



Re: RESIDENTIAL SURVEYS

To my fellow County residents, business-owners and stakeholders,

We are seeking your input through a series of community meetings and surveys, like the one attached.

This month we have begun our Strategic Planning initiative. The first, critical step in this process is to hear directly from members of the community about your priorities, concerns, and vision for the future of Monroe County.

The community's vision will be the basis for the Strategic Plan. The Strategic Plan will then guide the County's future policy and budget decisions.

This survey asks for your opinions about the services provided by the *Monroe County Board of County Commissioners*, which has jurisdiction over *unincorporated* Monroe County, which is that part of the Florida Keys that lies *outside* the municipal boundaries of Key West, Marathon, Layton, Key Colony Beach and the Village of Islamorada.

When filling out this survey, please keep in mind that Monroe County does not make decisions for those municipalities. Monroe County also has no jurisdiction over other County-wide entities such as the Monroe County School District or Monroe County Mosquito Control.

However, Monroe County owns and is responsible for vital infrastructure throughout the entire Keys, some of which is located within the municipalities. The county's infrastructure responsibilities include: 2 airports, 17 parks, 4 beaches, 8 boat ramps, a community pool, approximately 400 miles of county roads, 26 county bridges, 5 libraries, 5 fire stations, 3 government centers, 5 courthouses, a medical examiner's facility, an assisted living facility, 2 senior centers, 2 museums, facilities for the State Attorney and Public Defender's offices, and scores of facilities throughout the Keys for county operations.

Monroe County provides fire protection, emergency medical, solid waste and recycling, wastewater and social services to its own residents, as well as funding for over 35 not-for-profit organizations that provide critical medical, mental health, dental, food and shelter, special needs, hospice, senior and youth programs to all residents throughout the Florida Keys, including the residents of the municipalities.

By State law, Monroe County is also required to provide facilities for the State Court system and to provide the facilities for and fund the services of Monroe County's Constitutional Officers, which are the Clerk of the Court, Property Appraiser, Tax Collector, Supervisor of Elections and the Sheriff's Office. However, they operate independently and Monroe County is not responsible for the services they provide.

Again, thank you for your time and attention. Your opinion matters to us.

Sincerely,
Roman Gastesi, Jr.
County Administrator



**RESIDENTIAL SURVEY
2009**

Thank you for taking the time to fill out this survey. The information we obtain from this survey will help us identify your concerns and vision, and will be used to help us develop a set of strategic priorities that will ultimately guide Monroe County's future policy and budgetary decisions. Please return the completed survey to Office of Management and Budget, 1100 Simonton Street, Key West Florida, 33040.

1. Are you a resident of *unincorporated* Monroe County? (*Unincorporated* Monroe County is that part of the County that is outside of the boundaries of the Cities of Key West, Marathon, Layton, Key Colony Beach or Village of Islamorada.)

Circle one: Yes No

2. If yes, where in unincorporated Monroe County?

Circle one: Lower Keys (MM 5-27) Middle Keys (MM 27-65) Upper Keys (MM 72-113)

3. If you are not a resident of unincorporated Monroe County, please tell us where you live.

Circle one: City of Key West City of Marathon Layton Key Colony Beach Village of Islamorada

4. How many years have you lived here?

Number of years: _____

5. If you have lived somewhere else in the Keys prior to your current residence, please tell us where and for how long. Circle N/A if not applicable.

Where: _____ Number of years: _____ N/A

6. How would you rate your level with satisfaction living in Monroe County?

Circle one: 1- Poor 2-Fair 3-Good 4-Excellent No Opinion

7. How would you rate Monroe County government in terms of responsiveness to your questions and / or complaints?

Circle one: 1-Poor 2-Fair 3-Good 4-Excellent No Opinion

Why: _____

8. How often do you interact with County employees?

Circle one: 1- Once per year 2- More than one time per year but less than monthly
 3- Monthly 4- Weekly 5- Never

9. The following are a number of County-funded services and infrastructure. Please rate your level of overall satisfaction with each of the following:

	Poor	Fair	Good	Excellent	No Opinion
Animal control services	1	2	3	4	5
Airports	1	2	3	4	5
Building permits	1	2	3	4	5
Code enforcement	1	2	3	4	5
County beaches	1	2	3	4	5
County parks	1	2	3	4	5
County-sponsored art/cultural events	1	2	3	4	5
County's channel 76	1	2	3	4	5
County's website	1	2	3	4	5
Emergency medical services	1	2	3	4	5
Fire/Rescue services	1	2	3	4	5
Hurricane evacuation/preparedness	1	2	3	4	5
Libraries	1	2	3	4	5
Sanitation services	1	2	3	4	5
Sheriff's services	1	2	3	4	5
Social services	1	2	3	4	5
Storm water management	1	2	3	4	5
Road/bridge safety and maintenance	1	2	3	4	5
Wastewater construction	1	2	3	4	5
UF Extension Services	1	2	3	4	5

10. How would you rate the overall quality of County services?

Circle one: 1-Poor 2-Fair 3-Good 4-Excellent No Opinion

Why: _____

11. How would you rate Monroe County's ability to meet the needs of its citizens?

Circle one: 1-Poor 2-Fair 3-Good 4-Excellent No Opinion

Why: _____

12. Please describe the issues you are most concerned with on a local level, here in Monroe County?

13. How would you rate the professionalism of County government employees?

Circle one: 1-Poor 2-Fair 3-Good 4-Excellent No Opinion

Why: _____

14. How would you rate the County's efforts to keep citizens informed about what the County is doing?

Circle one: 1-Poor 2-Fair 3-Good 4-Excellent No Opinion

15. Please think about and estimate the percentage of your property tax bill that goes to Monroe County.

_____ % or _____ Not applicable, I am a renter and do not receive a property tax bill.

16. How important do you believe the following issues are to Monroe County? Circle a number, or "no opinion" if applicable, next to each category:

	Not important	Somewhat important	Very Important	No Opinion
Attracting jobs/economic development	1	2	3	4
Maintaining a sense of community	1	2	3	4
Environmental Protection	1	2	3	4
Open Space	1	2	3	4
Growth/development	1	2	3	4
High cost of living	1	2	3	4
Housing affordability	1	2	3	4
Public Safety	1	2	3	4
Recreational access to waterfront	1	2	3	4
Social Services	1	2	3	4
Taxes	1	2	3	4
Traffic/Transportation	1	2	3	4
Wastewater	1	2	3	4
Working waterfront	1	2	3	4
Other (please specify): _____	1	2	3	4

17. How would you rate the performance of County government in solving the problems in the County?

Circle one: 1-Poor 2-Fair 3-Good 4-Excellent No Opinion

18. How would you rate the quality of life in Monroe County?

Circle one: 1-Poor 2-Fair 3-Good 4-Excellent No Opinion

19. Do you think things in Monroe County are generally going in the right direction or the wrong direction? Circle one:

1-Strongly in the right direction 2-Somewhat in right direction
3- Strongly in the wrong direction 4-Somewhat in wrong direction 5-Unsure/don't know

20. How would you rate your satisfaction with the quality of open space and scenic trails in the County?

Circle one: 1-Poor 2-Fair 3-Good 4-Excellent Unsure/don't know

Why: _____

21. How would you rate the economy in Monroe County today?

Circle one: 1-Poor 2-Fair 3-Good 4-Excellent Unsure/don't know

22. How would you rate the local economy as compared to the state and national economies?

Circle one: 1-Better 2-Worse 3-About the same Unsure/don't know

23. Do you think continued development in Monroe County is positively or negatively affecting the quality of life for residents?

