



V I L L A G E O F K E Y B I S C A Y N E

Office of the Village Manager



Village Council

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Village Manager

John C. Gilbert

MEMORANDUM

DATE: March 19, 2014
TO: Honorable Mayor and Members of the Village Council
FROM: John C. Gilbert, Village Manager
RE: Citizen Survey

RECOMMENDATION

Attached please find **FINAL DRAFT** of the Citizen Survey prepared by ETC Institute for your approval.

Village of Key Biscayne Citizen Survey-Draft

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 take only 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.

1. Please check ALL of the major indoor and outdoor sports, fitness and recreation facilities provided by the Village of Key Biscayne that you your household have used over the past 12 months.

- (1) Village of Key Biscayne Community Center
- (2) Adult and Senior activities in Key Biscayne Community Center
- (3) Felds at Mast Academy
- (4) Sports fields (baseball, softball, soccer, football, etc.)
- (5) Village Parks & Playgrounds

Village of Key Biscayne Community Center and Potential Indoor Spaces

2. On a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following programming spaces, programs, hours and services provided by the Village of Key Biscayne Community Center. NOTE: If you have not used the Village of Key Biscayne Community Center in the past 12 months please skip to Question #4.

<u>How satisfied are you with:</u>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use
(A) Quality of the swimming pool	5.....	4.....	3.....	2.....	1.....	9
(B) Quality of gymnasium.....	5.....	4.....	3.....	2.....	1.....	9
(C) Quality of cardiovascular equipment/fitness area	5.....	4.....	3.....	2.....	1.....	9
(D) Quality of the strength training equipment.....	5.....	4.....	3.....	2.....	1.....	9
(E) Quality of senior space	5.....	4.....	3.....	2.....	1.....	9
(F) Quality of teen room/game room.....	5.....	4.....	3.....	2.....	1.....	9
(G) Quality of indoor playground	5.....	4.....	3.....	2.....	1.....	9
(H) Quality of computer lab	5.....	4.....	3.....	2.....	1.....	9
(I) Cleanliness of the Center.....	5.....	4.....	3.....	2.....	1.....	9
(J) Availability of open space.....	5.....	4.....	3.....	2.....	1.....	9
(K) Hours of operation.....	5.....	4.....	3.....	2.....	1.....	9
(L) Knowledge of Center staff.....	5.....	4.....	3.....	2.....	1.....	9
(M) Courtesy of Center staff	5.....	4.....	3.....	2.....	1.....	9
(N) Availability of parking	4.....	3.....	3.....	2.....	1.....	9
(O) Adult and Senior programs and classes (Fitness programs, movies, lunches, trips, bridge, bingo)	5.....	4.....	3.....	2.....	1.....	9
(P) Group exercise classes.....	5.....	4.....	3.....	2.....	1.....	9
(Q) Quality of instructors for group exercise classes	5.....	4.....	3.....	2.....	1.....	9
(R) Quality of instructors for adult classes.....	5.....	4.....	3.....	2.....	1.....	9
(S) Quality of Instructors for youth classes programs and classes.....	5.....	4.....	3.....	2.....	1.....	9
(T) Availability of youth activities.....	5.....	4.....	3.....	2.....	1.....	9
(U) Availability of Adult activities	5.....	4.....	3.....	2.....	1.....	9
(V) Availability of Senior activities	5.....	4.....	3.....	2.....	1.....	9

3. Which FOUR of the services listed above are the MOST IMPORTANT to you and members of your household's enjoyment of the Village of Key Biscayne Community Center? [Please indicate your 1st, 2nd, 3rd, and 4th choices by writing in the letters from Question #2 above in the spaces below, or circle 'NONE'.]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

4. Which ONE of the following statements best represents how often you or other members of your household (on average) use the Village of Key Biscayne Community Center?

- | | |
|---|---|
| <input type="checkbox"/> (1) daily | <input type="checkbox"/> (5) monthly |
| <input type="checkbox"/> (2) several times per week | <input type="checkbox"/> (6) less than once a month |
| <input type="checkbox"/> (3) once per week | <input type="checkbox"/> (7) never |
| <input type="checkbox"/> (4) a few times a month | |

5. The following are major actions that the Village of Key Biscayne could take to IMPROVE the existing Community Center and possibly develop additional indoor programming spaces at other locations. Please indicate whether you would be very supportive, somewhat supportive, not sure, or not supportive of each action by circling the number next to the action.

<u>How supportive are you of having the Village of Key Biscayne:</u>	Very Supportive	Somewhat Supportive	Not Sure	Not Supportive
(A) Expand the Fitness Center area, including additional equipment at the Community Center	1.....	2.....	3.....	4.....
(B) Develop additional gymnasium space for basketball/volleyball, etc. at the Community Center.	1.....	2.....	3.....	4.....
(C) Develop additional program space for adults 55 years of age and older (card games, meetings, lunches, etc.)	1.....	2.....	3.....	4.....
(D) Develop additional fitness equipment and exercise areas to be used exclusively by adults 55 years of age and older.....	1.....	2.....	3.....	4.....
(E) Develop additional parking spaces for the Community Center	1.....	2.....	3.....	4.....
(F) Develop additional indoor performance venues (auditorium/ theater)..	1.....	2.....	3.....	4.....
(G) Expand the Game Room for teen activities at the Community Center.	1.....	2.....	3.....	4.....
(H) Develop a larger swimming pool at the Community Center.....	1.....	2.....	3.....	4.....
(I) Renovate the bathroom/locker rooms at the Community Center.....	1.....	2.....	3.....	4.....

6. Which THREE of these actions are MOST IMPORTANT to your household to improve the existing Community Center and/or possibly develop additional indoor program spaces at other locations. [Write in the letters below using the letters from the list in Question #5 above or circle 'None'.]

1st Most Important 2nd Most Important 3rd Most Important NONE

7. To develop the additional programming spaces you indicated are most important to your household in Question #6 would most likely require expanding the footprint for the Community Center. The most space for expansion is to the North, which would require moving the existing swimming pool further to the North and eliminating some of the park space in the Village Green.

Knowing that, how supportive would you be of developing the additional programming spaces at the Key Biscayne Community Center that are most important to your household, if it required eliminating some of the park space in the Village Green?

- | | |
|--|---|
| <input type="checkbox"/> (1) Very supportive | <input type="checkbox"/> (3) Not sure |
| <input type="checkbox"/> (2) Somewhat supportive | <input type="checkbox"/> (4) Not supportive |

Potential Indoor Programming Spaces for Adults 55 years of Age and Older

8. Currently, senior and adult activities, such as movies, lectures, dominos/card games, exercise classes, etc., are held in the adult lounge in the Community Center. Activities in the adult lounge are programmed exclusively for seniors and adults. The multipurpose room, art room, computer lab, aerobics studio, fitness center; swimming pool, gymnasium, etc. in the Community Center are also used by adults and seniors.

The Village of Key Biscayne is considering developing expanded programming spaces for adults 55 years of age and older at the Community Center or at other locations. Three (3) options are currently being considered. For each option, please indicate how supportive you would be of the option by circling the number to the right of the option.

Very Somewhat Not Not
Supportive Supportive Sure Supportive

A) **Build a larger room at the Community Center to be used exclusively by adults 55 years of age and older.** This Option would still allow the remaining programming spaces at the Community Center, i.e. fitness equipment, classes, gym, outdoor swimming pool, etc. to be available to adults 55 and over. 1..... 2..... 3..... 4

B) **Construct a multi-use facility that would house a new Public Library in the Village on one floor and provide dedicated space for adults 55 years of age and older on a 2nd floor along with expanded arts facilities.** This Option would provide more room exclusively for adults 55 and over than Option A and also access to the library and expanded arts facilities. It would not provide as convenient access to Community Center spaces (fitness center, pool, gym, etc.) as Option A.... 1..... 2..... 3..... 4

C) **Develop a new center of approximately 12-15,000 square feet for exclusive use by adults 55 years of age and older.** This Option would provide for expanded space for meetings, cards, dances, etc. and a smaller fitness area. This Option would provide the most room for the exclusive use of adults 55 and over, but would not be as convenient for the use of the Community Center (fitness equipment, pool, gym, etc.) as in Option A or as convenient for the use of the Library and expanded arts facilities as in Option B. 1..... 2..... 3..... 4

9. **Which ONE of these Options do you feel is the best for the Village of Key Biscayne to take?** (Please write in the letter below from the Options in Question #8 above that you feel is best for the Village to take, or circle 'None' if you do not feel any additional dedicated programming space is needed for adults 55 years of age or older.)

1st
 Best Option

NONE

Outdoor Recreation Facilities

10. Please indicate how often you and members of your household have used each of the following types of recreation facilities available in the Village of Key Biscayne during the past 12 months by circling the appropriate number to the right of each recreation facility.

Number of times your household used these types of recreation facilities during the past 12 months:

	<u>Never</u>	<u>1-25 times</u>	<u>26-50 times</u>	<u>51-100 times</u>	<u>101+ times</u>
(A) Youth baseball fields.....	1	2	3	4	5
(B) Youth soccer fields.....	1	2	3	4	5
(C) Youth softball fields.....	1	2	3	4	5
(D) Youth football fields.....	1	2	3	4	5
(E) Adult athletic fields.....	1	2	3	4	5
(F) Key Biscayne Beach Park.....	1	2	3	4	5
(G) Playground.....	1	2	3	4	5
(H) Passive recreational space.....	1	2	3	4	5
(I) Dog park.....	1	2	3	4	5

11. Please rate your overall satisfaction with the following major categories of sport field services provided by the village of key Biscayne on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>
(A) Mowing of fields.....	5	4	3	2	1
(B) Field drainage.....	5	4	3	2	1
(C) Lining of fields.....	5	4	3	2	1
(D) Field grading.....	5	4	3	2	1
(E) Turf quality.....	5	4	3	2	1
(F) Overall quality of fields.....	5	4	3	2	1
(G) Time availability for games/practices.....	5	4	3	2	1

Acquisition of Open Space

12. How supportive are you of the Village of Key Biscayne purchasing land in the Village for the development of additional parks, trails, sports facilities, etc.?

(1) Very supportive
 (2) Somewhat supportive
 (3) Not sure
 (4) Not supportive

Major Actions to Improve Indoor and Outdoor Parks and Recreation Facilities

13. The following is a full-range of major actions that the Village of Key Biscayne could take to improve outdoor and indoor recreation facilities. Please indicate whether you would be very supportive, somewhat supportive, not sure, or not supportive of each action by circling the number to the right of the action.

<u>How supportive are you of having the Village of Key Biscayne:</u>	<u>Very Supportive</u>	<u>Somewhat Supportive</u>	<u>Not Sure</u>	<u>Don't Know</u>
(A) Acquire open space for passive activities (i.e. trails, picnicking).....	1	2	3	4
(B) Acquire open space for active recreation (i.e. developing soccer, baseball, softball fields, etc.)	1	2	3	4
(C) Develop new sports fields (i.e. baseball, soccer) without artificial turf.....	1	2	3	4
(D) Develop new sports fields (i.e. baseball, soccer) with artificial turf				
(E) Make improvements to the Community Center that are most important to you and members of your household.....	1	2	3	4
(F) Add a larger pool and expand the footprint of the community center ...	1	2	3	4
(G) Develop additional parking to access the Community Center	1	2	3	4
(H) Develop a new outdoor amphitheater	1	2	3	4
(I) Provide expanded dedicated space for adults 55 and older at the Community Center	1	2	3	4
(J) Build a new stand-alone center dedicated to the exclusive use of adults 55 years of age and older	1	2	3	4
(K) Build a multipurpose facility housing a new library, dedicated space for adults 55 and older and expanded arts space.....	1	2	3	4

14. Which THREE of these actions do you feel are MOST IMPORTANT for the Village of Key Biscayne to take to improve indoor and outdoor parks and recreation facilities? (Write in the letters below using the letters from the list in Question #13 above or circle 'None'.)

1st Most Important

2nd Most Important

3rd Most Important

NONE

Satisfaction and Importance of Village of Key Biscayne Services

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

<u>How satisfied are you with:</u>	Very				Very	Don't
	Satisfied	Satisfied	Neutral	Dissatisfied	Dissatisfied	Use
(A) Overall quality of fire rescue	5	4	3	2	1	9
(B) Overall quality of police services.....	5	4	3	2	1	9
(C) Overall quality of zoning	5	4	3	2	1	9
(D) Overall quality of code enforcement	5	4	3	2	1	9
(E) Overall quality of beach maintenance.....	5	4	3	2	1	9
(F) Overall quality of streets	5	4	3	2	1	9
(G) Overall quality of Community Center	5	4	3	2	1	9
(H) Overall quality of sports fields.....	5	4	3	2	1	9
(I) Overall quality of special events	5	4	3	2	1	9
(J) Overall quality of traffic enforcement	5	4	3	2	1	9
(K) Adequacy of village street lighting	5	4	3	2	1	9
(L) Overall quality of sidewalks	5	4	3	2	1	9
(M) Quality and access to public education.....	5	4	3	2	1	9
(N) Enforcement of local traffic laws	5	4	3	2	1	9
(O) Communication by village officials to residents....	5	4	3	2	1	9
(P) Visibility of police in neighborhoods.....	5	4	3	2	1	9

16. Which FOUR of the services listed above should receive the MOST EMPHASIS from Village leaders over the next 2 years? [Please indicate your 1st, 2nd, 3rd, and 4th choices by writing in the letters from Question #15 above in the spaces below, or circle 'NONE'.]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

17. How satisfied are you with the current traffic conditions within the community? Please make #17 and move the others down.

- _____ (1) Very satisfied
- _____ (2) Somewhat satisfied
- _____ (3) Neutral
- _____ (4) Somewhat dissatisfied
- _____ (5) Very dissatisfied

18. Please share any thoughts you have to improve the quality and access to public education.

19. What specific issues do you recommend the Village of Key Biscayne focus on to improve the quality of life in Key Biscayne?

Demographics

20. Counting yourself, how many people in your household are?

Under 5 years _____	15 - 19 years _____	35 - 44 years _____	65- 74 years _____
5 - 9 years _____	20 - 24 years _____	45 - 54 years _____	75+ years _____
10 - 14 years _____	25 - 34 years _____	55 - 64 years _____	

21. What is your age? _____

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

23. Your gender: _____(1) Male _____(2) Female

24. The Village would like to survey residents on a reoccurring basis. How would you like to receive your next survey?

_____ Phone _____ Email _____ Mail _____ Via the Village web site
_____ Social Media _____ Text Message

This concludes the survey. Thank you for your time.

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

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