20.0%	4.2%	1.2%	42.9%
Q6-4. Programs & events for seniors	26.1%	20.4%	15.8%	3.6%	0.6%	33.5%
Q6-5. Programs & events for teens	10.0%	13.2%	22.2%	11.4%	4.4%	38.9%
Q6-6. Programs & events for children	19.4%	25.7%	17.4%	5.2%	1.0%	31.3%
Q6-7. Youth athletic programs & services	20.6%	28.9%	13.6%	6.6%	2.0%	28.3%
Q6-8. Adult athletic programs & services	14.8%	26.3%	20.6%	7.8%	2.2%	28.3%
Q6-9. Appearance of parks & open spaces	35.7%	42.9%	11.0%	6.2%	2.0%	2.2%
Q6-10. Cleanliness of parks & open spaces	38.1%	39.5%	12.0%	5.6%	3.0%	1.8%
Q6-11. Safety of parks & open spaces	44.5%	35.1%	14.0%	2.2%	1.0%	3.2%
Q6-12. Rules compliance in parks & open spaces	23.6%	31.9%	17.6%	11.6%	4.8%	10.6%
Q6-13. Beach maintenance & cleanliness	26.3%	42.9%	14.6%	7.8%	3.8%	4.6%
Q6-14. Athletic fields & courts	26.3%	35.1%	18.4%	5.6%	3.2%	11.4%
Q6-15. Village Community Center	30.7%	32.7%	14.6%	7.2%	3.6%	11.2%

WITHOUT "DON'T KNOW"

Q6. Engaging and Active Community Programs and Public Spaces: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne. (without "don't know")

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Arts, History & Culture programs & events	25.9%	34.4%	28.8%	8.5%	2.4%
Q6-2. Holiday & special events	35.8%	43.7%	18.6%	1.3%	0.6%
Q6-3. Programs & events for persons with special needs & disabilities	26.6%	29.0%	35.0%	7.3%	2.1%
Q6-4. Programs & events for seniors	39.3%	30.6%	23.7%	5.4%	0.9%
Q6-5. Programs & events for teens	16.3%	21.6%	36.3%	18.6%	7.2%
Q6-6. Programs & events for children	28.2%	37.5%	25.3%	7.6%	1.5%
Q6-7. Youth athletic programs & services	28.7%	40.4%	18.9%	9.2%	2.8%
Q6-8. Adult athletic programs & services	20.6%	36.8%	28.7%	10.9%	3.1%
Q6-9. Appearance of parks & open spaces	36.5%	43.9%	11.2%	6.3%	2.0%
Q6-10. Cleanliness of parks & open spaces	38.8%	40.2%	12.2%	5.7%	3.0%
Q6-11. Safety of parks & open spaces	46.0%	36.3%	14.4%	2.3%	1.0%
Q6-12. Rules compliance in parks & open spaces	26.3%	35.7%	19.6%	12.9%	5.4%
Q6-13. Beach maintenance & cleanliness	27.6%	45.0%	15.3%	8.2%	4.0%
Q6-14. Athletic fields & courts	29.7%	39.6%	20.7%	6.3%	3.6%
Q6-15. Village Community Center	34.6%	36.9%	16.4%	8.1%	4.0%

Q7. Which THREE of the items listed in Question 6 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Arts, History & Culture programs & events	35	7.0 %
Holiday & special events	13	2.6 %
Programs & events for persons with special needs & disabilities	23	4.6 %
Programs & events for seniors	17	3.4 %
Programs & events for teens	41	8.2 %
Programs & events for children	13	2.6 %
Youth athletic programs & services	26	5.2 %
Adult athletic programs & services	6	1.2 %
Appearance of parks & open spaces	15	3.0 %
Cleanliness of parks & open spaces	35	7.0 %
Safety of parks & open spaces	25	5.0 %
Rules compliance in parks & open spaces	22	4.4 %
Beach maintenance & cleanliness	47	9.4 %
Athletic fields & courts	18	3.6 %
Village Community Center	72	14.4 %
<u>None chosen</u>	<u>93</u>	<u>18.6 %</u>
Total	501	100.0 %

Q7. Which THREE of the items listed in Question 6 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Arts, History & Culture programs & events	25	5.0 %
Holiday & special events	17	3.4 %
Programs & events for persons with special needs & disabilities	10	2.0 %
Programs & events for seniors	23	4.6 %
Programs & events for teens	32	6.4 %
Programs & events for children	19	3.8 %
Youth athletic programs & services	12	2.4 %
Adult athletic programs & services	33	6.6 %
Appearance of parks & open spaces	27	5.4 %
Cleanliness of parks & open spaces	36	7.2 %
Safety of parks & open spaces	19	3.8 %
Rules compliance in parks & open spaces	34	6.8 %
Beach maintenance & cleanliness	45	9.0 %
Athletic fields & courts	21	4.2 %
Village Community Center	23	4.6 %
<u>None chosen</u>	<u>125</u>	<u>25.0 %</u>
Total	501	100.0 %

Q7. Which THREE of the items listed in Question 6 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Arts, History & Culture programs & events	25	5.0 %
Holiday & special events	11	2.2 %
Programs & events for persons with special needs & disabilities	7	1.4 %
Programs & events for seniors	15	3.0 %
Programs & events for teens	10	2.0 %
Programs & events for children	11	2.2 %
Youth athletic programs & services	19	3.8 %
Adult athletic programs & services	14	2.8 %
Appearance of parks & open spaces	22	4.4 %
Cleanliness of parks & open spaces	23	4.6 %
Safety of parks & open spaces	30	6.0 %
Rules compliance in parks & open spaces	40	8.0 %
Beach maintenance & cleanliness	55	11.0 %
Athletic fields & courts	19	3.8 %
Village Community Center	32	6.4 %
None chosen	168	33.5 %
Total	501	100.0 %

TOP THREE

Q7. Which THREE of the items listed in Question 6 should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Arts, History & Culture programs & events	85	17.0 %
Holiday & special events	41	8.2 %
Programs & events for persons with special needs & disabilities	40	8.0 %
Programs & events for seniors	55	11.0 %
Programs & events for teens	83	16.6 %
Programs & events for children	43	8.6 %
Youth athletic programs & services	57	11.4 %
Adult athletic programs & services	53	10.6 %
Appearance of parks & open spaces	64	12.8 %
Cleanliness of parks & open spaces	94	18.8 %
Safety of parks & open spaces	74	14.8 %
Rules compliance in parks & open spaces	96	19.2 %
Beach maintenance & cleanliness	147	29.3 %
Athletic fields & courts	58	11.6 %
Village Community Center	127	25.3 %
None chosen	93	18.6 %
Total	1210	

Q8. An Accessible, Connected and Mobile Village Transportation Network: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Overall Village traffic conditions	7.2%	24.6%	20.0%	33.3%	14.2%	0.8%
Q8-2. Traffic conditions along Rickenbacker Causeway	3.6%	19.4%	18.4%	34.7%	22.2%	1.8%
Q8-3. Traffic flow on major Village streets	6.8%	27.7%	26.7%	25.9%	11.4%	1.4%
Q8-4. Public bus availability & reliability	6.6%	20.8%	22.6%	9.2%	2.2%	38.7%
Q8-5. FreeBee services	18.8%	32.5%	15.4%	9.4%	3.4%	20.6%
Q8-6. Pedestrian mobility & accessibility	23.0%	42.3%	18.6%	8.4%	4.2%	3.6%
Q8-7. Bicycle mobility & accessibility	21.0%	36.7%	20.6%	9.4%	5.0%	7.4%
Q8-8. Golf cart mobility & accessibility	19.6%	32.9%	20.0%	7.8%	4.4%	15.4%
Q8-9. Traffic calming efforts	8.6%	22.2%	26.3%	21.8%	12.4%	8.8%
Q8-10. Quality of streets	19.4%	38.9%	19.0%	14.0%	7.6%	1.2%
Q8-11. Road repairs & improvements	14.8%	35.3%	21.4%	14.6%	10.8%	3.2%

WITHOUT "DON'T KNOW"

Q8. An Accessible, Connected and Mobile Village Transportation Network: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne. (without "don't know")

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Overall Village traffic conditions	7.2%	24.7%	20.1%	33.6%	14.3%
Q8-2. Traffic conditions along Rickenbacker Causeway	3.7%	19.7%	18.7%	35.4%	22.6%
Q8-3. Traffic flow on major Village streets	6.9%	28.1%	27.1%	26.3%	11.5%
Q8-4. Public bus availability & reliability	10.7%	33.9%	36.8%	15.0%	3.6%
Q8-5. FreeBee services	23.6%	41.0%	19.3%	11.8%	4.3%
Q8-6. Pedestrian mobility & accessibility	23.8%	43.9%	19.3%	8.7%	4.3%
Q8-7. Bicycle mobility & accessibility	22.6%	39.7%	22.2%	10.1%	5.4%
Q8-8. Golf cart mobility & accessibility	23.1%	38.9%	23.6%	9.2%	5.2%
Q8-9. Traffic calming efforts	9.4%	24.3%	28.9%	23.9%	13.6%
Q8-10. Quality of streets	19.6%	39.4%	19.2%	14.1%	7.7%
Q8-11. Road repairs & improvements	15.3%	36.5%	22.1%	15.1%	11.1%

Q9. Which THREE of the items listed in Question 8 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall Village traffic conditions	88	17.6 %
Traffic conditions along Rickenbacker Causeway	131	26.1 %
Traffic flow on major Village streets	38	7.6 %
Public bus availability & reliability	8	1.6 %
FreeBee services	14	2.8 %
Pedestrian mobility & accessibility	29	5.8 %
Bicycle mobility & accessibility	18	3.6 %
Golf cart mobility & accessibility	6	1.2 %
Traffic calming efforts	27	5.4 %
Quality of streets	20	4.0 %
Road repairs & improvements	46	9.2 %
None chosen	76	15.2 %
Total	501	100.0 %

Q9. Which THREE of the items listed in Question 8 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall Village traffic conditions	61	12.2 %
Traffic conditions along Rickenbacker Causeway	68	13.6 %
Traffic flow on major Village streets	65	13.0 %
Public bus availability & reliability	19	3.8 %
FreeBee services	20	4.0 %
Pedestrian mobility & accessibility	24	4.8 %
Bicycle mobility & accessibility	18	3.6 %
Golf cart mobility & accessibility	7	1.4 %
Traffic calming efforts	42	8.4 %
Quality of streets	38	7.6 %
Road repairs & improvements	37	7.4 %
None chosen	102	20.4 %
Total	501	100.0 %

Q9. Which THREE of the items listed in Question 8 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q9. 3rd choice	Number	Percent
Overall Village traffic conditions	57	11.4 %
Traffic conditions along Rickenbacker Causeway	43	8.6 %
Traffic flow on major Village streets	49	9.8 %
Public bus availability & reliability	19	3.8 %
FreeBee services	15	3.0 %
Pedestrian mobility & accessibility	18	3.6 %
Bicycle mobility & accessibility	32	6.4 %
Golf cart mobility & accessibility	25	5.0 %
Traffic calming efforts	38	7.6 %
Quality of streets	40	8.0 %
Road repairs & improvements	35	7.0 %
None chosen	130	25.9 %
Total	501	100.0 %

TOP THREE

Q9. Which THREE of the items listed in Question 8 should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q9. Top choice	Number	Percent
Overall Village traffic conditions	206	41.1 %
Traffic conditions along Rickenbacker Causeway	242	48.3 %
Traffic flow on major Village streets	152	30.3 %
Public bus availability & reliability	46	9.2 %
FreeBee services	49	9.8 %
Pedestrian mobility & accessibility	71	14.2 %
Bicycle mobility & accessibility	68	13.6 %
Golf cart mobility & accessibility	38	7.6 %
Traffic calming efforts	107	21.4 %
Quality of streets	98	19.6 %
Road repairs & improvements	118	23.6 %
None chosen	76	15.2 %
Total	1271	

Q10. Resilient and Sustainable Environment and Infrastructure: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Flood control efforts	7.6%	21.8%	30.3%	19.0%	12.8%	8.6%
Q10-2. Stormwater drainage improvements	6.6%	21.4%	27.9%	22.6%	13.0%	8.6%
Q10-3. Addressing sea-level rise & climate change	6.2%	20.4%	33.1%	16.0%	9.0%	15.4%
Q10-4. Electrical power reliability	7.0%	24.0%	20.2%	23.4%	20.2%	5.4%
Q10-5. Availability of electric vehicle (EV) car chargers in the Village	7.4%	19.0%	26.9%	7.0%	7.6%	32.1%
Q10-6. Beach dunes & ecosystem	14.4%	40.3%	23.0%	7.2%	3.2%	12.0%
Q10-7. Periodic beach renourishments	16.2%	41.5%	23.0%	6.8%	1.8%	10.8%
Q10-8. Efforts to address water quality & environmental impact on Biscayne Bay	10.2%	23.2%	25.5%	10.6%	7.0%	23.6%
Q10-9. Village commitment to green & sustainable practices	12.8%	29.1%	24.8%	9.0%	5.2%	19.2%

WITHOUT "DON'T KNOW"

Q10. Resilient and Sustainable Environment and Infrastructure: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne. (without "don't know")

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Flood control efforts	8.3%	23.8%	33.2%	20.7%	14.0%
Q10-2. Stormwater drainage improvements	7.2%	23.4%	30.6%	24.7%	14.2%
Q10-3. Addressing sea-level rise & climate change	7.3%	24.1%	39.2%	18.9%	10.6%
Q10-4. Electrical power reliability	7.4%	25.3%	21.3%	24.7%	21.3%
Q10-5. Availability of electric vehicle (EV) car chargers in the Village	10.9%	27.9%	39.7%	10.3%	11.2%
Q10-6. Beach dunes & ecosystem	16.3%	45.8%	26.1%	8.2%	3.6%
Q10-7. Periodic beach renourishments	18.1%	46.5%	25.7%	7.6%	2.0%
Q10-8. Efforts to address water quality & environmental impact on Biscayne Bay	13.3%	30.3%	33.4%	13.8%	9.1%
Q10-9. Village commitment to green & sustainable practices	15.8%	36.0%	30.6%	11.1%	6.4%

Q11. Which THREE of the items listed in Question 10 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Flood control efforts	123	24.6 %
Stormwater drainage improvements	67	13.4 %
Addressing sea-level rise & climate change	28	5.6 %
Electrical power reliability	108	21.6 %
Availability of electric vehicle (EV) car chargers in the Village	14	2.8 %
Beach dunes & ecosystem	9	1.8 %
Periodic beach renourishments	11	2.2 %
Efforts to address water quality & environmental impact on Biscayne Bay	31	6.2 %
Village commitment to green & sustainable practices	21	4.2 %
None chosen	89	17.8 %
Total	501	100.0 %

Q11. Which THREE of the items listed in Question 10 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Flood control efforts	58	11.6 %
Stormwater drainage improvements	115	23.0 %
Addressing sea-level rise & climate change	34	6.8 %
Electrical power reliability	47	9.4 %
Availability of electric vehicle (EV) car chargers in the Village	14	2.8 %
Beach dunes & ecosystem	28	5.6 %
Periodic beach renourishments	38	7.6 %
Efforts to address water quality & environmental impact on Biscayne Bay	33	6.6 %
Village commitment to green & sustainable practices	17	3.4 %
None chosen	117	23.4 %
Total	501	100.0 %

Q11. Which THREE of the items listed in Question 10 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Flood control efforts	47	9.4 %
Stormwater drainage improvements	50	10.0 %
Addressing sea-level rise & climate change	48	9.6 %
Electrical power reliability	51	10.2 %
Availability of electric vehicle (EV) car chargers in the Village	11	2.2 %
Beach dunes & ecosystem	33	6.6 %
Periodic beach renourishments	35	7.0 %
Efforts to address water quality & environmental impact on Biscayne Bay	35	7.0 %
Village commitment to green & sustainable practices	32	6.4 %
None chosen	159	31.7 %
Total	501	100.0 %

TOP THREE

Q11. Which THREE of the items listed in Question 10 should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Flood control efforts	228	45.5 %
Stormwater drainage improvements	232	46.3 %
Addressing sea-level rise & climate change	110	22.0 %
Electrical power reliability	206	41.1 %
Availability of electric vehicle (EV) car chargers in the Village	39	7.8 %
Beach dunes & ecosystem	70	14.0 %
Periodic beach renourishments	84	16.8 %
Efforts to address water quality & environmental impact on Biscayne Bay	99	19.8 %
Village commitment to green & sustainable practices	70	14.0 %
None chosen	89	17.8 %
Total	1227	

Q12. Effective & Efficient Government Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Overall government services	13.8%	38.1%	24.8%	6.4%	4.4%	12.6%
Q12-2. Accessibility of government records & documents	9.2%	22.2%	20.6%	5.4%	3.8%	38.9%
Q12-3. Public awareness announcements for government meetings	16.0%	34.1%	23.0%	9.6%	3.2%	14.2%
Q12-4. Transparency of Village leaders & employees	10.8%	23.4%	24.6%	10.0%	8.8%	22.6%
Q12-5. General maintenance & repair of Village facilities	14.4%	40.1%	21.2%	8.0%	4.0%	12.4%
Q12-6. Planning & zoning services	8.6%	24.4%	26.7%	8.4%	6.2%	25.7%
Q12-7. Building permitting & plans review	7.8%	15.6%	21.6%	12.4%	11.6%	31.1%
Q12-8. Building inspection services	7.8%	19.6%	21.2%	9.8%	8.8%	32.9%
Q12-9. Residential garbage, recycling & yard waste collection	19.6%	34.1%	17.8%	7.2%	5.6%	15.8%

WITHOUT "DON'T KNOW"

Q12. Effective & Efficient Government Services: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne. (without "don't know")

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall government services	15.8%	43.6%	28.3%	7.3%	5.0%
Q12-2. Accessibility of government records & documents	15.0%	36.3%	33.7%	8.8%	6.2%
Q12-3. Public awareness announcements for government meetings	18.6%	39.8%	26.7%	11.2%	3.7%
Q12-4. Transparency of Village leaders & employees	13.9%	30.2%	31.7%	12.9%	11.3%
Q12-5. General maintenance & repair of Village facilities	16.4%	45.8%	24.1%	9.1%	4.6%
Q12-6. Planning & zoning services	11.6%	32.8%	36.0%	11.3%	8.3%
Q12-7. Building permitting & plans review	11.3%	22.6%	31.3%	18.0%	16.8%
Q12-8. Building inspection services	11.6%	29.2%	31.5%	14.6%	13.1%
Q12-9. Residential garbage, recycling & yard waste collection	23.2%	40.5%	21.1%	8.5%	6.6%

Q13. Which THREE of the items listed in Question 12 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall government services	39	7.8 %
Accessibility of government records & documents	12	2.4 %
Public awareness announcements for government meetings	21	4.2 %
Transparency of Village leaders & employees	72	14.4 %
General maintenance & repair of Village facilities	58	11.6 %
Planning & zoning services	27	5.4 %
Building permitting & plans review	40	8.0 %
Building inspection services	16	3.2 %
Residential garbage, recycling & yard waste collection	52	10.4 %
None chosen	164	32.7 %
Total	501	100.0 %

Q13. Which THREE of the items listed in Question 12 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall government services	29	5.8 %
Accessibility of government records & documents	13	2.6 %
Public awareness announcements for government meetings	22	4.4 %
Transparency of Village leaders & employees	45	9.0 %
General maintenance & repair of Village facilities	50	10.0 %
Planning & zoning services	26	5.2 %
Building permitting & plans review	47	9.4 %
Building inspection services	32	6.4 %
Residential garbage, recycling & yard waste collection	42	8.4 %
None chosen	195	38.9 %
Total	501	100.0 %

Q13. Which THREE of the items listed in Question 12 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q13. 3rd choice	Number	Percent
Overall government services	53	10.6 %
Accessibility of government records & documents	13	2.6 %
Public awareness announcements for government meetings	17	3.4 %
Transparency of Village leaders & employees	19	3.8 %
General maintenance & repair of Village facilities	26	5.2 %
Planning & zoning services	35	7.0 %
Building permitting & plans review	37	7.4 %
Building inspection services	25	5.0 %
Residential garbage, recycling & yard waste collection	43	8.6 %
None chosen	233	46.5 %
Total	501	100.0 %

TOP THREE

Q13. Which THREE of the items listed in Question 12 should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q13. Top choice	Number	Percent
Overall government services	121	24.2 %
Accessibility of government records & documents	38	7.6 %
Public awareness announcements for government meetings	60	12.0 %
Transparency of Village leaders & employees	136	27.1 %
General maintenance & repair of Village facilities	134	26.7 %
Planning & zoning services	88	17.6 %
Building permitting & plans review	124	24.8 %
Building inspection services	73	14.6 %
Residential garbage, recycling & yard waste collection	137	27.3 %
None chosen	164	32.7 %
Total	1075	

Q14. Capital Improvement Priorities. Using a scale of 5 to 1, where 5 means "Very High Priority" and 1 means "Very Low Priority," please rate the priority of each of the following items.

(N=501)

	Very high priority	High priority	Neutral	Low priority	Very low priority	Don't know
Q14-1. Improving parks & open spaces	23.8%	31.1%	28.1%	8.6%	4.8%	3.6%
Q14-2. Adding new parks & open spaces	20.6%	22.0%	29.3%	16.8%	8.2%	3.2%
Q14-3. Improving athletic fields & courts	19.2%	26.5%	33.1%	8.6%	8.4%	4.2%
Q14-4. Adding new athletic fields & courts	20.6%	19.2%	29.5%	13.8%	11.4%	5.6%
Q14-5. Improving the Community Center	28.3%	28.3%	25.1%	7.4%	5.8%	5.0%
Q14-6. Expanding the Community Center	26.5%	20.2%	27.3%	11.8%	8.6%	5.6%
Q14-7. Improving roadways	25.3%	31.3%	27.3%	8.0%	4.6%	3.4%
Q14-8. Improving sidewalks & pathways	25.1%	30.9%	26.1%	8.6%	5.0%	4.2%
Q14-9. Investing in Rickenbacker Causeway traffic solutions	60.1%	22.4%	9.2%	2.2%	3.0%	3.2%
Q14-10. Investing in Bear Cut Bridge safety solutions	43.7%	24.6%	17.8%	3.8%	3.8%	6.4%
Q14-11. Renourishing beaches & dunes	29.3%	35.7%	22.8%	6.0%	1.6%	4.6%
Q14-12. Protecting power & telecommunications lines	54.3%	28.1%	11.0%	2.0%	1.4%	3.2%
Q14-13. Enhancing stormwater drainage	56.5%	27.7%	8.8%	2.8%	1.8%	2.4%

WITHOUT "DON'T KNOW"

Q14. Capital Improvement Priorities. Using a scale of 5 to 1, where 5 means "Very High Priority" and 1 means "Very Low Priority," please rate the priority of each of the following items. (without "don't know")

(N=501)

	Very high priority	High priority	Neutral	Low priority	Very low priority
Q14-1. Improving parks & open spaces	24.6%	32.3%	29.2%	8.9%	5.0%
Q14-2. Adding new parks & open spaces	21.2%	22.7%	30.3%	17.3%	8.5%
Q14-3. Improving athletic fields & courts	20.0%	27.7%	34.6%	9.0%	8.8%
Q14-4. Adding new athletic fields & courts	21.8%	20.3%	31.3%	14.6%	12.1%
Q14-5. Improving the Community Center	29.8%	29.8%	26.5%	7.8%	6.1%
Q14-6. Expanding the Community Center	28.1%	21.4%	29.0%	12.5%	9.1%
Q14-7. Improving roadways	26.2%	32.4%	28.3%	8.3%	4.8%
Q14-8. Improving sidewalks & pathways	26.3%	32.3%	27.3%	9.0%	5.2%
Q14-9. Investing in Rickenbacker Causeway traffic solutions	62.1%	23.1%	9.5%	2.3%	3.1%
Q14-10. Investing in Bear Cut Bridge safety solutions	46.7%	26.2%	19.0%	4.1%	4.1%
Q14-11. Renourishing beaches & dunes	30.8%	37.4%	23.8%	6.3%	1.7%
Q14-12. Protecting power & telecommunications lines	56.1%	29.1%	11.3%	2.1%	1.4%
Q14-13. Enhancing stormwater drainage	57.9%	28.4%	9.0%	2.9%	1.8%

Q15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Improving parks & open spaces	14	2.8 %
Adding new parks & open spaces	6	1.2 %
Improving athletic fields & courts	14	2.8 %
Adding new athletic fields & courts	18	3.6 %
Improving the Community Center	38	7.6 %
Expanding the Community Center	18	3.6 %
Improving roadways	22	4.4 %
Improving sidewalks & pathways	19	3.8 %
Investing in Rickenbacker Causeway traffic solutions	118	23.6 %
Investing in Bear Cut Bridge safety solutions	14	2.8 %
Renourishing beaches & dunes	11	2.2 %
Protecting power & telecommunications lines	61	12.2 %
Enhancing stormwater drainage	85	17.0 %
None chosen	63	12.6 %
Total	501	100.0 %

Q15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Improving parks & open spaces	14	2.8 %
Adding new parks & open spaces	17	3.4 %
Improving athletic fields & courts	14	2.8 %
Adding new athletic fields & courts	16	3.2 %
Improving the Community Center	21	4.2 %
Expanding the Community Center	19	3.8 %
Improving roadways	27	5.4 %
Improving sidewalks & pathways	24	4.8 %
Investing in Rickenbacker Causeway traffic solutions	62	12.4 %
Investing in Bear Cut Bridge safety solutions	50	10.0 %
Renourishing beaches & dunes	29	5.8 %
Protecting power & telecommunications lines	72	14.4 %
Enhancing stormwater drainage	55	11.0 %
None chosen	81	16.2 %
Total	501	100.0 %

Q15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q15. 3rd choice	Number	Percent
Improving parks & open spaces	19	3.8 %
Adding new parks & open spaces	19	3.8 %
Improving athletic fields & courts	14	2.8 %
Adding new athletic fields & courts	16	3.2 %
Improving the Community Center	29	5.8 %
Expanding the Community Center	21	4.2 %
Improving roadways	19	3.8 %
Improving sidewalks & pathways	28	5.6 %
Investing in Rickenbacker Causeway traffic solutions	55	11.0 %
Investing in Bear Cut Bridge safety solutions	36	7.2 %
Renourishing beaches & dunes	36	7.2 %
Protecting power & telecommunications lines	61	12.2 %
Enhancing stormwater drainage	47	9.4 %
None chosen	101	20.2 %
Total	501	100.0 %

TOP THREE

Q15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q15. Top choice	Number	Percent
Improving parks & open spaces	47	9.4 %
Adding new parks & open spaces	42	8.4 %
Improving athletic fields & courts	42	8.4 %
Adding new athletic fields & courts	50	10.0 %
Improving the Community Center	88	17.6 %
Expanding the Community Center	58	11.6 %
Improving roadways	68	13.6 %
Improving sidewalks & pathways	71	14.2 %
Investing in Rickenbacker Causeway traffic solutions	235	46.9 %
Investing in Bear Cut Bridge safety solutions	100	20.0 %
Renourishing beaches & dunes	76	15.2 %
Protecting power & telecommunications lines	194	38.7 %
Enhancing stormwater drainage	187	37.3 %
None chosen	63	12.6 %
Total	1321	

Q16. Communications. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Timely, trusted & accurate communication	19.4%	33.7%	25.7%	7.6%	2.6%	11.0%
Q16-2. Timely emergency information	25.7%	37.1%	19.8%	4.4%	2.4%	10.6%
Q16-3. Availability of information about Village programs & services	19.0%	37.1%	26.3%	5.2%	2.0%	10.4%
Q16-4. Online options for conducting business with the Village	8.2%	15.4%	26.9%	8.8%	1.4%	39.3%
Q16-5. Village email newsletters (Village Connect, Active Islander)	20.6%	28.7%	26.1%	5.0%	2.0%	17.6%
Q16-6. Village Information Notification System (VINS)	19.2%	24.8%	24.0%	6.4%	2.6%	23.2%
Q16-7. Usefulness of Village website	9.4%	21.0%	31.9%	10.0%	2.8%	25.0%
Q16-8. Village's engagement with residents	10.8%	27.5%	30.7%	10.2%	5.0%	15.8%
Q16-9. Dialogue between residents & government	10.6%	19.0%	33.1%	10.0%	8.0%	19.4%
Q16-10. Village's efforts to be transparent	13.2%	18.6%	28.3%	10.2%	8.2%	21.6%

WITHOUT "DON'T KNOW"

Q16. Communications. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne. (without "don't know")

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Timely, trusted & accurate communication	21.7%	37.9%	28.9%	8.5%	2.9%
Q16-2. Timely emergency information	28.8%	41.5%	22.1%	4.9%	2.7%
Q16-3. Availability of information about Village programs & services	21.2%	41.4%	29.4%	5.8%	2.2%
Q16-4. Online options for conducting business with the Village	13.5%	25.3%	44.4%	14.5%	2.3%
Q16-5. Village email newsletters (Village Connect, Active Islander)	24.9%	34.9%	31.7%	6.1%	2.4%
Q16-6. Village Information Notification System (VINS)	24.9%	32.2%	31.2%	8.3%	3.4%
Q16-7. Usefulness of Village website	12.5%	27.9%	42.6%	13.3%	3.7%
Q16-8. Village's engagement with residents	12.8%	32.7%	36.5%	12.1%	5.9%
Q16-9. Dialogue between residents & government	13.1%	23.5%	41.1%	12.4%	9.9%
Q16-10. Village's efforts to be transparent	16.8%	23.7%	36.1%	13.0%	10.4%

Q17. Which THREE of the items listed in Question 16 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Timely, trusted & accurate communication	57	11.4 %
Timely emergency information	45	9.0 %
Availability of information about Village programs & services	31	6.2 %
Online options for conducting business with the Village	13	2.6 %
Village email newsletters (Village Connect, Active Islander)	7	1.4 %
Village Information Notification System (VINS)	15	3.0 %
Usefulness of Village website	19	3.8 %
Village's engagement with residents	32	6.4 %
Dialogue between residents & government	28	5.6 %
Village's efforts to be transparent	63	12.6 %
None chosen	191	38.1 %
Total	501	100.0 %

Q17. Which THREE of the items listed in Question 16 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Timely, trusted & accurate communication	36	7.2 %
Timely emergency information	49	9.8 %
Availability of information about Village programs & services	16	3.2 %
Online options for conducting business with the Village	18	3.6 %
Village email newsletters (Village Connect, Active Islander)	11	2.2 %
Village Information Notification System (VINS)	20	4.0 %
Usefulness of Village website	29	5.8 %
Village's engagement with residents	32	6.4 %
Dialogue between residents & government	42	8.4 %
Village's efforts to be transparent	30	6.0 %
None chosen	218	43.5 %
Total	501	100.0 %

Q17. Which THREE of the items listed in Question 16 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q17. 3rd choice	Number	Percent
Timely, trusted & accurate communication	30	6.0 %
Timely emergency information	20	4.0 %
Availability of information about Village programs & services	21	4.2 %
Online options for conducting business with the Village	18	3.6 %
Village email newsletters (Village Connect, Active Islander)	14	2.8 %
Village Information Notification System (VINS)	21	4.2 %
Usefulness of Village website	23	4.6 %
Village's engagement with residents	36	7.2 %
Dialogue between residents & government	30	6.0 %
Village's efforts to be transparent	39	7.8 %
None chosen	249	49.7 %
Total	501	100.0 %

TOP THREE

Q17. Which THREE of the items listed in Question 16 should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q17. Top choice	Number	Percent
Timely, trusted & accurate communication	123	24.6 %
Timely emergency information	114	22.8 %
Availability of information about Village programs & services	68	13.6 %
Online options for conducting business with the Village	49	9.8 %
Village email newsletters (Village Connect, Active Islander)	32	6.4 %
Village Information Notification System (VINS)	56	11.2 %
Usefulness of Village website	71	14.2 %
Village's engagement with residents	100	20.0 %
Dialogue between residents & government	100	20.0 %
Village's efforts to be transparent	132	26.3 %
None chosen	191	38.1 %
Total	1036	

Q18. Receiving Information. Please CHECK ALL of the ways you currently get news and information about Village programs, services, and events.

Q18. Ways you currently get news & information about Village programs, services, & events	Number	Percent
Village website Keybiscayne.fl.gov	215	42.9 %
Email newsletter (Village Connect)	278	55.5 %
Parks newsletter (Active Islander)	110	22.0 %
Partner newsletters	16	3.2 %
Bulletin boards	36	7.2 %
Local newspapers (Key Biscayne)	311	62.1 %
Local newspapers (Miami-Dade)	45	9.0 %
Local television (Miami-Dade)	49	9.8 %
Radio (Miami-Dade)	15	3.0 %
Village of Key Biscayne Facebook	29	5.8 %
@VillageofKeyBiscayne Instagram	145	28.9 %
@KeyBiscayneFireRescue Instagram	30	6.0 %
@KeyBiscaynePolice Instagram	47	9.4 %
@KeyBiscayneCommunityCenter Instagram	44	8.8 %
Village Information Notification System (VINS)	153	30.5 %
Community meetings	56	11.2 %
Council meetings & workshops	65	13.0 %
Friends, family, neighbors	308	61.5 %
Private chats (Whatsapp)	166	33.1 %
Other	11	2.2 %
Total	2129	

Q18-20. Other:

Q18-20. Other	Number	Percent
Nextdoor	3	27.3 %
Whatsapp	2	18.2 %
Word of mouth	1	9.1 %
Handouts at community center	1	9.1 %
At community center front desk	1	9.1 %
Texts	1	9.1 %
Community center	1	9.1 %
Text	1	9.1 %
Total	11	100.0 %

Q19. From which FIVE sources of information listed in Question 18 would you MOST PREFER to get information about Village programs, services, and events?

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Village website Keybiscayne.fl.gov	67	13.4 %
Email newsletter (Village Connect)	144	28.7 %
Parks newsletter (Active Islander)	9	1.8 %
Bulletin boards	3	0.6 %
Local newspapers (Key Biscayne)	26	5.2 %
Local newspapers (Miami-Dade)	1	0.2 %
Local television (Miami-Dade)	2	0.4 %
Radio (Miami-Dade)	1	0.2 %
Village of Key Biscayne Facebook	1	0.2 %
@VillageofKeyBiscayne Instagram	33	6.6 %
@KeyBiscayneFireRescue Instagram	1	0.2 %
@KeyBiscaynePolice Instagram	3	0.6 %
@KeyBiscayneCommunityCenter Instagram	3	0.6 %
Village Information Notification System (VINS)	35	7.0 %
Community meetings	5	1.0 %
Council meetings & workshops	2	0.4 %
Friends, family, neighbors	7	1.4 %
Private chats (Whatsapp)	9	1.8 %
Other	2	0.4 %
None chosen	147	29.3 %
Total	501	100.0 %

Q19. From which FIVE sources of information listed in Question 18 would you MOST PREFER to get information about Village programs, services, and events?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Village website Keybiscayne.fl.gov	40	8.0 %
Email newsletter (Village Connect)	59	11.8 %
Parks newsletter (Active Islander)	19	3.8 %
Bulletin boards	7	1.4 %
Local newspapers (Key Biscayne)	53	10.6 %
Local television (Miami-Dade)	6	1.2 %
Radio (Miami-Dade)	1	0.2 %
Village of Key Biscayne Facebook	2	0.4 %
@VillageofKeyBiscayne Instagram	45	9.0 %
@KeyBiscaynePolice Instagram	2	0.4 %
@KeyBiscayneCommunityCenter Instagram	8	1.6 %
Village Information Notification System (VINS)	31	6.2 %
Community meetings	6	1.2 %
Council meetings & workshops	8	1.6 %
Friends, family, neighbors	8	1.6 %
Private chats (Whatsapp)	6	1.2 %
None chosen	200	39.9 %
Total	501	100.0 %

Q19. From which FIVE sources of information listed in Question 18 would you MOST PREFER to get information about Village programs, services, and events?

Q19. 3rd choice	Number	Percent
Village website Keybiscayne.fl.gov	35	7.0 %
Email newsletter (Village Connect)	20	4.0 %
Parks newsletter (Active Islander)	17	3.4 %
Partner newsletters	1	0.2 %
Bulletin boards	5	1.0 %
Local newspapers (Key Biscayne)	43	8.6 %
Local newspapers (Miami-Dade)	2	0.4 %
Local television (Miami-Dade)	2	0.4 %
Radio (Miami-Dade)	2	0.4 %
Village of Key Biscayne Facebook	4	0.8 %
@VillageofKeyBiscayne Instagram	32	6.4 %
@KeyBiscayneFireRescue Instagram	3	0.6 %
@KeyBiscaynePolice Instagram	5	1.0 %
@KeyBiscayneCommunityCenter Instagram	10	2.0 %
Village Information Notification System (VINS)	26	5.2 %
Community meetings	11	2.2 %
Council meetings & workshops	8	1.6 %
Friends, family, neighbors	24	4.8 %
Private chats (Whatsapp)	15	3.0 %
None chosen	236	47.1 %
Total	501	100.0 %

Q19. From which FIVE sources of information listed in Question 18 would you MOST PREFER to get information about Village programs, services, and events?

Q19. 4th choice	Number	Percent
Village website Keybiscayne.fl.gov	23	4.6 %
Email newsletter (Village Connect)	12	2.4 %
Parks newsletter (Active Islander)	10	2.0 %
Partner newsletters	1	0.2 %
Bulletin boards	7	1.4 %
Local newspapers (Key Biscayne)	20	4.0 %
Local newspapers (Miami-Dade)	3	0.6 %
Local television (Miami-Dade)	7	1.4 %
Radio (Miami-Dade)	1	0.2 %
Village of Key Biscayne Facebook	6	1.2 %
@VillageofKeyBiscayne Instagram	9	1.8 %
@KeyBiscayneFireRescue Instagram	2	0.4 %
@KeyBiscaynePolice Instagram	12	2.4 %
@KeyBiscayneCommunityCenter Instagram	8	1.6 %
Village Information Notification System (VINS)	17	3.4 %
Community meetings	6	1.2 %
Council meetings & workshops	11	2.2 %
Friends, family, neighbors	15	3.0 %
Private chats (Whatsapp)	10	2.0 %
None chosen	321	64.1 %
Total	501	100.0 %

Q19. From which FIVE sources of information listed in Question 18 would you MOST PREFER to get information about Village programs, services, and events?

Q19. 5th choice	Number	Percent
Village website Keybiscayne.fl.gov	8	1.6 %
Email newsletter (Village Connect)	10	2.0 %
Parks newsletter (Active Islander)	10	2.0 %
Partner newsletters	1	0.2 %
Bulletin boards	8	1.6 %
Local newspapers (Key Biscayne)	11	2.2 %
Local newspapers (Miami-Dade)	4	0.8 %
Local television (Miami-Dade)	2	0.4 %
Radio (Miami-Dade)	3	0.6 %
Village of Key Biscayne Facebook	1	0.2 %
@VillageofKeyBiscayne Instagram	8	1.6 %
@KeyBiscayneFireRescue Instagram	4	0.8 %
@KeyBiscaynePolice Instagram	4	0.8 %
@KeyBiscayneCommunityCenter Instagram	10	2.0 %
Village Information Notification System (VINS)	7	1.4 %
Community meetings	4	0.8 %
Council meetings & workshops	11	2.2 %
Friends, family, neighbors	14	2.8 %
Private chats (Whatsapp)	9	1.8 %
None chosen	372	74.3 %
Total	501	100.0 %

TOP FIVE

Q19. From which FIVE sources of information listed in Question 18 would you MOST PREFER to get information about Village programs, services, and events? (top 5)

Q19. Top choice	Number	Percent
Village website Keybiscayne.fl.gov	173	34.5 %
Email newsletter (Village Connect)	245	48.9 %
Parks newsletter (Active Islander)	65	13.0 %
Partner newsletters	3	0.6 %
Bulletin boards	30	6.0 %
Local newspapers (Key Biscayne)	153	30.5 %
Local newspapers (Miami-Dade)	10	2.0 %
Local television (Miami-Dade)	19	3.8 %
Radio (Miami-Dade)	8	1.6 %
Village of Key Biscayne Facebook	14	2.8 %
@VillageofKeyBiscayne Instagram	127	25.3 %
@KeyBiscayneFireRescue Instagram	10	2.0 %
@KeyBiscaynePolice Instagram	26	5.2 %
@KeyBiscayneCommunityCenter Instagram	39	7.8 %
Village Information Notification System (VINS)	116	23.2 %
Community meetings	32	6.4 %
Council meetings & workshops	40	8.0 %
Friends, family, neighbors	68	13.6 %
Private chats (Whatsapp)	49	9.8 %
Other	2	0.4 %
None chosen	147	29.3 %
Total	1376	

Q20. Please rate your level of agreement with the following statements using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=501)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q20-1. The Village provides quality customer service	20.6%	37.3%	24.6%	7.0%	3.0%	7.6%
Q20-2. I am excited about the upcoming public library & Village's partnership with new programming	34.1%	26.3%	23.8%	3.6%	5.2%	7.0%
Q20-3. I support the Village investing with City of Miami on athletic field spaces at Virginia Key	26.9%	25.7%	20.0%	9.4%	13.0%	5.0%
Q20-4. I support the Village creating new zoning codes to protect property from flooding & sea-level rise	41.5%	30.1%	11.6%	3.2%	5.6%	8.0%
Q20-5. I understand how to protect & insure my home against stormwater & flooding	31.3%	29.5%	21.8%	5.4%	2.8%	9.2%
Q20-6. I support the Village exploring & using AI technology in routine government operations	23.6%	31.1%	24.6%	7.2%	4.0%	9.6%
Q20-7. I trust that our Fire Rescue Department has our best interest in mind	54.9%	35.7%	6.0%	1.2%	0.2%	2.0%
Q20-8. I trust that our Police Department has our best interest in mind	43.9%	32.7%	12.8%	5.4%	2.6%	2.6%
Q20-9. I trust that our Village elected officials & administrative staff do the right thing	20.0%	32.9%	24.4%	8.0%	8.0%	6.8%
Q20-10. I am satisfied with the value I receive from Village for my tax dollars	16.4%	31.1%	27.5%	12.8%	8.4%	3.8%
Q20-11. I feel the Village is committed to maintaining our community character	23.6%	41.9%	17.6%	6.8%	6.0%	4.2%

WITHOUT "DON'T KNOW"

Q20. Please rate your level of agreement with the following statements using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=501)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q20-1. The Village provides quality customer service	22.2%	40.4%	26.6%	7.6%	3.2%
Q20-2. I am excited about the upcoming public library & Village's partnership with new programming	36.7%	28.3%	25.5%	3.9%	5.6%
Q20-3. I support the Village investing with City of Miami on athletic field spaces at Virginia Key	28.4%	27.1%	21.0%	9.9%	13.7%
Q20-4. I support the Village creating new zoning codes to protect property from flooding & sea-level rise	45.1%	32.8%	12.6%	3.5%	6.1%
Q20-5. I understand how to protect & insure my home against stormwater & flooding	34.5%	32.5%	24.0%	5.9%	3.1%
Q20-6. I support the Village exploring & using AI technology in routine government operations	26.0%	34.4%	27.2%	7.9%	4.4%
Q20-7. I trust that our Fire Rescue Department has our best interest in mind	56.0%	36.5%	6.1%	1.2%	0.2%
Q20-8. I trust that our Police Department has our best interest in mind	45.1%	33.6%	13.1%	5.5%	2.7%
Q20-9. I trust that our Village elected officials & administrative staff do the right thing	21.4%	35.3%	26.1%	8.6%	8.6%
Q20-10. I am satisfied with the value I receive from Village for my tax dollars	17.0%	32.4%	28.6%	13.3%	8.7%
Q20-11. I feel the Village is committed to maintaining our community character	24.6%	43.8%	18.3%	7.1%	6.3%

Q21. Including yourself, how many people in your household are...

	Mean	Sum
number	3.1	1454
Under age 5	0.1	64
Ages 5-9	0.2	88
Ages 10-14	0.3	127
Ages 15-19	0.3	124
Ages 20-24	0.1	66
Ages 25-34	0.3	141
Ages 35-44	0.4	200
Ages 45-54	0.4	205
Ages 55-64	0.4	201
Ages 65-74	0.3	129
Ages 75+	0.2	109

Q22. What is your age?

Q22. Your age	Number	Percent
18-34	73	14.6 %
35-44	106	21.2 %
45-54	107	21.4 %
55-64	101	20.2 %
65+	86	17.2 %
Not provided	28	5.6 %
Total	501	100.0 %

WITHOUT "NOT PROVIDED"**Q22. What is your age? (without "not provided")**

Q22. Your age	Number	Percent
18-34	73	15.4 %
35-44	106	22.4 %
45-54	107	22.6 %
55-64	101	21.4 %
65+	86	18.2 %
Total	473	100.0 %

Q23. How many years have you lived in the Village of Key Biscayne?

Q23. How many years have you lived in the Village of Key Biscayne

Key Biscayne	Number	Percent
0-5	58	11.6 %
6-10	54	10.8 %
11-15	43	8.6 %
16-20	63	12.6 %
21-30	123	24.6 %
31+	134	26.7 %
Not provided	26	5.2 %
Total	501	100.0 %

WITHOUT NOT PROVIDED**Q23. How many years have you lived in the Village of Key Biscayne? (without "not provided")**

Q23. How many years have you lived in the Village of Key Biscayne

Key Biscayne	Number	Percent
0-5	58	12.2 %
6-10	54	11.4 %
11-15	43	9.1 %
16-20	63	13.3 %
21-30	123	25.9 %
31+	134	28.2 %
Total	475	100.0 %

Q24. How many months per year do you live in the Village of Key Biscayne?

Q24. How many months per year do you live in the

Village of Key Biscayne	Number	Percent
0	0	0.0 %
1	2	0.4 %
2	1	0.2 %
3	2	0.4 %
4	2	0.4 %
5	2	0.4 %
6	29	5.8 %
7	10	2.0 %
8	15	3.0 %
9	9	1.8 %
10	28	5.6 %
11	29	5.8 %
12	340	67.9 %
Not provided	32	6.4 %
Total	501	100.0 %

WITHOUT NOT PROVIDED**Q24. How many months per-year do you live in the Village of Key Biscayne? (without "not provided")**

Q24. How many months per year do you live in the

Village of Key Biscayne	Number	Percent
0	0	0.0 %
1	2	0.4 %
2	1	0.2 %
3	2	0.4 %
4	2	0.4 %
5	2	0.4 %
6	29	6.2 %
7	10	2.1 %
8	15	3.2 %
9	9	1.9 %
10	28	6.0 %
11	29	6.2 %
12	340	72.5 %
Total	469	100.0 %

Q25. Do you live in a single-family home or an apartment/condominium?

Q25. Do you live in a single-family home or an apartment/condominium	Number	Percent
Single-family residence or duplex	225	44.9 %
Multi-family housing, such as an apartment or condominium	255	50.9 %
Not provided	21	4.2 %
Total	501	100.0 %

WITHOUT NOT PROVIDED**Q25. Do you live in a single-family home or an apartment/condominium? (without "not provided")**

Q25. Do you live in a single-family home or an apartment/condominium	Number	Percent
Single-family residence or duplex	225	46.9 %
Multi-family housing, such as an apartment or condominium	255	53.1 %
Total	480	100.0 %

Q26. Which of the following BEST describes your annual household income?

Q26. Your annual household income	Number	Percent
Under \$25K	13	2.6 %
\$25K to \$49,999	17	3.4 %
\$50K to \$74,999	23	4.6 %
\$75K to \$124,999	41	8.2 %
\$125K to \$149,999	36	7.2 %
\$150K+	269	53.7 %
Not provided	102	20.4 %
Total	501	100.0 %

WITHOUT NOT PROVIDED**Q26. Which of the following BEST describes your annual household income? (without "not provided")**

Q26. Your annual household income	Number	Percent
Under \$25K	13	3.3 %
\$25K to \$49,999	17	4.3 %
\$50K to \$74,999	23	5.8 %
\$75K to \$124,999	41	10.3 %
\$125K to \$149,999	36	9.0 %
\$150K+	269	67.4 %

Total	399	100.0 %
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Q27. Did you complete the 2020 census?

<u>Q27. Did you complete 2020 census</u>	<u>Number</u>	<u>Percent</u>
Yes	339	67.7 %
No	76	15.2 %
Not provided	86	17.2 %
Total	501	100.0 %

WITHOUT NOT PROVIDED**Q27. Did you complete the 2020 census? (without "not provided")**

<u>Q27. Did you complete 2020 census</u>	<u>Number</u>	<u>Percent</u>
Yes	339	81.7 %
No	76	18.3 %
Total	415	100.0 %



6

Survey Instrument



VILLAGE OF KEY BISCAIYNE

Village Council

Joe I. Rasco, Mayor
Michael Bracken
Frank Caplan
Edward London
Oscar Sardiñas
Nancy Stoner
Fernando Vasquez

**Please take a few minutes of your time to help make
 Key Biscayne a better place to live, work and play! Thank you!**

Village Manager

Steven C. Williamson

Dear Key Biscayne Resident:

Your response to the enclosed survey is extremely important. The Village of Key Biscayne is conducting a Citizen Survey to establish priorities as part of our commitment to provide superior public safety, services and infrastructure to all who live work and play in our vibrant, thriving and resilient island paradise. Your household was selected at random to receive this survey, therefore, it is important that you participate.

We appreciate your time. We realize that this survey will take approximately 15 minutes to complete, but each question is important. The time you invest in completing the survey will assist the Village of Key Biscayne in taking a resident-driven approach to making decisions that will enrich the future of our community.

Please complete and return your survey within the next 2 weeks. We have selected ETC Institute, an independent company, as our partner to administer this survey. They will compile the data received and present the results to the Village Council. Your responses will remain confidential. Please return your completed survey in the enclosed postage-paid envelope to ETC Institute. If you prefer to take the survey online, visit KBSurvey.org.

Please feel free to contact Jessica Drouet, Community Engagement and Communications Manager, at jdrouet@keybiscayne.fl.gov or by calling (305) 365-8901 if you have any questions.

The Citizen Survey is a tool that will benefit all residents. Please take this opportunity to let your voice be heard!

To learn about past survey results, visit KeyBiscayne.FL.Gov/BiennialSurvey

Sincerely,

Joe. I Rasco
 Mayor of Key Biscayne

2026 Village of Key Biscayne Community Survey

Your input is an important part of the Village of Key Biscayne's ongoing efforts to provide quality Village services to residents. This survey will only take 10-15 minutes to complete. When you are finished, please return your survey in the enclosed postage-paid, return reply envelope. Thank you for your valuable input.

Para participar en español, por favor llame al 844-811-0411.

1. **Critical Services:** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Fire and rescue services	5	4	3	2	1	9
02. Police services	5	4	3	2	1	9
03. Code compliance services and enforcement	5	4	3	2	1	9
04. Traffic flow and safety	5	4	3	2	1	9
05. Pedestrian safety and community walkability	5	4	3	2	1	9
06. Streetlight coverage in the community	5	4	3	2	1	9
07. Community Center maintenance	5	4	3	2	1	9
08. Flood reduction efforts	5	4	3	2	1	9
09. Power reliability	5	4	3	2	1	9
10. Communication of Village information	5	4	3	2	1	9

2. **A Safe and Secure Village:** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Fire and rescue response to 911 emergencies	5	4	3	2	1	9
02. Fire Rescue emergency medical services	5	4	3	2	1	9
03. Fire prevention and education efforts	5	4	3	2	1	9
04. Fire Rescue engagement with youth and public	5	4	3	2	1	9
05. Police presence in the community	5	4	3	2	1	9
06. Police efforts to prevent crime	5	4	3	2	1	9
07. Police response times to emergencies	5	4	3	2	1	9
08. Police investigations	5	4	3	2	1	9
09. Police engagement with youth and public	5	4	3	2	1	9
10. Enforcement of traffic laws	5	4	3	2	1	9
11. Village's hurricane and emergency preparedness	5	4	3	2	1	9

3. Which THREE of the items listed in Question 2 should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from Question 2, or circle "NONE."]

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

4. **A Thriving and Vibrant Community and Local Market Place: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Key Biscayne as a place to live	5	4	3	2	1	9
02. Key Biscayne as a place to work	5	4	3	2	1	9
03. Key Biscayne as a place to shop	5	4	3	2	1	9
04. Key Biscayne as a place to dine	5	4	3	2	1	9
05. Key Biscayne as a place to raise children	5	4	3	2	1	9
06. Key Biscayne as a place to educate children	5	4	3	2	1	9
07. Number of trees in the village	5	4	3	2	1	9
08. Landscaping in parks, medians, and other public areas	5	4	3	2	1	9
09. Overall village cleanliness	5	4	3	2	1	9
10. Overall sense of community	5	4	3	2	1	9
11. Overall quality of life	5	4	3	2	1	9
12. Overall image of the Village	5	4	3	2	1	9
13. The Village's efforts to plan for the future	5	4	3	2	1	9

5. **Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from Question 4, or circle "NONE."]**

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

6. **Engaging and Active Community Programs and Public Spaces: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Arts, History and Culture programs and events	5	4	3	2	1	9
02. Holiday and special events	5	4	3	2	1	9
03. Programs and events for persons with special needs and disabilities	5	4	3	2	1	9
04. Programs and events for seniors	5	4	3	2	1	9
05. Programs and events for teens	5	4	3	2	1	9
06. Programs and events for children	5	4	3	2	1	9
07. Youth athletic programs and services	5	4	3	2	1	9
08. Adult athletic programs and services	5	4	3	2	1	9
09. Appearance of parks and open spaces	5	4	3	2	1	9
10. Cleanliness of parks and open spaces	5	4	3	2	1	9
11. Safety of parks and open spaces	5	4	3	2	1	9
12. Rules compliance in parks and open spaces	5	4	3	2	1	9
13. Beach maintenance and cleanliness	5	4	3	2	1	9
14. Athletic fields and courts	5	4	3	2	1	9
15. Village Community Center	5	4	3	2	1	9

7. **Which THREE of the items listed in Question 6 should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from Question 6, or circle "NONE."]**

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

7a. **Please write in the Village event you enjoy the most:** _____

7b. **What is your favorite ongoing Village program? (Examples: specific youth sport, fitness class, or senior program):**

8. **An Accessible, Connected and Mobile Village Transportation Network:** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall village traffic conditions	5	4	3	2	1	9
02. Traffic conditions along Rickenbacker Causeway	5	4	3	2	1	9
03. Traffic flow on major village streets	5	4	3	2	1	9
04. Public bus availability and reliability	5	4	3	2	1	9
05. FreeBee services	5	4	3	2	1	9
06. Pedestrian mobility and accessibility	5	4	3	2	1	9
07. Bicycle mobility and accessibility	5	4	3	2	1	9
08. Golf cart mobility and accessibility	5	4	3	2	1	9
09. Traffic calming efforts	5	4	3	2	1	9
10. Quality of streets	5	4	3	2	1	9
11. Road repairs and improvements	5	4	3	2	1	9

9. Which THREE of the items listed in Question 8 should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from Question 8, or circle "NONE."]

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

10. **Resilient and Sustainable Environment and Infrastructure:** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Flood control efforts	5	4	3	2	1	9
2. Stormwater drainage improvements	5	4	3	2	1	9
3. Addressing sea-level rise and climate change	5	4	3	2	1	9
4. Electrical power reliability	5	4	3	2	1	9
5. Availability of electric vehicle (EV) car chargers in the village	5	4	3	2	1	9
6. Beach dunes and ecosystem	5	4	3	2	1	9
7. Periodic beach renourishments	5	4	3	2	1	9
8. Efforts to address water quality and environmental impact on Biscayne Bay	5	4	3	2	1	9
9. Village commitment to green and sustainable practices	5	4	3	2	1	9

11. Which THREE of the items listed in Question 10 should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from Question 10, or circle "NONE."]

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

12. **Effective & Efficient Government Services:** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall government services	5	4	3	2	1	9
2. Accessibility of government records and documents	5	4	3	2	1	9
3. Public awareness announcements for government meetings	5	4	3	2	1	9
4. Transparency of Village leaders and employees	5	4	3	2	1	9
5. General maintenance and repair of Village facilities	5	4	3	2	1	9
6. Planning and zoning services	5	4	3	2	1	9
7. Building permitting and plans review	5	4	3	2	1	9
8. Building inspection services	5	4	3	2	1	9
9. Residential garbage, recycling and yard waste collection	5	4	3	2	1	9

13. Which THREE of the items listed in Question 12 should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from Question 12, or circle "NONE."]

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

14. **Capital Improvement Priorities:** Using a scale of 5 to 1, where 5 means "Very High Priority" and 1 means "Very Low Priority," please rate the priority of each of the following items.

How high of a priority should be placed on...	Very High Priority	High Priority	Neutral	Low Priority	Very Low Priority	Don't Know
01. Improving parks and open spaces	5	4	3	2	1	9
02. Adding new parks and open spaces	5	4	3	2	1	9
03. Improving athletic fields and courts	5	4	3	2	1	9
04. Adding new athletics fields and courts	5	4	3	2	1	9
05. Improving the Community Center	5	4	3	2	1	9
06. Expanding the Community Center	5	4	3	2	1	9
07. Improving roadways	5	4	3	2	1	9
08. Improving sidewalks and pathways	5	4	3	2	1	9
09. Investing in Rickenbacker Causeway traffic solutions	5	4	3	2	1	9
10. Investing in Bear Cut Bridge safety solutions	5	4	3	2	1	9
11. Renourishing beaches and dunes	5	4	3	2	1	9
12. Protecting power and telecommunications lines	5	4	3	2	1	9
13. Enhancing stormwater drainage	5	4	3	2	1	9

15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from Question 14, or circle "NONE."]

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

16. **Communications:** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following services provided by the Village of Key Biscayne.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Timely, trusted and accurate communication	5	4	3	2	1	9
02. Timely emergency information	5	4	3	2	1	9
03. Availability of information about Village programs and services	5	4	3	2	1	9
04. Online options for conducting business with the Village	5	4	3	2	1	9
05. Village email newsletters (Village Connect; Active Islander)	5	4	3	2	1	9
06. Village Information Notification System (VINS)	5	4	3	2	1	9
07. Usefulness of Village website	5	4	3	2	1	9
08. Village's engagement with residents	5	4	3	2	1	9
09. Dialogue between residents and government	5	4	3	2	1	9
10. Village's efforts to be transparent	5	4	3	2	1	9

17. Which THREE of the items listed in Question 16 should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from Question 16, or circle "NONE."]

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

18. **Receiving Information:** Please CHECK ALL of the ways you currently get news and information about Village programs, services, and events.

- | | |
|---|---|
| ____(01) Village website Keybiscayne.fl.gov | ____(11) @VillageofKeyBiscayne Instagram |
| ____(02) Email newsletter (Village Connect) | ____(12) @KeyBiscayneFireRescue Instagram |
| ____(03) Parks newsletter (Active Islander) | ____(13) @KeyBiscaynePolice Instagram |
| ____(04) Partner newsletters | ____(14) @KeyBiscayneCommunityCenter Instagram |
| ____(05) Bulletin boards | ____(15) Village Information Notification System (VINS) |
| ____(06) Local newspapers (Key Biscayne) | ____(16) Community meetings |
| ____(07) Local newspapers (Miami-Dade) | ____(17) Council meetings and workshops |
| ____(08) Local television (Miami-Dade) | ____(18) Friends, family, neighbors |
| ____(09) Radio (Miami-Dade) | ____(19) Private chats (Whatsapp) |
| ____(10) Village of Key Biscayne Facebook | ____(20) Other: _____ |

19. From which FIVE sources of information listed in Question 18 would you MOST PREFER to get information about Village programs, services, and events? [Write in your answers below using the numbers from Question 18, or circle "NONE."]

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

20. Please rate your level of agreement with the following statements using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

Rate your level of agreement		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	The Village provides quality customer service.	5	4	3	2	1	9
02.	I am excited about the upcoming public library and the Village's partnership with new programming.	5	4	3	2	1	9
03.	I support the Village investing with the City of Miami on athletic field spaces at Virginia Key.	5	4	3	2	1	9
04.	I support the Village creating new zoning codes to protect property from flooding and sea-level rise.	5	4	3	2	1	9
05.	I understand how to protect and insure my home against stormwater and flooding.	5	4	3	2	1	9
06.	I support the Village exploring and using AI technology in routine government operations.	5	4	3	2	1	9
07.	I trust that our Fire Rescue Department has our best interest in mind.	5	4	3	2	1	9
08.	I trust that our Police Department has our best interest in mind.	5	4	3	2	1	9
09.	I trust that our Village elected officials and administrative staff do the right thing.	5	4	3	2	1	9
10.	I am satisfied with the value I receive from the Village for my tax dollars.	5	4	3	2	1	9
11.	I feel the Village is committed to maintaining our community character.	5	4	3	2	1	9

Demographics

21. Including yourself, how many people in your household are...

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

22. What is your age? _____ years

23. How many years have you lived in the Village of Key Biscayne? _____ years

24. How many months per year do you live in the Village of Key Biscayne? _____ months

25. Do you live in a single-family home or an apartment/condominium?

____(1) Single-family residence or duplex ____ (2) Multi-family housing, such as an apartment or condominium

26. Which of the following BEST describes your annual household income?

____(1) Under \$25,000 ____ (3) \$50,000 to \$74,999 ____ (5) \$125,000 to \$149,999
 ____ (2) \$25,000 to \$49,999 ____ (4) \$75,000 to \$124,999 ____ (6) \$150,000 or more

27. Did you complete the 2020 census? ____ (1) Yes ____ (2) No

28. Would you be willing to participate in future surveys sponsored by the Village of Key Biscayne?

____ (1) Yes [Please answer Question 28a.] ____ (2) No

28a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential.
The address information printed to the right will
ONLY be used to help identify areas with special
interests. Thank you.