Circle one: 1-Negatively 2- Positively 3-Neither Unsure/Don't know

24. Does the cost of housing place a financial strain on you and your family today?

Circle one: 1- No 2-Yes, somewhat 3 -Yes, very much Unsure/Don't know

25. On a scale of 1-4, with 1 being a minimal source of information and 4 being a significant source of information, where do you get your information about Monroe County? Circle a number, or "no opinion" if applicable, next to each source, and add comments, if any:

Commission Meetings	1	2	3	4	No Opinion	Why: _____
County Channel 76	1	2	3	4	No Opinion	Why: _____
County Website	1	2	3	4	No Opinion	Why: _____
Local newspapers	1	2	3	4	No Opinion	Why: _____
Local TV/radio	1	2	3	4	No Opinion	Why: _____
Word of Mouth	1	2	3	4	No Opinion	Why: _____
Other (please specify): _____	1	2	3	4	No Opinion	Why: _____

26. Please tell us which local newspaper(s) you read the most frequently.

27. List your top three priorities for Monroe County for the next 5 years.

28. Are there any existing county services that you would recommend the County discontinue?

29. Are there services, which the county currently does not provide or does not provide adequately, that you would recommend implementing, improving or increasing?

30. Would you be willing to pay additional taxes or fees so that these services can be provided?

Circle one: Yes No Don't know/Not sure

31. Currently, Monroe County receives approximately 43% of your total ad valorem property tax payment. Which statement best describes how you feel about the taxes you pay to the County (check the box):

- Taxes are too high for the quality of County services that I am receiving.
- Taxes are high, but the County is providing more services at a higher quality than I expect.
- Taxes are just right for the amount and quality of services that I am receiving.
- Taxes are too low for the amount and quality of services that I am receiving.
- Unsure/don't know

32. Recent property tax reform legislation allows the County to collect the same amount of property taxes next year as it did this year, despite decreasing property values. Do you think:

- It is okay to collect the same amount of property taxes to preserve current levels of county services.
- The County should reduce taxes with an associated reduction in County services.
- Unsure/don't know.

33. Do you think people who run the county government waste the money we pay in taxes?

Circle one: 1- No 2- Yes, somewhat 3-Yes, very much Unsure/don't know

34. Are the following issues important to you?

	No	Yes, somewhat	Yes, very much	Don't know
AICUZ and Navy jet flyover noise	1	2	3	4
Citizens' Wind Insurance rates	1	2	3	4
FEMA and downstairs enclosures	1	2	3	4
New or upgraded fire station	1	2	3	4
Traffic on US 1	1	2	3	4
Trauma Star helicopter service	1	2	3	4
Waste Water	1	2	3	4
Other (please specify): _____	1	2	3	4

The following are demographic questions used for research only to ensure that we reach a broad range of respondents.

35. Are you a full time resident?

Circle one: Yes No

36. Do you currently own or rent your residence?

Circle one: Own Rent

37. What type of residence do you currently live in? Check the appropriate box:

- House
- Condo
- Townhouse
- Apartment
- Mobile Home
- Military Housing
- Other (please specify): _____

38. Which best describes your age?

Circle one: Under 18 18-25 26-35 36-45 46-55 56-65 66-75 76 or older

39. What is the highest level of school you have completed? Check the appropriate box:

- Eighth grade or less
- Some high school
- High school graduate or GED
- Some technical school
- Technical school graduate
- Some college
- College graduate
- Post-graduate or professional degree

40. What is your gender?

Circle one: Female Male

41. Which best describes your total household income before taxes last year? Check the appropriate box:

- Under \$15,000
- \$15,000 -24,999
- \$25,000 -49,999
- \$50,000 -74,999
- \$75,000 -99,999
- \$100,000 -149,999
- \$150,000 or more

42. Which best describes your head of household? Check the appropriate box:

- Single
- Married/Domestic Partnership
- Divorced
- Separated
- Living with partner

43. Which best describes your employment status?

- Full-time in Monroe County
- Part-time in Monroe County
- Not employed
- Employed, but not in Monroe County
- Self-employed
- Hold both a full-time and part-time job

44. Which best describes the employment status of your spouse/domestic partner?

- Full-time in Monroe County
- Part-time in Monroe County
- Not employed
- Employed, but not in Monroe County
- Self-employed
- Holds both a full-time and part time job

45. Does your household have children under 18 years of age?

Circle one: Yes No

46. Do you have at least one child enrolled in a Monroe County public school?

Circle one: Yes No How many? _____ Ages: _____

Please feel free to add any additional comments: